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TENDER DOCUMENT NO. IGL/ET2/CP/CP18842
Bulk SMS, e-mail and Outbound message services for IGL PNG customers

REPLY TO PREBID QUERIES

S.NO	Section	Tender Clause no.	Page No.	Description	Bidder Query	IGL Reply
1	FORMS AND FORMATS	Form 3	69	Form 3 - Certification from Statutory Auditor for details of similar work / Services done during past 07 years (Applicable in all cases where bidder's accounts are audited by Statutory Auditor)	Is the work order of SMS only will also be considered or work orders of All including SMS, Email and Outbound Message Gateway Services is required	Tender terms & conditions prevail. Single Work order having SMS, Email and OBD Services is required
2	FORMS AND FORMATS	Form 4	71	Form 4 - Certificate From the Statutory Auditor regarding Supply of Goods/Works/Services	Is form 4 is required for all the work orders mentioned in form 3 separately.	Yes, Form 4 must be furnished separately for each specific order meeting the Bid Evaluation Criteria.
3	FORMS AND FORMATS	Form 8	75	Form 8 - Letter from Statutory Auditor / Chartered Accountant (On Auditor's / CA's Letterhead)	What kind of certificates needs to issued from CA.	Form 8 is the covering letter from the Statutory Auditor/CA summarizing the certificates they have issued.
4	DOCUMENTS TO BE UPLOADED ON E-TENDER PORTAL	-	80	Power of attorney of the signatory to the bid offer on non-judicial stamp paper / Board resolution of company for authorized signatory.	A fresh power of attorney is required or old power of attorney is sufficient.	A valid Power of Attorney on non-judicial stamp paper or a valid Board Resolution authorizing the signatory for this specific tender must be provided.
5	-	Clause 7.1 TECHNICAL BEC	Page 7 of 85	(a) The bidder must have the experience of having successfully executed at least one single order for providing SMS, Email and Outbound Message Gateway Services...	The bidder must have experience of having successfully executed at least one single order for providing SMS Gateway Services... Reason for Change: The existing eligibility criterion is highly restrictive...	Tender terms & conditions prevail. No relaxation or deviation is permitted.
6	IFB	8.0	8	Split of award: Not Applicable	Split of award: IFB clause 8.0(4) states that split of award is "Not Applicable", whereas IFB clause 12.2 and ITB clause 43.3 both reserve IGL's right to divide the scope among two or more bidders. Kindly confirm which provision shall govern.	Clarification: As per IFB Clause 8.0 (4), Split of award is 'Not Applicable'. The entire work will be awarded to a single L1 bidder.
7	SCC	8.2	50	SLA & PENALTIES	Penalty ceiling: SCC clause 8.2 prescribes four separate SLA-linked penalties. Kindly clarify whether these fall within the 5% ceiling on price reduction stipulated under SCC clause 7.3, or are leviable over and above that ceiling.	The Price Reduction Schedule (PRS) maximum ceiling is 5%. Operational SLA penalties (SCC 8.2) are distinct deductions based on real-time service delivery failures.
8	SOW	2.2.1	57	Setup & Integration Ensures emails are sent using the @iglgas.co.in domain for authenticity	Email domain: SOW clause 2.2.1 requires emails to be despatched using the @iglgas.co.in domain, while all tender correspondence is on the @igl.co.in domain. Kindly confirm the applicable domain.	Clarification: Emails must be sent using the authenticated domain specified by the IGL IT team, primarily @iglgas.co.in for bulk customer communications.
9	SOW	2.3.1	59	Solution Design & Capabilities No. of RCS message count should be based on customer contact no. per day.	RCS billing basis: SOW clause 2.3.1 states that the RCS message count shall be based on customer contact number per day. Kindly clarify whether billing is per unique contact number per day or per message despatched.	Billing for RCS messaging is based on the customer contact number per day, as explicitly stated in SOW 2.3.1.
10	ITB	43.2	24	Bidder shall note that the quantities mentioned against each activity in Schedule of Rates are tentative only and subject to change based on actual requirement...	Volume commitment: ITB clause 43.2 provides that the quantities in the Schedule of Rates are tentative. Kindly confirm whether any committed minimum volume shall be assured over the contract period, as this materially affects unit rate computation.	The quantities in the Schedule of Rates are tentative for evaluation. There is no guaranteed minimum business volume.
11	IFB	7.1 (a)	7	The bidder must have the experience of having successfully executed at least one single order...	Bidder eligibility: With reference to IFB clause 7.1(a) read with SOW clause 3.1 and ITB clause 11.1, kindly clarify whether a platform/OEM bidder engaging a licensed telecom aggregator for last-mile carrier connectivity, while retaining sole and single-point responsibility for the entire scope, would be considered compliant.	Bids must be on a single point sole/prime bidder responsibility basis. Sub-contracting of the core scope is not permitted. Carrier tie-ups are acceptable provided the bidder holds single-point responsibility.
