

RFP FOR SELECTION OF GSM MOBILE SERVICE PROVIDER

Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
1	Page 7 Point 3	All the eligible citizens of the state can subscribe for the scheme from the selected MSP and avail "Monthly Free Pack". The citizen will have to pay only the excess usage charges if they exceed the allowed free quota for the month.	<p>Please Clarify How the individual going to make the payment?</p>			Over and above the prescribed free pack, if the beneficiary wishes to avail any additional services of the MSP, the same may be worked out and provided by the MSP. However, these services will strictly be outside the scope of this scheme and Govt. Of Goa will be responsible towards the services provided in the free pack only
2			<p>Please Clarify Please confirm other than monthly free pack what all services to be activated on the customer's number . For Example : Do we need to activate STD</p>			Over and above the prescribed free pack, if the beneficiary wishes to avail any additional services of the MSP, the same may be worked out and provided by the MSP. However, these services will strictly be outside the scope of this scheme and Govt. Of Goa will be responsible towards the services provided in the free pack only
3	Page 10, Point 5 ii	The selected bidder will have to setup minimum 500 activation outlets/retailers for the citizens to apply towards the Digital Youth Initiative across Goa.	<p>Please Clarify New Set up required for this project or can we share the detail list of all existing outlets/retailers in Goa</p>			Refer Corrigendum 1

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4	Page 11, viii OR Page xii	Activation of all applications within maximum period of 4 days . Post activation, selected bidder will have to send an SMS to the beneficiary with a link to download the mobile app OR The selected bidder has to ensure that all applications approved by Government of Goa/GEL are activated in not more than 5 working days .	Clarity Required How will MSP be intimated on the approved applications? What are the actual timelines?			1. The DSMS application will have provision to push the authorised applications data directly to the MSP's server if APIs are provided by MSP. The DSMS will also have API which can be called by MSP on daily basis to download the list of authorised applications. The DSMS will also provide the login credentials for the MSP to download authorised applications data in EXCEL format. 2. Maximum 4 days [refer corrigendum I]
5	Page 11, x, Last Para	The selected bidder will deactivate/cancel the scheme benefits towards the cases authorised by Government of Goa/GEL for deactivation/cancellation within a maximum period of 24 hours.	Change in Clause required Termination will be done as per the TRAI Norms			Refer Corrigendum 1

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6	Page 13 xvi	Complaint Registration & Grievance Redressal DSMS will have provision to accept the online applications towards the grievances. The selected bidder will be given access to the list of grievances received and to update the status of the grievance. All the complaints will have to be acted within a period of 24 hours. The selected bidder should nominate one person to ensure that the grievances/complaints are resolved in shortest time. Any delay in redressing of the grievances will attract penalty as per the SLA.	Change in Clause required Different type of complaint to be handled as per the guidelines of TRAI			Refer Corrigendum 1
7	Page 14 , Point xx AND Page 14, Point 7b	Advertising & Awareness	Change in Clause Required Advertising and Awareness to be responsibility of GoA / GEL			Retained as per RFP.

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8	Page 10, Point 5, i(b)	Min 2Mbps download speed required	Change in Clause required Min 2G speed required, as not all locations / areas across State of Goa will get 3G Coverage			Refer Corrigendum 1
9	Page 10, Point 5, iii	Distribute forms to citizens to avail scheme	Clarity Required All MSP have their own Customer Agreement Forms (CAF) used for activation of Subscribers. These are pre approved and as per the guidelines of TRAI. No new Format will be used.			The CAF as per TRAI guidelines may be retained. However, specific data fields required for the scheme have to be added to the CAF to make the scheme application form.
10	Page 11, vii	Data Entry of the Applications Received	Clarity Required How data will be pushed to DSMS by Bidder? Data is fed into the CRM of MSP and a report can be generated and sent to GEL in excel. No new data entry can be done in DSMS separately.			Refer Corrigendum 1

