



Corrigendum-2 to GeM Bid ref no. GEM/2023/B/3483045 dated 24/05/2023 for Selection of Service Provider for On-Boarding WhatsApp Banking Services for A Period of Three Years Through RFP Process in Gem Portal in Canara Bank

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

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
a.	Section C - Deliverable and Service Level Agreements	2.1	The bidder has to provide technically qualified onsite/offsite resources that are well versed in the proposed solution. The cost agreed upon for the resource will be frozen for a minimum period of five years and purchase order will be issued based on the requirement of the Bank. However, charges for the onsite/ offsite resources will be paid from the date of acceptance of the solution of the Bank.	<p>The bidder has to provide technically qualified onsite/offsite resources that are well versed in the proposed solution. The cost agreed upon for the resource will be frozen for a minimum period of three years and purchase order will be issued based on the requirement of the Bank. However, charges for the onsite/ offsite resources will be paid from the date of acceptance of the solution of the Bank.</p> <p><u>Details of the resources as below:</u></p> <ol style="list-style-type: none"> <u>Two L1 resources for helpdesk purposes</u> <u>Three L2 resources for monitoring and troubleshooting.</u> <u>Two L2 resources (Techno functional) for functional specification/technical specifications preparations, API Interface resolutions and integrating the same with different modules/channels.</u>





b.	Annexure - 8 Scope of work	A ; WhatsApp Banking Functionalities - SL. No. 2	<p>The system should be capable of verified WhatsApp Business account of Canara Bank. The setup is to be done on Indian phone Number</p> <p>The system should be capable of verified WhatsApp Business account of Canara Bank. The setup is to be done on Indian phone Number</p>	<p>The system should be capable of verified WhatsApp Business account of Canara Bank. The setup is to be done on Indian Phone Number.</p> <p><u>Bank's NRI customer opting in for the facilities on their overseas numbers should be in a position to avail the service.</u></p> <p><u>For this purpose, following countries shall be enabled to begin with (UAE, Saudi Arabia, USA, UK, Australia Qatar, Oman, Kuwait, Bahrain, Canada.</u></p> <p><u>In case of requirements for further countries it shall be enabled within five days.</u></p>
c.	Annexure - 8 Scope of work	A ; WhatsApp Banking Functionalities - SL. No. 5	<p>The system should implement opt-in campaign for taking consumers consent for sending messages to their WhatsApp accounts. Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc. Similarly, Opt out support for the users should be available.</p>	<p>The system should implement opt-in campaign for taking consumers consent for sending messages to their WhatsApp accounts. <u>Bidder must provide APIs to implement opt-in facility through various channels like Branch, ATM, Call Center, Mobile Banking, Internet Banking, missed calls, SMS, email, QR code etc. Similarly, Opt out support for the users should be available.</u></p> <p><u>Opt-in management software is to be provided.</u></p> <p><u>Such management software should have seamless interface with the platform and have audit & authentication mechanism.</u></p> <p><u>Further the vendor shall integrate such solution to the Banks AD network.</u></p>





d.	Annexure -8 Scope of work	A; WhatsApp Banking Functionalities - SL. No. 27 General Features	<ul style="list-style-type: none"> • Opt In - User must be able to opt-in for WhatsApp services through SMS, email, Website etc. • Opt-out User must be able to opt-out for WhatsApp services through SMS, email, Website etc., 	<ul style="list-style-type: none"> • Opt In - User must be able to opt-in for WhatsApp services through <u>Branch, ATM, Call Center, Mobile Banking, Internet Banking, missed calls, SMS, email, QR code, website etc.</u> • Opt out - User must be able to opt-out for WhatsApp services through <u>Branch, ATM, Call Center, Mobile Banking, Internet Banking, missed calls, SMS, email, QR code, website, whatsapp.</u>
e.	Annexure-14 Bill of Material	Annexure-14 Bill of Material	Existing Annexure-14 Bill of Material	<u>Amended Annexure-14 is attached to this corrigendum.</u>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 17/06/2023

Place: Bengaluru

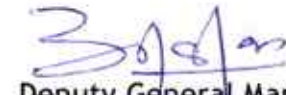

Deputy General Manager



Table - B

Cloud Usage Charges

[Amount in Indian Rupees]