12	IFB	7.1	7	The bidder must have the experience of having successfully executed at least one single order...	We are an MSE (Micro and Small Enterprise) registered 10 year old company , respectfully request you to consider granting an exemption/relaxation in the prescribed Experience Criteria...	No relaxation or exemption in the prescribed Experience Criteria can be granted, and all bidders are required to meet the eligibility requirements as specified in the tender document.
13	IFB	7.1	7	The bidder must have the experience of having successfully executed at least one single order...	In view of the above, we request you to kindly allow bidders to participate separately for individual service categories, such as SMS, Email, OBD, or RCS, or for the complete scope of services, depending on their experience and capability.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
14	IFB	7.1	7	The bidder must have the experience of having successfully executed at least one single order...	Accordingly, we request that the experience criteria be modified to provide that the bidder should have successfully executed a single purchase order/work order of value not less than ₹.1.12 Crore in any one of the above-mentioned services during the preceding seven (7) years, reckoned from the date of floating of the tender.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
15	IFB	7.1	7	The bidder must have the experience of having successfully executed at least one single order...	Requesting you to kindly add the Autonomous body. i.e Services to a client operating within the Scheduled Commercial Banking / NBFC / Telecom / Insurance / Water / Electricity / Gas / FMCG sectors / travel ticketing/Autonomous body in India	Tender terms & conditions prevail. No relaxation or deviation is permitted.

16	IFB	7.1 a	7	The bidder must have the experience of having successfully executed at least one single order...	Request for Amendment: The bidder must have successfully executed at least one single order for providing SMS and Outbound Message Gateway (OBD) Services or Email Services to the specified sectors, with a minimum order value of Rs. 1.12 Crores...	Tender terms & conditions prevail. No relaxation or deviation is permitted.
17	SCC	11.3	50	Telecom Operator certified report must be submitted with duly signed and verified by telecom operator as well as service provider to verify the billed amount.	Request for Amendment: We request the Authority to relax this requirement, as Telecom Operators generally do not issue or countersign customer-specific billing reports. Compliance with this clause depends on a third party and is beyond the bidder's control.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
18	SOW	2.1.1	57	Be integrated with IGL's core IT systems such as SAP, CRM, IBM WebSphere, Oracle Applications, Mobile Apps, Customer Portal and any other new software adopted by IGL.	Could you please confirm if API for all system will be shared by IGL and in which format it will be provided (REST or SOAP)?	The platform must provide multiple API support options including REST, SOAP, XML, and JSON for system-to-system communication.
19	SOW	2.1.3	58	Allow multiple language with dynamic field name like BP no, CA no., Date etc.	How many languages need to be supported?	The platform should support Unicode to allow multiple languages, primarily English, Hindi, and prominent regional languages.
20	SOW	2.3.3	59	Integration with chatbots and AI driven conversational journeys.	Request you to please share more details on stated expectations. We would also like to understand whether the provider should be building the chatbot capability or are chatbots available in-house currently.	The provider's platform must have the capability/APIs to integrate with chatbots. Specific chatbot AI flows will be determined collaboratively post-award.
21	SOW	2.4.3	60	Text-to-Speech (TTS) and Speech to-Text (STT) features.	Kindly confirm whether the TTS/STT requirement refers to standard speech synthesis and transcription services, or whether bidders are expected to include licensing and implementation of an AI Voice Bot platform as part of the proposed solution	Standard Speech Synthesis (TTS) and transcription (STT) features are required on the platform to capture and process voice interactions.
22	SOW	4	60	Training manuals and user training for IGL staff	We understand that the required training will be conducted offsite and will follow a Train-the Trainer (ToT) model, wherein the Service Provider will train designated IGL personnel who will subsequently train end users. Kindly confirm.	Confirmed. The Service Provider will train designated IGL personnel via training manuals and user training sessions (Train-the-Trainer model).
23	SOW	4	60	24x7 technical support with a ticketing system and escalation matrix.	We understand that the required 24x7 technical support will be provided remotely (offsite) through a centralized helpdesk, ticketing system, and escalation matrix. Kindly confirm our understanding	Confirmed. A 24x7 technical support setup with a ticketing system and escalation matrix is required.
24	-	-	-	-	What are current challenges being faced by existing vendor?	Please bid based on the technical requirements, scope, objectives, and SLAs explicitly detailed in the tender document.
25	IFB	7.1.a	7	The bidder must have the experience of having successfully executed at least one single order...	Request for Amendment: The bidder must have successfully executed at least one single order for providing SMS and Outbound Message Gateway (OBD) Services or Email Services to the specified sectors, with a minimum order value of Rs. 1.12 Crores. Justification: The current clause requiring experience in SMS, Email, and OBD Services under a single order is highly restrictive...	Tender terms & conditions prevail. No relaxation or deviation is permitted.