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11	Page 11, ix	Compliance towards incomplete / Ineligible Applications	Clarity Required MSP cannot inform each and every applicant separately. Provision can be made in DSMS where the applicant can check the status themselves after a specified time period.			The DSMS will pass the list of applications to be complied, the MSP need to send the SMS to the applicant on alternate mobile number if provided by applicant about the compliance; The public web interface of DSMS will allow the citizens to check the status of the application using the Acknowledgement number. The applicant can also check the status of application using the Mobile App by providing the acknowledgement number
12	Page 11, x	Deactivate / Cancel the scheme benefits	Change required in clause MSP should cancel / Deactivate the scheme subscription based on the intimation received from the GEL Authorities only Once On a monthly basis.			The Cancellation/Deactivation should be as per TRAI guidelines.
13	Page 12, xiii	Share Applicant verification and usage details	Change required in clause point d, e, f, g, h, I to be deleted. Clarity Required what analytical insights to GEL towards Scheme usage			For point e,f,g - Retained as per RFP For point d, h and i - Refer Corrigendum I
14	Page 13, xiv	Call Center	Clause to be deleted Cannot provide a separate list of calls and status update under Digital Youth Initiative Scheme			Retained as per RFP.

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15	Page 14, 7 (a)	Roles and Responsibilities of GoA	Clarity Required Payment towards Monthly Free Pack to be done monthly for previous month bills			Refer Corrigendum 1
16	Page 15, 10 (a)	Service Level Agreement (SLA)	Changes in Clause required Measurement and Penalty parameters are vague and also not acceptable			Refer Corrigendum 1
17	Page No. 6 (About Scheme) Monthly Free Pack	1. Free 100 mins Local Voice Calls 2. Free 3GB 3G/4G data services with minimum of 2 Mbps download speed 3. Free Sim Card [wherever applicable]		Clarification Required: We understand from description of Monthly Free Pack that after consumption of Freebies included in the Monthly Free Pack, the users will be charged for usage of Voice minutes and data as per standard rates of the Operator. Please clarify Recommendation: Vodafone also recommends that Operators should be allowed to levy a Subscription Fees of Rs. 500 on Postpaid Connections, to avoid any defaults due to Over Usages leading to disconnection of services.		Over and above the prescribed free pack, if the beneficiary wishes to avail any additional services of the MSP, the same may be worked out and provided by the MSP. However, these services will strictly be outside the scope of this scheme and Govt. Of Goa will be responsible towards the services provided in the freee pack only. The scheme will allow only PREPAID subscription

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18	Page No. 6 (About Scheme) Monthly Free Pack	1. Free 100 mins Local Voice Calls 2. Free 3GB 3G/4G data services with minimum of 2 Mbps download speed 3. Free Sim Card [wherever applicable]		<p>Clarification Required: We understand that the Digital Youth Initiative would be extended to youth in Age Group of 18-35 years which will also comprise Students who will not have any income source, for such category, post paid connections can only be offered based on parents Aadhar Card, Residence Proof and Income Proof Documents along with Sim Card Subscription Fees. Please clarify</p> <p>Recommendation: Vodafone recommends that for Postpaid Connections for Students Parents Aadhar Card, Residence Proof and Income Proof Documents alongwith Sim Card Subscription Fees should be mandatory. However prepaid connections can be offered as such.</p>		The scheme will allow only PREPAID subscription.

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19	Page No. 6 (Objective)	GEL on behalf of Department of Information Technology (DoIT) intends to select a MSP to provide quality cellular service including Voice, SMS, and 3G/ 4G Data Services for a period of 3 Years.		<p>Clarification Required: We understand that the Monthly Free Pack includes 100 minutes local voice calls and 3 GB 3G/4G Data, but SMS services shall be offered on charge basis. Please clarify.</p> <p>Recommendation: Vodafone recommends that Standard Charges shall be applicable for SMS usage.</p>		Refer Corrigendum 1

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
20	Page No. 6 (Objective), 2nd Paragraph	The purpose of providing these services is to include youth of all the strata in the age group of 18-35 years estimated to be approximately around 1,50,000 under digital revolution for enabling them to access ample of opportunities through learning, networking and internet.		<p>Clarification Required: What will be the maximum limit of users to be covered under the scheme. Please confirm the maximum no. of users for which the Govt. of Goa will be extending the services. Will the Govt. of Goa take responsibility for any number of users that can be more than 2 Lacs to 3 Lacs.</p> <p>Recommendation: Vodafone recommends that the initiative can be extended to a first limit of designated eligible youth for ex. 2 Lacs and later the Govt. of Goa can extend the limit based on actual requirement. This will avoid fraudulent use of Initiative. It is required to fix an upper limit of Expected users under this initiative.</p>		Retained as per RFP

