

Amendment-1 to RFP 12/2018-19 dated 06/12/2018 for Selection of Service Providers for Delivery of Domestic & International SMS and IVR solutions

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

a. Submission & Opening of Bid - (Section A-Page No. 2)

Description	Existing details	Amended details
	Time & Date	Time & Date
Last Date and Time for Submission of Bids	28/12/2018, Friday upto 3.00pm	03/01/2019, Thursday upto 3.00pm
Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	28/12/2018, Friday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	03/01/2019, Thursday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
b.	2	A	Bid Schedule Point no. 7	Earnest Money Deposit - Refundable - ₹ Rs. 5,00,00,000/-	Earnest Money Deposit - Refundable - ₹ 50,00,000/-
c.	13	C	<u>4. Payment Terms:</u>	<p>4.3 Payment will be made on monthly basis in confirmation of the MIS reports made available to the Bank and will be segregated into following categories:</p> <p>4.3.1 Successfully delivered SMS will be paid in FULL.</p> <p>4.3.2 <u>Failed/Expired/DLR not received SMS will be paid at 50% of the agreed rate per SMS.</u></p> <p>4.3.3 Rejected/DND/Invalid SMS will not be paid.</p> <p>4.3.4 SMS sent for more than one occasion for the same message will not be paid</p>	<p>4.3 Payment will be made on monthly basis in confirmation of the MIS reports made available to the Bank and will be segregated into following categories:</p> <p>4.3.1 Successfully delivered SMS will be paid in FULL.</p> <p>4.3.2 Rejected/DND/Invalid SMS will not be paid.</p> <p>4.3.3 SMS sent for more than one occasion for the same message will not be paid</p>

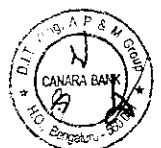


d.	30	F	5. Award of Contract	<p>5.6 In case only one Vendor matches the Prices then the distribution of SMS will be in the ratio of 60:40 among L1, 2nd selected Bidder respectively. Bank at its discretion may float the RFP in future to select more vendors.</p> <p>5.7 If none of the bidder matches the L1 price, Bank reserves the right to place order on L1 bidder only.</p>	<p>5.6 In case only one Vendor matches the Prices then the distribution of SMS will be in the ratio of 60:40 among L1, 2nd selected Bidder respectively.</p> <p>5.7 If none of the bidder matches the L1 price, Bank reserves the right to place order on L1 bidder only. <u>Bank at its discretion may float the RFP in future to select more vendors.</u></p>
e.	49	Annexure-2	<p>Eligibility Criteria Declaration</p> <p>Criteria no. c</p>	<p><u>Eligibility Criteria:</u> The Bidder should have registered a Turnover of Rs. 25 Crores or more from SMS and IVR business in India in any one of the last 3 financial years (i.e., 2015-16, 2016-17, 2017-18). <u>Documents to be submitted:</u> a. Bidder has to submit Audited Balance Sheet last 3 Years (i.e., 2015-16, 2016-17, 2017-18) In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect. b. Bidder also to submit a chartered accountant certificate clearly stating that the Bidder is having a Turnover of 25 Crores or more from SMS and IVR business in India in at least one of the last 3 financial years (i.e., 2015-16, 2016-17, 2017-18)</p>	<p><u>Eligibility Criteria:</u> The Bidder should have registered a Turnover of <u>Rs. 10 Crores</u> or more from SMS and IVR business in India in any one of the last 3 financial years (i.e., 2015-16, 2016-17, 2017-18). <u>Documents to be submitted:</u> a. Bidder has to submit Audited Balance Sheet last 3 Years (i.e., 2015-16, 2016-17, 2017-18) In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect. b. Bidder also to submit a chartered accountant certificate clearly stating that the Bidder is having a Turnover of <u>10 Crores</u> or more from SMS and IVR business in India in at least one of the last 3 financial years (i.e., 2015-16, 2016-17, 2017-18)</p>





