

Corrigendum-3 to GeM Bid ref no. GEM/2024/B/5494355 dated 10/10/2024 for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Bank for 3 years.

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

a.

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2	Pre-Qualification Criteria	<p>12. Qualification Criteria</p> <p>The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / Reputed Private organizations with turnover more than Rs.1000 crore for the FY 2022-23, in India during last 3 years from the date of submission of bid.</p> <p>Documents to be submitted</p> <p>The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the client clearly substantiating the number of SMSs sent per annum.</p>	<p>12. Qualification Criteria</p> <p>The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / <u>Reputed Private organizations (with turnover more than Rs.1000 crore for the FY 2022-23, who are directly consuming the SMS service for their own services (Other than SMS aggregator/ reseller organizations)) in India</u>, during last 3 years from the date of submission of bid.</p> <p>Documents to be submitted</p> <p>The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the client clearly substantiating the number of SMSs sent per annum.</p>
2.	Annexure-10 Technical Evaluation Criteria	Section B - Technical Evaluation Scoring Criteria	Existing Section B - Technical Evaluation Scoring Criteria	<u>Amended Section B - Technical Evaluation Scoring Criteria, attached to this Corrigendum.</u>



3.	Annexure-11 Reference Site Details	---	Existing Annexure-11 Reference Site Details	<u>Amended Annexure-11 Reference Site Details attached to this Corrigendum</u>
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All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

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

Date: 05/11/2024
Place: Bengaluru

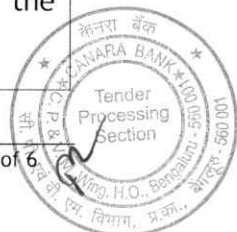

Deputy General Manager



Annexure-10
Technical Evaluation Criteria

Amended Section B -Technical Evaluation Scoring Criteria

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	Bidder should be satisfactorily catering to live SMS traffic of Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/Central Government / Reputed Private organizations (with turnover more than Rs.1000 crore for the FY 2022-23, who are directly consuming the SMS service for their own services (Other than SMS aggregator/ reseller organizations)) in India, during last three years from the date of submission of bid.	No. of Organisations: ≥ 4 organizations: 15 marks ≥ 2 organisations & < 3 organisations: 10 marks 1 organization: 5 marks	15	The bidder has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the Concerned Organization.
2.	No. of SMSs processed for a single client for a period of one (01) year during last three (03) years as on the date of submission of bid.	No. of SMSs processed for a single client: ≥ 1500 cr: 15 marks ≥ 750 cr & < 1500 cr: 10 marks ≥ 350 cr & < 750 cr: 5 marks	15	The bidder has to provide letter from the client confirming the volume of the SMS/ Paid invoices clearly stating the number of SMSs processed/ any other documentary proof evidencing to this and acceptable to the Bank.
3.	The Bidder should have successfully implemented robust middleware solution for integrating with Client applications. The middleware should have successfully processed at least 1 Crore Domestic SMS from a single Client per day	Volume of SMS processed from a single Client per day: ≥8 crore: 10 marks ≥ 5 crore & < 8 crore: 7 marks ≥ 3 Crore & < 5 crore: 5 marks ≥ 1 Crore & < 3 crore: 3 marks	10	The bidder has to provide letter from the client confirming the volume of the SMS/ Paid invoices clearly stating the number of SMSs processed/ any other documentary proof evidencing to this and acceptable to the Bank.



Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
4.	The Bidder must have successfully implemented project of SMS/IVR services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / <u>Reputed Private organizations (with turnover more than Rs.1000 crore for the FY 2022-23, who are directly consuming the SMS service for their own services (Other than SMS aggregator/ reseller organizations)) in India, in India during last 3 years from the date of submission of bid.</u>	No. of years: ≥5 years: 10 marks ≥ 3 years & < 5 years: 5 marks 1 year < 3 years: 3 marks	10	The bidders has to provide relevant purchase order/work order / engagement letter & signoff along with satisfactory project completion certificate/ Reference letter from the client clearly substantiating the number of SMSs sent per annum.
5.	The Bidder should be either Telecom Operator Or SMS Aggregator having direct tie up/arrangements with minimum 2 telecom operators.	For SMS Aggregators: 2 telecom operators- 7 marks 3 or more telecom operators - 10 marks If bidder is Telecom Operator- 10 marks	10	The SMS Aggregator has to provide the list of Telecom Network Operators along with certificate from Telecom Operators to this effect. The Telecom operator should provide telecom license to this effect.
6.	Delivery success rate of Domestic SMS. The success rate will be considered for the organization with the lowest success rate among those for which experience has been submitted under Sl. no.1 of this table	Success rate %age: ≥98% & 100%- 15 marks ≥96%-98%- 10 marks ≥94% & <96%- 5 marks <94%- No marks	15	Bidder has to submit confirmation/ reference letter from concerned organizations.
7.	Bidder's Presentation/ Demonstration	Points will be assigned by an internal committee as per Table P-1	25	Presentation to be conducted as per the schedule provided by Bank.
Total Maximum Marks			100	



Note: Minimum marks to be obtained by the bidder for qualification is 70% for qualifying under Technical Evaluation.

Presentation of proposal:

Canara Bank will schedule the presentations and intimate the time and locations to the bidders. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal.

Table P-1

Sl. No.	Presentation Agenda	Maximum Marks
1	Work plan and methodology covering complete scope of work	10
2	Future Scalability	5
3	Compliance, Security & Risk Management	5
4	Solution's capabilities	5
	Maximum Marks for Presentation	25

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.



Annexure-11

Reference Site Details

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: RFP for Selection of Service Provider for Delivery of Domestic SMS and IVR Services for Canara Bank for 3 years

Ref: GEM/2024/B/5494355 dated 10/10/2024.

Sl. No.	Name of Implementation/Client	Bidder's Response
1.	Details of successful installation of systems:	
2.	Bank's Contact details: Name Designation Mobile number Email	
3.	Volume handled for Real time SMS alerts per day for the client. (submit latest month's invoice paid by respective Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / <u>Reputed Private organizations (with turnover more than Rs.1000 crore for the FY 2022-23, who are directly consuming the SMS service for their own services (Other than SMS aggregator/ reseller organizations)) in India, clearly stating the volume of real time SMS alerts sent</u>)	
4.	Time taken for implementation	
5.	Whether Canara Bank can contact reference site to seek further information	

Date

Signature with Seal

Name :

Designation :

