# Response of Pre- Bid Queries regarding Bulk Messaging via SMS (Tender Reference No: NIT 2025-04)

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## WhatsApp (Tender Reference No: NIT 2025-03)

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| 1 | Dove-soft.com | Tender documents related to the Bulk SMS and Bulk WhatsApp Messaging Services. We noticed that both bid documents include a clause regarding the requirement of an onsite team setup<br><br>Whether the associate team set up charges will be borne by DoveSoft or Covered by the Finance Department | All expenses related to manpower remuneration shall be incurred by the bidder.<br><br>(Refer RFP clause – 30 Releases of Payment.<br>The payment would be made on submission of invoice at the end of the quarter by the vendor to the Finance Department with the report of successful delivery of message via SMS)<br><br>(Refer RFP clause – 30 Releases of Payment.<br>The payment would be made on submission of invoice at the end of the quarter by the vendor to the Finance Department with the report of successful delivery of message via WhatsApp) |
| 2 | Cerfgs.com | Upcoming pre-bid meeting scheduled for the 30th May 2025, 11 am be made available via video conferencing. As our office is located in Delhi (NCR) | Bidder must visit Patna to attend pre-bid meeting.<br>Bidder can submit the query through e-mail.<br><br>(Corrigendum will be uploaded to the e-Procurement portal.) |
| 3 | Go2market .in | Team Required<br><br>The SMS service operates entirely through a web-based application and therefore does not require any physical manpower at your end. The bidder will provide an API | The deployed manpower will be responsible for coordinating with departments to collect beneficiaries' details and send messages via SMS through the platform provided by the bidder. |

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| | | along with a URL and login credentials, enabling SMS transmission either from your end or by us using the same access details. Reports can also be viewed or download from your end. In light of this we kindly request that the clause related to manpower requirement be removed. Alternatively, please clarify in details the specific responsibilities expected under the manpower requirement. | (Please refer corrigendum regarding deployment of Manpower for the Project.) |
| 4 | Go2market .in | Financial bid<br>The BOQ currently does not include a column for quoting the price of manpower.If manpower is required , a separate column should be added to allow for the inclusion of manpower price | The bidder must consider the cost of manpower and submit the per-SMS cost as per the format of the Financial Bid.<br><br>(Refer to the RFP clause – **30 Releases of Payment**<br>The payment would be made on submission of invoice at the end of the quarter by the vendor to the Finance Department with the report of successful delivery of message via SMS.) |
| 5 | Go2market .in | Financial Bid<br><br>Request you to kindly allow to quote up to 3 decimal point | The bidder has to quote up to 2 decimal point.<br><br>(Refer to the RFP clause –  16. B. Commercial bid.<br><br>The bidder shall quote unit cost upto 2 decimal points. If the bidders quote unit cost with more than 2 decimal points, then upto two decimal points only considered without rounding up.) |
| 6 | Go2market .in | Kindly allow EMD exemption for MSME Company | Not accepted<br>Bidder has to submit EMD amount.<br>(Refer to the RFP   - Important Dates & Information.) |
| 7 | Go2market .in | Please clarify that the sender ID is Govt Exempted or Non Exempted. Kindly Share the Sender ID | Sender ID is Govt Exempted. |

