



RFQ No.: 4100038397

NIT No.: CC25DPP025

Corrigendum to
OPEN TENDER NOTIFICATION
FOR
WhatsApp Services for TATA Power, at Mumbai

Tender Enquiry No.: CC25DPP025
Due Date for Bid Submission: 08.11.2024 [17:00 Hrs.]

The Tata Power Company Limited
Mumbai, Maharashtra

The Calendar Events for the tender has been Revised as follows:

1.3 Calendar of Events:

(a)	Date of availability of tender documents from TPC Website	From 18.10.2024 to 08.11.2024, 17:00 Hrs. Corrigendum 01: 29 th October 2024 onwards.
(b)	Date & Time of Pre-Bid Meeting (If any)	22.10.2024 14:30 Hours.
(c)	Last Date of receipt of pre-bid queries, if any	22.10.2024 up to 17:00 Hours
(d)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	29.10.2024 up to 17:00 Hours
(e)	Last date and time of receipt of Bids	08.11.2024 up to 17:00 Hours.
(f)	Date & Time of opening of Price of qualified bids	Will be notified to the successful bidders through our website / e-mail.

Note:-

- EMD for this Open Tender is Rs. 1,20,000/- (Rupees One Hundred Twenty Thousand only).
- In case Bid EMD being submitted in the form of BG, then hard copy of BG should reach us before the due date. Bids submitted without EMD shall not be accepted.
- Delivery Period: Services shall start within 2 weeks of award of PO.
- SLA Conditions shall be as per attachment below.
- Bidders are requested to submit bids within the due date.
- Bidder can join the Ariba event through seeking the link from Tata Power. Bids without tender fees shall not be accepted. Any last-minute request for due date extension due to Ariba issues shall not be entertained.

All other details as per the Original tender document dt 18.10.2024 is applicable.

Tender documents may be downloaded by interested eligible bidders from TPC website www.tatapower.com with effect from 18.10.2024.

The Tender Fee shall be compulsorily submitted online through NEFT/ RTGS in favor of "The Tata Power Company Limited". Any such bid submitted without this Fee shall be rejected.

Bidders are requested to visit TPC website www.tatapower.com regularly for any modification/ clarification to the bid documents.

Pre-Bid Queries response

Tender Reference - CC25DPP025				
Tender Name - WhatsApp Services for TATA Power, at Mumbai				
Sr No	Reference to Tata Power Tender Document	Description as per Bid Document	Remarks - Query / Clarification	Tata Power Response
1	ANNEXURE VII(Scope of Work & Service Level Agreement)	Campaign messages should not be treated as spam and should not get blocked.	Please clarify what assistance is required from the bidder as bidder has no control over the message content as that will be whitelisted by META and submitted by TATA power Mumbai	Tata Power has critical bulk communications to communicate to consumers. Like Bill generation, Disconnection notice, payment alerts. We also add promotion codes in these messages for consumer benefits. Whatsapp should not consider such bulk communications as marketing promotions which gets blocked. All these communications should get delivered to consumers.
2	ANNEXURE VII(Scope of Work & Service Level Agreement)	Support in getting WhatsApp template approved/whitelisted.	Please clarify the level of support required for template whitelisting.	Service provider should get the message templates approved through META. Service provider should also support in getting the message template category changed/rectified as per purpose of communication
3	ANNEXURE VII(Scope of Work & Service Level Agreement)	Connectivity between TATA POWER's information system and the Service Provider's Platform	What type connectivity TATA power is looking for.	API integrations as per Tata Power infosec guidelines
4	ANNEXURE VII(Scope of Work & Service Level Agreement)	Dashboard view with customizable summary of Tata Power's campaigns and SMS traffic	What customization TATA power is looking for, Please elaborate	communication campaign wise details like number of message sent, number of message delivered, number of message seen. User should be able to download message campaign wise detailed report.
5	ANNEXURE VII(Scope of Work & Service Level Agreement)	There should be auto scanning / blocking of spam and malware files coming from any number.	What sort service is expected here, We are only the carrier of the message and don't have control on the incoming whatsapp messages.	Service provider should auto detect, block malware/spam file.
6	ANNEXURE VII(Scope of Work & Service Level Agreement)	There should be provision of blocking any mobile number/ source if required.	Please elaborate the requirement and the use case in regards to whatsapp communication.	If someone is sending any spam messages that mobile number should get blocked.
7	SR. 1.4 (Mandatory documents required along with BID)	EMD of requisite value and BID	will EMD be applied as this is non Govt organisation	EMD shall be applicable as per the Tender Conditions.
8	SR. 1.7 (Qualification Criteria)	Bidder shall have successfully completed above listed worth 1) Single purchase order of 50 lakh 2) Two purchase order of 25 lakh each or 3) 3 purchase order of 20 lakh each	is the PO required from similar industry or any large enterprise using WA services worth the mentioned value	Tender conditions shall remain unchanged.
9	1.7 Qualification Criteria	2. Technical Experience - The bidder must possess a valid ISO 9001, ISO 20000, ISO 27000	ISO 20000 lays out a specification for a service management system, it is not relevant for this scope of work, please remove it. ISO 27001 is the central standard to the series of ISO 27000 family. We have ISO 27001, please allow it in place of ISO 27000.	Bidder with a valid ISO 9001 & ISO 27000 certificate are eligible to participate.

