



Odisha Gramya Bank

H.O-At- Gandamunda, P.O.: Khandagiri, BBSR -30

RFP No. : OGB/ITD/SMS/009/2019-20

Corrigendum No: 1

[i]. Eligibility Criteria: Clarification

Annexure- I [Eligibility Criteria]		
Sl No	Criteria	Proof of documents to be submitted
1	The Bidder/s should be: A registered company in India under the Companies Act, 1956 / 2013 (Proof required) Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date and should not be a subsidiary of a foreign company.	Certificate of Incorporation, PAN, TAN, GSTIN Certificate, MSME Regn. and any other tax related document if applicable to be submitted.
2	The bidder should be telecom operator/ tele marketer (must have valid registration with TRAI) or an entity having tie-up with the telecom operator directly and have completed 2 years of experience in operations in India. Re-sellers are not allowed to bid for this tender.	Valid Documents supporting their eligibility criteria like certificate of Commencement of Business, authorized undertaking of the Telecom operator in case of tie up, Telemarketer certificate to be submitted.
3	The bidder may be any one of the following: Government Organisation / PSU / PSE / Partnership firm/ LLP or limited/private limited company.	Valid document to be submitted.
4	Bidder should have direct tie up / arrangements with minimum two telecom service providers / operators for services in India and international operation	Copies of Agreements / Certification with the telecom operators with which it has direct connectivity to be submitted. An undertaking to be provided by bidder to renew agreement up to the validity of Bank's contract period.
5	Bidder should have a capability to handle at least 50 lakhs Real Time SMS alerts per Month for banking transactions of commercial Banks operating in India. The bidder must be pushing a minimum of:- 5 lakh e-mail messages on an average per month since last 6 months for each of these organizations. 1 lakh IVR/outbound voice calls on an average per month since last 6 months for each of these organizations. Reference Letter from the respective Banks with Invoices raised mentioning the volume of Real Time SMS Alerts to be submitted. Bidder to submit latest (previous month's) invoice paid by respective scheduled Commercial Banks. Invoices raised by the bidder other than commercial Banks would not be considered. For e-mails supporting document from Banks/ Financial Institutions or certificate from such clients for the number of messages (SMS/Email/IVR Voice calls) pushed during the last 6 months.	Reference Letter from the respective Banks with Invoices raised mentioning the volume of Real Time SMS Alerts to be submitted. Bidder to submit latest (previous month's) invoice paid by respective scheduled Commercial Banks. Invoices raised by the bidder other than commercial Banks would not be considered. For e-mails supporting document from Banks/ Financial Institutions or certificate from such clients for the number of messages (SMS/Email/IVR Voice calls) pushed during the last 6 months as per the format given in Annexure to be submitted.

6	The bidder should be able to allocate a minimum throughput of:- · 1000 SMS /sec. · 300 Emails/sec · 20-30 IVR voice calls/second The bidder should have minimum 100 PRIs from telecom operators for calling capability	1. Certificates to this effect from the telecom operator[s] should be submitted with whom bidder has the tie-up to deliver SMS Alerts. 2. Undertaking to be provided for at least minimum throughput of 1000 SMS/sec to Bank for delivery of SMS. Bidder must submit purchase order.
7	Delivery of SMS alerts and e-mails should be ensured to all National/International locations without any exception.	An Undertaking to this effect to be submitted on company's letter head.
8	The bidder submitting the offer should have obtained all the necessary licenses from/registered with TRAI for delivery of both Transactional & Promotional SMS and should be registered with TRAI for telemarketing as per RBI guidelines.	An Undertaking to this effect to be submitted on Company Letter Head. Copy of the valid certificate of TRAI to be enclosed.
9	Bidder should not have been debarred/black-listed by the Government / Government Agency / Banks / Financial Institutions in India.	Self-declaration to this effect must be submitted in company letter head.
10	The bidder should use their own —SMS Gateway Services to deliver the messages to the SMSCs directly. The bidder should have their own infrastructure to send bulk-promotional mails with their own application.	Self-declaration to this effect must be submitted in company letter head.

Note:

In this tendering process, either the telemarketer or the Telecom Operator (both from India) can bid but both cannot bid simultaneously. If a telemarketer submits bid on behalf of the Principal Telecom Operator, the same telemarketer shall not submit a bid on behalf of another Principal Telecom Operator in the same tender for the same service.

