

Selection of firms for providing SMS/ Whatsapp/ Voice Services under Samagra Shiksha

RfP No:116/C1/SMS/EMIS/2022

CORRIGENDUM #6: MODIFICATIONS IN THE BID DOCUMENT

Sl.	Page. No. & Clause	Existing Clause	Corrigendum to be issued
1	-	Date of submission of tender: 25-April-2022.	Revised date of submission: May 2, 2022. Time of submission remains unchanged.
2	46 & C-3	Establishment of Bi-directional SMS facilities (push/ pull) capable of delivering and receiving SMS from all the telecom service providers of the state with auto responding features.	Bi-directional messaging to be done using long code for incoming and 6-digit Alphabet Sender ID for outgoing.
3	47 & C(4)	The Bidder should cover the facilities like Push Service and Pull SMS using short / long code / VMN and whatsapp API solution.	The Bidder should cover the facilities like Push Service using SMS and Pull service using long code/ VMN and WhatsApp API solution.
4	48 & 5(c)	Bidder should provide details on type of messages (Text, MMS, Voice, etc.) that can be sent using LongCodes.	Bidder should provide details on type of channels which includes SMS, Voice, Whatsapp (Voice, Text, Video, PDF) that can be sent using Long codes.
5	50 & 10(f)	The Bidder should have the capability to filter out invalid numbers and in case of high failure rate, sending to that particular number must be disabled. Such disablement should be notified to the respective user.	The Bidder should have the capability to filter out invalid numbers and sending SMS to that particular number must be disabled. Such disablement should be notified in the delivery report .
6	53 & 18(h)	Bidder is responsible for approval of WhatsApp Official Business Account (Green Badge) of SS office. All the necessary documents will be provided by SS office.	Bidder should coordinate for the approval of WhatsApp Official Business Account (Green Badge) of SS office. All the necessary documents will be provided by SS office.
6	55 & SLA (Note)	Note - (following delivery failure cases shall be excluded: Inbox full, International roaming, mobile number blacklisted, mobile phone or number switched off, mobile phone or number out of range)	Note - (following delivery failure cases shall be excluded: Inbox full, International roaming, mobile number blacklisted, mobile phone or number switched off, mobile phone or number out of range and valid report from SMS Gateway service provider shall need to be provided for technical issues).
8	58 & F (3)	Relevant Experience: Whatsapp projects with minimum 5 Cr SMS per year (7.5 Points)	Relevant Experience: Whatsapp projects with minimum 1 Cr SMS per year (7.5 Points)
9	58 & Evaluation Criteria F(4)	No. of clients the Bidder has been servicing continuously for at least 3 years, and continues to service on the date of publication of this tender. Services shall mean SMS services for 3 years and Whatsapp services for 1 year.	No. of clients the Bidder has been servicing continuously for at least 2 years, and continues to service on the date of publication of this tender. Services shall mean SMS services for 2 years and Whatsapp services for 1 year.

Sl.	Page. No. & Clause	Existing Clause	Corrigendum to be issued
			<i>This change will automatically apply in the relevant templates provided – i.e. in From Tech 3, Point No. 4.</i>
10	Prequalification Criteria – Sl. no (6)	The Bidder (Lead Bidder in case of a Consortium) should have the capability of sending at least 50 lakh Transactional SMS per day and at least 2 crore Promotional messages per day.	Bidder(s) should have the capability of sending at least 50 lakh Transactional SMS per day and at least 2 crore Promotional messages per day.
11	Prequalification Criteria – Sl.no (8)	<p>The Bidder should be able to allocate a minimum throughput of 1,000 SMS/ sec to SS.</p> <ul style="list-style-type: none"> • Certificates to this effect from the telecom operator[s] should be submitted with whom the Bidder has the tieup to deliver SMS Alerts • AND Undertaking to be provided for at least minimum throughput 1,000 SMS/ sec to SS Office for delivery of SMS. 	<p>The Bidder should be able to allocate a minimum throughput of 150 SMS/ sec to SS. However , arrangements should be made to increase throughput to 1000 SMS/Sec as per the prior requirement put forth by SS.</p> <ul style="list-style-type: none"> • Certificates to this effect from the telecom operator[s] should be submitted with whom the Bidder has the tie-up to deliver SMS Alerts • AND Undertaking to be provided for at least minimum throughput 150 SMS/ sec to SS Office for delivery of SMS. Also, assurance to increase its throughput to 1,000 as requirement of SS.
12	Corrigendum #5 – Page no 13 – Table No 5	TABLE #5: OBD SERVICES	TABLE #5: OBD SERVICES (2 Crore OBD per annum)
13	Corridendum #5: Form FIN2, Table No. 4	Table for quoting rates for Whatsapp.	Since Whatsapp has changed its policy and started charging for user initiated messages, the table is modified as shown on the following page.

TABLE #4: WHATSAPP (4 Crore Whatsapp per annum)

Note: Cost of User initiates sessions and Samagra Shiksha initiated sessions are not being included and will be as per rates of Whatsapp. The costs incurred by the Bidder on this account will be paid on a monthly basis on actuals.

Sl.	Cost	Details	Total in Rs. In Year 1	Total in Rs. In Year 2	Total in Rs. In Year 3	Total in Rs. In Year 4	Total in Rs. In Year 5	TOTAL for 5 Years (Rs.)
1.	Rental (Rs.)	Rental/ Month (Rs.):						
2.	Service Charge (if any such charge is charged by the Bidder over and above the Whatsapp fixed costs – for user initiated messages)							
3	Service Charge (if any such charge is charged by the Bidder over and above the Whatsapp fixed costs – for Samagra Shiksha initiated messages)							
4	TOTAL (E)							