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21	Page No. 7, Clause No. 3: Stake Holders (Selected GSM Mobile Service Provider MSP)	The selected MSP would have provision to onboard the new subscribers as well as Mobile Number Portability subscribers after authorization from Govt. of Goa		<p>Clarification Required: For MNP users, there will be dependency on existing operator of users to release the subscriber connection and may impact on TAT of activation. Please clarify.</p> <p>Recommendation: Vodafone recommends that as this is a New Initiative to extend Free Voice and Data access to Youth, the subscribers should be on-boarded only under nmew connections to avoid any complaints on TAT due to delay in activation.</p>		Refer Corrigendum 1

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
22	Page No. 8, Clause No. 4: Services Provided By GEL (A): Development of Digital Youth Initiative Scheme Manager System (DSMS), Point (e)	Provision to approve the application received for the plan/ scheme.		<p>Clarification Required: Will the MSP only activate connections, once the request for connection, application from user, is approved on DSMS by Govt. of Goa. If so, then what is the Operators role when users walk into outlets to request for connection. Please clarify, as users cannot be provision sim cards without approval, also what will be the Approval / Rejection TAT.</p> <p>Recommendation: Vodafone recommends that as a smooth execution process, the Operator should instruct users walking in at outlets, to first apply on DSMS as this way Application Download will also get promoted and once the user gets approved status with a unique code the services can be activated within required TAT.</p>		Refer Corrigendum 1

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23	Page No. 8, Clause No. 4: Services Provided By GEL (A): Development of Digital Youth Initiative Scheme Manager System (DSMS), Point (p)	DSMS will list out grievances not acted by the selected bidder within 24 hours.		Clarification Required: We understand from this point that the Selected Bidder has to repond on the grievances within 24 Hours, as resolution may not be possible within 24 Hours and may at times be out of scope/ or not viable.		Yes, Refer Corrigendum I
24	Page No. 8, Clause No. 4: Services Provided By GEL (A), 2nd Paragraph, Point (c)	List of Connections to be monitored		Clarification Required: What is required from Selected MSP through this Clause. What kind of monitoring is required, please clarify.		Any specific data usage monitoring required for the listed connections as per TRAI guidelines
25	Page No. 9, Clause No. 4: Services Provided By GEL (B), Develop and Maintain an IOS and Android Mobile app, Point No. (b)	Digital Youth Initiative Scheme Details: The app will also give information about the procedure for enrollment towards the scheme.		Clarification Required: Has the Procedure for enrollment been finalized. Please provide complete details of procedure for enrollment, so that any area of concern can be mutually worked out to avoid hindrances.		Details of enrollment are provided in the scope, however, finer details will be worked out with the selected bidder

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26	Page No. 9, Clause No. 4: Services Provided By GEL (B), Develop and Maintain an IOS and Android Mobile app, Point No. (d)	Provision to cancel the Monthly Free Pack subscription		<p>Clarification Required: What will be the criteria for Cancellation of Subscription. Will the Govt. of Goa extend any notice period and accordingly remunerate the Operators for advance rental towards such subscribers. Also if there are any usage charges, what will be the support in getting the payments from end users.</p>		<p>Govt. Of Goa will give 48 hours of notice period. However, there should not be any concern on the remuneration as the scheme deals only with PREPAID subscription</p> <p>For Notice Period of 48 hours - Refer Corrigendum I</p>
27	Page No. 9, Clause No. 4: Services Provided By GEL (B), Develop and Maintain an IOS and Android Mobile app, Point No. (e)	Complaints/Grievance Registration: The app will allow the active beneficiary to register a complaint or a grievance regarding the scheme.		<p>Clarification Required: What will be the Complaint Flow mechanism. Please clarify</p> <p>Recommendation: Vodafone recommends that the users must first log tickets on Opertaors Customer Care so that Tickets can be directly accessed and acted upon, as dependency on application may delay resolution, and this should not be accounted under delay from Opeartors side.</p>		<p>Customer will have the liberty to register complaints through the Call Center, Mobile App, Walkin, Email and Web Portal. However, resolution time for the bidder will start only on receipt of the complaint by the bidder.</p>