10	1.7 Qualification Criteria	5. Commercial Capability - Bidder shall have successfully completed above listed work worth; (1) single purchase order of Rs 50 lakhs OR (2) two purchase orders of Rs 25 Lakhs each OR (3) three purchase orders of Rs 20 Lakh Order copy with details of Customer for whom work is done	As Order copies / Work orders do not mention work worth/order value, we would attach invoice copies along with Work Order to justify Order Value, please allow.	OK
11	2.0 Evaluation Criteria	The bids will be evaluated commercially on the overall all-inclusive lowest cost for the complete tender BOQ as calculated in Schedule of Items [Annexure I]. TPC however, reserves right to split the order line item wise and/or quantity wise among more than one Bidder. Hence all bidders are advised to quote their most competitive rates against each line item.	We understand that Reverse Auction would take place and L1 bidder will get entire traffic, please confirm on this understanding.	Tender conditions shall remain unchanged.
12	SECOND PART: "TECHNICAL BID" shall contain the following documents:	c) Qualified manpower available	a. Please share details / format to be filled for qualified manpower. b. Dedicated manpower at Tata Power office is not required, please confirm on this understanding.	1. During integration, availability of Technical team is needed. 2. Immediate support should be available in case of any issue.
13	3.1 Bid Submission	"EMD" of Rs. 1,25,000/- (Rupees One Hundred Twenty Five Thousand only)	EMD amount is 1,20,000/- or 1,25,000/-. Please confirm.	EMD conditions mentioned at 1.1 shall be applicable. Please refer to corrigendum dt. 29.10.2024 on TataPower website.
14	4.7 Reverse Auctions	TPC reserves the right to conduct the reverse auction (instead of public opening of price bids) for the products/ services being asked for in the tender.	Please confirm whether Reverse Auction would take place or not? How many bidders would be selected for Reverse Auction? Please confirm qualification criteria for reaching Reverse Auction stage	Tender conditions shall remain unchanged.
15	7.3 Delivery Terms	Services shall start from within 3 days of award of PO.	Please note delivery timeline is dependant on external factors like Meta, please allow deviation. Ideal expectation should be 2-3 weeks.	Please refer to corrigendum dt. 29.10.2024 on TataPower website.
16	ANNEXURE I Schedule for Items	Monthly Whats App Server Maintenance Cost	1. WhatsApp solution to be deployed on hosted model, no hardware deployment required at Tata Power's end. Please confirm on this understanding. 2. Please add one row to share per Man-day development cost, would be applicable if Chatbot/Journey needs to be created.	Hosting on META Cloud Chatbot deployment is not yet finalized
17	ANNEXURE II Technical Specifications	LIST OF STANDARDS	All these points are to be complied by selected service provider, we only need to share its compliance as of now. Supporting documents are not to be submitted in bid set, please confirm on this understanding.	Bidder to Share the compliance as of now. All these points will be applicable for selected service provider.
18	ANNEXURE V Checklist of all the documents to be submitted with the Bid	8. Acknowledgement for Testing facilities if available (duly mentioned on bidder letter head)	This is not applicable for mentioned SOW, please remove / let us know details to be provided.	Shall be applicable as per the Tender requirement
19	ANNEXURE V Checklist of all the documents to be submitted with the Bid	11. Order copies as a proof of quantity executed	Order copies do not mention volume, we will attach invoice copy along with work order/agreement to justify executed quantity, please confirm.	OK

