

Document Title			Responses to pre-bid Queries	Annexure 'A'	
Tender Ref No: F4.3(689)/RISL/Tech/2026-02952-9744960/1921 Dated 08.07.2026					
S.No	RFP Page No.	RFP Clause No.	Rule Details	Query/Suggestion/Clarification	RISL Comments
1	Page 14	sl. No. 1 of Clause 3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	A) The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement OR B) A company registered under Indian Companies Act, 1956 OR C) A partnership firm registered under Indian Partnership Act, 1932. OR D) A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 (Note: A self-certified declaration regarding the non applicability of registration to any Act should be submitted by the bidder)	In this regards request you to kindly add the companies registered under Indian Companies Act, 2013 along with 1956. Reason for Request: To ensure that the eligibility criteria include companies incorporated under both the Companies Act, 1956 and the Companies Act, 2013, thereby allowing all validly registered Indian companies to participate in the bidding process without unnecessary restriction.	As per amended RFP.
2	Page 16	4.1.2. PULL SMS:	For all PULL SMS requests for the system, the cost of rentals/ transactions shall be borne by the requester/ consumer as per his/ her SMS service subscription plan. No charges shall be paid by RISL for this.	Please confirm who will pay transaction charges ?	As per amended RFP.
3	Page 17	4.2 Post Implementation: Operations and Maintenance	Deployment of Manpower: The SP shall deploy Technical Support Team of 1 member for SMS services from 10:00 a.m. to 8:00 p.m. for fault rectification, fine tuning, configuration/ re-configuration of the proposed systems accordingly. The Technical Support team shall be stationed at RISL.	Kindly clarify whether the deployed resource is expected to be a Software Engineer or a Technical Support/ Support Engineer for day-to-day operational support, fault rectification, fine-tuning, and system configuration/ re-configuration.	As per RFP
4	Page 71	ANNEXURE-5:	BANK GUARANTEE FORMAT – BID SECURITY	To process the EMD in the form of Bank Guarantee, we will be requiring below information: Account Details.: Beneficiary Name & Address: Claim Period:	As per RFP
5	Page 82	point 9 of 3. SMS Monitoring Cum Command Interface, ANNEXURE- 8: INDICATIVE FUNCTIONAL REQUIREMENT SPECIFICATIONS:	Push and Pull SMS Report should be available in UI and DB format as per requirement from RISL	Please confirm the format in which report is required in UI & DB both.	Details shall be shared with successful bidder.
6	Page 82	point 10 of 3. SMS Monitoring Cum Command Interface, ANNEXURE- 8: INDICATIVE FUNCTIONAL REQUIREMENT SPECIFICATIONS:	It should also provide the search with many filter options	Please confirm which filters are required.	As per amended RFP.
7	45	6(14)	Copyright/ Intellectual Property Rights	Please include language that IPR belonging to Bidder shall remain with Bidder	As per RFP
8	51	6(24)	Liquidated Damages: Max 10% of total value of the items	Please reduce the LD as it too high and please carve out the uncontrollable factors.	As per RFP
9	52	6(27)	Patent Indemnity	Please clarify that the total financial liability of the Bidder under this clause and the same be capped as per LOL and restrict the patent indemnity to not include third party infringements	As per RFP
10	53	6(28)	Limitation of Liability	Kindly limit the liability to 1 year contract value	As per RFP
11	53	6(29)	Force Majeure	Please include Pandemics in the clause. Kindly mention that the payments for the services rendered shall also be paid with immediate effect if this clause is invoked.	As per RFP

12	54	6(31)(a)	Termination for Default	No exit route for the bidder provided, Kindly consider the clause to be mutual so that we would also have a right to terminate in case of any contractual breach from your side and also kindly allow the bidder to give notice of termination under few circumstances like bidder ceasing to offer service on account of any statutory requirements	As per RFP
13	55	6(31)(b)	Termination for Insolvency	Kindly make the termination mutual as we are also entitled for certain rights in the event of insolvency and dissolution.	As per RFP
14	55	6(31)(c)	Termination for Convenience	Kindly make this clause mutual-No exit route for the bidder provided kindly allow the bidder to give notice of termination under few circumstances like bidder ceasing to offer service on account of any statutory requirements. Also, payment for all services rendered up to the date of termination. Additionally, exit assistance services may be provided on mutually agreed commercial terms.	As per RFP
15	15	4.1.1	Separate accounts shall be created for OTP messages and supported through high-speed delivery channels.	Kindly specify the expected monthly OTP traffic volume, minimum sustained TPS, peak TPS, burst TPS and maximum acceptable end-to-end delivery latency for OTP messages.	As per amended RFP.