26	SCC	11.3	50	Telecom Operator certified report must be submitted with duly signed and verified by telecom operator as well as service provider to verify the billed amount.	Request for Amendment: We request the Authority to relax this requirement, as Telecom Operators generally do not issue or countersign customer-specific billing reports. Compliance with this clause depends on a third party and is beyond the bidder's control.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
27	SOW	2.1.1	57	Be integrated with IGL's core IT systems such as SAP, CRM, IBM WebSphere, Oracle Applications, Mobile Apps, Customer Portal and any other new software adopted by IGL.	Could you please confirm if API for all system will be shared by IGL and in which format it will be provided (REST or SOAP)?	The platform must provide multiple API options including REST, SOAP, XML, and JSON for system-to-system communication.
28	SOW	2.1.3	58	Allow multiple language with dynamic field name like BP no, CA no., Date etc	How many languages need to be supported?	The platform should support Unicode to allow multiple languages, primarily English, Hindi, and prominent regional languages.
29	SOW	2.3.3	59	Integration with chatbots and AI driven conversational journeys.	Request you to please share more details on stated expectations. We would also like to understand whether the provider should be building the chatbot capability or are chatbots available in-house currently.	The provider's platform must have the capability/APIs to integrate with chatbots. Specific chatbot AI flows will be determined collaboratively post-award.
30	SOW	2.4.3	60	Text-to-Speech (TTS) and Speech to-Text (STT) features.	Kindly confirm whether the TTS/STT requirement refers to standard speech synthesis and transcription services, or whether bidders are expected to include licensing and implementation of an AI Voice Bot platform as part of the proposed solution	Standard Speech Synthesis (TTS) and transcription (STT) features are required on the platform to capture and process voice interactions.
31	SOW	4	60	Training manuals and user training for IGL staff	We understand that the required training will be conducted offsite and will follow a Train-the Trainer (ToT) model, wherein the Service Provider will train designated IGL personnel who will subsequently train end users. Kindly confirm.	Confirmed. The Service Provider will train designated IGL personnel via training manuals and user training sessions (Train-the-Trainer model).
32	SOW	4	60	24x7 technical support with a ticketing system and escalation matrix.	We understand that the required 24x7 technical support will be provided remotely (offsite) through a centralized helpdesk, ticketing system, and escalation matrix. Kindly confirm our understanding	Confirmed. A 24x7 technical support setup with a ticketing system and escalation matrix is required.
33	-	-	-	-	What are current challenges being faced by existing vendor?	Please bid based on the technical requirements, scope, objectives, and SLAs explicitly detailed in the tender document.
34	IFB	7.1	7	Bidder must have successfully executed at least one single order for SMS, Email and Outbound Message Gateway Services with a minimum order value of ₹1.12 Crores.	We request IGL to kindly consider similar experience in SMS, Email and Outbound Message Services executed through separate orders/contracts for the same or different eligible sectors, provided the cumulative executed value meets the specified threshold.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
35	IFB	7.1	7	One single order of minimum ₹1.12 Crores is required.	Considering the nature of the services, we request IGL to kindly permit cumulative experience of multiple purchase/work orders executed during the preceding seven years, instead of insisting on a single order of ₹1.12 Crores.	Tender terms & conditions prevail. No relaxation or deviation is permitted.

36	IFB	11.5	10	Micro/Small Enterprises registered under MSME/NSIC are exempted from EMD, subject to the tendered service being covered.	We request IGL to kindly confirm that valid Udyam registered Micro/Small Enterprises providing the services covered under this tender shall be eligible for EMD exemption, subject to submission of the required documents and declaration. The tender specifically provides exemption for eligible Micro/Small Enterprises.	Confirmed. Eligible MSME/Udyam registered bidders are exempted from EMD subject to submission of valid certificate and Annexure-1.
37	ITB	21.4 / 21.7	18	Prices shall remain firm and fixed during the entire contract period.	Since telecom operator tariffs, regulatory charges, DLT related charges and other statutory/regulatory costs may change during the three-year contract period, we request IGL to permit adjustment for statutory/regulatory changes and changes in telecom operator charges beyond the bidder's control.	The prices quoted by the bidder shall remain firm for the entire contract period. Accordingly, no provision for price adjustment on account of changes in telecom operator tariffs, regulatory charges, DLT charges, or other statutory costs is proposed
38	SOW	2.4.3	60	Operational Features	Pls share use case for STT (Speech to Text) usage	Standard Speech Synthesis (TTS) and transcription (STT) features are required on the platform to capture and process voice interactions.
39	SOW	2.4.1	59	Setup & Integration	With reference to Role based Login : Pls specify all roles with brief description of each role required for user account.	Standard enterprise roles (e.g., Admin, Campaign Manager, Report Viewer, API User) are required. Exact matrix will be finalized during deployment.
40	SOW	2.4.1	59	Setup & Integration	With reference to IGL branded CLI , pls clarify has IGL already have taken Service of CLI branding services of likes of Truecaller or Operators.	The bidder's platform must support CLI masking with IGL's branded caller ID. Securing the branding is part of the service.
