			PREBID QUERIES AND RESPONSE		
Sr. No.           1           2	RFP Page No.     3     23	RFP Clause No.1325-(vi)	Existing Clause Bank Guarantee: Rs. 10,00,00,000/- Bidder shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc as and when released by the Vendor/	Query/Suggestions         For an MSME unit, paying such a huge amount before service going live is difficult. Request you to keep it upto 1 crore.         Please clarify whrher the middleware will be deployed by the SMS vendor or by the Bank.	Bank's ResponsePBG has been reduced to Rs.5 crore- Corrigendum will be released.This clause is related to infra/application installed at the Bidders' locations.
3	24	25-(vii)	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.	Please clarify whether the middleware will be deployed by the SMS vendor or by the Bank.	This clause is related to infra/application installed at the Bidders' locations.
5	46	2	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020. Bidder should specifically certify in Appendix A in this regard and provide copy of registration certificate issued by competent authority wherever applicable.	Please clarify which certificate is being referred to here.	This is related for the OEMs who are covered under the Govt.'s MII programme
4	50 51	Appendix B1 Appendix B1	<ul> <li>5. Whether Bidder's IT environment is suitably protected from external threats by way of firewall, WAF, IDS/IPS, AD, AV, NAC, DLP etc.</li> <li>15. Whether suitable security certification (ISO,PCI-DSS etc.) of the security posture at Bidders IT environment are in place.</li> </ul>	Please confirm who will bear the cost?         As per our standing, PCI-DSS is for Payment Gateway vendors only. Request you to remove the clause. Kindly share the list of all certifications which are mandatory for bidder to have.	Service Provider has to bear the cost These are the examples of certification
6	57	Appendix-C(b) Product Features (4) Appendix-C(c) Check	It is agreed that the Bank reserves the right to negotiate the prices with the selected Bidder. It is also	Unlike GSM, In case of CDMA technology, Delivery reports comes directly from the towers as service provider we don't have control over Operator Infra , hence this clause should be deleted. There should be provision of escalating the price as well if there are any changes in Government	
7	58	List (Compliances) (7)	SMS Services, the Bank reserves the right to negotiate price with the Bidder even before the expiry of 36 months period. Retry of all failed SMSs and the SMSs for which delivery acknowledgement is not received from the telecon operator in 30 seconds with different telecom operator. E.g. if initial submission of particular SMS is with	supporting documents.	
9 10	60 61 61	Appendix-E 1-(iii) Appendix-E 4-(a) Appendix-E 4-(b)	Airtel and the SMS got failed or DLR is not received in 30 seconds, then retry should be with Vodafone-Idea (VI) or Tata, etc. Audit trail requirement Audit logs reporting & analysis tool	Please elaborate Please elaborate	Security related audit requirements
10	70	D-Penalty for fall in success Rate	Success Rate** of 97% and above is expected from Bidder in delivery of High Priority SMS category.	Here Success rate referred as total % of SMS delivered to Operator/handset, please confirm. Also, if delivery fails to a given mobile no due to genuine reason such as Mobile Switch off, End user operator problem, Messages capacity full, not in network coverage.etc then it should not be counted	No change in RFP clause
12	71	F	Payment will only be made for the SMSs whose successful delivery have come from the customers mobile handsets. No payment is made for the SMSs whose delivery status have come from the telecom towers	while calculating the SLA/Penalty and will provide the valid reason for such failure received from the telco operator         Unlike GSM, In case of CDMA technology, Delivery reports comes directly from the towers as service provider we don't have control over Operator Infra , hence this clause should be deleted	
13	121	9.1-(d)	full content of software builds and server configuration details for software deployment and management;.	As source code /Software which is proprietary of organization hence same is not possible to share , Please confirm As per the recent DLT rule (TCCCPR guidelines) we will not receive the DLR (Delivery reports) of a SMS for Some of the messages category such as Promotional etc. In such scenarios how the SLA & Penalty	Clarifications will be given to the bidders after discussing with ISD team
14			GENERAL QUERY	As per the recent DEF fute (recerve guidelines) we will not receive the DER (Derivery reports) of a SMS for Some of the messages category such as Promotionaletc , In such scenarios how the SLA & Penalty will be calculated, Please confirm Also, in future in case if we not receive the DLR (Delivery reports) of a SMS for The OTP and Transactional Categories (OTP, Service Implicit, Service Explicit), In such scenarios how the SLA & Penalty will be calculated, please confirm	THis RFP is only the High Priority SMSs. A separate RFP shall be published in future if telecom operator does not provide delivery report.
