| **Sl. No.** | **Bidder** | **Page No. of RFP** | **Section** | **Clause** | **RFP Statement** | **Query** | **Response/Clarification** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | ACL Mobile Ltd. | 13, 14 | Section-II, Part-III | 3, 4, 6 | Certificate from Statutory Auditor | Our org has recently changed the auditor; the new auditor may not be able to provide a certificate instantly without formal audit process which will take its own time & may not be feasible by the RFP submit timeframe. We therefore request to provide flexibility to provide this certificate from a CA firm or our internal auditor CA firm, as an alternative. | As per Amendment issued. |
|  | ACL Mobile Ltd. | 14 | Section-II, Part-III | 9 | Copies of related authorizations/licenses. | We would like to know whether registered tele-marketer certificate from TRAI should suffice. | As per RFP. |
|  | ACL Mobile Ltd. | 14 | Section-II, Part-III | 10 | Copies of last two audit reports | We would like to know if it’s related to data not being shared with external parties & related security measures being undertaken/ followed. The certificate required for this needful shall be provided on XXXXX letterhead signed by authorized signatory to include measures been implemented for data security. | As per RFP. |
|  | ACL Mobile Ltd. | 14 | Section-II, Part-III | 7, 8 | Documentary evidence of the same and copies of supply orders along with satisfactory contract/order execution reports(s) issued by the concerned organization. | We would like to know whether the evidence/performance letter from our client should also mention the outbound SMS usage in the said period. | As per RFP. |
|  | ACL Mobile Ltd. | 18 | Section-II, Part-V | 1 | Cost of SMS should include applicable taxes | We shall request a small change to this clause stating any applicable taxes shall be explicit & applicable as per statutory regulations time to time. | As per RFP. |
|  | Comviva | 8 | I | Part-I | Taxes | Taxes should be kept exclusive of the commercials as taxes change every year. Please comment | As per RFP. |
|  | ACL Mobile Ltd. | 20 | Section-III, Part-I | Para-1 | Contract to be for 3 yrs from the date of signing of contract. | As been happening since last 2 yrs& especially last couple of months, charges for outbound SMS have changed drastically due to govt/operator regulations. These changes have been well accepted by users across industries including govt departments so we request to modify this clause to include any such change by govt/operator shall be reviewed & implemented with formal consent. | As per RFP. |
|  | Velti | 20 | Section-III, Part-I | Para-1 | Contract to be for 3 yrs from the date of signing of contract. | Will this be applicable even when the price changes are due to new regulations/Amendment in regulations put forth by TRAI. | As per RFP. |
|  | Comviva | 8 | Section –2, Part-I | 3 | Preparation of Financial bid | SMS charges can vary over the year due to operator/Govt. regulation hence there should be a provision wherein SMS charges could be revised based upon revision beyond the control of the vendor | As per RFP. |
|  | ACL Mobile Ltd. | 8 | Section-II, Part-I | 4.1 | EMD | The format of Bank Guarantee for EMD hasn’t been included in the RFP though the format for Performance Bank Guarantee is there. | As per standard format. |
|  | Spice Digital | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No. 7) | Should have at least one large client from Central/State/UT governments/large banks. \* Large clients can be assumed as entities with requirement of at least 10 Crore outbound SMSes per month | We are providing services to "IRCTC (Indian railways catering & Tourism Corporation Limited)" and none of the Central State Government agencies is sending 10 Crore outbound SMSes Per Month. But we can provide some Central/State/UT clients who are doing good volume with us. | As per Amendment issued. |
|  | TTSL | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No. 7) | Should have at least one large client from Central/State/UT governments/large banks. \* Large clients can be assumed as entities with requirement of at least 10 Crore outbound SMSes per month | As none of the Central/State/UT Government/Large Bank organization using 10 Crore SMSes per month, hence would request the department to consider the credentials of a customer who is using 3-4 Crore SMSes per month. | As per Amendment issued. |
|  | TTSL | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No.8) | Should be currently delivering at least 5 Crore SMSes per month for at least one of the clients for last 2 years | Please consider the credentials of a customer who is using 3-4 Crore SMSes per month. | As per RFP. |
|  | NetCore | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No. 7) | Should have at least one large client from  Central/State/UT  governments/large  banks.  \* Large clients can be  assumed as entities with  requirement of at least  10 Crore outbound  SMSes per month | Request if that can be relaxed to 8 crore | As per Amendment issued. |
|  | Spice Digital | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No. 9) | Should have necessary licenses/ authorizations in-effect for procurement, installation and customization of SMSC services | As per TRAI - Telemarketer can send SMS. We can provide the same. | As per RFP. |
|  | Spice Digital | 13 | Sec- 2 Part-III | Eligibility Criteria  (Pre-Qualification Criteria)  (S.No. 2) | Average overall annual  turnover of at least  Rs.25.00 crore (Rupees  Twenty Five crores only)  from the SMS Services  within India only, during  the previous three  financial years (2009-  2010, 2010-2011 & 2011-  2012) | Balance Sheets don't have bifurcation services the turnover. We can provide the Total figure of Annual Turnover as per the requirement. | As per RFP. |