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| | | | The bidder will be responsible for providing a ready-to-use IT platform for mass messaging. The bidder will be responsible for facilitating the government agency in the creation of the sender ID and obtaining the benefits of exceptions in the DLT platform.<br><br>(Refer to the RFP clause - 7 Scope of work.) |
| 8 | Arayabhat at Computers | For WhatsApp<br><br>Request to change in Eligibility Criteria<br>The bidder should have experience in Providing messaging service via SMS and experience in developing at least one mobile application in Govt Sector Project | Not accepted.<br><br>(Refer to the RFP clause - 15 Eligibility Criteria<br>The bidder should have provided messaging services Via WhatsApp to at least three government projects for the Central Government, State Governments, or Public Sector Undertakings (PSUs).) |
| 9 | Arayabhat at Computers | Team Leader<br><br>Educational Qualification<br><br>BCA/BSc (IT)/BE/MSc (Electronics)/MBA(IT) | Updated Qualification for Team Leader.<br><br>BCA/ BSc(IT) /BE /MCA/MSc(IT)/MSc(Electronics/ MBA(IT).<br><br>Refer to the corrigendum. |
| 10 | Vivaconnect Pvt Ltd | Is it mandatory to deploy the resource onsite | Yes .<br>Refer to the corrigendum. |
| 11 | Vivaconnect Pvt Ltd | Please confirm whether it is mandatory for bidder to establish an office in Patna | Yes.<br>(Refer the RFP clause- 07 Scope of Work:<br>Local Office Establishment: The bidder will be responsible for establishing an office in Patna within 60 days of project allocation.) |
| 12 | Corover. ai | Please provide details list of departmental responsibilities and the technical stack used in the | Details will be shared with the bidder.<br>(Refer to the RFP clause -07 Scope of Work |

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| | | existing platform that need to be integrated with the proposed solution | API Integration: The bidder is required to have an API gateway capable of receiving beneficiary details from the portals of 21 different government departments to facilitate SMS messaging.) |
| 13 | Corover.ai | Is a cloud-based deployment within the Indian geographical region acceptable. Do you have any preference for cloud service providers | Yes, No Preference regarding cloud service provider. (Refer to the RFP clause – 07 Scope of work.<br><br>• **Deployment Location:** The bidder's software application for message services must be deployed within India.) |
| 14 | Corover.ai | Kindly share a list of relevant project application along with their respective technology stacks | Details about project applications and their respective technology stacks will be shared with the bidder.<br><br>(Refer to the RFP clause  – 07 Scope of work.<br><br>• **API Integration:** The bidder is required to have an API gateway capable of receiving beneficiary details from the portals of 21 different government departments to facilitate SMS messaging.) |
| 15 | Corover.ai | What specific MIS (Management Information System) capabilities are required from the solution. Please list the Parameter need to be reported | MIS will be created to monitor performance of the projects.<br><br>(Refer to the RFP clause - 07 Scope of Work.)<br>A web portal with secure login (user ID and password) must be provided to the Finance Department and potentially other departments to access MIS reports on successful message delivery.<br>• Reporting:<br>  ○ The application must generate reports detailing the number of messages successfully delivered via SMS. |

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| | | | o A unique identification code must be maintained for each individual SMS message sent. <br><br> o A web portal with secure login (user ID and password) must be provided to the Finance Department and potentially other departments to access MIS reports on successful message delivery.) |
| 16 | Corover. ai | Since WhatsApp message primary function over the internet. Please clarify the requirement regarding telecom providers and network spectrum ( e.g 4G , 3G) <br><br> . <br><br> Are SMS messages also be sent. <br> Kindly note that internet availability for end users cannot be ensured by the vendor | The vendor selected for bulk messaging via WhatsApp is not responsible to send SMS. <br><br> (Refer to the RFP clause - 7 Scope of work. <br><br> **Communication Channels**: The bidder must provide services for sending messages via WhatsApp.) |
| 17 | Corover. ai | Will separate WhatsApp accounts be required for each department or will a single WhatsApp account be used by all departments with role-based access in the software. A list of the department involved would be helpful | Details will be shared with the bidder. |
| 18 | Corover. ai | Minimum 1 crore message per day <br><br> Are there department limits to prevent a single department from exhausting the allocated daily quota | There is no quota allocated to single department. <br><br> (Refer to the RFP clause - 7 Scope of Work.) |
| 19 | Corover. ai | What is the overall upper limit on daily message to ensure service quality | Details about the upper limit for sending messages will be shared with the bidder. |