Sl. No.	Description	Cost per Month	Months	Amount (Excl. of Taxes)	Tax for Column c		Total amount (Incl. of Taxes)
		a	b	c=a*b	d Tax %	e Tax value	f=c+e
1.	Cloud usage Charges*		36				

Table - C

Charges per WhatsApp Banking Messages

[Amount in Indian Rupees]

Sl. No	Description	Cost per unit domestic**	Cost per unit International**	Number of messages of domestic	Number of messages of International	Amount (Excl. of Taxes)	Tax for column C		Total amount (Incl. of Taxes)
		a1	a2	b1	b2	c=(a1b1+a2b2)	Tax %	Tax value	
							d	e	
a. Charges for Bank Initiated WhatsApp messages									
1	Utility conversations			180000000*	200000000*				
2	Authentic Conversations			180000000*	200000000*				
3	Marketing Conversations			180000000*	200000000*				
b. Charges for User Initiated WhatsApp messages:									
4	Service Conversations			360000000*	400000000*				
5	Total Cost								

*- The quantity mentioned for Bank-Initiated/User-Initiated WhatsApp messages is indicative only to arrive at the Total Cost of Ownership (TCO). Bank at its discretion may avail the quantity based on the unit price provided by the vendor.

**The Unit price for Bank-Initiated/User-Initiated messages should be as per the pricing policy of Facebook Inc (Meta).



Table - D

Charges for Onsite Resource

[Amount in Indian Rupees]

Sl. No.	Requirement Details (Dedicated Onsite Resource charges)	Unit Price per month	No. of Resources	No. of Months	Total Cost (Excl. of Taxes)	Tax for Column d		Total Cost (Incl. of Taxes)
		a	b	c	d=a*b*c	e %tax	f Tax Amt	g=d+f
1.	L1 resources		2	36				
2.	L2 Resources		3	36				
3.	L2 Resources (Techno functional)		2	36				
4.	Total Cost							

Note: In case of any further requirement of additional resource, Bidder should provide at the same cost quoted initially.

Table -E

Integration Cost with Other Applications/Services

[Amount in Indian Rupees]

Sl. No.	Description	Integration charges per Application [Excl. of Taxes]	No. of Applications/ Services	Total Integration charges for Applications [Excl. of Taxes]	Tax for Column c		Total Charges for resources [Incl. of Taxes]
		a	b	c=a*b	Tax %	Tax Value	f=c+e
1	Additional API Integration with various application/ services		45*				

* Bank may integrate the solution with various application / services as per Bank's requirement. Number of Application / Services is indicative for calculation of total cost of ownership. However, it may vary as per Bank's requirement during the contract period. The payment for the integration service will be made on actual integrated application / services based on the unit cost quoted by bidder.



Table- F

Cost for any additional requirements/ customization/ enhancement

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Charges Per Man-days [Excl. of taxes]	No. of Man-days	Total Charges for Man-days [Excl. of taxes]	Tax for Column c		Total Charges for Man-days [Incl. of taxes]
		a	b	c=a*b	d %tax	e Tax Amt.	f=c+e
1.	Cost for any additional requirements additional customization/ enhancement during the entire contract period		500*				

* Number of Man-days mentioned above is indicative only. However, the no. of man-days will be utilized from time to time as per the requirement/Bank's discretion.

Table-G

Total Cost of Ownership for 3 years Contract Period

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost [Exclusive of tax]	Total Cost [Inclusive of tax]
1.	Total Cost of Implementation & Account setup Charges as per Table-A [Total of Column f]		
2.	Total Cost for Cloud Usage Charges as per Table-B [Column f]		
3.	Total Cost Charges per WhatsApp Banking Messages as per Table-C [Column f]		
4.	Total Cost for onsite resource as per Table-D [Column g]		
5.	Total cost integration cost with other applications/services as per Table-E [column f]		
6.	Total Cost for any additional requirements/ customization/ enhancement for man-days as per Table-F [Column f]		
7.	Total Cost of Ownership for 3 years Contract Period [Sum of row 1, 2, 3, 4, 5 and 6 of the Table-G]		



Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized 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.
- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

Date:

Signature with Seal

Name:

Designation