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28	Page No. 9, Clause No. 4: Services Provided By Gel (D), Monitor Implementations	GEL will monitor the scheme implementation to ensure efficient and faster rollout of the scheme. GEL will monitor SLA with the help of the software tool provided by the selected bidder.		<p>Clarification Required: As Mobile Voice and Data Services are offered across a large geography there are no SLAs applicable on these services, and the services are offered on Best effort basis with intent to offer good services to users to avoid Customer dissatisfaction resulting to churn. There is no mechanism or tool to monitor SLAs. Please clarify what Software Tool is required.</p>		<p>Retained as per RFP. The MSP can use regular tools available for monitoring downtime and network speed</p> <p>Any specific tool required will be worked out with the selected bidder</p>
29	Page No. 10, Clause No. 5: Bidder's Scope of Work, (i) Provide Monthly Free Pack to the authorised beneficiaries, Point (b)	Free 3GB 3G/ 4G Data Services with minimum of 2 Mbps download speed		<p>Clarification Required: What is the criteria of deciding 2 Mbps download speed, as Download Speed may vary for various sites depending on respective capacities and may also vary across speed test platforms depending upon testing server location. Please clarify</p> <p>Recommendation: Vodafone recommends Download Speed should be at-least 1 Mbps.</p>		Retained as per RFP

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30	Page No. 10, Clause No. 5: Bidder's Scope of Work, (i) Provide Monthly Free Pack to the authorised beneficiaries, Point (c)	Free Sim Card [wherever applicable]		<p>Clarification Required: This Clause is open ended, and may be taken differently by different operators bidding in the Tender and some may chose to allocate a Subscription Charge for each and every Sim which will not reflect in the Financial Bid Format, such a scenario may impact financial evaluation and apple to apple comparison. Please specify that for what category of Services (Ex: Postpaid), Sim Cards may be charged and what will be the maximum limit of Charge.</p> <p>Recommendation: Vodafone recommends that it should be clearly specified that all Prepaid Sim Cards should be free of Charge. For Postpaid Services, One Time Subscription Fess or Sim Card Charges of Rs. 500 will be applicable.</p>		<p>Refer Corrigendum 1</p> <p>The scheme will allow only prepaid scubscription</p>

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31	Page No. 10, Clause No. 5: Bidder's Scope of Work, (i) Set up registration outlets.	The selected bidder will have to setup minimum 500 activation outlets/retailers for the citizens to apply towards the Digital Youth Initiative across Goa. There should be minimum one outlet in each of the village/town in Goa. The list of the outlets along with name, contact number, Taluka and village details need to be shared with GEL/Government of Goa. This list will be published in the DSMS and will be published for access to citizens for information.		Clarification Required: We understand from this Clause that the Operator should have an Infrastructure of more than 500 Retailers/ Outlets for activation of Prepaid and Postpaid services, while all retailers/ outlets may not offer facility for activation of postpaid services. Please clarify.		Refer Corrigendum I
32	Page No. 10, Clause No. 5: Bidder's Scope of Work, (iii) Distribute forms to citizens to avail scheme	The selected bidder will be maintaining sufficient number of scheme application forms at their activation outlets/retailers. The forms will be distributed to the applicants by the retailer free of cost. Each form has to have a unique form number pre-printed.		Clarification Required: As a Standard TRAI Policy all Operators maintain CAF Forms for application of services with a unique form number, is there any other form required to be maintained under this scheme. Please clarify in detail.		The CAF as per TRAI guidelines may be retained. However, specific data fields required for the scheme have to be added to the CAF to make the scheme application form.

