

# NABFINS LIMITED

[Department of IT]

**Response to pre-bid queries**  
RFP for SMS Services  
RFP Ref. No: NABFINS/007/2024-25

Page No. & point no. of RFP	Clause	Query	Response
General	Tender fee	Please confirm is there any tender fee payment ?	No Tender Fee
General	Sender ID	please share the 6-character sender IDs used by NABFINS to send messages to end customers	Our sender ID is : NABFIN
General	TRAI Certificate	Please let us know whether you have the TRAI exemption certificate.	NABFINS doesn't have TRAI exemption certificate.
Page No. 24, Annexure – V pointer 7	Bidder should have direct tie-up arrangements with minimum three telecom service provider / operators for within India services. Supporting documents needs to be submitted : Authorization certificate from each service provider	Please clarify if we can submit agreements for the tie-up with the operator or if the tie-up certifications obtained from telecom providers is required?	Agreement executed with the telecom operators and/or certificate of tie-up with the telecom providers may be furnished as proof of tie-up.
Page no. : 32 Annexure IX Financial bid format	1. Cost per SMS including DLT Charges 2. Cost per OTP SMS including DLT charges.	As the different prices are asked for both line items, please let us know the bifurcation of the Traffic i.e. Transactional and OTP SMS's Volumes and promotional if any	25% of the estimation mentioned in page no. 14, "Estimated Requirement" will be for OTP SMS and rest will be for transactional SMS.



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<p>Page 8, point j</p>	<p>"The Resellers of the SMS Gateway Services are not eligible to participate in the RFP."</p>	<p>So, we are the reseller and we will give service and support and we will do frontend activity and give you the service.</p>	<p>The resellers of SMS gateway services are eligible to participate in the RFP.</p>
<p>Page 18 Annexure II Technical Bid Format</p>	<p>21. The solution should have web based facility to Create, Store and Retrieve predefined DLT message template.</p>	<p>Could you please explain the clause with an example for better understanding.</p>	<p>The selected vendor should provide web-based portal and furnish NABFINS with access credentials to it, such that we create/store/retrieve the DLT registered SMS templates and its template ID.</p>
<p>Page 18 Annexure II Technical Bid Format</p>	<p>23. The solution should have the facility of online filtering of the DND numbers.</p>	<p>TRAI has stopped providing the database for the DND numbers, so the filtration will not be possible. Will request the entity to remove the clause.</p>	<p>Vendors may align with extant TRAI guidelines with respect to DND numbers.</p>
<p>Page 19 Annexure II Technical Bid Format</p>	<p>29. The solution should provide verifiable message delivery status with date and time stamp. Non delivery information should be available with reasons.</p>	<p>We provide TA (Insight access) to the enterprise where enterprise can track the DLR reports which we directly receive from the MNO with the date and time stamp and if the message is not delivered the same is showcased with the appropriate reason. Please confirm if our understanding is correct?</p>	<p>Vendor may align with RFP requirement.</p>





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<p><b>Annexure-1, Pg No 13, Point No 10</b></p>	<p>• The bidder should have capabilities to send SMS to all GSM and CDMA network including 2G/3G/4G/5G and future technology handsets on all telecom operators available in India without any exception.</p>	<p><b>We kindly request you to provide clarifications on whather we have to send international SMS as well .</b> Additionally, considering that GSM is the primary standard used in India, could you please confirm whether GSM alone is sufficient for the successful execution of our project?</p>	<p>NABFINS will be sending SMS online inside India to all GSM networks (CDMA being currently obsolete), including 2G/3G/4G/5G and future technology handsets on all telecom operators available in India without any exception.</p>
<p><b>Sender ID</b></p>	<p>Sender ID</p>	<p>Kindly confirm the category of Sender ID whether exempted from TRAI or not.</p>	<p>Sender ID category is: Transactional, and it is not having TRAI exemption.</p>

For NABFINS LIMITED

Ipsa Akankshya  
Chief Technology Officer