20	ANNEXURE V Checklist of all the documents to be submitted with the Bid	14. Project/supply Completion certificates 15. Performance certificates 16. Client Testimonial/Performance Certificates	We understand that all these 3 are same documents - we need to provide reference letters of existing clients. Please confirm.	Shall be applicable as per the Tender requirement.
21	ANNEXURE V Checklist of all the documents to be submitted with the Bid	17. Credit rating/solvency certificate	Please share Solvency Certificate format to be filled.	Shall be applicable as per the Tender requirement.
22	ANNEXURE V Checklist of all the documents to be submitted with the Bid	19. List of trained/untrained Manpower	Please share minimum number of trained manpower?	Shall be applicable as per the Tender requirement.
23	ANNEXURE VII Scope of Work & Service Level Agreement	Should support attachment sending like pdf, image, video files in binary/OTF format over API calling and also through live chat session	Is TATA Power ok if we are compliant with Base 64 for Video?	Encryption mechanism should be discussed during realization phase. Vendor should be compliant with Tata Power infosec requirements and VAPT.
24	ANNEXURE VII Scope of Work & Service Level Agreement	Dashboard view with customizable summary of Tata Power's campaigns and SMS traffic	SMS traffic is written. Do TATA Power needs SMS Service also?	Only WhatsApp service
25	ANNEXURE VII Scope of Work & Service Level Agreement	Campaign messages should not be treated as spam and should not get blocked	As per Meta standard process, user can block the message & spam and report to Meta. Request you to please exclude this point in RFP	Tata Power has critical bulk communications to communicate to consumers. Like Bill generation, Disconnection notice, payment alerts. We also add promotion codes in these messages for consumer benefits. Whatsapp should not consider such bulk communications as marketing promotions which gets blocked. All these communications should get delivered to consumers.
26	ANNEXURE VII Scope of Work & Service Level Agreement	There should be auto scanning / blocking of spam and malware files coming from any number	Beyond our control, users are free to send anything over WhatsApp as per the policy. Request you to please exclude this point in the RFP although we are open to discuss this point in detail	Service provider should auto detect, block malware/spam file. If it's done through whatsapp Meta, please share any reference document which states Meta is having these inbuilt features. We will get that reference documents validated through Tata Power Infosec team
27	ANNEXURE VII Scope of Work & Service Level Agreement	Support in changing the Interactive chatbot menu as per Tata Power's need	Chatbot is also needed? Would need to have the high-level flow for the same.	Chatbot deployment is not yet finalized
28	8. Contract Price and Payment:	8.3 An amount as stated in the table below shall be retained towards Contractor's safety performance against every RA bill. 8.4 For Contract Price Rs. 1 crores or above and Contract Completion Schedule 12 months or more, the above safety retention will be released half yearly against the Safety Performance Score (methodology for evaluation enumerated in the Safety Terms & Conditions attached as Appendix to this General Terms & Condition) which will be evaluated by the Order Manager every month. For all other contracts, the above said safety retention shall be released along with the final settlement only at the end of the contract period.	Please remove this clause as we would be raising bill basis actual usage. There is no physical work required in this SOW.	Shall be applicable as per the Tender requirement
29	29. Environment / ISO 14001 Certification	29. Environment / ISO 14001 Certification	This certification is not applicable for mentioned SOW, please allow deviation.	Tender conditions shall remain unchanged.