41	-	Financial Bid	-	-	Pls share volume Split of Voice OTP's , Trans and Promo traffic per day to ensure proper Concurrency is maintained.	Exact splits fluctuate based on operations. The platform must handle at least 20,000 concurrent calls and a minimum of 5 lakh calls/day, scalable for peak billing loads.
42	GCC	Clause no. 23.0	-	TERMINATION FOR DEFAULT	Termination for cause or breach must be with at least 30 days prior written notice, wherein, this notice period should be treated as a cure period and where the breach is cured, then the termination will automatically fall away.	Tender terms & conditions prevail. No amendment to the termination provision will be provided
43	GCC	Clause no. 15.0	-	GCC	Arbitration- appointment of arbitrator should either be mutually agreed or it should be a court appointed arbitrator. Seat of arbitration should be Mumbai.	Tender condition prevails. Arbitration seat shall be in Delhi, and the Arbitrator is nominated by the DIAC.
44	GCC	Clause no. 52.0	-	COMPLIANCE OF LAWS	Netcore is not acting as a contractor under the RFP and hence, cannot be liable to comply with the Contract Labour enactment.	The Contractor shall at his own expense comply with all applicable statutory and labour laws as per GCC 52.0 and 55.0.
45	SOW	point 2.2.2	58	Delivery & Capacity : Route emails through a large pool of randomized IPs (minimum 10,000).	What does 10,000 stand for? Is it no of IPs of no of email. If its IPs we cant send via 10K IPs as it would be consider as spamming activity. We can allocate shared IPs and no. of IPs can be varies based on the email volume. As its going to transactional emails we recommend to use dedicated IPs	The requirement for routing emails through a large pool of randomized IPs (minimum 10,000) remains unchanged to ensure deliverability at scale.
46	SCC	SLA	57	Delivery must adhere to strict SLAs...	Applicable on valid email address and Email delivery is subjected to... Above penalty would not apply in case of delivery delays / failures due to any of the above issues.	Tender terms & conditions prevail.no amendment to the penalty clause is applicable
47	SCC	Penalties	50	Penalties include...	Email delivery is subjected to... Above penalty would not apply in case of delivery delays / failures due to any of the above issues.	Tender terms & conditions prevail.no amendment to the penalty clause is applicable
48	SOW	2.4.3	60	Operational Features	Pls share use case for STT (Speech to Text) usage	Standard Speech Synthesis (TTS) and transcription (STT) features are required on the platform to capture and process voice interactions.
49	SOW	2.4.1	59	Setup & Integration	With reference to Role based Login : Pls specify all roles with brief description of each role required for user account.	Standard enterprise roles (e.g., Admin, Campaign Manager, Report Viewer, API User) are required. Exact matrix will be finalized during deployment.
50	SOW	2.4.1	59	Setup & Integration	With reference to IGL branded CLI , pls clarify has IGL already have taken Service of CLI branding services of likes of Truecaller or Operators.	The bidder's platform must support CLI masking with IGL's branded caller ID. Securing the branding is part of the service.
51	-	Financial Bid	-	-	Pls share volume Split of Voice OTP's , Trans and Promo traffic per day to ensure proper Concurrency is maintained.	Exact splits fluctuate based on operations. The platform must handle at least 20,000 concurrent calls and a minimum of 5 lakh calls/day, scalable for peak billing loads.
55	SOW	point 2.2.2	58	Delivery & Capacity : Route emails through a large pool of randomized IPs (minimum 10,000).	What does 10,000 stand for? Is it no of IPs of no of email. If its IPs we cant send via 10K IPs as it would be consider as spamming activity. We can allocate shared IPs and no. of IPs can be varies based on the email volume. As its going to transactional emails we recommend to use dedicated IPs	The requirement for routing emails through a large pool of randomized IPs (minimum 10,000) remains unchanged to ensure deliverability at scale.
56	SCC	SLA	57	Delivery must adhere to strict SLAs...	Applicable on valid email address and Email delivery is subjected to... Above penalty would not apply in case of delivery delays / failures due to any of the above issues.	Tender terms & conditions prevail. No amendment to the penalty clause is applicable
57	SCC	Penalties	50	Penalties include...	Email delivery is subjected to... Above penalty would not apply in case of delivery delays / failures due to any of the above issues.	Tender terms & conditions prevail. No amendment to the penalty clause is applicable
58	IFB	11.5	10	EMD exemption for eligible MSME/NSIC bidders.	Kindly confirm that eligible MSME/Udyam registered bidders are exempted from submission of EMD/Bid Security upon submission of valid Udyam Registration Certificate and Annexure-I, as per the tender conditions.	Confirmed. MSME/Udyam registered bidders are exempted from EMD subject to submission of a valid certificate and Annexure-I.
59	IFB	7.1 (a)	7	(a) The bidder must have the experience of having successfully executed at least one single order...	Kindly clarify whether the required experience of SMS, Email and Outbound Message Gateway Services must be covered under a single work order, or whether separate work orders for these services will also be considered. Further, we request inclusion of experience from Government Departments, PSUs clients, as these also involve large-scale SMS/Email/OBD services.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.

