

Corrigendum-1

Tender No. : AGL/426/BULK TRANSACTIONAL SMS /04-2023

Sl.No	Page No.	Clause No.	Description	Clarification/ Suggestion	AGL Reply/Remarks
1	GENERAL	1.Penalty for fall in success Rate:	Penalties for delayed / non-delivery of SMSes:	In calculation of delivery percentage, the following delivery failure cases needs to be excluded –	Tender Condition Prevails
		Penalties for delayed / non-delivery of SMSes:		i. Inbox Full	Tender Condition Prevails
				ii. International Roaming	Tender Condition Prevails
				iii. Mobile Number Blacklisted	Tender Condition Prevails
				iv. Mobile Switched off	Tender Condition Prevails
				v. Mobile out of range	Tender Condition Prevails
				vi. Invalid Mobile Number	Tender Condition Prevails
2	5	18.0 BID EVALUATION CRITERIA: 18.1 TECHNICAL CRITERIA:	Bidder should have successfully executed at least one similar work having minimum executed value of Rs. 6,77,910/- in a single Purchase Order/ Work order / Contract for supply of bulk transactional SMS pack services/Voice Call Services to any Public/Private sector companies/Govt. Sectors/PSU/Semi Govt. Sectors/MSME industries/Undertaking companies.	One customer is okay with the both the services or needs to submit different customers for each services	Tender Condition Prevails
3	6	i) Evaluation shall be done on overall lowest basis at least cost to AGL	19 EVALUATION AND COMPARISON OF BIDS:	It's a closed bid or Reverse auction will happen between the technically qualified bidders.	No reverse auction
4	14	D. SUBMISSION OF BIDS	28.1 Bid shall be submitted in the following manner in separate sealed envelopes duly superscribed as below: Part-I – Techno-commercial / Un-priced bid Part-II- Priced Bid Part-III – Tender Fees	Needs to send the bids Physically only or online as well . Kindly confirm. In the Physical submission can we send the envelop directly to AGL	Physical Bids to be submitted as per instructions in Tender Documents. Envelop to be sent directly to AGL as mentioned in Tender Document. Please add Cut Out Slip (Pg 8 and 9) on the Envelopes
5	35	SCOPE OF WORK A. For Bulk Transactional SMS PACK: -		Kindly confirm the target audience for SMS and voice services	Piped Natural Gas Customers
6				Nature of traffic please confirm	Transactional
7				Current average traffic for SMS & voice	Monthly SMS Approx- 2-3 Lakhs ,Voice call-7-10000
8			5. The solution should be able to play the pre-recorded Emergency message audio clips to a group of call recipients	Recorded audio clip will get from AGL right ?	Bidders understanding is correct
9			DLT Registration	Clarify, Whether we should quote the rates with or without DLT charges.	Please refer Page No. 82 of SOR
10			Performance Bank Guarantee	Do L1 Bidder needs to furnish Performance Security? If yes by what percentage of Contract Value.	Yes, Please refer Tender Condition (Pg 39, Clause 54)
11			Volume of SMS	What is the actual SMS traffic per month?	Approximately 2-3 lacs
12			Sender ID	Whether sender Id is exempted or not?	Sender ID is not exempted

13			Invoicing/ Payment Terms	<p>Invoicing is on submission or on delivered counts of SMS. Please Clarify?</p> <p>The below error codes have to be considered as delivered as the data is from Client's end and the delivery is dependent on the quality of the data provided from client's end and if the mobile number is not active then the delivery will not be completed.</p> <p>Further, If the template registered and the content sent is not matching, template id is incorrectly added or variable input is exceeding 30 characters then the messages will fail. So that error codes must be considered as delivered. The error codes and the reasons:</p> <table border="0"> <thead> <tr> <th>Error codes</th> <th>Reasons</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Unknown Subscriber</td> </tr> <tr> <td>17</td> <td>Service not provisioned</td> </tr> <tr> <td>19</td> <td>Barred call</td> </tr> <tr> <td>49</td> <td>Busy subscriber</td> </tr> <tr> <td>65</td> <td>Protocol Error in equipment</td> </tr> <tr> <td>1555</td> <td>Invalid Template id</td> </tr> <tr> <td>1589</td> <td>TEMPLATE_VARIABLE_EXCEEDED_MAX_LENGTH</td> </tr> <tr> <td>1616</td> <td>Partial DND</td> </tr> <tr> <td>1638</td> <td>SMS Content mis-match</td> </tr> </tbody> </table>	Error codes	Reasons	1	Unknown Subscriber	17	Service not provisioned	19	Barred call	49	Busy subscriber	65	Protocol Error in equipment	1555	Invalid Template id	1589	TEMPLATE_VARIABLE_EXCEEDED_MAX_LENGTH	1616	Partial DND	1638	SMS Content mis-match	Tender Condition Prevails
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14			Estimated Bid Value	What is the Estimated Bid Value?	Cannot be disclosed																				
15			F – 3 C FORMAT FOR CERTIFICATE FROM BANK IF BIDDER'S WORKING CAPITAL IS INADEQUATE / NEGATIVE (To be provided on Bank's letter head	Do we need to provide F – 3 C CERTIFICATE FROM BANK IF BIDDER'S WORKING CAPITAL IS INADEQUATE / NEGATIVE? Our Working Capital is not Inadequate/negative. Kindly clarify the same.	Not required.																				
16			Form F-3 B FINANCIAL STATUS	This format is provided by the bidder not from the CA. Kindly clarify the same.	To be submitted by Bidder along with Financial Statements Certified by CA																				
17			Physical Bid Submission	We should submit the bid in physical form only not online?	Physical Form only																				
18			BID SECURITY / EMD: Bid Security / EMD : Rs. 27,000/- in form of DD or Bank Guarantee. BID DOCUMENT FEE	<p>Bidders registered with NSIC/MSME under its single point registration scheme are exempted from furnishing Bid Security. NSIC / MSME certificate (updated & valid as on due date of submission to be submitted) shall be duly attested by CHARTERED ACCOUNTANT (CA) AND NOTARY PUBLIC WITH LEGIBLE STAMP.</p> <p>We are registered with Udyog Adhaar/Udyam/Medium Enterprise in MSME. So, we are exempted from payment of Earnest Money Deposit/ Bid Security and Bid Document Fee. Shall we provide the MSME Certificate (Micro, Small and Medium Enterprise) for the same.</p> <p>We need not to pay the EMD and Bid Document fee, we are furnishing the MSME Certificate. Please clarify.</p>	Bidders understanding is correct. Please refer page no.4 Point No.7 and 8																				
This Corrigendum-1 forms an integral part of the Tender Document No.: AGL/426/BULK TRANSACTIONAL SMS /04-2023 and a copy of the same is to be submitted along with the Bid.																									