30	Certifications	SA8000, ISO 14001, ISO 18001/45001	Please allow deviation to these certifications as these are not relevant for our Industry & mentioned SOW.	Tender conditions shall remain unchanged.
31	Technical Specifications LIST OF STANDARDS Access Control	1. Solution provider to provide list of its personnel who have access to cyber assets and update the list(s) within seven calendar days of any change of personnel. 3. Solution provider to inform Tata Power Mumbai within 24 hours for personnel terminated for cause or for personnel who no longer require such access to critical cyber assets.	We would not provide dedicated resources and employees Tata Power. Hence, these points is not applicable, please allow deviation.	ok
32	7.6 Liquidated Damages	7.6 Liquidated Damages	LD 1% of the contract price per week is too huge. Kindly reduce to 0.5% % of the contract value for one year. Kindly allow the bidder a curing period of 30 days to ensure performance of the obligations to the satisfaction of TPC.	Tender conditions shall remain unchanged.
33	General Terms and Conditions- Service	11. Price Reduction	LD is too huge and is on weekly basis. Kindly make it to 0.5% of the contract value for one year.	Tender conditions shall remain unchanged.
34	General Terms and Conditions- Service	13. Indemnification	Kindly make the clause mutual and request TPC to provide content indemnity as the content is pushed through our platform where we do not have access to content.	Tender conditions shall remain unchanged.
35	General Terms and Conditions- Service	14. Indemnity against IPR	Kindly restrict it to IPR infringement & applicable laws only. Additionally, requesting you to make the clause mutual.	Tender conditions shall remain unchanged.
36	General Terms and Conditions- Service	18. Suspension of Work	Kindly make the suspension clause mutual as there could be content breach or any other statutory or regulatory authority order to suspend from our end.	Tender conditions shall remain unchanged.
37	General Terms and Conditions- Service	25. Limitation of Liability	LOL too high. Kindly limit to 12 months receivables.	Tender conditions shall remain unchanged.
38	General Terms and Conditions- Service	26. Confidentiality	Kindly make the confidentiality clause mutual as we also share confidential information related platform during the process.	Tender conditions shall remain unchanged.
39	General Terms and Conditions- Service	27.4 Termination for convenience	Kindly make this clause mutual with 90 days prior notice-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	Tender conditions shall remain unchanged.
40	General Terms and Conditions- Service	27. Termination	Kindly make termination mutual in case of default or liquidation as mentioned in 27.2 and 27.3. kindly include termination rights for non/delayed payment and breach of usage rights .	Tender conditions shall remain unchanged.
41	General Terms and Conditions- Service	23. Force Majeure	Kindly pls consider to include Epidemics as a Force Majeure event. Also, pls consider that we should be paid for the services provided till the date of such Force Majeure event.	Tender conditions shall remain unchanged.
42	General Terms and Conditions- Service	6. Title of Property 15. Free Issue Material 17. Safety 32. Housekeeping & Removal of scrap	These clauses are not applicable for mentioned SOW, please remove these clauses.	Shall be applicable as per the Tender requirement.
43	ANNEXURE-I	Does your Company have Sustainability Policy at Organization Level?	We have Environment Policy in place, hope it would suffice.	Shall be applicable as per the Tender requirement
44	ANNEXURE-I	Do you have sustainable procurement policy in place for your own suppliers?	We would not be sub-contracting any part of solution, hence this is not valid for us, please remove this point / allow deviation.	Shall be applicable as per the Tender requirement