60	IFB	12.2	10	12.2 IGL reserves the right to split the total scope of work among more than one bidder.	The tender evaluation methodology states that evaluation will be on L1 basis. However, Clause 12.2 mentions that IGL reserves the right to split the scope among multiple bidders. Kindly clarify whether the entire work will be awarded to a single L1 bidder or whether the contract may be split among multiple bidders, along with the applicable award methodology.	Clarification: As per IFB Clause 8.0 (4), Split of award is 'Not Applicable'. The entire work will be awarded to a single L1 bidder.
61	SOW	2.1.4	58	Reporting & MIS	Kindly clarify whether the required Reporting & MIS reports can be provided through a web-based dashboard as well as downloadable formats such as Excel, CSV, and PDF, instead of requiring operator reports.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
62	-	General	-	Bid Submission	Kindly confirm whether there are any documents required to be submitted in physical/hard copy?	Original physical EMD instruments (if submitted via BG/DD) must be submitted within 7 working days from bid opening. Online uploaded docs suffice for MSME.
63	-	Scope of Work Clarification	-	-	Kindly confirm whether the scope includes end-to-end services for bulk SMS, e-mail, and outbound message delivery, along with campaign execution, reporting, and any related MIS/dashboard support for IGL PNG customers.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
64	IFB	Technical Eligibility Clarification	-	-	Please clarify whether similar experience in communication services for sectors other than the specifically mentioned sectors in the BEC will be considered for qualification.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
65	IFB	Bid Security / EMD Clarification	9	-	Kindly confirm whether MSME/NSIC-registered bidders are exempted from submission of EMD/Bid Security, subject to submission of valid and latest registration certificate and declaration as prescribed in the tender document.	Confirmed. MSME/Udyam registered bidders are exempted from EMD subject to submission of a valid certificate and Annexure-I.
66	IFB	Financial Eligibility Clarification	7	-	Please confirm whether the financial qualification criteria mentioned in the tender shall be evaluated strictly on the basis of audited financial statements for the preceding financial years, along with UDIN-certified documents.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
67	-	Bid Submission Format Clarification	-	-	Kindly confirm whether the price bid/SOR is to be submitted strictly in the prescribed format only, and whether any deviation or alternate format will be treated as non-responsive.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
68	-	Pre-Bid Submission Timeline Clarification	-	-	Please confirm the last date and time for submission of pre-bid queries, as the tender states that bidder queries must reach the purchaser at least one day prior to the pre-bid meeting and no queries will be entertained after 1800 HRS post one day of the pre-bid meeting.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
69	IFB	Exemption for Work Experience Clause for MSME Bidders	9	-	Please Confirm that for Experience Clause last 07 years of work exp. for MSME service provider any relaxation provided by the IGL department?	No relaxation or exemption in the prescribed Experience Criteria can be granted, and all bidders are required to meet the eligibility requirements as specified in the tender document.
70	IFB	In place of EMD	9	-	Please confirm physical form of MSME certificate can we provide in place of EMD?	Original physical EMD instruments (if submitted via BG/DD) must be submitted within 7 working days from bid opening. Online uploaded docs suffice for MSME.
71	-	Turnover Threshold	69	-	Please Specify As per Page No. 69 clause 29 (Turnover Threshold) what does that mean?	It refers to the Minimum Annual Turnover requirement of Rs. 2.24 Cr achieved during any one of the three preceding financial years.
72	SOW	Scope of Work	-	-	Please share the estimated yearly quantity of SMS, E-mail and Outbound Voice Calls.	Tender terms & conditions prevail. The quantities for SMS, E-mail, RCS and Outbound Dialer (OBD) Services are provided in the Schedule of Rates (SOR) of the tender document.
73	SOW	Scope of Work	-	-	Please provide the breakup of SMS volume (Transactional, Service, OTP, Unicode, etc.).	Tender terms & conditions prevail. Bidders are advised to quote considering the overall scope of work specified in the tender.
74	SOW	Scope of Work	-	-	Please confirm whether DLT Headers, Templates and Consent will be provided by IGL or arranged by the selected bidder.	Tender terms & conditions prevail. IGL shall provide the necessary DLT Headers, Templates, and Consent details, wherever applicable. The successful bidder shall support their configuration, integration, and usage in compliance with applicable TRAI/DLT regulations.
75	IFB	Technical BEC	7	-	Please allow experience from multiple work orders of the same client instead of one single work order.	Tender terms & conditions prevail. Experience from multiple work orders shall not be considered in lieu of the prescribed requirement. Accordingly, no amendment to the eligibility criterion is proposed.
