

**Corrigendum-1 to GeM Bid ref no. GEM/2024/B/GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Bank for 3 years.**

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

**a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):**

Description	Existing details	Amended details
Bid End Date/Time	30/10/2024, 15:00:00	<u>05/11/2024, 15:00:00</u>
Bid opening Date/Time	30/10/2024, 15:30:00	<u>05/11/2024, 15:30:00</u>

**b.**

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	General RFP Instruction	NA	NA	The reference letters/Documents from clients mentioning the GeM Bid reference no: GEM/2024/B/5388403 will also be accepted.
2.	Annexure-10 Technical Evaluation Criteria Section B - Technical Evaluation Scoring Criteria	Section B - Technical Evaluation Scoring Criteria	<p>4. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country. (mandatory countries- UAE, Qatar, Kuwait, Saudi Arabia, Oman, US &amp; UK).</p> <p>Marks will be given for tie-up with countries other than mandatory countries under this criteria.</p> <p><b>Scoring methodology</b> Tie-up with countries all-over-the-globe for delivering international SMS &amp; IVR other than mandatory countries: ≥ 20 countries: 20 marks ≥ 15 countries &amp; &lt; 20 countries: 15 marks ≥ 10 countries &amp; &lt; 15 countries: 10 marks</p> <p><b>Evidence Required</b> The bidder has to provide the certificate from telecom service providers / operators to this effect.</p>	<p>4. Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country. (mandatory countries- UAE, Qatar, Kuwait, Saudi Arabia, Oman, US &amp; UK).</p> <p>Marks will be given for tie-up with countries other than mandatory countries under this criteria.</p> <p><b>Scoring methodology</b> Tie-up with countries all-over-the-globe for delivering international SMS &amp; IVR other than mandatory countries: ≥ 20 countries: 20 marks ≥ 15 countries &amp; &lt; 20 countries: 15 marks ≥ 10 countries &amp; &lt; 15 countries: 10 marks</p> <p><b>Evidence Required</b> <u>The bidder has to provide the supporting documents like certificate from telecom service providers / operators with country</u></p>




				<u>names or valid agreement along with self-declaration to this effect</u>
3.	Annexure-2	Pre-Qualification Criteria	<p>2. Qualification Criteria</p> <p>The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.</p> <p>Documents to be submitted</p> <p>Certificate of local content to be submitted as per Annexure-5 as applicable.</p>	<p>2. Qualification Criteria</p> <p>The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated <b><u>19/07/2024.</u></b></p> <p>Documents to be submitted</p> <p>Certificate of local content to be submitted as per Annexure-5 as applicable.</p>
4.	Annexure-2	Pre-Qualification Criteria	<p>12. Qualification Criteria</p> <p>Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country for the following:</p> <ol style="list-style-type: none"> <li>I. UAE</li> <li>II. Qatar</li> <li>III. Kuwait</li> <li>IV. Saudi Arabia</li> <li>V. Oman</li> <li>VI. US</li> <li>VII. UK</li> </ol> <p>Documents to be submitted</p> <p>Confirmation of the details of the telecom operators - country wise on bidder's letter head along with certificate from Telecom Operators has to be provided.</p>	<p>12. Qualification Criteria</p> <p>Bidder should have direct tie up/arrangements with minimum 2 operators/ service providers per country for the following:</p> <ol style="list-style-type: none"> <li>I. UAE</li> <li>II. Qatar</li> <li>III. Kuwait</li> <li>IV. Saudi Arabia</li> <li>V. Oman</li> <li>VI. US</li> <li>VII. UK</li> </ol> <p>Documents to be submitted</p> <p><u>The bidder has to provide the supporting documents like certificate from telecom service providers / operators with country names or valid agreement along with self-declaration to this effect</u></p>

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: 23/10/2024  
Place: Bengaluru

  
General Manager

