**PRE BID REPLIES FOR NPCI:RFP:2012-13/0020 DATED 27.11.2012 RFQ FOR SMS GATEWAY SERVICES FOR INTEGRATION WITH FRM SOLUTIONS**

| SR.No | Document Ref | Page No | Clause No | Description in RFQ | Clarification Sought | Addittional Remark | NPCI's Response |
|---|---|---|---|---|---|---|---|
| 1 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 17 | 8.7.1 | Penalty for Defect in Services | What about dowtime during Predefined Maintainance , Operator Issue etc. SLA should be reconsidered | | No change in terms of RFQ |
| 2 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 17 | 8.7.2 | Penalty for Delay in Transmission of Msg | Delivery is also dependent on operator , network congestion . Here the SLA should be reconsidered on realistic basis. | | No change in terms of RFQ |
| 3 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 21 | 8.11.1 | There Shall be NO Increase in price for any reason whatsoever. | This is a contingent matter. There may be several instances like increase in price by the operator(s), change in laws, any communication by the regulator which may lead to higher prices. This shall be removed or certain subjectivity should be attached. | | No increase in price for period of 1 year |
| 4 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 22 | Section 9-3 | The Messaging Platform Must be able to send email which can be in the form of Schedule , events Interactive SMS | Please explain by some USE CASES and example on what exactly is requeired here | | System alerts, transaction message to be converted and sent as sms |
| 5 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9-14 | All SMS to be delviered to Mobile Subcriber within 30 to 60 Secs (depending on criticality of the application ) of receipt of the message at bidder's server with acknowledgement for delivery of each SMS message. | Here again we there is dependency of operator. Here SLA can be Submission to the Operator in place of Delivery on Handset | | No change in terms of RFQ |
| 6 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9-15 | Bidder should submit Flat file on  basis containing SMS generated for each customer and SMS Charges therof for Each Transaction | Please explain by some USE CASES and example on what exactly is requeired here | | System generated report for billing verification |
| 7 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9-16 | The bidder should deliver messages to subscribers of all major service providers like BSNL, Reliance, TATA Indicom, Vodafone, Airtel, IDEA etc directly to that mobile service provider and for the subscribers of other mobile service providers through any one of the above service providers. | Only few operators are in A2P messaging . | | Kindly provide list of operators that support A2P messaging while submitting proposal |

| 8 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 , 24 | Section 9 , 18 | Bidder to establish network connectivity with Primary & backup Links at bidders cost.                    A) Between Bidders DC at primary site & NPCI Switch Center at Primary Site. B) Between Bidders Disaster Recovery Site to NPCI Recovery Site. C) Network should adhere to Security Standards suggessted by NPCI from time to time. D) The connectivity so establish will be subject to compliance of all Information Security Standards & policies of the NPCI from time to time. E) The Uptime of the Links is Bidders Responsibility. NPCI would provide the networking equipments at NPCIs Data Center and Recovery Site for connecting the Links as mentioned above. The cost for procurement of networking equipments at bidder DATA cNETER & rc has to be borne by Bidder. | Will Connectivity  via HTTPS fine in this case ; Please explain the cost of Networking equiptment ,Also let us know that if NPCI will provide the Hardwarde like servers etc or shall the bidder procure the same | | HTTPS is fine. No other changes |
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| 9 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 24 | Section 9-24 | Bidder Should be able to provide Robust Campaign Manager to integrate interactive mobile marketing campaigns on ShortCode or Extended Code. | Please Describer details of Campaing Manager | | Expectation is that SMS service provider has capability to support SMS based campaign for product /services advertisements and may be interactive in nature. |
| 10 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 7 | 2.2.2 | The equipment's at the bidders end must be a part of a network operator secured infrastructure and must offer trusted message environment | Did you mean SMSC? Please clarify. | Where SMSC refers to an SMS center. | We mean the bidders infrastructure that accepts SMS from our system is connected to mobile operators should be part of a secure network |
| 11 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 7 | 2.2.3 | Whatever mobile network used across the world, a message should originate from only a single uniform access number. | All SMS's in India are sent via sender ID. The sender ID is 6 digit alphabets for Transactional SMS and is numeric in nature for Promotional SMS. Yes the sender ID remains constant irrespective of the service provider. | |  6 digit alphabets for Transactional SMS and numeric  for Promotional SMS is fine |