16	15	4.1.1	PUSH SMS shall be delivered to mobile numbers throughout the country.	Kindly clarify whether the bidder is required to maintain direct connectivity with all Telecom Service Providers or whether connectivity with multiple operators along with automatic fallback routing shall be acceptable.	As per amended RFP.
17	15	4.1.1	HTTP/HTTPS-based PUSH SMS API shall be provided by the bidder.	Kindly clarify whether RISL requires REST/JSON APIs only or other legacy API formats currently integrated with e-Sanchar are also required to be supported.	Details shall be shared with successful bidder.
18	15	4.1.1	APIs shall integrate with applications developed using different technologies.	Kindly share the existing e-Sanchar 2.0/3.0 SMS API specifications, sample request/response payloads, authentication mechanism, IP whitelisting requirements and current integration architecture.	Details shall be shared with successful bidder.
19	15	4.1.1 – User Accounts	Multiple user accounts shall be created for entities using SMS services.	Kindly provide the approximate number of existing departments, applications, user accounts, sender IDs and templates currently configured in e-Sanchar that are required to be supported/migrated.	As per amended RFP.
20	15	4.1.1 – Quota Management	Fixed SMS quota shall be allocated to user accounts and additional quota may be added.	Kindly clarify whether quota management is required at department, application, user account, sender ID, SMS category and/or template level.	As per RFP
21	16	4.1.1 – Traffic Segregation	User account details shall be provided in API requests for traffic segregation.	Kindly clarify whether each account requires separate API credentials, authentication, TPS limits, quotas, DLRs, reports and billing records.	As per RFP
22	16	4.1.1 – Transaction Reference Number	Each API request shall return a unique acknowledgement/ transaction reference number.	Kindly specify the required format, maximum length, uniqueness period and retention period for transaction reference numbers.	Details shall be shared with successful bidder.
23	16	4.1.1 – Delivery Reports	SMS delivery reports shall be provided back to the application through API.	Kindly clarify whether RISL requires DLR delivery through callback/webhook API.	Details shall be shared with successful bidder.
24	16	4.1.1 – Delivery Reports	Bidder shall provide SMS delivery reports.	Kindly specify the maximum permissible time for providing final DLR status after SMS submission and the treatment of delayed DLRs received from telecom operators.	As per RFP
25	15	4.1.1 – SMS Categories	The RFP primarily specifies transactional and OTP traffic.	Kindly clarify whether Promotional, Service Explicit, Service Implicit, Government Exempted or any other SMS traffic category may be introduced during the contract period.	As per amended RFP.
26	15	4.1.1 – SMS Throughput	Monthly SMS volume is specified, but TPS requirements are not defined.	Kindly specify the minimum sustained TPS, peak TPS and burst TPS requirements for the proposed SMS gateway solution.	As per amended RFP.
27	15	4.1.1 – OTP Routing	OTP accounts shall be supported through high-speed delivery channels.	Kindly clarify whether dedicated operator binds/routes are mandatory for OTP traffic or logically segregated high-priority routes meeting prescribed SLA shall be acceptable.	As per RFP

28	16	4.1.2 – PULL SMS	One or more Long Codes/VMN Numbers shall be provided in the name of RISL.	Kindly specify the required number of Long Codes/VMNs and whether these are required to be common across all operators or operator-specific.	As per amended RFP.
29	16	4.1.2 – PULL SMS	Long Codes/VMNs shall be registered in the name of RISL.	Kindly clarify the responsibility and process for procurement, documentation, provisioning, ownership transfer and migration/portability of Long Codes/VMNs at contract expiry or termination.	As per RFP
30	16	4.1.2 – Keywords	Unlimited sub-keywords shall be supported without additional cost.	Kindly provide the approximate number of existing keywords/sub-keywords and expected monthly and peak transaction volume for PULL SMS services.	As per RFP
31	16	4.1.2 – PULL SMS Integration	Bidder shall integrate PULL SMS services with APIs provided by RISL.	Kindly share the PULL SMS API specifications, payload structure, authentication mechanism, acknowledgement requirements, timeout, retry and expected TPS requirements.	Details shall be shared with successful bidder.