76	IFB	Technical BEC	7	-	Please confirm whether ongoing contracts with completed executed value will also be considered for eligibility.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
77	IFB	Technical BEC	7	-	If a Completion Certificate is not available, will Work Order along with invoices/client certificate be accepted?	Execution/ completion certificate is required as proof of document along with other document like form-3 & form-4 as per format mention in tender document
78	IFB	Technical BEC	7	-	We would like to seek clarification regarding the above-mentioned eligibility criteria. Our organization has successfully executed SMS, Email and Outbound Message Gateway Services for various reputed clients... we request the department to kindly consider experience of bidders who have successfully executed similar services during the preceding three (2) to five (5) years instead of restricting it to seven (7) years.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
79	IFB	Financial BEC	7	-	If the latest audited financial statements are not yet available, will CA-certified provisional financial statements be accepted?	Tender terms & conditions prevail. Bidders are required to submit the latest audited financial statements. No amendment to this requirement is proposed.

80	SOW	Integration	-	-	Please confirm whether API integration will be REST API, SOAP API, or both.	The platform must provide multiple API options including REST, SOAP, XML, and JSON for system-to-system communication.
81	SOW	Integration	-	-	Will IGL provide technical support during API integration and testing?	IGL will provide a technical SPOC to assist with integration into IGL's backend systems, but the bidder ensures successful integration.
82	SOW	DLT Compliance	-	-	Please confirm that a valid DLT Registered Telemarketer is sufficient and owning telecom infrastructure is not mandatory	Confirmed. The bidder must ensure full compliance with TRAI DLT guidelines. Services through authorized telecom operators are acceptable.
83	SOW	Telecom Connectivity	-	-	Please confirm whether services through authorized telecom operators are acceptable or if owning an SMSC is mandatory.	Confirmed. The bidder must ensure full compliance with TRAI DLT guidelines. Services through authorized telecom operators are acceptable.
84	SOW	Email Services	-	-	Please clarify whether dedicated IP is required or shared email infrastructure is acceptable.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
85	SOW	Outbound Voice	-	-	Please confirm whether cloud telephony platform is acceptable for outbound voice services.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.Outbound Voice Services referred to in the tender shall be read as Outbound Dialer (OBD) Services. The tender provisions shall apply accordingly
86	SCC	SLA	50	-	Please specify the minimum SMS delivery success rate expected by IGL.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.The minimum SMS delivery success rate shall be as specified in the Service Level Agreement (SLA) and other provisions of the tender document. No separate minimum delivery success rate is prescribed
87	SCC	SLA	50	-	Please clarify whether penalties will apply if delivery fails due to telecom operator or network issues beyond the bidder's control.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
88	SOW	Security	-	-	Please confirm whether ISO 27001 certification is sufficient or if any other security certification is required.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
89	SOW	Data Hosting	-	-	Please confirm whether hosting on Indian Cloud Data Centres (AWS, Azure, Google Cloud India) is acceptable.	Hosting on secure Indian Cloud Data Centres is acceptable, provided data remains within India and complies with GoI residency guidelines.
90	SOW	Data Retention	-	-	Please specify how long message, email and voice logs need to be stored.	Logs must be retained as per TRAI and DOT statutory guidelines or for a minimum of 1 year, whichever is higher, for audit purposes.
91	SCC	Payment Terms	50	-	Please confirm whether payment will be made on successful deliveries (DLR) or on total messages submitted.	Payments will be made only for successfully delivered messages/emails/calls as per SCC 11.2.
92	SOR	Price Bid	64	-	Please clarify whether evaluation will be based on estimated quantities or actual usage during the contract period.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
93	-	Contract Period	-	-	Please confirm whether IGL guarantees any minimum business volume during the contract period.	The quantities in the Schedule of Rates are tentative for evaluation. There is no guaranteed minimum business volume.
94	-	Change Request	-	-	Please clarify whether additional APIs or reports requested after award will be treated as change requests.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
95	SOW	Support	-	-	Please provide the required response and resolution time for support issues.	Tender terms & conditions prevail.
96	SOW	UAT	-	-	Please specify the time allowed for UAT, testing and Go-Live after award of contract.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
97	ITB	Price Variation	-	-	Since telecom operator charges may change during the contract period, kindly allow price revision only to the extent of operator tariff changes	Tender terms & conditions prevail. No relaxation or deviation is permitted.
98	SOW	Additional Queries	-	-	1. Please confirm whether WhatsApp Business API services may be required during the contract period.	WhatsApp Business API is not explicitly listed in the current Scope of Work. Any future requirement would be handled separately.
99	SOW	Additional Queries	-	-	2. Please confirm whether bidders can use multiple telecom operators for better delivery and uptime.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
100	SOW	Additional Queries	-	-	3. Please confirm whether IGL will provide a dedicated technical SPOC for API integration and testing.	IGL will provide a technical SPOC to assist with integration into IGL's backend systems, but the bidder ensures successful integration.