15			GENERAL QUERY	Please share Details of existing Process & hardware/ operating System /Software /application/DB/ Storage/Leased Line.etc deployed at Bank premises.         Also Bank or Vendor who is going to pay for In case of procurement of new hardware/ operating System /Software /application/DB/Storage/Leased Line any other software or hardware components	Three tier architecture, patches should be n-1, robust system
16			GENERAL QUERY GENERAL QUERY	required for Servicesetc or Bank is going to provide all the resources as per the demand from the Vendor. Please elaborate the middleware will be deployed by the SMS vendor or by the Bank and In case if same will be deployed by the SMS vendor in Bank premises then who will provide the hardware and software	Service Provider has to bear the cost
18			GENERAL QUERY	components required for the mentioned services and who will bear the cost for the same please confirm Please confirm providing HTTPS based API will be enough for sending SMS and Receiving DLR or do we need to deploy a solution to bank premises please confirm ,In case if same will be deployed by the SMS vendor in Bank premises then who will provide the hardware and software componentsetc required	Sorvice Provider has to hear the cost
19			GENERAL QUERY	Planned downtimes should not be consider while calculating the UPTIME of the system , please confirm	Clarifications will be given to the bidders after discussing with IT-Risk team
20 1	54	Viii	GENERAL QUERY The Bidder should be able to allocate a minimum throughput 5000 SMS/sec to State Bank group.	Who will bear the cost for Security releted activity requested by the bank mentioned in the RFP also in the future as an when required by the bank, Please confirmOverall volume is 75 Lakhs per day by May 2023, which converts to 260 SMS/Sec. We wanted to understand 5000 SMS/Sec requirements , can you please eloborate.	<ul> <li>Service Provider has to bear the cost</li> <li>5000 SMSs/sec is the peak TPS which generally comes during tatkal hours.</li> </ul>
2	Various 53	Various Appendix C	Middleware requirement	Can you eloborate scope of middleware and interations use case , which are protocol or methods to be used for integration.	Refer to the RFP clauses
4	56 57	Appendix C Appendix C	a(Xvi) b(1)	Pls specify the Middleware details and Middle ware specifications for understanding any plans to adapt other API's like REST or RAPID during the tenure	Bank's Middleware has exposed https API for SMS submission and DLRs reception REST API is presently in use
6	57 57	Appendix C	b(7)	If possible pls share Forecast for next 3 years or provide last three growth patren of SMS's for understanding the requirement better	Refer to the RFP clauses Bank's Middleware has exposed https API for SMS
8	various various	Appendix C	b(8)	Pls provide details of the system that would require integration for delivering acknowledgement to SBI whats would be the tentative time of deployement	Refer to the RFP clauses
10	various			Any TAT for response time from SBI on queries Any penalties on Delay in Delivery of Deployement.	Please further specify your query Yes, already mentioned in the RFP
12	54 Various	Viii	The Bidder should be able to allocate a minimum throughput 5000 SMS/sec to State Bank group.	Any penalties % Success/ Failure of SMS's         Overall volume is 75 Lakhs per day by May 2023, which converts to 260 SMS/Sec. We wanted to understand 5000 SMS/Sec requirements , can you please eloborate.         Can you eloborate scope of middleware and interations use case , which are protocol or methods to be used for integration	Yes, already mentioned in the RFP Repeated question
14	Various 60 60	Various Help Desk Requirements Help Desk	Middleware requirement b) The expected time of response should be 5 minutes through automated ticket number and resolution should be average 60 minutes per email or call communication. Bidder should have ability to generate MIS reports periodically (every day) as mentioned in Annexure E 2(b) and to be sent	We need to follow standard or enterprse level SLAs	Repeated question No change in RFP clause
15	61	Requirements Performance Requirements	<ul> <li>(every day) as mentioned in Annexure E 2(b) and to be sent through email to designated email ids.</li> <li>i. Uptime requirement - 99.99% of complete SMS services</li> <li>ii. The Push SMSes will be for the following categories</li> <li>E) Penalty for fall in success Rate: Success Rate** of 97%</li> </ul>	Customer need to use MMX IT Portal for getting all type s of reports         i. Standard SLA=99.5%         1) This seems quite agressive.	Reporting needs to be done through email also Bank's standard clause across all RFP OTP services are very critical, hence agressive SLA has