32	16	4.1.3 – Monitoring cum Command Tool	A secured web-based interface shall be provided for SMS monitoring and bulk messaging.	Kindly clarify whether the Monitoring cum Command Tool shall be hosted within RISL/RSDC infrastructure or whether bidder-hosted Data Centre/Cloud deployment is permissible.	As per RFP
33	16	4.1.3 – Access Control	Multiple accounts with restricted feature access shall be supported.	Kindly provide the required user roles, hierarchy, RBAC requirements, maker-checker mechanism, campaign approval workflow and administrative access requirements.	Details shall be shared with successful bidder.
34	16	4.1.3 – SMS Search	SMS records shall be searchable based on mobile number, message content, date/time and status.	Kindly specify the required online searchable data retention period, archival period and maximum period for which SMS transaction records must be retained.	Details shall be shared with successful bidder.
35	16	4.1.3 – Data Security	SMS records may contain mobile numbers and message content.	Kindly specify requirements for data masking, encryption at rest, encryption in transit, encryption algorithms, key management, privileged access monitoring and audit logging.	Details shall be shared with successful bidder.
36	16	4.1.3 – Bulk SMS Upload	Bulk messages may be uploaded through XLS/XLSX/TEXT/CSV files.	Kindly specify the maximum number of records and maximum file size permitted per bulk upload, along with expected processing TPS.	As per amended RFP.
37	16	4.1.3 – Reports	Reports shall be available and downloadable in XLSX/PDF/CSV formats.	Kindly provide the complete list of mandatory dashboards, KPIs, MIS reports, scheduled reports, report formats and maximum data volume expected for report generation.	Details shall be shared with successful bidder.
38	16	4.1.3 – Application Security	The Monitoring Tool shall provide secure access.	Kindly specify whether MFA, IP whitelisting, configurable password policies, session timeout are mandatory.	Details shall be shared with successful bidder.
39	16	4.1.4 – Pre-Implementation Study	Bidder shall conduct an in-depth study of e-Sanchar 2.0/3.0 architecture.	Kindly share the existing solution architecture, deployment topology, technology stack, database, infrastructure details, integration points and existing SMS service provider architecture to enable accurate solution sizing.	As per RFP
40	16-17	4.1.5 – System Integration	Bidder shall configure and provide APIs for integration with e-Sanchar.	Kindly clarify whether the scope is limited to replacement/integration of SMS service provider connectivity or whether modifications/customization of the existing e-Sanchar application are also within bidder scope.	As per RFP
41	17	4.1.5 – Infrastructure	Bidder shall deploy additional hardware and software resources, if required.	Kindly provide details of existing infrastructure available at RISL/RSDC, including compute, storage, network, load balancer, firewall, operating system, database, virtualization and backup infrastructure.	Details shall be shared with successful bidder.
42	17	4.1.5 – Infrastructure Cost	Additional hardware/software may be required for successful implementation.	Kindly clarify whether the cost of additional hardware, OS, database licenses, security solutions, load balancers and other infrastructure shall be borne by the bidder and included in the quoted price.	As per RFP
43	17	4.1.5 – Testing & Commissioning	Services shall be declared Go-Live after provisioning, testing and rectification of errors.	Kindly provide the detailed UAT acceptance criteria, performance test requirements, load test volume, security testing requirements and Go-Live sign-off procedure.	As per RFP
44	17	4.2(a) – Onsite Manpower	One Software Engineer shall be deployed onsite from 10:00 AM to 8:00 PM.	Kindly clarify the applicable working days and whether onsite deployment is required on Saturdays, Sundays, Government holidays and other declared holidays.	As per RFP

45	17	4.2(b) – Support Beyond Office Hours	RISL may require support beyond office hours and holidays.	Kindly clarify whether such support may be provided remotely through the bidder's centralized 24x7 support team or requires physical presence of technical resources at RISL premises.	As per amended RFP.