101	SOW	2.2	58	Bulk Email will support transactional, billing, service update, and promotional communication with customers.	The category split materially affects infrastructure provisioning and capacity sizing. Hence, Bidders request the indicative volume split of emails across...	Tender terms & conditions prevail. Bidders are advised to size their infrastructure considering the overall scope of work and projected volumes. No separate category-wise breakup of email volumes is proposed
102	SOW	2.2.1	58	Ensures emails are sent using the @iglgas.co.in domain for authenticity.	Authenticated sending on IGL's domain requires IGL to publish/maintain DNS records (SPF include, DKIM keys, DMARC policy) and to own the sending domain/sub-domain. Please clarify: (a) whether IGL will provide access to publish the required SPF/DKIM/DMARC DNS records	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
103	SOW	2.2.2	58	The system must deliver at least 20 lakh Emails per day, with scalability for higher loads.	Please share: average/peak emails/day with and without attachment; and expected peak-hour throughput during monthly bill-run days, to size sustained and burst capacity.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.

104	SOR	Sec VI - Schedule of Rates (SOR)	64	Priced Schedule of Rates - Qty (all services): SMS 83,81,40,000; E-MAIL 69,36,99,000; OBD 15,07,74,000; RCS 6,00,00,000	The SOR does not state whether the quantities specified against each service (SMS, E-MAIL, OBD and RCS) are the requirement per annum or the cumulative total for the entire 3-year contract period. This directly impacts infrastructure / IP-pool / capacity sizing and unit pricing across all channels. Bidders request IGL to confirm whether the SOR quantities are (a) annual, or (b) the total for the full 3-year contract period.	SOR is for the total contract period mentioned in Tender document
105	SOW	2.2.2	58	Route emails through a large pool of randomized IPs (minimum 10,000).	A mandatory pool of a minimum of 10,000 randomized sending IPs runs counter to modern email deliverability best practice... Hence, we request IGL to remove the minimum 10,000 randomized IP requirement and instead accept a shared IP set aligned to authenticated domains...	Tender terms & conditions prevail. No relaxation or deviation is permitted.
106	SOW	2.2.2	58	Guarantee that emails do not land in junk/spam folders.	Inbox vs. spam placement is ultimately controlled by the recipient's mailbox provider based on content, recipient engagement, consent and domain reputation... Hence, we request IGL to modify this requirement to a commercially reasonable best-practice commitment rather than an absolute guarantee of zero junk/spam foldering.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
107	SOW	2.2.2	58	Meet SLAs similar to SMS timelines for transactional and promotional categories.	Email and SMS have fundamentally different delivery mechanics; applying SMS timelines to email is not directly appropriate...	Tender terms & conditions prevail. The SLA requirements have been defined considering IGL's operational needs and shall apply as specified in the tender document
108	SOW	2.2.3	58	Attachment capability (PDF, GIF, JPEG, JPG or any other format).	The RFP requires attachment support but does not specify the maximum attachment size. Attachment size is a critical input for storage, throughput, deliverability and inbox-placement (large attachments harm delivery). Bidders request: (a) the maximum attachment size per email (in KB/MB); (b) the average size of attachment per email	Tender terms & conditions prevail.
109	SOW	2.2.3	58	Group, broadcast, and personalized email campaigns.	Bidders understand that email template (HTML/Text) creation and content shall rest with IGL. The service provider will make available a drag-and-drop template editor and provide training to IGL staff to create and manage templates independently.	Tender terms & conditions prevail. The successful bidder shall provide all necessary tools and support, including template creation, editing, and management,
110	SOW	2.2.4	58	Operator-certified delivery reports for billing validation.	Unlike SMS/OBD (which route via telecom operators), Bulk Email is delivered directly to recipient mail servers - there is no 'telecom operator' who can issue a certified email delivery report. Bidders request that for email, the service providers' own platform delivery logs / MIS (delivered, bounced, opened, clicked) be accepted as the billing evidence, consistent with industry practice.	Tender terms & conditions prevail. The billing and supporting document requirements have been specified in the tender considering IGL's operational requirements.
111	SCC	8.2	50	<95% delivery within 5 minutes for a batch of 20,000+ -> 2% penalty. OTP delivery exceeding 60 seconds â†’ 2% penalty	Please confirm whether this SLA/penalty applies to the EMAIL channel. If applied to email, "delivery" is measurable only up to acceptance/hand-off to the recipient mail server... Accordingly, bidders request that: (a) the metric be based on emails accepted/handed off to the recipient server...	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
112	SCC	11.2	50	Payments will be made only for successfully delivered messages/emails/calls.	For email, the prevailing industry billing basis is the number of emails processed (ie.sent) by the platform for delivery... Bidders therefore request that, for email, clause 11.2 be modified so billing is on emails processed by the platform for delivery (inclusive of hard and soft bounces), and not restricted to delivered-only volume.	Tender terms & conditions prevail. No relaxation or deviation is permitted.
113	SOW	2.1.2	57	The platform should be capable of delivering a minimum of 20 lakh SMS per day, with scalability for peak loads.	As with Email, the category split materially affects route selection, DLT template mapping, and capacity sizing. Bidders request the indicative daily/monthly volume split of SMS across: (a) OTP/authentication; (b) transactional (alerts, notices, reminders); and (c) promotional/marketing.	Tender terms & conditions prevail. Bidders are advised to size their infrastructure considering the overall scope of work and projected volumes specified in the tender.