17 18	114 47/142	Penalties, Annexe E	Bidder should have experience of minimum 5 years in providing bulk sms services Client references anc contact details (email/landline/mobile) of customers for whom the bidder has	<ul> <li>2) Exclusion clause should be added for problem external to Tata's control (Example)</li> <li>3) We should ensure to have a Force Majeur clause to protect our interest.</li> <li>Bidder should have experience of minimum 5 years in providing bulk sms services to Indian and International customers for varied use cases</li> <li>Client references and contact details (email/landline/mobile) of customers for whom the bidder has</li> </ul>	No change in RFP clause
19 20	47/142	6	Client references and contact details (email/landline/mobile) of customers for whom the bidder has executed similar projects in India. (Start and End Date of the Projects to be mentioned) in the past (At least 3 client references are required) Tie up with min 03 domestic telecom operators (names)	Client references and contact details (email/landline/mobile) of customers for whom the bidder has executed similar or varied projects in India or globally. (Start and End Date of the Projects to be mentioned) in the past (At least 3 client references are required) Bidder should have Tie up with min 02 domestic telecom operators (names) before go live of services for SBI covered under the scope of this RFP, also please provide more information in case bidder is a Telecom Operator itself	No change in RFP clause For telecom operator, it should be POI with all the operators
21 22	53/142 90/142	vi 11	the messages should be delivered to correct mobile number As per the scope of this Agreement sub-contracting is not permitted	the messages should be attempted to be delivered to mobile number as shared by SBI Sub Contracting to be permitted If the Bidder and the sub- contracted party are part of the same umbrealla company/part of same group however compliance to all the terms and conditions and delivery of services are responsibility of the bidder	Bank has also mentioned the same thing. No change in RFP clause
23 24	54 Various	Viii Various	The Bidder should be able to allocate a minimum throughput 5000 SMS/sec to State Bank group. Middleware requirement	Overall volume is 75 Lakhs per day by May 2023, which converts to 260 SMS/Sec. We wanted to understand 5000 SMS/Sec requirements , can you please eloborate. Can you eloborate scope of middleware and interations use case , which are protocol or methods to be used for integration.	Repeated question
25 26	108 108	Annexure A Annexure A	Security Requirements i. Service to be https with TLS enabled Integration of the services i. The Bulk SMS Services should cover the facility like Push	We store MSISDN for reporting in the EDRs for billing purposes in encrypted format. Is that not acceptable for SBI? Would SBI would be willing to conduct a training session to brief the vendor on the expected integration with their middleware solution.	Billing can be done with the acknowledgement id or reference number n It is a simple REST based API
27 28	110 114	Annexure A Annexure A Annexure E	i. The Bulk SMS Services should cover the facility like Push Service Provider shall have the operational maintenance obligations (e.g., telephone support, problem resolution, on-site services) Penalties for delay in implementation of solution and penalty for fall in success rate below 97%	with their middleware solution. Is on site support mandatory or telephone/virtual support and resolution enough. Would SBI be willing to relook at the Penalties imposed for non implementation of solution within 1 month and provide an extension for the same?	It is a simple REST based API Onsite support is not required No change in RFP clause
29 30	48	Appendix B	Bidder must be handling minimum 1 crore SMSs per day. (Except promotional SMSes). The bidder should provide the archives of all the messages	Can SBI accept Traffic including Promotional SMS traffic as well. What is SBI excepting as a part of these archives since it Is discouraging the vendor from storing any	No change in RFP clause
31	54	Appendix C Appendix C	sent to their gateway on theIf the Bank desires, connectivity with the bidder's infrastructure will have to beAll the prices, technical specifications and other terms and conditions of the offer including the commercial quote proposed	data at our end.         Under which circumstances is SBI expecting the said connectivity through leased lines?         Please add to this clause to include that both Bidder and SBI reserve the renegotiate the commercials	SMS delivery statistics based on the acknowledgement ids In case the need arises in future. If any govt taxes e.g. GST increases then Bank is going to