46	17	4.2(b) – Replacement Resource	Immediate replacement shall be provided when the onsite resource is on leave.	Kindly specify the maximum permissible replacement time and whether replacement resources require prior technical evaluation/approval from RISL.	As per RFP
47	62	7.1 – SLA Uptime	Minimum overall uptime of 99% is required and calculated quarterly.	Kindly clarify whether uptime shall be calculated only for bidder-managed SMS gateway/API availability or shall also include telecom operator networks, SMSCs and other external dependencies outside bidder control.	As per amended RFP.
48	62	7.1 – Downtime Calculation	Downtime starts 15 minutes after reporting or automatic identification by RISL, whichever is earlier.	Kindly specify the monitoring system, probe mechanism, transaction monitoring methodology and source of truth that shall be used by RISL for automatic downtime identification and SLA calculation.	Details shall be shared with successful bidder.
49	62	7.1 Service Level Standards/ Requirements/ Agreement:	7.1 Service Level Standards/ Requirements/ Agreement:	Please allow deviation due to controllable factors which are outside the purview of bidder. Ex. User-related / Operator related etc.	As per RFP
50	16	4.1.2. PULL SMS:	• For PULL SMS service, one or more PULL SMS Long Codes/VMN Numbers shall be provided by the bidder in the name of RISL accordingly. The Long Codes/VMN Numbers shall be in the name of RISL.	Kindly confirm the expected number of Long Codes/VMNs required at the start of the project and whether additional VMNs, if required during the contract period, shall be payable separately.	As per amended RFP.
51	17	(a) Deployment of Manpower:		The RFP mandates deployment of one onsite Software Engineer; however, no separate commercial line item is provided in the BOQ for onsite manpower. Kindly clarify whether the cost of onsite manpower is deemed to be included in the quoted SMS rates or whether a separate payment shall be made. Alternatively, kindly permit remote support through a dedicated SPOC with onsite visits on a need basis.	As per amended RFP.
52	17		The SP shall also deploy additional hardware and software resources required	Kindly clarify whether the SMS platform is expected to be hosted on the bidder's infrastructure or whether RISL will provide any server or hosting infrastructure for deployment.	As per RFP
53			PUSH SMS (Non-TRAI Exempted Sender ID) rates excluding DLT Scrubbing Charges.	Kindly confirm whether any future revision in telecom operator tariffs, TRAI regulations, or DLT charges during the contract period shall be reimbursed separately or borne by the bidder.	As per RFP
54				Kindly confirm whether remote support shall be considered sufficient outside office hours except in critical cases requiring onsite presence.	As per amended RFP.
55				Kindly clarify whether separate Sender IDs will be provided by RISL or whether the successful bidder shall facilitate their registration under RISL's DLT account.	As per RFP
56				Kindly confirm whether only the original Tender Fee, RISL Processing Fee, and Bid Security/Bid Securing Declaration Ann12 are required to be submitted physically, or whether any other documents required in hard copy. If yes, kindly provide the complete list of documents to be submitted physically.	As per RFP
57	11		• 2% of the estimated procurement cost. 0.5% for SSI units of Rajasthan. 1% for Sick industries other than SSI units whose cases are pending with Board of Industrial and Financial Reconstruction (BIFR). • Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in specified format), of a Scheduled Bank in favour of "MD, RISL" payable at "Jaipur"	Kindly confirm the exact Bid Security (EMD) amount payable for this tender for General bidders, as the RFP specifies the percentage but does not explicitly mention the corresponding amount in Indian Rupees. Kindly confirm whether the Bid Security (EMD) amount payable by General bidders is 14,00,000/- (Rupees Fourteen Lakhs Only), being 2% of the estimated procurement cost of 7 Crore.	As per RFP

58	87	4. Bid Securing declaration (For Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government)	The document should be furnished on a non-judicial stamp valued as per prevailing rules of the Rajasthan Stamp Act, duly signed by the authorized signatory and the authorizing personnel and be affixed with the seal of the firm and should be submitted in hardcopy along with the Bid Document Fee and RISL Processing Fee documents. The Stamp Duty is payable in Rajasthan.	Kindly specify the value of the non-judicial stamp paper to be used for executing the Bid Securing Declaration (Annexure-12) . Further, as our company is registered in Maharashtra	As per RFP