f.	50	Annexure-2	Eligibility Criteria Declaration Criteria no. f	Eligibility Criteria: The Bidder shall have a valid registration with TRAI as a Telemarketer. Documents to be submitted: Registration certificate copy to be furnished	Annexure 2 Criteria No. f stands deleted from the RFP.
g.	50	Annexure-2	Eligibility Criteria Declaration Criteria no. i	Eligibility Criteria: The Bidder should have tie up/ arrangements with minimum 3 Telecom Network Operator for handling domestic and minimum 2 telecom providers for international SMS. Documents to be submitted: The Bidder should provide the list of telecom operators in India and Abroad along with certificate from Telecom Operator in India and Abroad.	Eligibility Criteria: The Bidder should have tie up/ arrangements with minimum 3 Telecom Network Operator for handling domestic and minimum 2 telecom providers for international SMS. Documents to be submitted: The Bidder should provide the list of telecom operators in India and Abroad along with certificate from Telecom Operator in India and Abroad. POI to the effect shall be furnished in case of Telecom Operators bidding directly.
h.	50	Annexure-2	Eligibility Criteria Declaration Criteria no. k	Eligibility Criteria: Bidder should have a capability to handle at least 10 Million real time SMS alerts per day for banking transactions of Banks. Documents to be submitted: Bidder to submit latest month's invoice paid by respective organization, clearly stating the volume of real time SMS alerts sent	Eligibility Criteria: Bidder should have a capability to handle at least 10 Million real time SMS alerts per day. Documents to be submitted: Bidder to submit latest month's invoice paid by respective organization, clearly stating the volume of real time SMS alerts sent.
i.	57-64	Annexure-7	Scope of Work	Annexure-7 (Scope of Work)	Amended Scope of Work (Annexure-7) is attached.
j.	70-71	Annexure-14	Bill of Material	Annexure- 14 Bill of Material	Amended Bill of Material (Annexure-14) is attached.
k.	NA	Appendix-k	New Appendix	Appendix-K Approximate Country Wise break up of International	New Appendix-K (Approximate Country Wise break up of International SMS count -



				SMS count - (monthly)	(monthly)) is attached as Annexure.
I.	75	NA	NA	Note: following Appendixes are uploaded in Bank's website under URL: https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing	Amended page is attached

m. Amended Requirement Details (Clause No. 8 of Section B on Page no. 11 & 12 of the RFP)

8. Requirement Details

To sustain the future growth of coverage area of the Canara Bank's operations across the globe and to provide the SMS alert and IVR services to its customers, Canara Bank invites service providers to offer their solution for Outgoing/Incoming SMS and IVR using secure authentication system incorporating the following features from the various platforms/ systems in the Bank as per the technical/ functional specification given in the RFP which includes inter alia the following

8.1. The Bulk SMS Services should cover the facility like Push Service and Pull SMS using long code.

a. The Push SMSs may be in following 3 categories:

i. High Priority SMSs (OTP& financial transaction SMS)

1. Delivery Time: within 15 sec

ii. Normal Priority SMSs (Non-financial transaction/ promotional / informational SMS / Bulk)

1. Delivery Time: within 5 Minutes

iii. Batch SMSs

1. Delivery Time: within 2 hours

b. Performance: SMS gateway > 2000 TPS (scalable to 5000)

c. SMS Volume(Excluding Batch SMSs)

i. Existing Volume

1. Daily average: 7 Million

2. Daily SMS range: 5 Million to 15 Million

ii. Estimated Volume**(within 3 year)

1. Daily average: 15 Million

2. Daily SMS range: 5 Million to 20 Million

8.2. IVR

a. IVR services may be in the following categories

i. Outbound OTP Voice calls

1. Call duration 15 seconds

2. Call should be initiated within 15 seconds

ii. Outbound promotional non interactive calls.

b. Performance



- i. IVR > 30 connections (scalable to 100)
- c. Estimated Volume**(within 3 year)
 - i. Daily average: 15,000
 - ii. Daily range: 5,000 to 20,000

8.3. VMN services

- a. Missed call services.
- b. Performance:
 - i. Missed call services > 30 Hits/sec

VMN is presently being used for the Bank's Missed Call services. Balance enquiry, Mini Statements, Product Information etc through missed call. In response to the missed call by the customer, an SMS with the details is sent to the customer.

- c. Existing volume (Missed Call Services):
 - i. Daily average: 4,00,000
 - ii. Daily range: 2,00,000 to 6,00,000
- d. Estimated volume (Missed Call Services):
 - i. Daily average: 6,00,000
 - ii. Daily range: 2,00,000 to 8,00,000

** These volumes are an only estimate as per present projections and Bank does not guarantee these volumes of business.

8.4. The scope of contract is for a period of 3 years with an option to review the same at the end of every year. The initial contract period will be 3 years with provision of further extension by another one year with the same terms and conditions subject to satisfactory performance and the discretion of the bank. There will be no price escalation during the initial contract period of three (3) Years. Further, any downward revision in IUC charges, Govt. Levies etc., the same will be passed on to the Bank on proportionate basis.

n. Amended Requirement Details (Clause No. 1 of Section C on Page no. 13 of the RFP):

1. Delivery of Service:

- 1.1. The solution (including hardware & Software) mentioned in the Scope of Work and requirement details should be delivered to Bank within 4 Weeks from the date of acceptance of the Purchase Order.
- 1.2. The solution (including hardware & Software) should be configured and integrated with the Bank's systems within 2 Weeks from the date of Delivery of the complete solution.

o. Amended Penalties/Liquidated damages (Clause No. 3 of Section C on Page no. 13, 14 and 15 of the RFP):

3. Penalties/Liquidated Damages

- 3.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under.