33	91	Appendix C 13. INSPECTION AND AUDIT	by the Bidder shall be valid for a minimum period of 36 months. It is agreed by and between the parties that Service Provider shall be subject to annual audit by internal/external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter	Tata Communications conducts regular third party audits and VAPT and is willing to provide the reports for the same to SBI. Is that acceptable since we don't allow customers to audit us.	consider. This is already mentioned in the RFP
35		20 29	referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from SUBCONTRACTING	Can the variations be done basis mutual agreemnt. Can this clause be relaxed?	No change in RFP clause No change in RFP clause
36		31; Section 20 of SLA 33	LIMITATION OF LIABILITY DELAY IN SERVICE PROVIDER'S PERFORMANCE: Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid	Can the limitation of liability will be extended for IP and Confidentiality? For default of Serivces our remedy is Service Credits. This requires a multiple way beneft to Customer as it may involve imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract. Section 34 which involves permission for sub-contracting and makes Servce provider liable for Sub-	No change in RFP clause No change in RFP clause
38		34 36.iii	SERVICE PROVIDER'S OBLIGATIONS INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP: Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever	contractors activies is contradictory with Section 29. Kindly clarify one position only which will eable us to engage sb-contractors if validly permitted under the RFP / Can the said liability be limited to 12 months Service Charges collected by the Bidder?	No change in RFP clause Please further specify your query
40		43	Termination for Convenience INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP: Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever	Can this be deleted? Can the said liability be limited to 12 months Service Charges collected by the Bidder?	No change in RFP clause Please further specify your query
42	70/142	Section 20 of SLA D	LIMITATION OF LIABILITY Penalty for fall in success Rate	Can the limitation of liability will be extended for IP and Confidentiality? In certain cases sometime Handsets are switched off or out of coverage and may Inbox is filled, in those case delivery of messages may go down. How SBI is going to consider those messages under the success rate?	RFP is the delivery based model
1	64	Indicative Price Bid	Cost for domestic SMS (per one lakh SMSs in INR)	Cost for Domestic SMS needs to include with the DLT scrubbing charges Please confirm ? DLT scrubbning charges needs to be add cause, as per the new TRAI regulations All Indian domestic commercial SMS (Transactional & Promotional) will be charged an additional DLT scrubbing charge of Rs. 0.025 per SMS Billing model for SBI is on SMS Delivered basis but now after DLT implemetation as mentioned above operator is going to charge us on Submission basis so please clarify in this scnario how will take this forward.	Bidding to be done including all the charges
2	15 48	11. DEADLINE FOR SUBMISSION OF BIDS: ix-B : Bidder's Eligibility		is there any Physical submisison ?	No need for physical bids- confirmed by IT-PR yes
2 3 1 2		SUBMISSION OF BIDS:	"Schedule of Events". Bidder must be handling minimum 1 crore SMSs per day. (Except promotional SMSes). Copy of invoices of	Hope SBI will consider multiple customers Invoices in this regards.	yes POA is must
2 3 1 2 3 4	48	SUBMISSION OF BIDS: ix-B : Bidder's Eligibility Clause 10 (g)	<ul> <li>"Schedule of Events".</li> <li>Bidder must be handling minimum 1 crore SMSs per day. (Except promotional SMSes). Copy of invoices of last 03 months should be submitted.</li> <li>A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.</li> <li>Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact</li> </ul>	Is there any Physical submission ?         Hope SBI will consider multiple customers Invoices in this regards.         Please confirm if Board resolution along with Authority Letter on the letterhead of the Company will serve the purpose         Kindly elaborate the term"wherever applicable". Do we need to submit Pre-Contract Integrity Pact in original or the	yes         POA is must         Physical copy of envelope should reach within the mentioned date