45	Pg No.4 clause 1.7 Qualification criteria	Bidder must be registered WhatsApp Business Service Provider.	We kindly request you to modify this clause and allow TSP (Technical Service Provider) of Meta as well because both BSP and TSP provide WhatsApp Services directly through Meta. Bidder must be registered WhatsApp Business Service Provider/Technical Service Provider.	Tender conditions shall remain unchanged.
46	Pg No.3	EMD	We request you to clarify the Amount of EMD is it 1.2 lakhs or 1.25 lakhs.	EMD conditions mentioned at 1.1 shall be applicable. Please refer to corrigendum dt. 29.10.2024 on TataPower website.
47	Pg No.23 Scope of Work	Message template for incoming and outgoing chats should support text, images, URLs, Videos, PDFs etc. Should also have provision to exclude certain file types.	In this regard we would like to inform that excluding certain file type shall not be in our scope as Meta Controls the same directly .	ok
48	Pg No.23 Scope of Work	There should be auto scanning / blocking of spam and malware files coming from any number.	In this regard we would like to inform that auto scanning / blocking of spam and malware files coming from any number shall not be in bidders Scope as Meta Controls the same.	Service provider should auto detect, block malware/spam file. If it's done through whatsapp Meta, please share any reference document which states Meta is having these inbuilt features. We will get that reference documents validated through Tata Power Infosec team
49	Pg No.23 Scope of Work	There should be provision of blocking any mobile number/ source if required.	In this regard we would like to inform that Automated email / SMS / WhatsApp Alert to concerned stakeholders in case of continuous message failures not in bidders scope as Meta Controls the same.	If someone is sending any spam messages; that mobile number should get blocked. There should be provision on vendor portal to block any number. If it is controlled by Meta only, kindly share reference document.
50				
51	Pg No.3	EMD	We are registered under MSME and kindly request a waiver for the EMD and tender fees	EMD shall be applicable as per the Tender Conditions.
52	7.3 Delivery Terms	Services shall start from within 3 days of award of PO.	We propose a project timeline of a minimum of 2 to 3 weeks.	Please refer to corrigendum dt. 29.10.2024 on TataPower website.
53	1.7 Qualification Criteria (SR. 05)	Bidder shall have successfully completed above listed work worth; (1) single purchase order of Rs 50 lakhs OR (2) two purchase orders of Rs 25 Lakhs each OR (3) three purchase orders of Rs 20 Lakh	The standard Purchase Order for a WhatsApp Business Account includes a one-time integration cost, followed by per-notification rates. As a result, the PO value may not reach the amount specified by Tata Power for commercial qualification. In this context, we would like to request consideration of multiple invoices to meet the qualification criteria	OK
54	Page 11, Clause No. 7.3	Delivery Terms	We request an extension of 2-3 weeks for the delivery timeline.	Please refer Corrigendum dt 29.10.2024 on Tatapower website.
55	Pg.4 Clause 2. Qualification Criteria	ISO 27000 Certicates	Please clarify whether we need to submit ISO 27000 or specific certificates from the ISO 27000 family, such as any ISO 27001/27701/27017/27018.	submit valid ISO certificate
56	General	Hosting	Could you clarify if hosting will be borne by the client or the vendor.	Hosting will be borne by Vendor
57	General	Retention period	How long will the server hold the data.	1 Year
58	General	EMD	As per government norms, our company qualifies as a Micro or Small Enterprise (MSE). Therefore, we kindly request a relaxation of the EMD requirement based on our MSE status.	EMD shall be applicable as per the Tender Conditions.
59	General	Chat flow	Kindly share a sample of the chat flow for better understanding.	Query not understood

