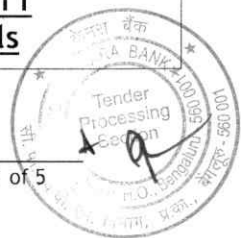


**Corrigendum-3 to GeM Bid ref no. GEM/2024/B/5494587 dated 10/10/2024 for Selection of Service Provider for Delivery of International SMS and IVR Services for Bank for 3 years.**

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

a.

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2	Pre-Qualification Criteria	<p>11. Qualification Criteria</p> <p>The Bidder must have successfully implemented project of International SMS 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, 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 &amp; 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 services in Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking/ Central Government / <b><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></b> 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 &amp; 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	<b><u>Amended Section B - Technical Evaluation Scoring Criteria, attached to this Corrigendum.</u></b>
3.	Annexure-11	---	Existing Annexure-11 Reference Site Details	<b><u>Amended Annexure-11 Reference Site Details</u></b>


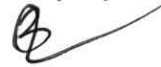


Reference Site Details		<u>attached to this Corrigendum</u>
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All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

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	Evidence Required
1.	Bidder should be satisfactorily catering to live SMS traffic of least 02 Scheduled Public Sector Banks/ Scheduled Private Sector Banks/ Public Sector Undertaking in India/ Central Government / <b>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,</b> during past three years from the date of submission of bid.	No. of Organizations: ≥ 4 organizations: 15 marks 3 organizations 10 marks 2 organization : 5 marks	15	Bidder has to submit copy of purchase orders or Satisfactory certificate or Reference Letter from the concerned organizations.
2.	The bidder should be in this line of activity for minimum last three financial years.	No. of years: ≥5 years: 10 marks ≥ 3 years & < 5 years: 5 marks	10	Bidder has to submit copy of purchase orders or Satisfactory certificate or Reference Letter from the concerned organizations.
3.	No. of International 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: ≥ 2 cr: 15 marks ≥ 1 cr & < 2 cr: 10 marks ≥ 50 lakh & < 1 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.
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 & UK).  Marks will be given for tie-up with countries other than mandatory countries under this criteria.	Tie-up with countries all-over-the-globe for delivering international SMS & IVR other than mandatory countries:  ≥ 20 countries: 20 marks ≥ 15 countries & < 20 countries: 15 marks	20	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



		≥ 10 countries & < 15 countries: 10 marks		
5.	Delivery success rate of international SMS. The success rate will be considered for any one organization for which experience has been submitted under clause 2.	Success rate %age: ≥95% & 100%- 15 marks ≥92%-95%- 10 marks ≥90% & <92%- 5 marks <90%- No marks	15	Bidder has to submit Certificate from concerned organizations.
6.	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.
<b>Total Maximum Marks</b>			<b>100</b>	

Note: Minimum marks to be obtained by the bidder for qualification is 70% in Section-B 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
<b>Maximum Marks for Presentation</b>		<b>25</b>

**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.

Date:

Signature with seal

Name:

Designation :