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| 20 | Corover.ai | What is the expected data formats and estimated size of these messages (text ,image,video,etc) | Data formats (Text, images, videos, audio and Pdf) will be shared with the bidder.<br>(Refer to the RFP clause - 7 Scope of work.<br>Multimedia content will be sent via bulk WhatsApp messages.) |
| 21 | Corover.ai | Please Provide details about Multiple WhatsApp Gateway Support: The system should support multiple premium high-speed gateways. | The system can connect to multiple high-performance WhatsApp gateways to send bulk messages.<br><br>(Refer to the RFP clause - 7 Scope of Work.<br>Multiple WhatsApp Gateway Support: The system should support multiple premium high-speed gateways. |
| 22 | Corover.ai | Delivery Receipts: Delivery receipts for all messages routes and support for all telecom service providers are required<br>This statement create ambiguity as WhatsApp works over the internet are we also sending SMS. What is this support expected from telecom providers , please elaborate | The bidder is responsible for providing a monitoring tool to track the successful delivery of bulk messages.<br>(Refer to the RFP clause -Scope of Work.<br>Monitoring Tools<br>Monitoring of WhatsApp regarding delivery of messages.<br>• User-friendly interface with customizable dashboards.<br>• Detailed reporting and historical data analysis.<br>• Monitoring regarding uptime of Platform.)<br>Reporting<br><br>A web portal with secure login (user ID and password) must be provided to the Finance Department and potentially other departments to access MIS reports on successful message delivery. |
| 23 | Corover.ai | File Creation support<br><br>What are the contents of the referenced files, please share more details about their nature and formats | Files will be created to send bulk messages, and the mobile numbers of the beneficiaries will be part of the file.<br><br>(Refer to the RFP clause - 07 Scope of Work. |

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| | | | File Creation Support: The technical team deployed by the bidder will be responsible for assisting departments in creating files for sending bulk messages via WhatsApp.) |
| 24 | Corover.ai | Bid Security /EMD of Rs 50,000 (fifty thousand only) and bid document fee of Rs 10,000<br><br>Requested for the exemption provided EMD for startup and MSME | Bidders have to submit EMD.<br>(Refer to the RFP clause- Important Dates and Information.) |
| 25 | ONExTEL | Free Excel and other plug-in software for creating bulk SMS should be provided. The bidder is responsible for the successful delivery of bulk SMS to the provided subscriber numbers and must maintain the confidentiality of these numbers.<br><br>Please Confirm which type of plug-in. (Excel Add-in or Macro-enabled Tool.<br>Desktop or Web-based Applications with Bulk SMS capabilities | The proposed ready-to-use IT application should have a feature to upload files for sending bulk messages.<br><br>(Refer to the RFP clause  – 07 Scope of work.<br>Bulk SMS Tools: Free Excel and other plug-in software for creating bulk SMS should be provided. The bidder is responsible for the successful delivery of bulk SMS to the provided subscriber numbers and must maintain the confidentiality of these numbers.) |
| 26 | ONExTEL | Local Technical Resources:<br><br>Please confirm whether the deployment of the team is part of the commercial (Financial) offer. If so, the Bulk SMS rate will include the cost of team deployment, as the commercial format for team deployment was not provided in the RF. | The bidder will be responsible for deploying local resource to successfully implement the project.<br>The cost of bulk SMS must include the cost of team deployment.<br><br>Refer corrigendum regarding number of resources will be deployed for the project. |
| 27 | ONExTEL | Team Required | After the issuance of the Letter of Award (LOA). |