60	Annexure VII	Campaign Messages	Spam marking is done from Meta end and the messages are blocked from Meta end. BSP will not be able to stop the same	Tata Power has critical bulk communications to communicate to consumers. Like Bill generation, Disconnection notice, payment alerts. We also add promotion codes in these messages for consumer benefits. Whatsapp should not consider such bulk communications as marketing promotions which gets blocked. All these communications should get delivered to consumers.
61	Clause no 7.0	Clause 7.3	Atleast 3 Weeks required to deliver the Product after PO closure as this requires integration with SFDC for PDF and data	Please refer Corrigendum dt 29.10.2024 on Tatapower website.
62	-	General	Since there is no mention of chatbot in the tender document, we request you to kindly clarify whether in future you will require the chatbot to be developed or if you already have the chatbot & only integration needs to be done. In either of the cases, there wil be additional commercials involved.	Chatbot deployment is not yet finalized
63	Page no. 11	7.3 Delivery terms	Since there is no mention of chatbot in the tender document, we request you to kindly clarify whether in future you will require the chatbot to be developed or if you already have the chatbot & only integration needs to be done. In either of the cases, there wil be additional commercials involved.	Chatbot deployment is not yet finalized
64	1.7.2	The bidder must possess a valid ISO 9001, ISO20000, ISO 27000 Certification or higher	We have ISO 9001 ISO 27000 & ISO/IES 27017 : 2015 shall we eligible to participate in this tender?	Bidder with a valid ISO 9001 & ISO 27000 certificate are eligible to participate.
65	1.1	Tender EMD Amount : 120000 or 125000	Please clarify actual amount of EMD	EMD conditions mentioned at 1.1 shall be applicable. Please refer to corrigendum dt. 29.10.2024 on TataPower website.
66	ANNEXURE VI	Acceptance Form for Participation in Reverse Auction Event	Please confirm all technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event?	Tender conditions shall remain unchanged.
67	7.3	Services shall start from within 3 days of award of PO.	Please allow time 2-3 weeks.	Please refer Corrigendum dt 29.10.2024 on Tatapower website.
68	7.5	If the vendor is registered as MSME, then the credit period shall be 45 days. Vendor shall submit valid MSME certificate for certification of the same.	If Bidder is MSME shall he eligible for EMD and Tender fees exemption?	EMD shall be applicable as per the Tender Conditions.
69	1.0 Event Information 1.1 Scope of work Submission of Bid Documents 3.1 Bid Submission	EMD Amount (Rs.) INR 1.2 Lakhs "EMD" of Rs. 1,25,000/- (Rupees One Hundred Twenty Five Thousand only) shall be submitted.	Here two different amounts are mentioned in the tender document which EMD value to be consider. Here we are seeking clarification on EMD amount.	Please refer Corrigendum dt 29.10.2024 on Tatapower website.
70	ANNEXURE VII Scope of Work & Service Level Agreement Service Description:	To provide a solution that shall enable TATA POWER to deliver mobile terminated messages to the WhatsApp Platform through the service provider's Platform.	IS there existing WHATSAPP BUSINESS ACCOUNT FOR TATA POWER, so migration will be required or this will be completely new setupp	Tata Power has a WhatsApp Business account. We need to migrate it.
71	7.0 Post Award Contract Administration 7.3 Delivery Terms	Services shall start from within 3 days of award of PO. Services shall be available for 3 years from the date of start of service.	AS these service and account creation are completely deend upon META's approval and META's policies 3 days can never be enough time to deliver services, requesting it to kindly change this with 3-4 weeks of time.	Please refer Corrigendum dt 29.10.2024 on Tatapower website.