2 3 1 2 3 4 5 6	48 15 16	SUBMISSION OF BIDS: ix-B : Bidder's Eligibility Clause 10 (g) Clause 11 (ii) Clause 13(iv)	"Schedule of Events". Bidder must be handling minimum 1 crore SMSs per day. (Except promotional SMSes). Copy of invoices of last 03 months should be submitted. A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as "Technical Bid". Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adiustable price quotation will be treated as non-responsive and will be rejected.	Instruct Submission ?         Hope SBI will consider multiple customers Invoices in this regards.         Please confirm if Board resolution along with Authority Letter on the letterhead of the Company will serve the purpose         Kindly elaborate the term"wherever applicable". Do we need to submit Pre-Contract Integrity Pact in original or the scanned copy will suffice.         Please confirm the position in case of change in SMS charges by Telecoms, including due to any change in telecom regulations or imposition of any new charges etc.         Kindly provide the list of licenses expected to be produced with the bid.         The cap on maximum liability is on higher side and may be made limited to revenue during 6 months preceeding the event giving rise to indemnity         (d) shall be applicable only when such guidelines were brought to the notice of Service Provider unless the actions or summary in the such guidelines were brought to the notice of Service Provider unless the actions or summary in the summary is the actions or summary is the summary in the summary is the summary in the summary is the summary in the summary is the actions or summary is the summary in the summary is the actions or indemnity	yes         POA is must         Physical copy of envelope should reach within the mentioned date and time         No change in RFP clause         Many a times open licences are revoked by the licence company, hence bidder has to take care for the same.         No change in RFP clause         No change in RFP clause
2 3 1 2 3 4 5 6 5 7	48 15 16 24 25	SUBMISSION OF BIDS:         ix-B : Bidder's Eligibility         Clause 10 (g)         Clause 11 (ii)         Clause 13(iv)         Clause 25 (ix)         Clause 31 (i)	"Schedule of Events". Bidder must be handling minimum 1 crore SMSs per day. (Except promotional SMSes). Copy of invoices of last 03 months should be submitted. A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as "Technical Bid". Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. Bidder shall provide legally valid Services. The detailed information on license count and type of license shall also be provided to the Bank. The maximum aggregate liability of Service Provider, subject to clause 31 (iii), in respect of any claims, losses, costs or damages arising out of or in connection withthis RFP/Agreement shall not exceed the total Project Cost. The limitations set forth herein shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right; (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider. If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, and unless otherwise extension of time is agreed unon without the annlication of liouidated damages. deduct from the Project Cost. If service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, t	Hope SBI will consider multiple customers Invoices in this regards. Please confirm if Board resolution along with Authority Letter on the letterhead of the Company will serve the purpose Kindly elaborate the term "wherever applicable". Do we need to submit Pre-Contract Integrity Pact in original or the scanned copy will suffice. Please confirm the position in case of change in SMS charges by Telecoms, including due to any change in telecom regulations or imposition of any new charges etc. Kindly provide the list of licenses expected to be produced with the bid. The cap on maximum liability is on higher side and may be made limited to revenue during 6 months preceeding the event giving rise to indemnity (d) shall be applicable only when such guidelines were brought to the notice of Service Provider unless the actions o Service Provider resulting in such non-compliance is with the approval or authorisation of Bank Since the RFP relates to opex and the SLAs are already specified for the services, the liquidated damages shall not apply. You are requested to please specify the situation in which liquidated damages will apply If there is increase in price due to Govt or TRAI Rules or TCCCP Regulations then the cost for the same shall be	yes         POA is must         Physical copy of envelope should reach within the mentioned date and time         No change in RFP clause         Many a times open licences are revoked by the licence company, hence bidder has to take care for the same.         