

Amendment-1 to "GeM Bid. ref: GEM/2022/B/1858143 dated 13/01/2022 for Selection of Service Provider for Delivery of Domestic & International SMS and IVR Solutions."

It is decided to amend the following in respect of the above GeM bid:

a. Bid Document (Serial No. 1 & 2, Page no. 1):

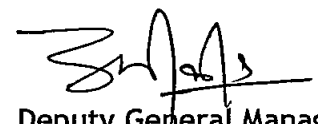
| Description | Existing details | Amended details |
|-----------------------|------------------------------|------------------------------|
| Bid End Date/Time | <u>04-02-2022</u> , 15:00:00 | <u>14-02-2022</u> , 15:00:00 |
| Bid Opening Date/Time | <u>04-02-2022</u> , 15:30:00 | <u>14-02-2022</u> , 15:30:00 |

| Sl. No. | Section/ Annexure/ Appendix of the GeM bid | Clause No. | Existing | Amended |
|---------|--|-------------|--------------|--|
| b. | Bill of Material | Annexure-11 | New Annexure | Bill of Material (Annexure-11) is attached Annexure. |

All the other Instructions and Terms & Conditions of the above GeM bid remain unchanged.

Please take note of the above Amendments while submitting your response to the subject GeM bid.

Date: 03/02/2022
Place: Bengaluru


Deputy General Manager



Annexure- 11
Bill of Material

SUB: GeM Bid for Selection of Service Provider for Delivery of Domestic & International SMS and IVR Solution in Canara Bank.

Ref:

Notes:

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorised Signatory with Name and Seal of the Company
2. The rate quoted shall be exclusive of Taxes. Applicable taxes shall be paid by the bank at actuals at prevailing rate.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
5. The volume mentioned in column no.b is indicative only and is reckoned only for the purpose of determining L1. There will be no commitment from the Bank on the volume of SMS for the entire contract period.

Table A-Charges for SMS & IVR OTP

[Amount in Rs.]

| Sl. No. | Nature of SMS | Description | Time Lines | Per SMS Cost (Excl. of GST) | Indicated Volume for Overall cost calculation (per month) | No. of months in a year | No. of years | Total Cost for 3 Years (Excl. of GST) |
|---------|---|-------------------|-------------------|-----------------------------|---|-------------------------|--------------|---------------------------------------|
| | | | | a | b | c | d | e=a*b*c*d |
| 1. | High priority SMS | International | Within 15 Seconds | | 5,00,000 | 12 | 3 | |
| 2. | Normal Priority SMS | International | Within 5 Minutes | | 20,00,000 | 12 | 3 | |
| 3. | Batch SMS | International | Within 2 Hours | | 10,00,000 | 12 | 3 | |
| 4. | High priority SMS | Domestic | Within 15 Seconds | | 4,00,00,000 | 12 | 3 | |
| 5. | Normal Priority SMS | Domestic | Within 5 Minutes | | 100,00,00,000 | 12 | 3 | |
| 6. | Batch SMS | Domestic | Within 2 Hours | | 10,00,00,000 | 12 | 3 | |
| 7. | IVR | International OTP | Within 15 seconds | | 1,00,000 | 12 | 3 | |
| 8. | IVR | Domestic OTP | Within 15 seconds | | 8,00,000 | 12 | 3 | |
| 9. | Total Cost of SMS & OTP (total of column "e" under Row 1,2,3,4,5,6,7 and 8) | | | | | | | |



Table B- IVR Promotional

[Amount in INR]

| Sl. No. | Nature of SMS | Description | Cost for 100 second* | Indicated Volume for IVR (each 30 seconds) per month | No. of months in a year | No. of years | Total Cost for 3 Years (Excl. of GST) |
|---------|---|---------------|----------------------|--|-------------------------|--------------|---------------------------------------|
| | | | a | b | c | d | $e=(a*b*c*d)*30/100$ |
| 1. | IVR Promotional | International | | 1,00,000 | 12 | 3 | |
| 2. | IVR Promotional | Domestic | | 10,00,000 | 12 | 3 | |
| 3. | Total Cost of IVR Promotional Exclusive of Taxes (total of column e of row 1 to 2 of Table B) | | | | | | |

*cost for 100 seconds is sought for calculation purpose only. However, billing should be done for the total no. of seconds utilized by the Bank only for the particular month.

Table-C- Total Cost of Ownership for 3 Years

[Amount in INR]

| Sl. No. | Details | Total Cost of Ownership |
|---------|---|-------------------------|
| A. | Total Cost of SMS and IVR-OTP (exclusive of Taxes) as per Table-A [column e of Row 9] | |
| B. | Total Cost of IVR-Promotional (exclusive of Taxes) as per Table-B [column e of Row 3] | |
| C. | Total Cost exclusive of Taxes [Sum of Row A and B of Table-C] | |
| D. | Tax % | |
| E. | Tax Amount | |
| F. | Total Cost of Ownership Inclusive of Taxes [Sum of Row C and E of Table-C] | |

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through GeM Bid clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the GeM Bid.

Date

Signature with seal

Name :

Designation :

