

Clarification dated February 11, 2022

RFP/005/ IND-2022 : (Event ID - IND10-0000011473)

“Provisioning of Bulk SMS service for ‘Electronic Vaccine Intelligence Network Advance Edition (eVIN AE)’”

In response to queries received with respect to the RFP document for “*Provisioning of Bulk SMS service for ‘Electronic Vaccine Intelligence Network Advance Edition (eVIN AE)’*”, the following clarifications are issued for information of all concerned.

SL. NO.	QUERY RAISED BY PROSPECTIVE BIDDER	UNDP’S RESPONSE
1.	<p>Volume:</p> <p>a. As per Scope of Work (Page No. 26), the Outgoing SMS are 10 Lacs per month and Incoming SMS are 1 Crore</p> <p>b. As per Financial Proposal (Form G), the Outgoing SMS are 1 Crore per month and Incoming SMS are 10 Lakh per month</p> <p>Please confirm which of these should be considered a. or b.?</p>	<p>Pls refer to Scope of work as given in ToR (i.e. option a) is to be considered.</p> <p>1. Approximately 10,00,000 (10 lacs) outgoing SMS per month</p> <p>2. Approximately 1,00,00,000 (1 crore) incoming SMS per month</p> <p>Refer Amendment#01 issued to RFP document.</p>
2.	Outgoing SMS are to be billed basis delivery or submission.	Outgoing SMS are to be billed based on delivery.
3.	‘DLT charge’ field is not present in the financial format; please confirm do we have to club DLT charge in Outgoing SMS price?	<p>As we understand, DLT charges are not applicable for incoming messages. For outgoing SMS, UNDP does not want bidder to add a separate heading for DLT charges and quote for the same.</p> <p>We expect the bidder to quote unit price to be charged. It is upto the bidder to club the DLT charges or give discount on that part. The financials will consider the unit price given.</p>
4.	Please elaborate on the requirement of Incoming SMS, does it mean bidder has to provide Short Code Service for it?	The application used by UNDP uses long code service for incoming messages.

SL. NO.	QUERY RAISED BY PROSPECTIVE BIDDER	UNDP'S RESPONSE
5.	<p>a. SLA / Penalty: There is no section of SLA / Penalties in the released RFP document. Does it mean that we can consider standard SLA & penalty clause?</p> <p>b. Should this be followed for entire technical proposal wherever parameters are not explicitly provided?</p>	Bidder can consider standard SLA and penalty clause. This will be applicable for entire technical proposal.
6.	We support Java based API Integrations (JSON/Query String), hope these would suffice.	Yes.
7.	Since the project is for 10 months, should we assume data retention period as 10 months? What is online/offline data retention period.	The RFP mentions that that " <i>Maximum expected duration of contract</i> " is 10 months. The data retention period will be until end date of the contract + 1 month (be in online or offline). This will help us validate the billing for the last month. Data access availability for number of days over API is 30 days.
8.	What all are reporting requirements. Elaborative scope of Reporting required.	Logs of SMS delivery including delivery ratio and time of delivery for the messages. Any other relevant analytics can be shared by the bidder.
9.	If 28th Feb 2022 is project live date or its contract approval date.	<p>The RFP mentions that "Expected date for "commencement of Contract" is Feb 28, 2022. It does not necessarily mean that project is LIVE with SMS integration to UNDP application on Feb 28, 2022.</p> <p>Setup and configuration w.r.t. eVIN AE application, template approvals will take time (a week or so) and UNDP will work jointly with the bidder on this.</p>
10.	Does the Bulk SMS service have to be hosted in data centre (on-premises infrastructure) or can it be hosted in Public Cloud (Cloud hosted in India)?	This is as per bidder's choice. UNDP did not pose any restriction except that it must be hosted in INDIA only.
11.	If hosted Cloud, can we propose public cloud infrastructure located in India i.e., Mumbai, Hyderabad.	It can be anywhere in India be it Mumbai/Hyderabad/any other location.
12.	If on-premised in fracture, UNDP will provide the datacentre to deploy the hardware, or one can deploy in any datacentre within India. Please confirm.	UNDP will not provide the data centre. It is up to bidder to select for any data centre or cloud hosting within India. UNDP will not pay for the same.