|  | Spice Digital | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No.4) | Should not have defaulted in payment of statutory dues or liabilities. | UIDAI has asked for Certificate from statuary Auditor, Can we provide undertaking on this. If Not, then pls. provide the format for same. | As per Amendment issued. |
|  | Spice Digital | 14 | Sec- 2 Part-III | Eligibility Criteria (S.No.6) | Should not have been  blacklisted by any  government  agency/department at  any point of time. | UIDAI has asked for Certificate from statutory Auditor, Can we provide undertaking on this. If Not, then pls. provide the format for same. | As per Amendment issued. |
|  | Velti | 22 | Section III  Part-I | Supported Protocols | -HTTP  -HTTPS  -SMPP  Other supported methods and their advantages should be clearly indicated in the proposal. | Are the HTTP/HTTPS/SMPP APIs required to integrate with the Netcore application which can call these APIs to submit the messages | As per RFP. |
|  | Velti | 21 | Section- III  Part-I | Accessibility and Integration | UIDAI’s SMS Gateway is deployed on NetCore Solution | Does UIDAI need a platform like Netcore. | As per RFP. |
|  | Velti | 21 | Section- III  Part-I | Accessibility and Integration | SMSC will be accessible to UIDAI through secure VPN over internet or leased line connectivity with at least 2 Mbps bandwidth. Selected bidder will reassess the bandwidth requirement before establishing the connectivity between UIDAI’s data centers at Bangalore & at G. Noida and its SMSC. | Is the leased line connectivity cost to be borne by the service provider | As per RFP. |
|  | Velti | 24 | Section- III  Part-1 | Migration of Data Centers | Both the existing data centers of UIDAI, at Bangalore and G. Noida, will be migrated in near term therefore bidders should factor the cost of migration in overall estimation from the standpoint of re-commissioning of the network connectivity and related configurations. If there is any other impact, then the same should be factored-in and indicated in the proposal very clearly. | When will the migration to the new data center happen and where will these new centers be located? Please provide addresses for leased line feasibility | As per Amendment issued |
|  | TTSL | 24 | Section- III  Part-1 | Migration of Data Centers | Both the existing data centers of UIDAI, at Bangalore and G. Noida, will be migrated in near term therefore bidders should factor the cost of migration in overall estimation from the standpoint of re-commissioning of the network connectivity and related configurations. If there is any other impact, then the same should be factored-in and indicated in the proposal very clearly. | Complete Address details for feasibility study. | As per Amendment issued |
|  | TTSL | 24 | Section- III  Part-1 | Migration of Data Centers | Both the existing data centers of UIDAI, at Bangalore and G. Noida, will be migrated in near term therefore bidders should factor the cost of migration in overall estimation from the standpoint of re-commissioning of the network connectivity and related configurations. If there is any other impact, then the same should be factored-in and indicated in the proposal very clearly. | Please share the complete address of the UIDAI Date center in which UIDAI might migrate in near future. As bidder needs to do the prior feasibility check for the Data Center location and accordingly commercial implication would be attached to it. | As per Amendment issued |
|  | Velti | 27 | Section-III  Part-II | Penalties | Performance Management | Is the Penalty (2. On-time delivery of SMSes) on Delayed Delivery applicable on messages which have failed to deliver with appropriate failure reason | As per RFP |
|  | Velti | 30 | Section- IV, Part -1 | 1.8  (Taxes & Duties) | The Service Provider and their Personnel shall pay all such direct and indirect taxes, duties, fees, and other impositions levied under the Applicable Laws of India | Please clarify, all taxes levied such as Service Tax will not be payable by UIDAI | As per RFP. |
|  | Velti | 40 | Section-IV  Part-i | Accounting, Inspection and Auditing. | Audit Reports requirement | Can internal audits conducted by us shared for this. We are also open to an audit by UIDAI | As per RFP. |
|  | Velti | 25 | Section- III, Part II | SLA Requirement | It is to be noted that UIDAI’s SMS Gateway is managed by MSP (Managed Service Provider) therefore governance structure should include appropriate interfaces with the MSP team. MSP organization structure and their Contact details will be shared at the time of signing of the contract. | Kindly clarify this requirement further | As per RFP. |
|  | ComViva | 20 | Section-III  Part-I | Description of Services | Description of Services | Please provide the expected Architecture & Call Flow | As per Amendment issued. |
|  | TTSL | 20 | Section-III  Part-I | Description of Services | Description of Services | In order to design the efficient and optimum solution, we request the department to share the complete SMS triggering flow/ Flow Diagram | As per Amendment issued. |
|  | Comviva | 24 | Section-III  Part-I | End to End Responsibility | The service provider shall ensure high availability of the network connectivity and SMSC. All planned outages and breakdowns will be tracked at UIDAI for performance management | Can the vendor leverage the used infrastructure for other opportunities if solution is on Cloud etc | As per RFP |
|  | Comviva | 20 | Section- III  Part-1 | Part-I | Volume Projections of Outbound SMS Traffic per Month | What is the potential traffic beyond 2nd year? If we consider traffic based upon our experience then how will our bid be compared with other vendors? | As per the RFP. |