72	4.7 Reverse Auctions	TPC reserves the right to conduct the reverse auction (instead of public opening of price bids) for the products/ services being asked for in the tender. The terms and conditions for such reverse auction events shall be as per the Acceptance Form attached as Annexure VI of this document. The bidders along with the tender document shall mandatorily submit a duly signed copy of the Acceptance Form attached as Annexure VI as a token of acceptance for the same.	Please confirm if the bid will be awarded through Reverse Auction?	Tender conditions shall remain unchanged.
73	7.3 Delivery Terms	Services shall start from within 3 days of award of PO	We request to extend the timeline for implementation from 3 days to 2-3 weeks. Additionally, the implementation depends on the collaboration with the TATA Power team to understand the process flow and requirements. Please confirm this adjustment.	Please refer Corrigendum dt 29.10.2024 on Tatapower website.
74	ANNEXURE I Schedule for Items	WA Outgoing: Utility Category	Total User Base: <ul style="list-style-type: none"> Kindly confirm the total user base (consumers) of TATA Power Mumbai. Additionally, please provide the current monthly bifurcation of traffic for the following categories: <ul style="list-style-type: none"> Utility Marketing Authentication Service 	Utility is 2.5 to 3 lakh. Marketing is need base and varies significantly. Authentication = 0 Services = 0
75		WA Outgoing: Marketing Category	Could you confirm if the BOT needs to be designed and developed by the selected bidder?	Chatbot deployment is not yet finalized
76		WA Outgoing: Authentication	Traffic Segregation: <ul style="list-style-type: none"> As mentioned during the pre-bid, the majority of traffic is related to billing messages sent to consumers, which falls under utility traffic. Additionally, TATA Power occasionally sends promotional offers and special activity messages classified under marketing traffic. Could you kindly provide the current traffic segregation between these categories? 	Utility is 2.5 to 3 lakh. Marketing is need base and varies significantly
77		User Initiated Conversation Cost	If possible, could you provide information about the current service provider?	Tender conditions shall remain unchanged.
78		Monthly Whats App Server Maintenance Cost	We assume that TATA Power is looking for a cloud hosting solution, and not a dedicated setup over the cloud, as the latter is typically more costly. It's important to note that most organizations adopt shared cloud models rather than dedicated hosting services. Could you please confirm this assumption?	Hosting on META Cloud
79	1.7 Qualification Criteria	Technical Experience The bidder must possess a valid ISO9001, ISO20000, ISO27000 Copies of the valid certificates.	We request the removal of the ISO 20000 certification requirement. Our organization holds ISO 9001 for quality management and ISO 27001 for information security management, ensuring that our services meet the highest standards of quality and security. However, we do not engage in managed IT services. As a CPaaS provider, we focus on delivering product-based solutions such as SMS, voice, WhatsApp, and messaging APIs. Since we do not provide full IT service management, including ongoing IT operations and support, we believe the ISO 20000 requirement may not be applicable. We respectfully request reconsideration of this mandatory condition.	Bidder with a valid ISO 9001 & ISO 27000 certificate are eligible to participate.
80		Submission	Could you kindly list down the documents that need to be submitted physically as part of this process?	Shall be applicable as per the Tender requirement

81	2.0 Evaluation Criteria	Reverse Auction	Could you confirm if the Reverse Auction (RA) process is confirmed for this bid? <ul style="list-style-type: none">• Also, will the H1 (highest quote) bidder be eliminated from participating in the RA process?	Tender conditions shall remain unchanged.
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SERVICE LEVEL AGREEMENT

- 1) NDA:**
Solution provider must sign the NDA (non-disclosure agreement) with Tata Power.
- 2) Non-Availability of services:**
In case, Solution Provider is not able to send WhatsApp messages to the consumers due to non-availability of services at Solution Provider's end, within one hour after fetching the data from Tata Power database, then penalty @ Rs. 100/- per hour shall be imposed on bidder.
- 3) Exit Clause:**
Solution Provider shall ensure the surrender and purging of Tata Power's data without any additional cost in time-bound manner in case Tata Power wants to exit the contract.
- 4) Response Time:**
Response time for an issue shall be 1 hour from time of reporting of the issues.
- 5) Resolution Time:**
Resolution time for an issue shall be 6 hours from the time of reporting of the issues.
- 6) Delivery Time:**
The WhatsApp server setup shall be completed within 2 weeks of order issuance.
- 7) Method of contact to Engineer:**
The vendor shall share the details for contact person (e-mail and mobile number) who shall be responsible for managing Tata Power account along with the escalation matrix.

Level of Escalation (If problem is not resolved as per SLA)

Level 1 – The Account Manager <Ph number, Email id>

Level 2 – General Manager or Equivalent Level <Ph number, Email id>

Level 3 – CEO of the company <Ph number, Email id>