3.1.1. Non-compliance of the Supply/delivery clause (1.1) will result in the Bank imposing penalty of Rs.25,000/- (Plus GST) per day subject to a maximum of Rs.5,00,000 (Plus GST) will be charged.

3.1.2. In case Bidder is not able to integrate the solution as per 1.2, a penalty of Rs.50,000/- (plus GST) per week subject to a maximum of Rs.5,00,000 (Rupees Five Lacs Only) (Plus GST) will be charged.

3.2. 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)
Any SMS is not delivered	100%
High Priority SMSs are delivered after 15 seconds	100%
Normal Priority SMSs are delivered after 5 minutes but before 15 Minutes	20%
Normal Priority SMSs are delivered after 15 minutes	100%
Batch SMSs delivered after 2 hrs, but before 6 hrs (excluding the no promotion period between 9 pm and 9 am)	20%
Batch SMSs are delivered after 6 hrs (excluding the no promotion period between 9 pm and 9 am)	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 RFP for Delivery of SMS calculation of penalties, if any, in online mode. Further, the penalty so calculated will either be adjusted with the payments or will be separately realized from the Bidder.

3.3. Penalty for fall in success Rate:

3.3.1. Success Rate of more than 99% is expected from Bidder in delivery of High Priority SMS category. Any fall in the success rate in delivery of SMS below the minimum expected level will be penalized as under:

Success Rate	Penalty on monthly invoices
≥99 % to 100 %	NIL
≥97 % & < 99 0%	2% of the monthly bill for High priority messages of the respective month.
≥95 % & < 96 %	4% of the monthly bill for High priority messages of the respective month.
≥92 % & < 94 %	6% of the monthly bill for High priority messages of the respective month.
≥90 % & < 91 %	8% of the monthly bill for High priority messages of the respective month.
< 90 %	10% of the monthly bill for High priority messages of the respective month.

3.4. Penalty for Delay in delivery of Voice call over IVR

The Bank expects 99.95% success in initiation of voice call over IVR in case of delivery failure of OTPs through SMS. Failure to initiate the call or delay in initiating the call shall attract penalty as under:



Particular	Penalty (% of SMS charges payable)
If the IVR OTP call is initiated after 15 seconds but before 30 seconds.	20% plus GST of the monthly bill for IVR OTP shares of respective Months
If the OTP call is initiated after 30 seconds	100% plus GST of the monthly bill for IVR OTP shares of respective Months

3.5. Penalty for Failure to maintain uptime for Push and Pull Type SMS Alert Service:

Bank expects the uptime of 99.9% (availability) of the complete solution to be calculated on monthly basis. If the services are found not performing as expected it can be considered as an unscheduled downtime, that is, any abnormal failure rate/delay within a timeframe can be considered as downtime. Any degradation from the agreed uptime shall invite penalties from the bills of respective months, as under:

For failure to maintain uptime as specified in RFP, penalty shall be charged as below:

Availability of SMS Services	Charges on monthly basis
≥99.5 % & < 99.9 %	2% of the monthly bill [for Push and Pull SMS Service] of the respective month
≥99% and < 99.5%	3% of the monthly bill [for Push and Pull SMS Service] of the respective month
≥98% and < 99 %	5% of the monthly bill [for Push and Pull SMS Service] of the respective month
For each percentage point drop below 98%	5% of the monthly bill [for Push and Pull SMS Service] of the respective month + 2 % of the monthly bill for each 1 percent and part there of drop below 98% [subject to maximum of 25% of Monthly bill for push and pull services]

Note: Detailed MIS regarding availability of services for accessing Push and Pull type SMS Service of Bank will be provided by Bidder separately on daily/fortnightly/monthly basis for calculation of penalties, if any, in online mode. Further, the penalty calculated as above will either be adjusted with the payments or will be separately realized from the Bidder.