| 12 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 8 | 3.1.1.3 | Email to SMS service wherein incoming emails are sent to intended recipients in form of SMS messages for e.g. Integration with critical servers for reporting message in the event of system failure. These messages would be directed to the servers at bidders end in form of email. These servers should forward the incoming emails to the intended recipients in the form of SMS messages | Can this could be provided as a separate service | | Please quote as per our Price bid. Annexure 6/8 |
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| 13 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 9 | 4.2.6 | The bidder must have its own Data Centre located in India for providing SMS gateway services. | We have our own software set up which is hosted in other datacentres all across India | Is it compulsory to have own datacentre? | Co-located data center in India is ok,visitorial rights & audit should be allowed. |
| 14 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4.2.13 | Bidder should handle User Data Header (UDH) based communication i.e. the bidder should be able to support Port based SMS Services. | Is it a Compulsory feature? | | YES |
| 15 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 22 | 2 | The messaging platform must be able to send e-mail which can be in the form of Broadcast, Scheduled ,Events ,Interactive SMS. | Could it be provided as a separate service? | | NO |
| 16 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | 16 | The bidder should deliver messages to subscribers of all major service providers like BSNL, Reliance, Tata Indicom, Vodafone, Airtel, Idea etc. directly to that mobile service provider and for the subscribers of other mobile service providers through any one of the above service providers. | Yes we can send SMS to all service provders in India.  We have direct connectvity with BSNL, Aircel, Tata & Loop. | | No change in terms of RFQ |
| 17 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 22 | Section 9 | The messaging platform must be able to send e-mail which can be in the form of Broadcast, Scheduled ,Events ,Interactive SMS | Need to understand the specifications of the E-Mail to SMS conversion. | | System alerts, transaction message to be converted and sent as sms |
| 18 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 22 | Section 9 | The messaging platform must support Email to SMS service wherein incoming emails are send to intended recipient in form of SMS messages for e.g. Integration with critical servers for reporting message in the event of system failure. | Need to understand the specifications of the E-Mail to SMS conversion. | | System alerts, transaction message to be converted and sent as sms |
| 19 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 22 | Section 9 | The messaging Platform must support integration of the SMS gateway with various business applications. Initially it is expected that the bidder should integrate their application with NPCI ABC System application of CA ARCOT. | Need specifications of the NPCI ABC System application of CA ARCOT. | | Please read as NPCI FRM system |
| 20 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9 | Level wise report | Need clarification about what "level" means | | by sender/application, by recipient, by content type, |

| 21 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9 | Bidder should submit flat file on daily/weekly/monthly/quarterly/semiannually/annually basis containing SMS generated for each customer and SMS charges thereof for each transaction. | Is there a specific format of the report that is expected by NPCI? | | No specific format, can be mutually agreed with selected bidder |
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| 22 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 24 | Section 9 | Bidder should be able to provide a robust campaign manager to integrate interactive mobile marketing campaigns on short code or extended codes. | We need to understand specific requirements. Can you clarify the term 'robust' in terms of actual measurable deliverables? | | Please see point 9 |
| 23 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 7 | 2.2 | Section 2.2 mentions that 'NPCI desires to provide world class SMS for NPCI's services' | Please clarify what services these correspond to. Does NPCI propose to also take on the banks transcations messaging at some point of time? | | Ref section 2.2.5 for services |
| 24 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 8 | 3.1.1.5 | Integration of sms gateway with various business applications | Which applications are envisaged that would necessitate the use of the said SMS services? | | Currently FRM, other applications as per business needs |
| 25 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 31 | Section 11 | Masked price bid | What is the difference between this annexure and Annexure 8, page 36? | | Both Annexure remains same. You should submit Masked price bid in Envelope B |
| 26 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 21 | 8.11 | There shall be no increase in price whatsoever | Please clarify the duration of the moratorium on price increase | | One year |
| 27 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 16 | 8.1 | NPCI will send Notification of Award/ Purchase Order to selected Bidder | What is meant by the reference to Purchase Order?  Please clarify. | | NOA/PO to be issued to L1 Bidder |
| 28 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 16 | 8.2.1 | Within 3 days of receipt of Purchase Order, the successful Bidder shall accept the Purchase Order | Please clarify terms and conditions that would be binding in the Purchase Order? What is meant by "shall accept"?   does that mean that the successful Bidder has 3 days to respond that it accepts the award of the bid? | | Yes |
| 29 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 7 | 2.2.3, 2.2.1.1 | Whatever mobile network used across the world, a message should originate from only a single uniform access number. | Kindly elaborate what is exactly meant by "Single Uniform access number" | | Please see point 11 |
| 30 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 8 | 2.2.5, 2.2.5.3 | Events: This category of services must allow SMS to be automatically sent to the customers when a certain event happens. | Kindly provide use cases of "Events" | | "Events" specified here are application related. Application would trigger based on certain errors conditions. |

| 31 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 8 | 3.1, 3.1.1, 3.1.1.4 | Managing the transmission and receipt of SMS messages incorporating any required data encoding, splitting and concatenation, for e.g. verification of new users by sending passwords as SMS to users' mobile numbers | Does NPCI see any use case where in a message would be encoded ? Kindly give examples, will the encoding be done by NPCI ? | | Expectations are that bidder should support encoding. |
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| 32 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 8 | 3.1, 3.1.1, 3.1.1.5 | Integration of the SMS gateway with various business applications. Initially it is expected that the bidder should integrate their application with NPCI's FRM system, application of M/s CA - ARCOT. | Is the FRM applications database ODBC compliant, also kindly provide technical details of the FRM application. | | Application has capability of initating SMS. More details will be shared with selected bidder. |
| 33 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4,4.2, 4.2.12 | Bidder should be able to provide a robust campaign manager to integrate interactive mobile marketing campaigns on short code or extended codes. | Kindly elaborate what NPCI means by "Campaign Manage", also elaborate this clause on whole. | | Please see point 9 |
| 34 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4,4.2, 4.2.9 | Bidder's Mobile messaging gateway and other required applications that are hosted are to be in a Level III or Tier III datacenter. The Backup / redundant gateway are also to be hosted in a physically different Level III datacenter other than the main one | Kindly define Level III & Tier III data center | | These are standard Datacenter definations. Level III is sustainable site infrastructure with expected availability of 99.982% |
| 35 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9, point 11 | The messaging platform must support web based interface to see the reports. Following criteria may be used to generate the report :a) Specific Time period Report b) Mobile No wise report c) Summary report ( Count for the time period ) d) Detailed report  Level wise report | Kindly define parameters required in detailed report | | Required paramaters can be mutually discussed and agreed with selected bidder. |