114	SOW	2.1.2	57	OTPs marked â€œVery High Priorityâ€ must be delivered within 15 seconds. High-priority OTPs must be delivered within 1 minute.	Please clarify the criteria/trigger used to classify an OTP as â€œVery High Priorityâ€ versus â€œHigh Priorityâ€. Please also confirm the measurement point for these SLAs â€œ i.e., whether it is (a) hand-off from the bidder's platform to the telecom operator's SMSC, or (b) receipt of the Delivery Report (DLR) confirming handset delivery â€œ since network-side latency beyond hand-off is outside the bidder's control.	Tender terms & conditions prevail. The priority classification of OTP messages and the methodology for SLA measurement shall be as specified in the tender document.
115	SOW	2.1.3	58	Retry mechanisms where failed or pending SMS are automatically re-pushed at least 3 times in 3-hour intervals.	This retry cadence (3 attempts over up to ~3 hours) appears inconsistent with the SLA timelines specified in Clause 2.1.2 for normal transactional messages (10 minutes). Please clarify how retry attempts interact with SLA measurement â€œ i.e., whether the SLA clock is based on the first delivery attempt only, and whether retries beyond the SLA window are excluded from penalty computation.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
116	SOW	2.1.3	58	Minimum delivery success rate to be maintained (above 95%).	Please clarify the denominator used for this success-rate calculation â€œ i.e., whether it is computed on (a) all numbers submitted by IGL, or (b) only valid, non-DND, non-blacklisted numbers actually attempted for delivery â€œ since numbers on DND/blacklists or with invalid/inactive status cannot be delivered regardless of platform performance.	Tender terms & conditions prevail. The success rate shall be measured as per the methodology specified in the tender document.

117	SOW	2.4.2	59	Minimum 5 lakh calls/day, scalable based on requirements. Capacity to handle at least 20,000 concurrent calls.	Please share the expected average call/pulse duration and the category-wise split (OTP / transactional-reminder / promotional) of the daily OBD volume, as these materially affect trunk/channel sizing, telecom tie-ups.	Tender terms & conditions prevail. Bidders are advised to size their infrastructure considering the overall scope of work specified in the tender.
118	SOW	2.4.2	59	High-priority alerts/OTPs within 15 seconds.	Please clarify whether this SLA is measured from (a) call initiation by the bidder's platform, or (b) the call being answered/connected by the customer â€” since network/carrier call-setup time and customer answer behaviour are outside the bidder's control.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
119	SOW	2.4.3	60	Retry mechanism with at least 3 attempts at configurable intervals.	Please confirm the default retry interval to be configured, and clarify whether retry attempts for Not Answered/Busy/Failed outcomes are included within the SLA window specified in Clause 2.4.2, or measured independently for each attempt.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
120	SOW	2.4.3	60	Pre-recorded voice messages in multiple languages (Hindi, English, Regional). Text-to-Speech (TTS) and Speech-to-Text (STT) features.	Please confirm: (a) the specific regional languages required beyond Hindi and English; (b) whether IGL will provide the voice scripts/content for recording or the bidder is required to author these; and (c) whether professional voice-artist recording (as opposed to TTS) is required for any specific use case.	Tender terms & conditions prevail. The platform should support Unicode to allow multiple languages, primarily English, Hindi, and prominent regional languages.
121	-	General Query	-	160 Series & 140 Series Calling	As per our understanding, Transactional and OTP voice calls are required to be originated using a 160 series number, which will be procured by IGL and configured on the proposed platform. Promotional calls will be originated using 140 series numbers, which will be procured and managed by Sinch. Kindly confirm whether our understanding is correct.	Tender terms & conditions prevail. The successful bidder shall ensure compliance with all applicable TRAI/DoT guidelines and regulatory requirements for voice communication services
122	-	General Query	-	Speech-to-Text (STT)	The tender specifies the use of Speech-to-Text (STT) for capturing customer responses during voice interactions. Our platform currently supports DTMF (keypad) input for capturing user responses. Kindly confirm whether STT is a mandatory requirement, or if DTMF-based response capture is acceptable.	Tender terms & conditions prevail. Speech-to-Text (STT) is a requirement under the scope of work. Bidders are required to comply with the technical requirements specified in the tender document. Accordingly, DTMF-based response capture alone shall not be considered as a substitute for the STT requirement..
123	-	General Query	-	SLA for Call Delivery	Kindly clarify the SLA applicable for Transactional, OTP, and Promotional voice call delivery, including the measurement criteria and expected delivery timelines.	Tender terms & conditions prevail. Please refer to the specific clauses in the tender document.
124	-	General Query	-	Call Patch Service	The tender mentions voice calling services; however, it is not clear whether Call Patch (agent transfer/call bridging) functionality is required. Kindly confirm whether this feature is in scope for the proposed solution.	Tender terms & conditions prevail. The scope of work includes Outbound Dialer (OBD) Services only. Call Patch (agent transfer/call bridging) functionality is not envisaged under the present scope of the tender