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33	Page No. 10, Clause No. 5: Bidder's Scope of Work, (vi) Verify the Aadhar Details	The selected bidder should verify the Aadhar number and the applicant details with UIDAI as Aadhar number will play a key role in limiting the scheme benefits to unique applicants. The selected bidder should share the verification reports of match and mismatches with DSMS. The Government of Goa may introduce Aadhar based e-KYC authentication of the applicant. The selected bidder has to ensure above requirements are met.		Clarification Required: What will be the process of reporting Aadhar match/ mismatch details of applicants electronically through provided APIs, what will be the TAT.		Aadhar eKYC response XML to be passed on to DSMS using the APIs those will be provided to the MSP

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34	Page No. 11, Clause No. 5: Bidder's Scope of Work, (viii) Activate the Scheme Plan for approved applications.	a) The selected bidder will activate all the applications approved by Government of Goa/GEL within maximum period of 4 days. On activation of the SIM card, the selected bidder will have to send an SMS to the beneficiary with a link to download the mobile app. b) The selected bidder will get the activation SMS format approved by Government of Goa/GEL after receiving the Letter of Intent		Clarification Required: 1. What is the TAT of Approval or Rejection of applications by GEL. 2. We understand that the TAT of Activation of New Connections within 4 Days is applicable only after approval of application from GEL. Please Clarify. 3. TAT of 4 days cannot be made applicable for MNP requests.		1. Bidders TAT starts only after the approval given by GEL/Govt of Goa 2. Yes 3. MNP not covered under the scheme

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35	Page No. 11, Clause No. 5: Bidder's Scope of Work, (ix) Compliance Towards Incomplete/ Ineligible Applications	The selected bidder will intimate the applicant if his/her application is found to be incomplete or ineligible. The incomplete applications can be complied by the applicant by providing missing information/documents as per the scheme requirement. The ineligible applications need to be brought to the notice of the applicant with reason for ineligibility. The selected bidder will have to feed in the compliance details in the DSMS.		<p>Clarification Required: What is the the process to be followed for intimation to Applicants if alternate numbers are not reachable. Please clarify.</p> <p>Recommendation: Vodafone recommends that as a first step, the operator should request the applicant to download the DSMS Mobile Application and then follow the procedures of documentation. As in case the Document is not complete the status can be updated in the application and Applicants can be informed through this manner. There should not be any TAT on this as provding complete documents will depend on applicants.</p>		Refer Corrigendum I

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36	Page No. 11, Clause No. 5: Bidder's Scope of Work, (x) Deactivate/ Cancel the scheme Benefits	<p>The subscription under this scheme can be deactivated based on the request of the beneficiary or if the beneficiary crosses 35 year age mark or based on the intimation received from Government of Goa/GEL.</p> <p>a. The selected bidder should automatically block the plan towards the beneficiaries who crosses 35 year age mark.</p> <p>b. The selected bidder should cancel/deactivate the scheme subscription based on the verified request of the beneficiary.</p> <p>c. The selected bidder should cancel/deactivate the scheme subscription based on the intimation received from the Government of Goa/GEL authorities. The selected bidder will deactivate/cancel the scheme benefits towards</p>		<p>Clarification Required:</p> <p>a. As it will be difficult to maintain track of age of such large no. of subscribers, we would require cancellation/ deactivation of scheme request to be initiated by GEL as this cannot be automatically done at Operator level.</p> <p>b. Also clarify if there will be any paid advance notice given to operators for cancellation to avoid defaults and non payments from applicants towards usage beyond free benefits.</p> <p>c. Also please clarify that will there be a mechanism to deactivate services of users who have defaulted on payment towards usage beyond free benefits over 1 month,as this will help in arresting default exposure.</p> <p>d. Deactivation of Services within 24 Hours: Please clarify that upon receiving request for deactivation or cancellation of service from GEL, should the Operator migrate the user to</p>		<p>The Cancellation/Deactivation should be as per TRAI guidelines.</p> <p>a.Retained as per RFP</p> <p>b. The scheme doesnt cover postpaid plan</p> <p>c. The scheme doesnt cover postpaid plan</p> <p>d. Refer corrigendum I</p>