3.6. In calculation of the delivery percentage for clause 3.3, 3.4, and 3.5 above following delivery failure cases will be excluded:

- Inbox full
- International Roaming
- Mobile Number blacklisted
- Mobile Switched Off
- Mobile Out of range
- Invalid Mobile Number

3.7. Penalty from competent authorities for non-delivery of SMS

Any penalty that bank has to pay on account of ombudsman or TRAI cases for non-delivery of SMS related services offered by the bidder, Bidder has to reimburse the full penalty with expenditure if any

3.8. Penalty for False Delivery Reports:



Bank expects the delivery reports with 100% accuracy. Based of feedback received from customers and random cross verification. Bank will impose penalty Rs. 1000/- (Plus GST) per instance for false delivery reports subject to a maximum of Rs.2,00,000/- (Plus GST) per month.

3.9. Penalties/Liquidated damages for onsite resources:

3.9.1. In case the resource/s goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of ₹ 2000 (Plus GST) per shift (each shift of 8 hours and part thereof) on account of absence of Resident resource.

3.9.2. The penalty shall be deducted / recovered by the Bank from any money due or becoming due to the Bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from Bidder or from any other amount payable to the Bidder in respect of other Orders.

3.10. All the above penalties are independent of each other and are applicable separately and concurrently.

3.11. Penalty is not applicable for the reasons attributable to the Bank and Force Majeure.

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: 24/12/2018
Place: Bengaluru


Deputy General Manager



Amended Annexure-7

Scope of Work

SUB: RFP for Selection of Service Providers for Delivery of Domestic & International SMS and IVR solutions.

Ref: Your RFP 12/2018-19 dated 06/12/2018

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
I. General requirements		
A. Hardware/software requirements		
1.	The Bidder shall provide/install the required hardware/software including failover servers in active/active mode with load balancing, if any, in Data Centre & Disaster Recovery Centre of the Bank with a 3 Tier Architecture for handling Push and Pull SMSs at their own cost. It should be scalable to meet bank's future requirements without any cost to the bank.	
2.	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.	
3.	The solution should be deployed at the Data Centre (DC) and Disaster Recovery (DR) sites of the Bank including test setup with 3 Tier Architecture.	
4.	Bidder has to provide the hardware configuration to cater the solution requirement. The Proposed hardware should be capable to handle the load till project tenure with not more than 50% peak resource utilization at any point of time during contract period. Bank at its discretion can review the hardware during the evaluation of Technical Proposal.	
5.	The connectivity between Bidder's locations/servers and Bank's DC/DRC shall be provided by the Bidder at their own cost. If the Bank desires, connectivity with the Bidder's infrastructure will have to be provided through leased lines, at no extra cost to the bank	
6.	The Bidder has to provide the software solution API which is capable of integrating with Bank's Core Banking Solution / middle wares running in the Bank. For SMS solution integration is the responsibility of the bidder. For other applications, like portal, ticketing system, etc, API has to be provided, by the bidder and bank will take care of the integration of its own software.	
7.	The solution should be able to adapt to the current/future changes in technology used by the bank. For example the encryption/decryption techniques	
8.	The solution should support all standard protocols used in the industry for the specific solution from time to time (SMPP, http and https protocols and any other protocols that may emerge in future)	
9.	The solution should be able to support distribution of traffic (SMS/IVR) to different vendors (at least 5) based on the ratio decided by the bank, if required. Bank solely reserves the right to decide the distribution ratio.	
10.	Timestamp of Bidder's server should be in sync with Bank's middleware server (NTP)	



11.	The Bidder should provide a complaint tracking system /ticketing mechanism for bank use for tracking and analyzing the issues. The ticketing system should be capable of integrating with the bank's ticketing systems like CPGRS. 1. It should provide complaint number while registering a complaint and the resolution should be updated in the portal. 2. It should provide monthly reports by analyzing the issues reported by the bank/customers	
12.	The Bidder should have proper test infrastructure/UAT/SIT with the capability of end-to-end testing of all the integrations with the bank applications in both DC as well as DRC set-ups	
B. Alerts, reports and back up		
1.	The Bidder should be able to provide the daily statistics with an auto generated mail to the mail-ids advised by the bank. The daily statistics of the previous day should contain at least but not limited to, the following fields(SMS for each category and IVR separately) : 1. Date 2. Total SMS received 3. Category of SMS 4. Total inbound IVR calls 5. Total outbound IVR calls 6. Category wise call reports 7. Call duration(IVR) 8. Total success 9. Total failed/expired 10. Total DLR pending (SMS) 11. Total invalid 12. Total DND 13. Total number of retries 14. Country wise delivery status	
2.	The Bidder will be responsible for providing necessary reports/documents to the bank for the cross verification of data at any point of time	
3.	The Bidder shall provide automated alert systems and daily reports to the bank for monitoring the services. Automated SMS and email alerts should be send to the bank team as well as the vendors in case of any DB issues, connectivity issues, SMS pileup etc	
4.	The solution should be capable of providing period wise reports (e.g. SMS for last 6 Months) since inception on SMS sent including various status wise like delivered, undelivered, if undelivered reasons thereof, etc	
5.	The Bidder should submit the SMS logs back up (DVD or other physical storage device) to the bank on monthly basis	
6.	The Bidder should have capability of maintaining the SMS sent data logs for the contract period. After end of the contract, the Bidder should handover the complete back up of the logs to the bank in retrievable format preferably in hard disk drive	