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| | | Kindly confirm whether the bidder is required to submit the deployment CV at the time of bid submission or only after the issuance of the Letter of Award (LOA)? | |
| 28 | ONExTEL | Eligibility Criteria (Pre- Qualification Criteria) Bidder must have an average annual turnover of INR 500 Cr. from SMS,RCS, WhatsApp business in India in any 3 of the last 4 financial years (i.e., 2020-21, 2021-22, 2022–23, 2023-24). (We would request you to kindly increase the turnover to 500 cr, so that you can get only the top 4 -5 venders of India which will give you good service level & high real delivery percentage) | No change. (Refer to the RFP clause 15 Eligibility Criteria. The turnover of the bidder should be at least 1.5 Cr in last 3 financial Years (FY-2023-24, FY 2022-23, FY 2021-22) |
| 29 | Karix Mobile - Sms | Being transactional SMS requirement, this timeframe should be 30mins. | No change. (Refer to the RFP clause – 07 Scope of work. Message Delivery Time: The target delivery time for each message (SMS) is within 30 seconds of initiation.) |
| 30 | Karix Mobile - Sms | We can follow industry standard rules, Hindi messages come under Unicode messaging which permits 70 characters per message. | The project will be implemented as per industry standards. The content of delivery for a single message will be provided as per industry standards. |
| 31 | Karix Mobile - Sms | We will submit delivery time in reports and can integrate callback API for real-time acknowledgement. Hope it would suffice the requirement else please elaborate on this expectation. | The monitoring application should have the capability to monitor details about successfully delivered messages. (Refer to the RFP clause - 07 Scope of work. MIS of the application should generate below mentioned details. <br>• Reporting: <br>  ○ The application must generate reports detailing the number of messages successfully delivered via SMS. |

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| | | | o A unique identification code must be maintained for each individual SMS message sent.<br><br>o A web portal with secure login (user ID and password) must be provided to the Finance Department and potentially other departments to access MIS reports on successful message delivery.) |
| 32 | Karix Mobile - Sms | As solution is expected on hosted model, please allow remote support without requiring physical deployment of resources at Patna.<br>(We have more then 1000 customers across India and don't have any resource deployed for any SMS or WhatsApp services. Technical deployment needed on Middleware soultions which is not the requirement of both the RFP's.) | The bidder will be responsible for deploying resources in Patna for the successful delivery of the project.<br><br>(Please refer corrigendum regarding deployment of the resources for the project.) |
| 33 | Karix Mobile - Sms | The bidder will be responsible for establishing an office in Patna within 60 days of project allocation.<br><br>We will abide with expected service levels from current office locations, please allow deviation to this point. | The bidder will be responsible to open office in Patna.<br>(Refer to the RFP clause -07 Scope of work.<br>Local Office Establishment: The bidder will be responsible for establishing an office in Patna within 60 days of project allocation.) |
| 34 | Karix Mobile - Sms | Monitoring Tools: •User-friendly interface with customizable dashboards, •Detailed reporting and historical data analysis<br><br>Please elaborate on these requirements to consider their cost while submitting our bid. | • The monitoring tools should have the capability to generate different types of reports as per the requirements of the department. MIS of the application should provide below mentioned details.<br><br>Reporting: (Refer to the RFP clause – 7. Scope of work) |

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| | | | o The application must generate reports detailing the number of messages successfully delivered via SMS. <br><br> o A unique identification code must be maintained for each individual SMS message sent. <br><br> o A web portal with secure login (user ID and password) must be provided to the Finance Department and potentially other departments to access MIS reports on successful message delivery. |
| 35 | Karix Mobile - Sms | Monitoring regarding uptime of Platform (mentioned in WhatsApp RFP) <br><br> Need deviation to this clause as uptime doesn't reflect on portal. | The uptime of the proposed solution is necessary for the successful delivery of the project. <br><br> (Refer to the RFP Clause - 07 Scope of work. <br><br> I. Monitoring Tools <br> • Monitoring of WhatsApp regarding delivery of messages. <br> • User-friendly interface with customizable dashboards. <br> • Detailed reporting and historical data analysis. <br> • **Monitoring regarding uptime of Platform.)** |
| 36 | Karix Mobile - Sms | Penalty clauses are very stringent, please allow deviations due to external uncontrollable factors with are outside the purview of bidder Ex. Regulatory / Meta etc. | No change in Penalty terms. <br> (Refer the RFP clause  31. Penalties) |
| 37 | Karix Mobile - Sms | The bidder's net worth should not have dipped/eroded YoY in any of the following financial years: 2021-22, 2022–23, 2023-24 | No Change. |