[ii]. CLARIFICATIONS OF THE QUERIES:

- **EMD:** EMD of amount Rs. 2, 00,000.00 with validity of 6 month with a claim period of 180 days. Bank shall be returning the EMD of the selected bidder on submission of Performance Bank Guarantee. Bidder should submit Bank guarantee as EMD.
- **MAF – Annexure – D:** Submission of MAF is not mandatory. MAF is required in case the bidder is supplying any hardware or server.
- **PBG :** Performance Bank Guarantee (PBG) in the format of Annexure-H equal to 10% of total value of the Purchase order (exclusive of taxes), valid for minimum of 36 Months, with a claim period of 12 (twelve) months
- **ONSITE SUPPORT:** No need of any onsite support at DC or DR. However, bidder has to send onsite support at DC Chennai, DR- Hyderabad during the support and maintenance as per the SLA and RFP terms.
- **Price Lock -in Period:** The prices selected through the bidding process binding for the contract period. However, in case of any statutory obligation bidder should submit all the relevant documents. Bank may consider if the genuinity is established through proper technical negotiation of Bank based on the document submitted and Bank's internal enquiry. In genuine case, mutually agreed price may be

revised. However in No case prices shall be revised before the expiry of 24 Months from the date of successful implementation and negotiation.

- **Application:** All the application or API related to all the services such as SMS Alert, Missed call Alert, IVR, Bulk mail and App notification should be established in the DC and DR.

[iii]. Revised Commercial Bid Format in [Annexure- F]:

Annexure F - Commercial Bid Format
(Company letter head)

Tender No. OGB/ITD/SMS/009/2019-20 dated 07-11-19"

Table-1 :[Commercial Table] Prices in Rs. :

Sl	Description	Expected Average Volume of SMS per month	Price per Unit SMS/ IVR/Email up to and inclusive of Average Volume	price per unit SMS/IVR /Email above the Average Volume
1*	Domestic message	50 lakh[A]	A1	A2
2	Missed call Alert	1 lakh[B]	B1	B2
3	IVR	20 thousand [C]	C1	C2
4	e-Mail	1 lakh [D]	D1	D2
5	App/Web Notification	50 k [E]	E1	E2
F	Net Price { $[(A*A1*0.80) + (A*A2*0.20)] + [(B*B1*0.85) + (B*B2*0.15)] + [(C*C1*0.75) + (C*C2*0.25)] + [(D*D1*0.75) + (D*D2*0.25)] + [(E*E1*0.75) + (E*E2*0.25)] + [(F*F1*0.75) + (F*F2*0.25)]$ }			

Note:

The Rate Contract Period will be valid for a period as per the terms of contract of this RFP from the date of issue of PO.

- In the above table 0.80, 0.20, 0.75 and 0.25 are weightages for calculation of the TCO.
- Net Amount quoted (F) will be considered for deciding L1 vendor. Selected L1 bidders should match the lowest price quoted by any bidder for the line item 1* of the Table -1 of the Annexure-F. In case L1 bidder doesn't agree Bank has all the right to negotiate with L2 or L3 bidder for L1 pricing and the price of line item 1*. If L2 or L3 bidder agrees then Bank may place purchase order.
- Bidder should indicate applicable GST rate in line items.
- Any delay beyond the stipulated time of the rate contract will attract a penalty as per the RFP.
- **All prices are exclusive of taxes.**

The bidder shall meet the requirements of Goods & Services Tax (GST) as and when made applicable by the Government of India.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by OGB up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the PROPOSAL. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2018

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

[iv] Revised Bid Schedule:

Activities	Existing Date and Timing	Proposed Date and Timing
Last Date and Time for submission of bids along with supporting documents along with BG/DD, EMD etc in separate envelope.	25.11.2019, 6PM Venue: OGB, HO, Bhubaneswar	07-12-2018, 6PM Venue: OGB, HO, Bhubaneswar
Date, Time and venue for opening the Technical bid.	26.11.2019, 11AM Venue: OGB, HO, Bhubaneswar	09.12.2019, 11AM Venue: OGB, HO, Bhubaneswar
Date, Time and venue for opening the Commercial bid.	Will be intimated to technically short-listed bidders.	Will be intimated to technically short-listed bidders.