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37	Page No. 12, Clause No. 5: Bidder's Scope of Work, (xii) Provide Telecom Services, 2nd Paragraph	The selected bidder has to ensure that all applications approved by Government of Goa/GEL are activated in not more than 5 working days.		Clarification Required: Service Operator will be responsible to send messages with a link to download the application as per Clause No. (viii) in Bidder's Scope of Work. The activation of application on handset will depend on end users, and there cannot be any TAT of 5 Days for the same. Please clarify.		The activation of the services by the MSP need to be in maximum 4 days [Refer corrigendum I]. There is no SLA for the MSP on activation of application by end user using mobile app.
38	Page No. 12, Clause No. 5: Bidder's Scope of Work, (xiii) Share the applicant, verification and usage details, Point No. (d), (h) and (i)	(d) Weekly data, voice call minutes, and SMS utilisation towards all the active beneficiaries. (h) Data usage of apps as identified by Government of Goa/GEL (i) The selected bidder has to provide a tool to monitor the usage of apps as identified by government.		Clarification Required: We request that Point (d) to be modified as Monthly Voice Call Minutes utilization by total base of beneficiaries added (Average Set Values). Point (h): As per TRAI guidelines, we may have to check if Operators can check Data Usage on Govt.of Goa/ GEL Apps. Point (i): There is no such tool available with Operators to monitor the usage of apps and this may be an infringement to privacy of users, against TRAI guidelines. Request GEL to provide clarity with respect to Govt. guidelines.		Refer Corrigendum I

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39	Page No. 13, Clause No. 5: Bidder's Scope of Work, (xiv) Call Centre	The selected bidder will have to set up a call centre during working hours to handle customer queries and feedbacks. It needs to be deployed within 8 days of signing of agreement. The bidder should be able to provide the list of calls received along with the status of the calls towards the Digital Youth Initiative scheme.		Clarification Required: Vodafone already has a Call Centre to address grievances of Customers. Is there a Separate Call Centre Required or we can create a separate script within existing Call Centre to address queries from beneficiaries. We understand that existing Call Center is sufficient as long as customized script is drafted to address queries from Beneficiaries. Please clarify. Also it may be difficult to provide list of calls received from Beneficiaries as there is no internal mechanism of segregating calls from that of other users. Please modify this clause.		The MSP may use the existing infrastructure and call center setup of theirs, but must give the complaints logged at the call centre towards the Digital Youth Initiative scheme of Goa

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40	Page 14, Clause No. 5: Bidder's Scope of Work, (xix) SLA Monitoring Software Tool	The selected bidder will have to provide free of cost a software tool which will be used by Government of Goa/GEL for monitoring the SLAs free of cost.		Clarification Required: As Mobile Voice and Data Services are offered across a large geography there are no SLAs applicable on these services, and the services are offered on Best effort basis with intent to offer good services to users to avoid Customer dissatisfaction resulting to churn. There is no mechanism or tool to monitor SLAs. Please clarify what Software Tool is required and how to measure the SLA performance.		Retained as per RFP. The MSP can use regular tools available for monitoring downtime and network speed Any specific tool required will be worked out with the selected bidder
41	Page 14, Clause No. 9: Technical Terms and Conditions, Point (d)	The selected bidder will have to provide the latest backup of the data as and when requested by Government of Goa/GEL.		Clarification Required: Please clarify what is required from Operator through this Clause. As all details of Applicants will already be available with GEL and Govt. of Goa of the beneficiaries as each and every application will be approved by GEL. Also any information related to usage of applications by Beneficiaries may fall under TRAI Guidelines.		1. Monthly Free Pack Usage 2. Calls registered at Call Center 3. Any other data which is maintained by the MSP as a part of the scheme and not passed on to DSMS through APIs

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42	Page 18, Clause No. 16: Financial Bid Terms and Conditions, Point 1	Monthly subscription charges mentioned should be inclusive of all taxes and all charges towards execution of all activities as per mentioned at Section 5 Bidders Scope of Work.		Clarification Required: As Taxes are liable to change, this clause should be modified to: Monthly Subscription Charges mentioned should be exclusive of all taxes. If clause is not changed, please clarify that in case there is any upward changes in taxes, the same will be charged to Govt. of Goa by the Bidder and will be paid as per actuals.		Accepted. Refer Corrigendum I
43	Page 19, Clause No. 16: Financial Bid Terms and Conditions, Point 9	The selected bidder will not charge any fee to the subscriber for the Monthly Free Pack approved by the Government of Goa. Any additional usage by the user over and above the defined Monthly Free Pack will have to be borne by the beneficiary.		Clarification Required: As proposed in above points, there may be some Subscription charges to be taken for Postpaid Connections to avoid any default. Please clarify.		The scheme will allow only PREPAID subscription.