| 36 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 23 | Section 9, point 18 | Bidder to establish network connectivity with primary and backup links at bidder's cost a. Between Bidder's Data Centre at Primary Site and NPCI Switch Centre at Primary Site. b. Between Bidder's Disaster Recovery Site to NPCI Disaster Recovery Site. c. Network should adhere to the security standards suggested by NPCI from time to time (e.g. would be able to support IPSEC, 3-DES encryption etc). d. The connectivity so established will be subject to compliance of all Information Security standards and policies of the NPCI from time to time. e. The uptime of the links is bidders responsibility NPCI would provide the networking equipment's at NPCI's Data Center and Disaster Recovery Site for connecting the links as mentioned above. The cost for procurement of networking equipment's at bidder Data Center and Disaster Recovery Site has to borne by the bidder | Does the bidder have to provide internet connectivity to NPCI's data center | | No |
| 37 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4.2.11 | Bidder must have a robust client side deployable application (middleware) that can be integrated with the banking application (Past details of integration with various applications in at least five Organizations has to be provided) | Does the application needs to be deployed on the Hardware provided by NPCI ?? If yes then Vendor needs to do the Hardware Sizing based on the requirement of the customer in terms of TPS and VOlume projections. Whether the requirement is a hosted or it would be based on shared infrastructure ??? | | Expectations are that bidder has existing SMS gateway setup and should integrate with NPCI's application |
| 38 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 8 | 2.2.5 | The messaging Platform must offer following four categories of SMS services | Does this mean that solutions like Email to SMS, Transactional Push SMS on HTTP API, Bulk Push messaging through web based GUI, Pull messaging services . | | Refer to 2.2.5 of tender document. What is mentioned by you is ways and means of achieving this service. |
| 39 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 9 | 4.2.3 | The Bidder should be a profit making Company in the last Financial Year.(2011-2012) | Is it not exempted for Operators considering the fact that TATA provide highest quality of services and Profit earning is a part of Long Term objective and not the the short term objective ??? | | No change in terms of RFQ |

| 40 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | | 3.1.1.5 | Integration of the SMS gateway with various business applications. Initially it is expected that the bidder should integrate their application with NPCI's FRM system, application of M/s CA – ARCOT | Does this means integration with this system on HTTPS protocol ??? | | YES |
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| 41 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4.2.9 | Bidder's Mobile messaging gateway and other required applications that are hosted are to be in a Level III or Tier III datacenter. The Backup / redundant gateway are also to be hosted in a physically different Level III datacenter other than the main one | Pls explain with the definition of Level3 or Tier 3 datacentre. | | Please see point 34 |
| 42 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4.2.10 | Bidder should be able to provide PUSH & PULL SMS services on a 5 digit short code and also have the facility to provide options for 6 digits to 10 digit extended codes | Why Can this be done on a Long code which is farmore cheaper for the customer comared to a Short Code?? Short code is used in a scenario where the organisaiton wants to earn money from the entire messaging activity . Customer pays 3 to 4 Rupees for sending each message on the short code . | | No change in terms of RFQ |
| 43 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4.2.14 | Bidder should be able to provide a comprehensive reporting portal to facilitate verification by NPCI officials in case of customer queries regarding particular alert on a particular date. | Delivery Reports - Whether required for all MTs or for certain specific MTs pushed ? | | Delivery reports are needed for all messages |
| 44 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | 10 | 4.2.12 | Bidder should be able to provide a robust campaign manager to integrate interactive mobile marketing campaigns on short code or extended codes. | DO you need a Web based solution with the relevant feature ??? What kind of promotional messages you will send ??? | | Web based solution will do. |
| 45 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | | | | NPCI want Email to SMS solution or whole Email Solution ? | | Please quote as per our Price bid. Annexure 6/8 |
| 46 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | | | | In Point no. 13. It mention that "The message platform must support Sender_id mask. (Sender ID may be a defined alpha-numeric string, which is visible on the phone as send id. This may be any string defined by the NPCI)" It can only be possible in Transactional message. | | Noted |

| 47 | NPCI:RFQ:2012-13/0020 dated 27.11.2012 | | | | In Point no. 15. It is mention that " The Bidder should submit flat file on daily/weekly/monthly/quarterly/semiannually/annually basis containing SMS generated for each customer and SMS charges thereof for each transaction". Please elaborate the point. Do we need to FTP the reports ? | | Option to download to be provided. |