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| 38 | Karix Mobile - Sms Karix Mobile - Sms | The bidder must furnish the following certificate and compliance: ISO 27001, CMMI certification, ISO 22301, ISO 9001, GDPR - EU and UK, LGPD, CDPA, DPDP Framework readiness. VAPT performed by a Cert-In empanelled agency | No Change. |
| 39 | Netxcell Limited | As Netxcell Limited is a registered MSME, we kindly request exemption from EMD in accordance with Govt. of India procurement policy for MSEs. Please confirm acceptance. | No Change. |
| 40 | Netxcell Limited | Integration of APIs with 21 departments for SMS sending

Kindly confirm whether APIs will be provided by the respective departments or are to be developed by the selected vendor. | The bidder will provide an API to integrate with the department's application for sending bulk messages. (Refer the RFP clause- 07 Scope of Work.

API Integration: The bidder is required to have an API gateway capable of receiving beneficiary details from the portals of 21 different government departments to facilitate SMS messaging.) |
| 41 | Netxcell Limited | Hosting Environment and Data Handling

Can the SMS platform be hosted in the service provider's Tier III compliant in-house data center within India. Please confirm. | The bidder will be responsible to host application in India. (Refer to the RFP clause 7 Scope of work.

V Technical and Platform Requirements:

•Deployment Location: The bidder's software application for message services must be deployed within India.) |
| 42 | Netxcell Limited | Data related to messages must be retained for the full project period (36 months) | Beneficiaries' details should be available in the online mode. (Please refer the RFP Clause – 7 Scope of work |

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| | | Kindly confirm if the retention of data is to be active (online) or archival (offline) storage would suffice. | Data Retention: Message Data Retention: The bidder must maintain all data related to send messages for the entire project period of 36 months.) |
| 43 | Netxcell Limited | Please clarify whether Finance Dept is exempted from TRAI DLT regulations for sending transactional/utility SMS, or if the selected service provider must ensure full compliance with TRAI's TCCCPR 2018 guidelines. Additionally, please confirm if TRAI-exempted sender ID is acceptable and whether DLT scrubbing charges will apply. | Sender ID is Govt Exempted. The bidder will be responsible for providing a ready-to-use IT platform for mass messaging via SMS. The bidder will be responsible for facilitating the government agency in the creation of the sender ID and obtaining the benefits of exceptions in the DLT platform. |
| 44 | Netxcell Limited | The bidder will be responsible for establishing an office in Patna within 60 days of project a location. Would a virtual office or local resource presence suffice, or is a physical registered office mandatory. | The bidder has to open an office in Patna. (Refer to the RFP clause - 7 Scope of work. • Local Office Establishment: The bidder will be responsible for establishing an office in Patna within 60 days of project allocation.) |
| 45 | Netxcell Limited | Deployment of 5 members is mentioned for managing the project Kindly clarify whether the cost of these 5 manpower resources should be factored into the financial bid, or if the department will bear this separately. | The bidder will be responsible for deploying team members as defined in the corrigendum of the Project. The bidder must consider the cost of manpower and submit the per-SMS cost as per the format of the Financial Bid. (Please refer corrigendum of the project regarding deployment of manpower for the project) |

