

**Amendment-2 to "GeM Bid ref: GEM/2021/B/1400851 dated 02/08/2021 for Selection of Service Provider for Delivery of Domestic International SMS and IVR Solution in Canara Bank"**

**It is decided to amend the following in respect of the above RFP:**

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

Description	Existing details	Amended details
Bid End Date/Time	24-08-2021, 15:00:00	<u>01-09-2021</u> , 15:00:00
Bid Opening Date/Time	24-08-2021, 15:30:00	<u>01-09-2021</u> , 15:30:00

Sl. No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	Annexure-1	Eligibility Criteria Declaration  Criteria no.2	<p><b><u>Eligibility Criteria:</u></b></p> <p>The Bidder should have a turnover of Rs.100 Crores or more for each year during the financial years 2019-20 and 2020-21. This must be the individual company turnover and not of any group of companies.</p> <p><b><u>Documents to be submitted:</u></b></p> <p>Bidder has to submit copies of audited Balance Sheets for last 2 Years [i.e. 2019-20 and 2020-21].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	<p><b><u>Eligibility Criteria:</u></b></p> <p>The Bidder should have a turnover of Rs.100 Crores or more for each year during the financial years 2019-20 and 2020-21. This must be the individual company turnover and not of any group of companies.</p> <p><b><u>Documents to be submitted:</u></b></p> <p>Bidder has to submit copies of Balance Sheets for last 2 Years [i.e. 2019-20 (audited) and 2020-21 (audited/provisional)].</p> <p>AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>
c.	Scope of Work & Technical Requirement	1.4. <u>SMS services</u>	New Clause	<p><b>1.4.20. Bidder has to provide retry mechanism for PUSH SMS as under:</b></p> <p>a. OTP - 5 minutes</p> <p>b. Normal priority &amp; Batch SMS - 6hrs</p>

d.	Introduction about the project	3. Requirement details	<p>3.3. Missed call/IVR services</p> <p>3.3.1. IVR services may be in the following categories</p> <ul style="list-style-type: none"> <li>• Outbound OTP Voice calls</li> <li>• Call duration 30 seconds</li> <li>• Call should be initiated within 15 seconds</li> <li>• Outbound promotional non interactive calls.</li> <li>• Outbound promotional interactive calls.</li> <li>• Inbound interactive calls.</li> <li>• Missed call services</li> </ul>	<p>3.3. Missed call/IVR services</p> <p>3.3.1. IVR services may be in the following categories</p> <ul style="list-style-type: none"> <li>• Outbound OTP Voice calls</li> <li>• Call duration 30 seconds</li> <li>• <u>Call should be initiated within 15 seconds of User request.</u></li> <li>• Outbound promotional non interactive calls.</li> <li>• Outbound promotional interactive calls.</li> <li>• Inbound interactive calls.</li> <li>• Missed call services</li> </ul>
e.	Scope of Work & Technical Requirement	<p>1. Scope of Work:</p> <p>1.1. Hardware</p>	<p>1.1.8. Installation of the IVR shall include all necessary hardware, operating software, application software, interface software and cards, voice prompts (as directed by the Bank), system speech, cables and connectors etc.</p>	<p>1.1.8. Bidder may provide the IVR support over the cloud, but servers of cloud setup for the IVR Services should be hosted in India. The vendor must provide details of the locations &amp; required items (hardware/software or otherwise) for the IVR Services in its response to this bid. However, Bidder should provide IVR Services on premises in case of exceptional increase in IVR usage or other reasons such as poor service/regulatory guidelines etc. without any extra cost.</p>
f.	Scope of Work & Technical Requirement	<p>1. Scope of Work:</p> <p>1.3. Dashboard, Portal, reports &amp; Alerts</p>	<p>o IMEI number of handset to which sms is delivered</p>	<p>This RFP Clause stands deleted.</p>
g.	Scope of Work & Technical Requirement	<p>Annexure-2</p> <p>Technical Specifications for Delivery of Bulk SMS Alerts</p>	<p>A. Technical Requirements</p> <p>2. The solution offered should have capabilities to send SMS to all GSM and CDMA handsets and on all telecom operators available in India and abroad.</p>	<p>A. Technical Requirements</p> <p>2. The solution offered should have capabilities to send SMS to all handsets and on all telecom operators available in India and abroad.</p>
h.	Service Level Agreements (SLAs)	<p>1. Delivery of Service</p>	<p>1.1. Bank shall provide the address and contact details for delivery of required Hardware/software &amp; other</p>	<p>1.1. Bank shall provide the address and contact details for delivery of required</p>



			items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware should be within 3 weeks from the date of acceptance of the Purchase Order. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.	Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware should be within <u>6 weeks</u> from the date of acceptance of the Purchase Order. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
i.	Service Level Agreements (SLAs)		1.2. Bidder should ensure to complete the installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within <u>6 weeks</u> from the date of acceptance of Purchase Order.	1.2. Bidder should ensure to complete the installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within <u>9 weeks</u> from the date of acceptance of Purchase Order.

j. Amended Clause no. 2 of Penalties/Liquidated Damages on Page no. 1:

2. Penalty for Delay in delivery of Push Type SMS Alerts:

The SMS sent by the Bank will have to be delivered within the stipulated timelines. Failure to comply with the time frames for delivery of the messages pushed by the Bank shall attract penalty as follows:

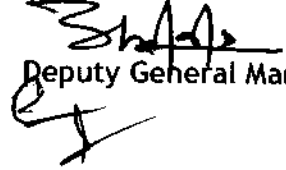
Particular	Penalty (% of SMS charges payable (Plus GST))
Any SMS is not delivered	100%
High Priority SMSs delivered after 15 seconds but within 30 Seconds	25%
High Priority SMSs delivered after 30 Seconds	100%
Normal Priority SMSs delivered after 5 minutes but before 15 Minutes	20%
Normal Priority SMSs delivered after 15 minutes but before 2 hour	30%
Normal Priority SMSs delivered after 2 hour but before 6 hour	40%

Normal Priority SMSs delivered after 6 hour	100%
Batch SMSs delivered after 2 hrs and before 6 hrs (excluding the no promotion period between 9 pm and 9 am)	20%
<u>Batch SMSs delivered after 6 hrs (excluding the no promotion period between 9 pm and 9 am)</u>	100%

**Note:** Detailed MIS (as mentioned above) regarding delivery of SMS alerts to customers will be provided by bidder on daily/fortnightly/monthly basis through dashboard for Delivery/Non-delivery of SMS in online mode.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.  
Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 19/08/2021  
Place: Bengaluru

  
Deputy General Manager