C. Portals and Dashboard	
1.	<p>The Bidder should provide an online portal & Bulk portal with the following capabilities:</p> <ol style="list-style-type: none"> 1. Bulk SMS campaign portal capable of sending one-to-one and one-to-many and many-to-many type of campaigns, with the capability of scheduled delivery 2. IVR portal for multicasting of pre-recorded promotional messages. 3. Secure Login control should be provided for accessing the bulk campaign portals with Non-Generic, usernames password, OTP authentication, CAPTCHA code, etc. 4. The portal should be available internally and externally and should support multiple users for use by the Bank's Admin Offices such as Circle Offices, Regional Offices, Wings etc. User management facility with different level of access like maker checker facility for different categories of Non-Generic user should be available. 5. The Bidder should be able to provide a robust campaign manager to integrate interactive mobile marketing campaigns on short code or extended codes.
2.	<ol style="list-style-type: none"> 1. Daily reports and monthly reports should be available in the dashboard (for all type of SMS/inbound & out bound calls by the bank). 2. Live dashboard should be available with (but not limited to),the following, parameters (Daily/weekly/monthly/yearly) <ol style="list-style-type: none"> a. Count of SMS sent b. Delivered c. Failed d. DLR pending e. Operator wise report/ delivery status f. Live monitoring of SMS logs <ol style="list-style-type: none"> i. Mobile number ii. Message category iii. Operator iv. Circle/ Area v. Sender ID vi. Number of retries vii. Time stamp of SMS received at gateway viii. Timestamp of SMS send to operator ix. Time stamp of SMS delivered to subscriber x. Status of SMS g. Live monitoring of IVR calls <ol style="list-style-type: none"> i. Details of inbound calls ii. Details of out bound calls iii. Call status 3. Dashboard should be available in bank's intranet and also internet and has to be separate from the Bulk Portal. 4. Dashboard should provide entire logs from the day of inception at any point of time. 5. The Dashboard should have user management facilities and different level accesses. It should support multiple sessions for the use of Branches and other



	Admin Offices of the Bank and should be capable of integrating with the Bank's Single-Sign-On system.	
	6. The Dashboard should have the capability to mask certain information (specified by the bank) when accessed by certain class of users.	
	7. The Dash board should be capable of generating automated SLA compliance reports and should include filters based on but not limited to, parameters such as date, message content, mob no, OTP, bulk types etc.	
3.	Approval of templates from Telecom Regulatory Authority of India (TRAI) whenever any ad-hoc promotional/alert messages are to be sent, same needs to be available through dash board or Email.	
4.	The Bidder should provide portals as well as API's for the use of call center and branches, the API may contain (but not limited to) the following facilities <ol style="list-style-type: none"> Check delivery status of SMS. Get operator wise and area wise delivery status(to identify any issues with a particular operator). Get SMS and IVR call logs. Push notification on mobile app 	
D. Support		
1.	The Bidder should be able to support in case of any change in location of DC / DR for any business purposes	
2.	Any new integrations/ up-gradations during the contract period, if required have to be done by the vendor without any additional cost to the bank	
3.	The solution must be capable of integrating with Bank's Information Security and Risk Management tools such as SOC, SIEM, PIM, FRM etc. Such integrations initially or in future, during the contact period shall be done at the directions of the Bank without any additional cost	
4.	Changes recommended by regulatory authorities from time to time should be incorporated by the Bidder without any additional cost to the bank	
5.	The solution should be scalable to meet the requirements of the bank for the next 3 years without any additional expenses	
6.	Providing support to different technologies, protocols etc is the responsibility of the Bidder	
7.	The Bidder shall provide 24*7*365 days onsite and offsite support with adequate technical knowledge and experience to ensure the smooth operations	
8.	The Bidder has to provide the delivery reports with time stamp. Delivery reports shall be made available using the SMPP or HTTPS-API or using the secure file transfer protocols in the prescribed format as required by the Bank. The delivery report should have the following minimum fields but not limited to: <ul style="list-style-type: none"> Mobile number/ MSISDN Message text Message Category Bearer (GSM/CDMA) Operator Circle National Sender Name/ID Date/time of SMS received at the gateway. Date/time of SMS send to the operator. 	