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| 46 | Sinch | Do you have a local representation /office in Bihar? If so, please give the address and the details of and no. of Years of operation of the local office.<br>Kindly confirm if this is a mandatory requirement. If so, we request that this clause be relaxed, as the service support will be provided through 24x7 remote assistance. Also, if requirement qualified Manpower will be deployed at your site. | The bidder has to open an office in Patna within 60 days after the issuance of the LOI.<br><br>(Refer to the RFP clause -07 Scope of work.<br><br>Local Office Establishment: The bidder will be responsible for establishing an office in Patna within 60 days of project allocation) |
| 47 | Vfirst | SMS Character Limit: For SMS, the bidder must ensure that messages not exceeding 160 characters are delivered as a single SMS on the recipient's handset, unless limited by the handset itself.<br><br>The SMS character limit depends on the SMS Template which has been registered at the DLT Operator platform by the Client. Hence being a SMS Service provider, we do not have any control on the SMS Template & corresponding character limit.<br><br>Kindly provide more clarity on this point. | It is the responsibility of the bidder to select a DLT platform that will provide services for the project as per the terms defined in the RFP.<br><br>(Refer to the RFP clause, 7 Scope of work). |
| 48 | Vfirst | API Integration: The bidder is required to have an API gateway cable of receiving beneficiary details from the portals of 21 different government departments to facilitate SMS messaging<br><br>Kindly provide more clarity on this point | The bidder will be responsible for integrating the proposed IT platform with the department's software application to send bulk messages.<br>(Refer to the RFP clause 7 Scope of Work.<br>API Integration: The bidder is required to have an API gateway capable of receiving beneficiary details from the portals of 21 different government departments to facilitate SMS messaging.) |

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| 49 | Vfirst | Bulk SMS Tools : Free Excel & other plug-in softwares for creating bulk SMS should be provided<br>Kindly provide more clarity on this point | The proposed IT platform should have features to send bulk messages.<br><br>Beneficiary details in Excel or other formats can be uploaded to send bulk messages.<br><br>(Refer to the RFP clause 07 Scope of work).<br><br>Bulk SMS Tools: Free Excel and other plug-in software for creating bulk SMS should be provided. The bidder is responsible for the successful delivery of bulk SMS to the provided subscriber numbers and must maintain the confidentiality of these numbers.) |
| 50 | Vfirst | In case of any SMS, which is still not delivered & is in waiting DLR status for those mobilenos ( which are non-reachable, switched off, temporary out of service etc), the operator SMSC will be automatically retrying multiple times to deliver from their SMSC level and that retry period varies from operator to operator from 3-6 hours. So, in case of 3 retry attempts from Bidder side, will have high chances to receive duplicate sms on handsets either from Bidder or from the operators platform.<br>So, for such scenario kindly reconsider this point to avoid the chances of duplicate SMS delivery at the end user device. | The department will accept the recommendation of the bidder to avoid any ambiguity in the project and optimize delivery.<br><br>(Refer to the RFP clause  7 Scope of Work.) |
| 51 | Vfirst | point VI. Support and Presence: Local Office establishment.   The bidder will be responsible for | The bidder is responsible for establishing an office in Patna, as per the terms defined in the RFP. |

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| | | establishing an office in Patna within 60 days of project allocation. Please help to understand the need to establish a local office in patna , cant this can be handled via remotely. Or time of 60 days is too less for establishment of office in other state , is this can be extended? | (Refer to the RFP clause 7 Scope of Work. Local Office Establishment: The bidder will be responsible for establishing an office in Patna within 60 days of project allocation.) |
| 52 | Vfirst | Selected bidder will be deployed 1 Team Leader & 4 Team members. Kindly clarify, whether this is an Onsite Support or Offsite Support dedicatedly. | The bidder has to deploy only one technical resource in Patna. Please refer to the corrigendum of the Project. |
| 53 | Vfirst | Local Conditions The bidder is expected to know all conditions & factors, which may have any effect on the execution of the contract after issue of Letter of Award  Request you to elaborate on this point for more clarity | The bidder should have knowledge about local condition to deliver the project successfully.  (Refer to the RFP clause Local Condition) |
| 54 | Vfirst | Provision to validate & approve any new SMS templates including new Transactional SMS Templates online within 01 day from the day of request As per the current DLT Regulations, any new SMS Template needs to registered in the DLT Operator platform by the client itself. Hence the SMS Template approval is not under the control of any Bidders now. Kindly provide more clarity on this point. | It is the responsibility of the bidder to select a DLT operator for the Project who will deliver services as per the SLA terms defined in the RFP. |
| 55 | Vfirst | Point II- The payment would be made on submission of invoice at the end of the quarter by the vendor to the | No Change. (Refer to the RFP clause -30 Release of Payment. |