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
44	Page 19, Clause No. 16: Financial Bid Terms and Conditions, Point 10	<p>If the Government of Goa/GEL anytime after the launch of the Digital Youth Initiative Scheme decides to take additional Data from the selected bidder the same will be calculated based on following formula: Additional 1GB Rate [which will come with 30 local voice call minutes] =Rates Stated by the bidder in the Financial Bid section/3 OR Prevailing market rates whichever is lower The Government of Goa will hold the rights to negotiate the rates with the service provider in this case.</p>		<p>Clarification Required: What is the Slab of Data Requirements. We would request if Data Rates can be considered with mutual agreement at any stage.</p>		Retained as per RFP

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
45	Page 22, Annexure "B" (Technical Bid Format), Point No. 1	Network coverage - Number of Towers (3G sites +4G sites) installed in Goa		As per this Clause Operators will count the same Site with 3G and 4G Service as 2 Sites, and will not provide the count of Unique Sites Only. This Clause should be modified as " Network Coverage - Number of Towers (2G/3G/4G Sites) - Unique Site Address Only and Single 2G/3G/ 4G Site should be counted as One Site Only. "		Refer corrigendum I
46	Page No. 19, Clause No. 17. Payment Terms and Conditions, Point No. 3	For every new connection, for the first month time when a new connection is activated, the bidder will be paid the retrospective charges towards the remaining days of the month from activation date. In this case the bidder may give equivalent pack on to the activated beneficiary.		This Clause needs modification, as it is not possible on Pre Paid Platform to offer retrospective benefits or billing to be done on retrospective manner. Irrespective of when the activation is done, the complete plan benefits will be offered, and we request the Govt. of Goa to consider for making the payment of complete monthly rental for the said connection.		Retained as per RFP
47	Page No. 15, Clause No. 10, Service Level Agreement (SLA)	The Complete SLA Table		It will not be possible for Operators to identify the impacted users under the scheme due to any Network Outage and penalties should not be applicable as we cannot monitor what is total no. of users impacted.		Refer Corrigendum I

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
48	Page No. 15, Clause No. 10, Service Level Agreement (SLA)	The Complete SLA Table		Please clarify that Grievances only to be addressed within 24 Hours and not necessarily resolved, as in Network related issues or Tower/ Site requirements we may need Site Permission from Govt. and in some case putting a Site for one or two users may not be commercially viable. Also we understand that 5% of Monthly fees is towards users impacted.		Refer Corrigendum I

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
49	Page No. 14, Clause No, 5, Bidder's Scope of Work, Point (xx) - Advertising & Awareness	The selected bidder will have to carry out awareness in Goa regarding the Digital Youth Initiative and benefits under this scheme to ensure maximum number of youth registrations. The selected bidder will organise camps/drives for enrolment at locations where maximum enrolments/registrations can be carried out. The selected bidder should use Social Media, Newspaper Ads, Radio Jingles, banners, hoardings, motorbike rally etc for creating awareness. The bidder will take approval from the Government of Goa/GEL towards the content/advertisement before publishing on social media/newspaper/radio etc.		Newspaper Advertisements and Hoardings need to be managed by Govt. of Goa as how can operator advertise on behalf of Govt. of Goa in New Papers/ hoardings, also what will be the frequency or no. of activities under each criteria like Social Media, Radio Jingles Banners, needs to be done. Please clearly specify.		Retained as per RFP

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
50	Page No. 13, Clause No. 5: Bidder's Scope of Work, (xvi) Complaint registration & Grievance Redressal	DSMS will have provision to accept the online applications towards the grievances. The selected bidder will be given access to the list of grievances received and to update the status of the grievance. All the complaints will have to be acted within a period of 24 hours. The selected bidder should nominate one person to ensure that the grievances/complaints are resolved in shortest time. Any delay in redressing of the grievances will attract penalty as per the SLA.		As Vodafone has a Centralised Customer Grievance Redressal System linked with the Call Centre, it will not be possible to link the National Customer Care Portal API with DSMS, and in such case it will become a manual activity to track Grievances. We request GEL to consider that as per process, the Complaints should be logged onto the standard Customer Care Portal/ Call Centre of Vodafone and the complete details of no. of calls with grievances and status can be shared to GEL.		Retained as per RFP