|  | Comviva | 21 | Section- III  Part-1 | Performance Parameters: | Accessibility and Integration | What are the details of the HTTP interface support required | Query not clear. |
|  | Comviva | 21 | Section- III  Part-1 | Performance Parameters: | Accessibility and Integration | How are applications currently connecting to the existing setup? Which interface are they connecting on? | Currently through Kannel gateway over http. |
|  | Comviva | 21 | Section- III  Part-1 | Performance Parameters: | Timelines | What is the retention period for the SMS Transactions? Can the data be compressed? What duration of data needs to be compressed | As per Amendment issued. |
|  | Comviva | 22 | Section- III  Part-1 | Performance Parameters: | Analytics and Reporting | What is the requirement on online transaction retrieval that is how long the CDRs should be stored on database and in Tape drive? This will be required to dimension the system. | As per Amendment issued. |
|  | Comviva | 22 | Section- III  Part-I | Security | On an on-going basis, UIDAI may arrange periodic audit of SMSC infrastructure in order to ensure that mutually agreed security protocols are being adhered to | What are the security protocols that are referred to in the section | As per RFP. |
|  | TTSL | 14 | Section-II, Part III, | Eligibility Criteria  (Point-10) | Information security audit was conducted in last 3 months by a qualified auditor. | Would request the department on clarifying Information security audit requirement expectations? | As per RFP. |
|  | TTSL | 14 | Section-II  Part III, eligibility criteria | Sl. No 6 | Should not have been blacklisted by any government agency/department at any point of time. | Providing Certificate from statutory Auditor would not be possible as they are being accessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorized Signatory having Power of Attorney | As per Amendment issued. |
|  | TTSL | 13 | Section-II Part III | Pre Qualification Criteria  Sl. No 2 | Average overall annual  turnover of at least  Rs.25.00 crore (Rupees  Twenty Five crores only)  from the SMS Services  within India only, during the previous three financial years (2009-2010, 2010-2011 &2011-2012) | Providing Certificate from statutory Auditor would not be possible as they are being accessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorized Signatory having Power of Attorney | As per RFP. |
|  | TTSL | 13 | Section-II, Part III, eligibility criteria | Pre Qualification Criteria  Sl. No 3 | Should not have defaulted on any bank/institutions’ loans in the past. | Providing Certificate from statutory Auditor would not be possible as they are being accessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorized Signatory having Power of Attorney | As per Amendment issued. |
|  | TTSL | 14 | Section-II  Part III, eligibility criteria | Sl. No 4 | Should not have  defaulted in payment of statutory dues or  liabilities | Providing Certificate from statutory Auditor would not be possible as they are being accessed only by the Board members of TTSL and refuse to provide the certificates for the bids. Certificate can be provided by Authorized Signatory having Power of Attorney | As per Amendment issued. |
|  | TTSL | 23 | Section-III  Part-1, Performance Parameters | Analytics and Reporting | Service Provider should make available detailed report with the fields stated in item#2 on daily/ weekly/ monthly/quarterly/ half yearly/ annual basis as per UIDAI’s requirement. | All the reports pertaining to the Call records shall be available to the department through Web-portal, however for fetching the Daily reports from the Telecom Service provider (TSP) System, TSP would require a minimum 24 Hours to display on the Web-portal as this information would require back end activity integration. Would request you to consider the same | As per Amendment issued. |
|  | TTSL | 22 | Section-III  Part-1 | Performance Parameters | On an on-going basis, UIDAI may arrange periodic audit of SMSC infrastructure in order to ensure that mutually agreed security protocols are being adhered to | As an Telecom operator, we do a regular Audit through a third party for our SMSC infrastructure, please confirm will UIDAI do an another audit for it? | As per RFP. |
|  | TTSL | 22 | Section-III  Part-1 | Performance Parameters | Languages to be supported. | Kindly share more details on the regional language requirement, does this required in mentioned languages only? | As per RFP. |
|  | NetCore | 14 | Section II, Part-III | Point- 8 | Should be currently  delivering at least 5 Crore SMSes per month for at least one of the clients for last 2 years | Request if that can be relaxed to 3 crore | As per Amendment issued. |
|  | NetCore | 25 | Section-III  Part-II | SLA Definition | Severity 1 issues will require response from service provider within 15 minutes  • Severity 2 issues will require response from service provider within 2 hours  • Severity 3 issues will require response from service provider within 36 hours | All severity response times would be during working hours, for non-working hours the measurement would be from the time of call. | As per RFP. |
|  | NetCore | 13 | Section-II Part-iii | Pre-Qualification Criteria  (SNo. 2) | Average overall annual turnover of at least Rs.25.00 crore (Rupees Twenty Five crores only) from the SMS Services within India only, during the previous three financial years (2009- 2010, 2010-2011 & 2011- 2012) | We this can be relaxed/modified to :  A: Average overall turnover of at least rs Rs 15 Crore from SMS Services within India Only during previous three financial years.  B: Average overall business turnover of Company of at least 25 Crore , during the previous three financial years | As per Amendment issued. |