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| | | Finance Department with the report of successful delivery of message via SMS<br><br>Credit lines of 90 days is too high for payment release, can this be reduced? | The payment would be made on submission of invoice at the end of the quarter by the vendor to the Finance Department with the report of successful delivery of message via SMS.) |
| 56 | Vfirst | **Team Required**<br><br>1 Team Leader with 10+ years of experience.<br><br>4 Technical Executives with 5+ years each in IT<br><br>We request the department to consider allowing remote support to be provided With a dedicated SPOC | The bidder has to deploy only one technical resources at Client location in Patna.<br><br>Please refer corrigendum issued for the Project. |
| 57 | Vfirst | **Financial Bid**<br><br>Only upto 2 decimals allowed We kindly request if this can be extended to allow more decimal places for better accuracy. | No change in the RFP.<br>(Refer to the RFP clause- 16 Bid Submission)<br><br>Format for financial bid.<br><br>The bidder shall quote unit cost upto 2 decimal points. If the bidders quote unit cost with more than 2 decimal points, then upto two decimal points only considered without rounding up.) |
| 58 | Vfirst | **General**<br>Request to add ISO 9001/27001 and CMMI level 5 | No Change in the RFP. |
| 59 | Vfirst | **General**<br><br>Kindly confirm if there any hardcopy submission require? | Bids will be submitted through e-procurement portal only.<br>(Refer to the RFP clause<br>31 e-Procurement Process Related Instructions<br>Submission of Proposals (Through electronic mode only).) |

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| 60 | Vfirst | Multiple delivery attempts for WhatsApp must be ensured. If WhatsApp fails to deliver due to reasons like unreachable/switched-off numbers or network issues, the system must attempt redelivery every 3 hours for a maximum of 3 attempts.<br><br>retrial works on Meta policy though as per Meta retrial are upto 30 days | The bidder will be responsible for achieving success in delivering the message within the policy of the technology partner.<br><br>Retrial typically allows for a second attempt within a specified timeframe. As per Meta's policy, the retrial period is up to 30 days. This means that if a user fails to complete a task or achieves the desired outcome during the initial attempt, they may be eligible for a retrial within a 30-day window. This policy is designed to provide users with a second chance to succeed,<br><br>(Refer to the RFP clause 7 Scope of work).<br><br>• Message Delivery Attempts: Multiple delivery attempts for WhatsApp must be ensured. If WhatsApp fails to deliver due to reasons like unreachable/switched-off numbers or network issues, the system must attempt redelivery every 3 hours for a maximum of 3 attempts. |
| 61 | Nanostuffs | kind consideration to relax the clause requiring experience in three government WhatsApp messaging projects under Tender No. NIT-2025-03. | No change.<br><br>(Refer to the RFP clause 15 Eligibility Criteria<br>The bidder should have provided messaging services Via WhatsApp to at least three government projects for the Central Government, State Governments, or Public Sector Undertakings (PSUs). ) |
| 62 | Sharnam IT Solutions Pvt. Ltd | Request you to kindly modify the criteria as:<br>Minimum of BCA/ BSc(IT) /BE /MCA/MSc(IT)/MSc(Electronics) or MBA (IT) | Accepted.<br><br>Please refer to the corrigendum to provide manpower for the project. |

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| 63 | Tata Communication | The bidder should have provided messaging services Via WhatsApp to at least three government projects for the Central Government, State Governments or PSUs or Enterprises. | No Change.<br><br>(Ref er to the RFP clause -15. Eligibility Criteria.<br><br>The bidder should have provided messaging services Via WhatsApp to at least three government projects for the Central Government, State Governments, or Public Sector Undertakings (PSUs).) |
| 64 | Tubelight Communications | if any exemption is allowed for MSME companies in EMD and tender document Fee. | No exemption for MSME companies in EMD and tender document fee<br>(Refer to the RFP for the EMD submission details - Important Dates & Information.) |