Pool is must         Pool is must         Physical copy of envelope should reach within the mentioned date and time         No change in RFP clause         Many a times open licences are revoked by the licence company, hence bidder has to take care for the same.         Pool is must         Physical copy of envelope should reach within the mentioned date and time         Physical copy of envelope should reach within the mentioned date and time         Physical copy of envelope should reach within the mentioned date and time         Pool is must         Physical copy of envelope should reach within the mentioned date and time         Pool is must
2 3 1 2 3 4 5 6 5 6 5 7 8 9	48 15 16 24 25 25 25 31 40 64	SUBMISSION OF BIDS:ix-B : Bidder's EligibilityClause 10 (g)Clause 11 (ii)Clause 13(iv)Clause 25 (ix)Clause 31 (i)Clause 31 (iii)Clause 37Clause 47(iii)Appendix-F Indicative Price BidClause 3.5 Bank Guarantee	"Schedule of Events". Bidder must be handling minimum 1 crore SMSs per day. (Except promotional SMSes). Copy of invoices of last 03 months should be submitted. A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document. Wherever applicable, the Bidder shall submit the original EMD Bank Guarantee and Pre- Contract Integrity Pact together with their respective enclosures and seal it in an envelope and mark the envelope as "Technical Bid". Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid dubmitted with an adjustable price outation will be treated as non-resonsive and will be rejected. Bidder shall provide legally valid Services. The detailed information on license count and type of license shall also be provided to the Bank. The maximum aggregate liability of Service Provider, subject to clause 31 (iii), in respect of any claims, losses, costs or damages arising out of or in connection withthis RFP/Agreement shall not exceed the total Project Cost. The limitations set forth herein shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right; (b) damaec(s) occasioned by the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is aereed unon without the annification of liouidated damages. deduct from the Project Cost. If service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is aereed unon without	Hope SBI will consider multiple customers Invoices in this regards.           Please confirm if Board resolution along with Authority Letter on the letterhead of the Company will serve the purpose           Kindly elaborate the term"wherever applicable". Do we need to submit Pre-Contract Integrity Pact in original or the scanned copy will suffice.           Please confirm the position in case of change in SMS charges by Telecoms, including due to any change in telecom regulations or imposition of any new charges etc.           Kindly provide the list of licenses expected to be produced with the bid.           The cap on maximum liability is on higher side and may be made limited to revenue during 6 months preceeding the event giving rise to indemnity           (d) shall be applicable only when such guidelines were brought to the notice of Service Provider unless the actions o Service Provider resulting in such non-compliance is with the approval or authorisation of Bank           Since the RFP relates to opex and the SLAs are already specified for the services, the liquidated damages shall not apply. You are requested to please specify the situation in which liquidated damages will apply           If there is increase in price due to Govt or TRAI Rules or TCCCP Regulations then the cost for the same shall be borne by the Bank on as it is basis without any profit to Service Provider           RFP has no mention of TRAI mandated DLT scrubbing Fee Charged by all Telco in India. The Scrubbing Fee shall be in submission basis. Request for the change in Commercal Annexure with separate line item for DLT/Scrubbing charge ner SMS	yes         POA is must         Physical copy of envelope should reach within the mentioned date and time         No change in RFP clause         Many a times open licences are revoked by the licence company, hence bidder has to take care for the same.         No change in RFP clause         f         No change in RFP clause         f         No change in RFP clause         For e.g., in case of breach of trust, etc.         No change in RFP clause         RFP is the delivery based model         PBG has been reduced to Rs.5 crore- Corrigendum will be
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