59			Experience in providing SMS services.	We request the Purchaser to kindly include experience in providing SMS Services to Central Government Departments, State Government Departments, Public Sector Undertakings (PSUs), Autonomous Bodies, Statutory Bodies, and Government Organizations as eligible experience for meeting the prescribed experience criteria.	As per RFP
60	11	Pre-Qualification Eligibility Criteria	BID Security and Mode of Payment Cost is 0.5% of SSI Unit of Rajasthan 1% of Sick Industries other than SSI Whose Cases are pending with BIFR.	For EMD BID security you asked 2% of total estimated BID cost. Request you give exemption or relaxations to MSE bidders to Pay EMD or give some relaxation like SSI bidders.	As per RFP
61	Page no. 86 of 89	ANNEXURE-12: Bid Securing Declaration	This document should be prepared on a non-judicial stamp valued as per prevailing rules of the Rajasthan Stamp Act and to be submitted in hard copy along with the Bid Document Fee and RISL Processing Fee Documents/DDs. The stamp duty is payable in Rajasthan.]	Request for Relaxation: We respectfully request that the EMD exemption be extended to all DPIIT-recognized Startups and Udyam-registered MSMEs across India, instead of limiting the benefit only to entities registered in Rajasthan. This relaxation would be in line with the Government of India's Startup India, MSME, and Public Procurement policies, promoting wider participation, fair competition, and equal opportunity for eligible bidders nationwide.	As per RFP
62	Clause/BOQ Item	Clause/BOQ Item	The BOQ format provided with the tender accepts the quoted rate up to two decimal places only.	Request for amendments: Since SMS pricing is generally quoted in paise, restricting the BOQ to only two decimal places may lead to rounding-off errors and impact commercial competitiveness. We request the Authority to help with modification the BOQ format to allow at least three or four decimal places for unit rate entry, ensuring accurate price quotation and fair comparison among bidders.	As per amended BoQ.
63	Page no. 14 of 89	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA / Clause no.- 5	The average annual financial turnover of the last three financial year i.e., 22-23, 23-24 & 24-25 should not be less than 15 crores	Request for Relaxation: We respectfully request that the Average Annual Turnover requirement be relaxed from ₹15 Crores to ₹ 8 Crores. This revision will encourage wider participation from technically qualified and experienced bidders, foster healthy competition, and ensure competitive pricing without compromising the quality of project execution. Although, We would like to submit that our company is expected to achieve an annual turnover of approximately ₹35 Crore in the current financial year (We will submit CA confirmation letter on request)	As per amended RFP.

64	Page no. 18 of 89	4.3 Project Milestones, Deliverables, Time and Payment Schedule/ Clause no. 5	Month-Wise Operator Certified System Generated Delivery Summary Report in form of total count of messages submitted, delivered, failed etc. Please refer point# 18.h of directions issued by TRAI dated 16.02.2023.	Request for Clarification: The referred Point No. 18(h) of the TRAI Directions dated 16.02.2023 does not specifically prescribe the above reporting format. We therefore request the Authority to kindly clarify the exact reporting requirement and, if available, provide the prescribed sample format/template of the Operator Certified System Generated Delivery Summary Report to ensure uniform compliance by all bidders.	Details shall be shared with successful bidder.
65	Clause/BOQ Item	Clause/BOQ Item	Clause/BOQ Item: PULL SMS Long Code Creation – 1 No. PULL SMS Keyword Creation – 1 No.	Request for Clarification: The BOQ includes separate line items for "PULL SMS Long Code Creation" and "PULL SMS Keyword Creation." We request the Authority to kindly clarify whether these are two independent billable items or whether Keyword Creation is included within the Long Code Creation. If they are separate deliverables, kindly specify the scope of work and payment applicability for each item to ensure uniform understanding and accurate commercial bidding.	As per RFP
66	Clause/BOQ Item	Clause/BOQ Item	BOQ Item: Monthly Recurring Cost for PULL SMS Long Code - 24 (VMN) nos	Request : We understand that the bidder shall procure and provision the Virtual Mobile Number (VMN)/PULL SMS Long Code. However, we request the Authority to kindly help with the Customer KYC and all related documentation required for VMN/Long Code activation shall be provided and completed by the respective customer/end user, while the bidder shall facilitate the procurement and activation process based on the documents submitted by the customer. This clarification/ammendment will help avoid ambiguity during implementation and ensure timely service activation.	As per RFP