	<ul style="list-style-type: none"> • Date/time of SMS delivered to the end subscriber. • Status of the SMS • Status / Error code and description. • IMEI number shall be provided upon request by the bank subject to fulfilling of the regulatory/legal formalities by the bank. 	
9.	Current period (up to 12 months) data should be readily available	
10.	The Bidder should retrieve and provide the required historic data to bank within 12 hours of receiving request in this regard from the bank	
E. Security and compliances		
1.	The SMS should be encrypted at the sender end and decrypted at the receiver end. The solution should support 128 bit to 256 bit encryption	
2.	The solution should take care of the security gap by addressing the inherent limitations of message security	
3.	The solution should be secured and should take care of the security vulnerabilities like that is SMS spoofing, Man-in-middle attack, Message disclosure, Denial of services attack, SMS viruses, SMS Phishing, Spamming etc.	
4.	DND compliance will be the responsibility of the Bidder	
5.	The Bank shall have the discretion to audit the successful Bidder infrastructure setup and flow for verifying the authenticity of data with respect to the real-time automatic delivery reports and other related reports	
6.	The Bidder has to support for all internal and external audits, configuration audits, Server Hardening, OS Hardening Ethical Hacking, Penetration Testing, Vulnerability Assessment etc. periodically conducted by the bank or agencies assigned by the Bank for the purpose. The Bidder has to support to close any observations made during the audit/security tests within the timelines	
7.	The Bidder should provide clean Source Code audit certificates from Cert-in certified Auditor for the solution provided at their own cost	
8.	The Bidder should provide periodic security updates/patches for the hardware and software as a part of the solution without any additional cost to the bank	
9.	The Bidder must have its own DC and DR located in India for providing SMS gateway/IVR services. The Bidder should have DR capability for SMS and IVR services from at least two different seismic zones in two different geographical locations for ensuring business continuity	
10.	The scope of the services is to be provided for a period of minimum 3 years from the date of completion of User acceptance test of the total solution (including integrations with Bank's various applications as per the requirement of the project). Bank can also increase or decrease the scope of services during the period of contract with a notice of 30 days	
11.	Upon completion of 3 years, the bank may extend the contract further with all or some of the bidders further upon mutual agreement subject to the satisfaction of the bank	
12.	Bank reserves its right to change the scope of the RFP considering the size and variety of the requirements and the changing business conditions	
13.	The Rates Quoted by the Bidder will be valid for 3 years	
14.	Either the Bidder should be a telecom operator or an aggregator with in-house platform set up for SMS, voice service etc. without any dependency on the third party	



II. SMS services		
1.	The Bidder should have capabilities to send SMS to all handsets and network types and on all telecom operators available in India and abroad without any exception	
2.	The Bidder shall be responsible for delivery of real time SMS alerts on 24*7*365 basis around the globe without any exception	
3.	The solution should be able to process atleast 2000 SMS/sec	
4.	Sender ID allotted should be unique for our bank and same should not be used by any other entity within India. Bidder must submit declaration confirming the same	
5.	The solution provided by the service provider should be handset, Operator and network agnostic	
6.	The Bidder has to ensure proper retries and duplicate message filtering mechanisms in the software solution. Retries/duplicate messages should not be charged. Retries should be made to ensure delivery within the permitted time for each type of messages.	
7.	The Bidder should have tie up/arrangement with multiple telecom service providers to send SMS to domestic/international customers as per the time norms specified in the document	
8.	The Bidder should be able to provide uninterrupted services. In case of failure of their own or primary telecom partner (operator) the Bidder should have fall back arrangements with multiple telecom operators so that there will not be a dependency on a particular operator	
9.	The Bidder has to ensure that SMS messages of any length should be delivered as a single message on receiver's handset, unless there is a dependency for the same on the receiver's mobile handset.	
10.	In case the services provided by the telecom service provider (operator) engaged with the Bidder is found not satisfactory by the bank, the Bidder shall make arrangement to change the telecom service provider at the direction of the bank within one month without any additional cost to the bank	
11.	The solution should be able to support distribution of SMS traffic to different vendors (at least 5) based on the ratio decided by the bank, if required. Bank solely reserves the right to decide the distribution ratio	
12.	The delivery report should be updated in bank's middleware in real time	
13.	The solution should support all regional languages	
14.	Operator wise message termination data to be provided by the vendor upon request from the bank	
III. IVR services		
1.	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.	
2.	The Bidder should have the capabilities to provide facility to deliver OTP through automated phone call (IVR) and multicasting promotional voice calls as and when required by the Bank	
3.	The IVR Voice call may be initiated to the customer, if the OTP message delivery confirmation is not received within 30 (Thirty) seconds of sending the message or initiated by the customer by clicking on a button	
4.	System must include flexible message recording that allows the Bank to update messages as and when required on upcoming events or programs	



