


REPLY TO BIDDER'S QUERIES		Bid Document for the Procurement of SMS and Integration with SAP Hana System for City Gas Distribution Project of M/s. Central U. P. Gas Limited for the period of 01 year		Bid Document No.: CUGL/C&P/TEN2526/47 dated 22.01.2026 (NIC Tender ID : 2026_CUGL_264110_1)
Sr. No.	Content of RFP requiring Clarification	Clause	Bidder's Queries/ Observation/Comments	CUGL Response
1			DLT Entity Registration Kindly clarify whether CUGL is registered on the TRAI DLT platform as a Government Entity or a Private/Commercial Entity, for the purpose of SMS communications under this tender	DLT Entity Registration- Private Entity
2			SMS Header Details Whether the approved SMS Header(s) to be used for sending messages under this contract, details can be shared with us	SMS Header Details- Services
3			TRAI Exemption Status of Header Please clarify whether the SMS Header(s) to be used under this project fall under TRAI Exempted category	TRAI Exemption Status of Header- No
4			Power of Attorney vs Board Resolution As per bid submission requirements, Power of Attorney (PoA) is sought for the authorized signatory. Kindly confirm whether a Board Resolution in the name of the Authorized Signatory, duly signed and stamped, would be acceptable in lieu of a separate PoA	Same may be consider
5			Clause 1.1 – Bid Evaluation Criteria (Page 6) Clause 1.1 mentions a minimum single work order/contract value of ₹2.45 (with GST). We request clarification on: o Whether the value referred is in Lakhs or Crores?	Bidder should have minimum 1 year of experience in bulk SMS service with companies of repute with minimum value of Rs. 2.45 (Lakhs) with GST under single work order/contract in any of the company of repute in any of the last 07 years reckoned from bid due date
6			BEC Minimum 1 year experience in Bulk SMS service with companies of repute with minimum value of Rs.2.45 (with GST) under single work order/contract... The number 2.45 does not clarify if it's only 2.45 rupees or 2.45 lakhs or 2.5 crores? Please clarify	Bidder should have minimum 1 year of experience in bulk SMS service with companies of repute with minimum value of Rs. 2.45 (Lakhs) with GST under single work order/contract in any of the company of repute in any of the last 07 years reckoned from bid due date
7	TERMS OF PAYMENT:	As per Scope of Work (SOW).	Payment terms are not mentioned in the SOW, Please clarify whether the billing would be on Actual delivery of SMS or on submission.  Please confirm the credit period terms  Please confirm the Payment Cycle	It is on submission. Payment terms shall be on monthly basis on submission of bill.
8	SCOPE OF WORKS (SOW)	Scope of Services: 5. SMS Validity minimum 12 months or till consumption.	Please provide monthly average consumption. As the clause specifies SMS validity till consumption please provide us the monthly consumption count.	No. of msgs to be procured are in accordance to our annual consumption.
9	Penalty Clause / Prize Reduction Schedule	Please refer the General Conditions of Contract.	Please clarify the Penalty Clauses, as the terms are not mentioned in the GCC.	Please refer the General Conditions of Contract.



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10	Page 42, 12. Performance Guarantee  Within 21 days after the Seller's receipt of notification of award of the CONTRACT, the SUPPLIER shall furnish performance guarantee in the form of Banker cheque to the OWNER, in the bidding documents, for and amount equivalent to 10% of total order value (Excluding GST) of the CONTRACT (if the contract value is more than Rs. 5 lacs).	Please confirm at the time of AOC, if the contract value is below 5 Lakh then no need to submit the PBG.  PBG is mentioned 10% as this is an service based contract and no supply of hard goods is required, requesting you to lower down the PBG to 3% as a general practice by industry.	Tender conditions prevails	Tender conditions prevails
11	General  Please confirm the hosting infrastructure	Weather the system would be hosted on CENTRAL UP GAS LIMITED Cloud or we can host it on cloud ?	Its in vendor's scope.	Its in vendor's scope.
12	General  Please confirm the middleware requirement	Weather the installation of middleware is required at CUPGL side.	Its in vendor's scope.	Its in vendor's scope.
13		Technical Criteria – Clause 1.1 "Bidder should have a minimum of 1 year of experience in Bulk SMS services with companies of repute, with a minimum value of Rs. 2.45 (including GST) under a single work order/contract, executed with any company of repute during any of the last seven (07) years reckoned from the bid due date." In this regard, we kindly request you to clarify whether the value of Rs. 2.45 mentioned above is to be considered in Lakhs or in Crores.	Bidder should have minimum 1 year of experience in bulk SMS service with companies of repute with minimum value of Rs. 2.45 (Lakhs) with GST under single work order/contract in any of the company of repute in any of the last 07 years reckoned from bid due date	
14		EPF and ESIC Certificates are mandatory for submission in the bid or we can submit a undertaking that "we can obtain those certificates after awarding the contract"	Tender conditions prevails	Tender conditions prevails
15		"CA CERTIFICATE FORMAT FOR MSE" which details filled in this format MSME or NSIC because we don't have NSIC certificate and in this format NSIC's is mentioned in the last line	Please refer ITB clause no. 16 of tender document	Please refer ITB clause no. 16 of tender document
16		Tender fee exemption is allowed for MSME vendors?	Tender conditions prevails	Tender conditions prevails
17		We have registration of Noida, Uttar Pradesh-201301 as per your clause "Anti-profiteering clause" Point No. 13.12.	Tender conditions prevails	Tender conditions prevails

**Bidder are required to submit the "REPLY TO BIDDER'S QUERIES" alongwith the bid duly signed & stamped.**