SL. NO.	QUERY RAISED BY PROSPECTIVE BIDDER	UNDP'S RESPONSE
13.	How we share the inbound SMS data over API or web-interface. If any other method, need more clarification.	When SMS is received at gateway number it needs to be pushed to eVIN AE application over API.
14.	Data access availability for number of days over API. Need clarity.	Data access availability for number of days over API is 30 days.
15.	How much data we have to display on online MIS and via API.	Last 30 days data is to be displayed on online MIS and via API. Offline availability of complete data is needed till the contract end date +1 month.
16.	Virtual number (10-digit mobile number) will be provided by inbound SMS. Is it Ok.	For Incoming SMS, the 10-digit Virtual Mobile numbers (VMN) needs to be shared by the selected bidder.
17.	We have https json/post API for push SMS. Any specific API format required for push SMS? Need more clarity.	https json/post API for push SMS will be sufficient.
18.	What will be SMS format with the EVT/M/EVININ along with the temperature value. Any specific validation required or not.	Validation will be required. One of the examples would be - EVT/M i=356849088494265,v=1,t=0,ty=0,tm=1638871597:70:6+:6v:73;; where EVT/M is the incoming message keyword and EVININ is the sender ID.
19.	Is this the open tender or close one? Anyone who finds okay with the eligibility can participate?	Yes. It is an open international competitive process. Anyone meeting the RFP requirements can participate.
20.	Is there any bid fee and Earnest Money Deposit/bid security deposit to be paid along with the proposal?	No.
21.	Submission 1. Hard copy (manual) submission: Original documents and Copy 2. Email Submission 3. eTendering submission Kindly confirm.	The tendering process is through e-tendering portal ONLY - https://etendering.partneragencies.org For submission of bid on UNDP's eTendering portal and further information, please refer "e-Tendering User Guide to bidders" uploaded to the event and procurement notice.
22.	Outbound SMS Nos. 1,00,00,000 (1 crore): Please let us know the traffic segregation. High Priority / Trans / Batch / Promo.	We need approximately 10 lacs outbound SMS (not 1 crore). Refer Amendment#01 issued to RFP document.

SL. NO.	QUERY RAISED BY PROSPECTIVE BIDDER	UNDP'S RESPONSE
	Also please confirm all the mentioned SMS traffic is with API integration or web portal bulk uploading as well?	The traffic segregation is High Priority/Trans/Batch. For High Priority/Trans - API Integration is mandatory. For Batch, API integration is optional.
23.	Please share the scope of Inbound SMS Incoming SMS Nos. 10,00,000 (10 lacs)	<p>We need approximately 1 crore incoming SMS (not 10 lacs). Refer Amendment#01 issued to RFP document.</p> <p>The scope of inbound incoming msg is as given below:</p> <p>UNDP is using an IOT device (temperature logger) which is sending temperature data/related configuration via SMS to an SMS gateway which relays it to eVIN AE application. SMS gateway format needs to be a long code. The temperature logger supports 10-digit SIM as well as 13-digit SIM.</p>
24.	For Incoming SMS, the VMN needs to be shared by the selected bidder or existing VMN needs to continue	For Incoming SMS, the Virtual Mobile numbers (VMN) needs to be shared by the selected bidder. UNDP does not have any as of now.
25.	How many VMN currently Live?	None.
26.	Ownership of VMN please confirm.	The bidder providing the Virtual Mobile Number (VMN) will be the owner and provide it to UNDP for use. If it is portable, UNDP may like to retain the same in future.
27.	<p>Is it required to set-up short code, long code, virtual mobile number for incoming SMS? If yes, please clarify whether UNDP shall include the following in its own scope-</p> <p>Monthly rental for Long Code Number Provision for VMN Monthly rental for VMN</p>	<p>UNDP will need long code and Virtual Mobile Number (VMN).</p> <p>UNDP is using an IOT device (temperature logger) which is sending temperature data/related configuration via SMS to an SMS gateway which relays it to eVIN AE application. SMS gateway format needs to be a long code.</p> <p>For the Incoming SMS from temperature loggers, the Virtual Mobile numbers (VMN) needs to be shared by the selected bidder. UNDP does not have any as of now. The bidder providing the Virtual Mobile Number (VMN) will be the owner and provide it to UNDP for use. If it is portable, UNDP may like to retain the same in future.</p> <p>The traffic segregation is High Priority /Trans/ Batch. For High Priority/Trans - API Integration is mandatory. For Batch, API integration is optional.</p>

SL. NO.	QUERY RAISED BY PROSPECTIVE BIDDER	UNDP'S RESPONSE
		UNDP expects to get long code and VMN as part of service by the selected bidder. No extra payment is provisioned.
28.	Section 4, Section 2, pt no. 2.2 page number 50- What Quality Assurance Procedures are put in place? Undertaking on letterhead will do??	No undertaking is required. This has to be submitted as part of technical proposal. The details regarding the quality of service provided by the bidder needs to be mentioned - Network coverage, network quality, quality assurance related to hosting of BULK SMS service on data centre/cloud hosting etc.
29.	Section 4, Section 2, pt no. 2.3 page number 50 What Risk identification and mitigation plan are put in place? Undertaking on letterhead will do??	No undertaking is required. This has to be submitted as part of technical proposal. The details regarding Risk identification and mitigation envisaged by the bidder needs to be mentioned. Risk analysis methodology may include confidentiality, integrity, availability etc. relating to SMS.
30.	As per the page 28 of 55 of RFP document the prices are not to be disclosed on tendering portal. However, while submitting the bid on the portal, under Step-2 it is required to fill up the unit quoted price in the field named "Your Unit Bid Price" to validate and proceed to next steps of bid submission.	<p>Please do not put the price of your proposal in this line, instead put 1 against price. Further do not disclose price on the technical proposal. Otherwise, proposal will get disqualified.</p> <p>Detailed financial proposal must be provided separately as a password protected file as instructed.</p>

United Nations Development Programme, 55 Lodi Estate, New Delhi - 110 003.

Email ID : bids.india@undp.org

=====