5.	CATEGORIES OF IVR 1. IVR for OTP: A call may be initiated automatically or upon customer request. Customer may opt for OTP through call when, OTP and Resend OTP options fail. 2. Promotional bulk calls: calls with pre-recorded voice message should be initiated to the customer mobile numbers.	
6.	The solution must be capable of voice synthesis, i.e. creating a voice message, based on the text message content.	
IV. Virtual mobile numbers		
1.	This category of service provides interactivity to the customer, who can through SMS make an enquiry and get the answers in real time. Some examples are Balance Inquiry etc.	
2.	The Bidder has to provide an easy to remember long code(s)/short code for domestic/VMN for international numbers, for the use of Canara Bank, to receive incoming SMSs from its customers in India and Abroad, without any extra cost to the Bank	
3.	The Bidder shall provide VMN number for the services or with an option of utilizing the existing VMN number available/provided by the Bank	
4.	The Virtual Mobile Number provided to the Bank and activated will become the property of the Bank. In case of expiry of the contract or termination of the contract due to any reason, the Bidder has to surrender these Virtual Mobile Numbers to the Bank	
5.	The Bidder has to facilitate responding to missed call services of the Bank's Customers. If necessary, the existing telephone number used by the Bank's customer need to be enabled in the new services	
6.	The Bidder should be able to allocate a minimum throughput of 2000 SMS/sec to Canara Bank from multiple operators. Bidder has to submit a Self-Declaration into this effect.	
V.	The Bidder shall have their own gateway and with following minimum capacity for the bank: a. SMS Gateways>2000 TPS, b. IVR> 30 connections. Bidder to provide duly certified documentary proof, certified by Chartered Accountant, with respect to number of transactions of call handling through IVRS & SMS based system for their internal as well as external customers.	
VI.	This category of service provides interactivity to the customer, who can through SMS make an enquiry and get the answers in real time. Some examples are Balance Inquiry etc.	

Date

Signature with seal

Name :

Designation :



Amended Annexure- 14
Bill of Material

SUB: RFP for Selection of Service Providers for Delivery of Domestic & International SMS and IVR solutions.
Ref: Your RFP 12/2018-19 dated 06/12/2018

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorised Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table A-Charges for SMS & IVR OTP

(Amount in INR)

Sl. No.	Nature of SMS	Description	Time Lines	Per SMS Cost	Indicated Volume for Overall cost calculation (per day)	No. of Days in a year	No. of years	Total Cost for 3 Years (exclusive of Taxes)
	a	b	c	d	e	f	g	h=(d*e*f*g)
1.	High priority SMS	International	Within 15 Seconds		20,000	365	3	
2.	Normal Priority SMS	International	Within 5 Minutes		1,50,000	365	3	
3.	Batch SMS	International	Within 2 Hours		50,000	365	3	
4.	High priority SMS	Domestic	Within 15 Seconds		8,00,000	365	3	
5.	Normal Priority SMS	Domestic	Within 5 Minutes		85,00,000	365	3	
6.	Batch SMS	Domestic	Within 2 Hours		15,00,000	365	3	
7.	IVR	International OTP	Within 15 seconds		2,000	365	3	
8.	IVR	Domestic OTP	Within 15 seconds		30,000	365	3	
9.	Total Cost SMS & IVR OTP Exclusive of Taxes (total of column h from row 1 to 8 of Table A)							

Table B- IVR Promotional

(Amount in INR)

Sl. No.	Nature of SMS	Description	Cost for 100 second*	Indicated Volume for IVR (each 30 seconds) per day	No. of Days in a year	No. of years	Total Cost for 3 Years (exclusive of Taxes)
	a	b	c	d	e	f	g=(c*d*e*f)/100
1.	IVR Promotional	International		3,00,000	365	3	
2.	IVR Promotional	Domestic		11,00,000	365	3	
3.	Total Cost of IVR Promotional Exclusive of Taxes (total of column g from row 1 to 2 of Table B)						

*cost for 100 seconds is sought for calculation purpose only. However, billing should be done for the total no. of seconds utilized by the Bank only for the particular month.



