

**Corrigendum & Addendum : Selection of Vendor for SMS Gateway Services with Middleware Solution RFP :CO:DBD:1715/R1:2022-23 dd 03.09.2022**

Bank has published RFP No. CO:DBD:1715/R1:2022-23 dated 03.09.2022 for Selection of Vendor for SMS Gateway Services with Middleware Solution. Following amendments have been made to the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum along with response to queries as an integral part of the RFP documents issued.

Sr	RFP Page No	RFP Clause	Original Point / Clause	Revised/Added Clause
1	11	Sr.7 : Earnest Money Depot	Rs.1,80,00,000/- (Rupees One Crore Eighty Lac Only)in the form of Bank Guarantee (BG) in favour of Indian Bank issued by any Scheduled Commercial Bank other than Indian Bank. EMD should be enclosed with Technical Bid. A format for BG is attached as per Format-3 of Section VI. The Bank Guarantee should be valid for a period of 225 day	Rs.1,80,00,000/- (Rupees One Crore Eighty Lac Only ) in the form of Bank Guarantee (BG) in favour of Indian Bank issued by any Scheduled Commercial Bank other than Indian Bank. EMD should be enclosed with Technical Bid. A format for BG is attached as per Format-4 of Section VI. The Bank Guarantee should be valid for a period of 225 day
2	33	Clause ii	Penalty for fall in success rate	Penalty for fall in success rate for domestic SMS
3	37	7	The bidder should have deployed DLT platform in atleast 1 telecom operator in the country. (Documentary proof to be submitted).	Bidder has to ensure compliance of DLT guidelines and ensure that the services rendered to the Bank by the bidder also comply with the same. For all DLT related issues, if any, Bidder has to follow-up with the respective operator on behalf of the Bank.
4	40	Technical Specifications SMS services	16-digit alpha characters sender Ids should be supported for domestic transactional and informative SMSes and 6 digit numeric sender Ids for promotional SMSs.	6-digit alpha characters sender Ids should be supported for domestic transactional and informative SMSes and 6 digit numeric sender Ids for promotional SMSs.
5	60		Commercial Format for Indicative Price submission : WhatsApp SMS cost	WhatsApp Push Notifications
6	68	9.PART-II – Commercial Bid	Commercial Format for Indicative Price submission : WhatsApp SMS cost	WhatsApp Push Notifications

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7	77	Sr. 7 SECTION - IV QUALIFICATION CRITERIA : Middleware Solution:	Bidder has to submit copy of latest purchase orders from Bank's/ Similar financial institutions or experience certificate from such clients for last financial year as per the format 6 of Section VI.	Bidder has to submit copy of latest purchase orders from Bank's/ Similar financial institutions or experience certificate from such clients for last financial year as per the format 7 of Section VI.
8	78	Sr. 11	Bidder to submit latest (previous month's) invoice paid by respective banks. Invoices raised should clearly mention the volume of Real Time SMS Alerts for establishing capability to handle at least 50 lakhs Real Time SMS alerts per day for banking transactions of Banks/financial institutions.	Bidder to submit latest (previous month's) invoice paid by respective banks. Invoices raised should clearly mention the volume of Real Time SMS Alerts for establishing capability to handle at least 2 crore Real Time SMS alerts per day for banking transactions of Banks/financial institutions.
9	36	38.SCOPE OF WORK	The middleware solution & perpetual license will be handed over to the Bank, and it will become property of the Bank after expiry of the contract period of 2 years or the extended contract period.	After expiry of the contract period, existing vendor has to provide support for migration to other solution till the solution is implemented.
10	28	Point 14	The services are to be delivered and project to be operationalised within 15 days from the date of issue of letter from the Bank on pilot basis for a period of 14 days (TWO WEEKS).	The services are to be delivered and project to be operationalised within 3 weeks from the date of issue of letter from the Bank on pilot basis for a period of 14 days
11	26	9. IMPLEMENTATION SCHEDULE	Implementation, configuration of should be completed within 14 days (Two (2) weeks) from the date of acceptance of purchase order.	Implementation, configuration of should be completed within 14 days (Two (2) weeks) from the date of issuance of purchase order.



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12	37	SECTION - IV QUALIFICATION CRITERIA Point number 5	The bidder should have provided SMS gateway services to at least three Banks/financial institutions of which one should be Public Sector Bank. (Document as per format 6 of Section-VI to be submitted)	As on date of submission of bid, the bidder should have been providing SMS Gateway services to at least three Banks/financial institutions of which one should be Public Sector Bank. (Document as per format 7 of Section-VI to be submitted)
13	20	12.3 Commercial Evaluation	c) The comparison of prices among the vendors shall be between the total price quoted inclusive of all duties, levies, warranty, interconnect charges, operator/telecom charges, DLT charges etc., but exclusive of taxes only.	c) The comparison of prices among the vendors shall be between the total price quoted inclusive of all duties, levies, warranty, interconnect charges, operator/telecom charges, DLT charges etc., but exclusive of GST only.
14	28	Point 14 Completion Period	The services are to be delivered and project to be operationalised within 15 days from the date of issue of letter from the Bank on pilot basis for a period of 14 days (TWO WEEKS).	The services are to be delivered and project to be operationalised within 3 weeks from the date of issue of letter from the Bank on pilot basis for a period of 14 days



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## ADDENDUM

<b>Penalty for fall in success rate for International SMS :</b>	
Success Rate of 85% and above is expected from Bidder in delivery of SMS. Any fall in the success rate in delivery of SMS below the minimum expected level will be penalized as under:	
Success rate	Penalty charges on monthly basis + GST
85% and above	NIL
<85% upto 83%	0.50% of monthly invoice of the respective month.
<83% upto 81%	0.70% of monthly invoice of the respective month.
<81% upto 80%	1.00% of monthly invoice of the respective month.
>80% upto 78%	1.50% of monthly invoice of the respective month.
>78% upto 75%	2.00% of monthly invoice of the respective month.
>75% upto 70%	2.50% of monthly invoice of the respective month.
Below 70%	5.00% of monthly invoice of the respective month.
*Success Rate = No. of successfully delivered SMS at customer handset as per DLR divided by Total number of SMSes submitted to SMSC.	
In calculation of delivery percentage, following delivery failure cases will be excluded:	
1. Content filtration blocked 2. Blockout by country operator 3. Network outage at operator Optout	
<b>Exemption to Micro &amp; Small Enterprises</b>	<b>Exemption</b>
The following relaxation may be given to Micro & Small Enterprises. However, the exemption is only for Bid document and Bid Security (EMD) at the time of submission of RFP tender documents. If such a bidder is successful in the RFP process, then Performance Guarantee as per the RFP document shall be submitted.	1. Annual turnover should be more than Rs. 50 Crore instead of Rs. 100 Crore in each of the last three audited balance sheet of the bidder.
	2. Net worth should be more than Rs. 10 Crore instead of Rs. 25 Crore in the previous 3 financial years.
	3. Bidder should have provided SMS Gateway Services to atleast 2 Banks/FI of which one should be Public Sector Bank as on the date of submission of bid

**CO: Digital Banking Division**

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	4. The bidder should have experience in providing SMS Gateway Services for the last 3 years instead of 5 years in India.
	5. Bid document fees : NIL
	6. Bid Security (EMD) Amount : NIL
	7. Bidder must have processed 1 Crore SMS from a single client per day instead of 2 Crore