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
51	Page No. 13, Clause No. 5: Bidder's Scope of Work, Point No. (xv)	The selected bidder will need to provide the details of the usage towards a identified mobile number if being reported as abusive/offensive/unlawful. The selected bidder should be able to deactivate the subscriber under the Digital Youth Initiative support for maintenance and upgrades to the software as per the requirements of the Government of Goa/GEL.		This Clause needs to be eliminated or modified, as Operators can only share details of such usage / subscriber information to Law Enforcement Agencies as per specified guidelines and proces laid down by TRAI only.		Refer Corrigendum I
52	Page No. 12, Clause No.5: Bidder's Scope of Work, Point (xiii), Point (c)	List of applications activated with time frame		There is no mechanism at Operator level to check what applications have been activated and the time frame at user devices.		There is no need for checking the activation at user end; The MSP should specify on which date and time the connection was activated by MSP.

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
53	Page No. 16, Clause No. 12: Performance Bank Guarantee, Point No. 1	Selected Bidder shall, for due and punctual performance of its obligations during the License Period, deliver to GEL, simultaneously with the execution of this Contract, an unconditional Performance Bank Guarantee of the value of 10% of the estimated yearly subscription charges.		What is the basis of estimation of Annual Subscription Charges. As there is no surity of how many subscribers will be added over th year. We request to put a ceiling on Performance Bank Guarantee on mutual agreement.		The performance bank guarantee will be considering 1.5 lac beneficiaries
54	Page No. 14, Clause No. 6, Implementation Schedule	The selected bidder will have to go-live with the scheme within a period of 8 days of issuance of Letter of Intent. Registration under the scheme will begin within 8 days and the connections has to be released within a period of 4 days.		We request GEL to modify the Implemetation Time to 15-20 working days, as rolling out new CAF Forms with different codes and briefing and training to retailers on customer on boarding process will not be possible in 8 working days.		Accepted. Refer corrigendum I

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
55	Page No. 10, Clause No. 5, Bidder's Scope of Work, Point No. (v) Accept the Applications	The selected bidder will facilitate collection of the filled in application forms at the activation outlets/retailers. Each of the application received need to be acknowledged with a unique number. The selected bidder will have to ensure that the form is accompanied with the copy of Aadhar Card, one Age proof, and document stating 5 Years residence proof in Goa.		As per Standard CAF and New Customer Registration process, we do not have any mechanism to validate 5 Year Residence proof. Request this document to be removed.		Retained as per RFP

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
56	Page 11, Clause no. vii	The selected bidder should feed the application details in the DSMS individually or in Bulk mode along with the verification details. The data can be pushed by selected bidder in to the DSMS electronically using the APIs provided. Each application form need to be fed in DSMS in not more than 48 hours. The application form along with the documents should be scanned and uploaded in the DSMS. Once the data is pushed on to the DSMS server the selected bidder should not carry out any changes in the applications submitted.		As per our Nodal team, we will require consent on Customer Application from users to share their data with Govt. Of Goa. Will this clause be included in DSMS		Refer Corrigendum I

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Sr no	Reference	Referred Section	Idea Cellular Limited	Vodafone Cellular Limited	Reliance Jio Infocomm Ltd	Response
57	Page 22, Technical Bid Format				<p>Changes in Evaluation Parameters</p> <ol style="list-style-type: none"> 1. Bidder should provide total installed capacity (in GBPS) for high speed wireless broadband mobility traffic across Goa state 2. Network coverage - number of Towers- 4G sites installed in Goa for high speed wireless broadband services within Goa state 3. Bidder should provide details (in KMs) own fibre installed across Goa both Intercity and intracity 4. Total number of 4G subscriber base in Goa (postpaid + prepaid subscribers) 5. Bidders deployed network should be upgradable to future technologies like LTE advanced and 5G.(self declaration by CTO on company letterhead) 6. Number of Aadhar based e-KYC (paperless) activation outlets across Goa state including mobile activation 	Refer corrigendum I