Table-C- Total Cost of Ownership for 3 Years

(Amount in Rs.)

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A.	Total Cost of SMS and IVR-OTP (exclusive of Taxes) as per Table-A [column h of Row 9]	
B.	Total Cost of IVR-Promotional (exclusive of Taxes) as per Table-B [column g of Row 3]	
C.	Total Cost exclusive of Taxes [Sum of Row A and B of Table-C]	
D.	Tax %	
E.	Tax Amount	
F.	Total Cost of Ownership exclusive of Taxes [Sum of Row C and E of Table-C]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorised Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP 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 RFP.

Date

Signature with seal

Name :

Designation :



New Appendix-K

Approximate Country Wise break up of International SMS count - (monthly)

Country	Count
Afghanistan	765
Algeria	86
American Samoa	3
Angola	93
Antigua and Barbuda	3
Argentina	9
Aruba	1
Australia	5392
Austria	134
Azerbaijan	290
Bahamas	45
Bahrain	30878
Bangladesh	214
BARBADOS	7
Belgium	151
Belize	4
Benin	20
Bermuda	77
Bhutan	453
Botswana	108
Brazil	67
British Virgin Islan	22
Brunei Darussalam	615
Burkina Faso	50
Burundi	2
Cambodia	1
Cameroon	13
Cayman Islands	279
Chad	2
Chile	33
China	848
Colombia	22
Comoros	16
Congo	7
Cook Islands	4
Cuba	4
Cyprus	111



Czech Republic	29
Democratic Republic of the Con	339
Denmark	396
Djibouti	66
Dominica Commonwealth	1
Dominican Republic2	2
Egypt	199
El Salvador	9
Equatorial Guinea	12
Ethiopia	120
Faroe Islands	1
Federated States of Micronesia	1
Fiji	11
Finland	21
France	257
French Polynesia	20
Gambia	1
Georgia	114
Germany	1095
Ghana	273
Greece	84
Guatemala	2
Guinea	10
Guinea-Bissau	3
Guyana	4
Hong Kong	477
Hungary	44
Indonesia	15574
Iran	1056
Iraq	550
Ireland	773
Israel	2982
Italy	987
Ivory Coast	20
Jamaica	41
Japan	433
Jordan	378
Kazakhstan	304



Kenya	552
Kuwait	49284
Kyrgyzstan	241
Laos	1
Latvia	5
Lebanon	162
Liberia	53
Libya	77
Liechtenstein	2
Lithuania	3
Luxembourg	70
Macau	2
Macedonia	1
Madagascar	14
Malawi	187
Malaysia	2940
Maldives	808
Mali	21
Malta	130
Mauritania	36
Mauritius	85
Mexico	31
Monaco	35
Mongolia	87
Morocco	68
Mozambique	127
Myanmar	610
Namibia	1
Nepal	47
Netherlands	418
Netherlands Antilles	5
New Zealand	1202
Nicaragua	2
Niger	44
Nigeria	1066
North Korea	3
Norway	238
Oman	52248
Pakistan	93
Palestine	274



Panama	9
Papua New Guinea	116
Peru	51
Philippines	38002
Poland	122
Portugal	93
Puerto Rico	1
Qatar	119305
Reunion	1
Romania	80
Russian Federation	885
Rwanda	34
Saudi Arabia	139269
Senegal	5
Seychelles	227
Sierra Leone	39
Singapore	7506
Slovakia	76
Solomon Islands	1
Somalia	21
South Africa	461
South Korea	264
South Sudan	41
Spain	151
Sri Lanka	514
St. Pierre and Miquelon	2
St. Vincent & Grenad	4
Sudan	132
Sweden	291
Switzerland	654
Syria	144
Taiwan	49
Tajikistan	104
Tanzania	2198
Thailand	318
Togo	295
Tunisia	7
Turkey	874
Turkmenistan	77
Uganda	355



Ukraine	68
United Arab Emirates	518150
United Kingdom	9391
USA-Canada	21223
Uzbekistan	112
Vietnam	112
Wallis and Futuna Islands	8
Yemen	154
Zambia	431
Zimbabwe	77
Grand Total	1041295



Note: following Appendixes are uploaded in Bank's website under URL:
<https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>

Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC (Local Content)
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix D	<u>Format for Sending Pre-bid Queries.</u>
Appendix E	<u>Authorization Letter Format.</u>
Bank Guarantee Formats	
Appendix-F	<u>Bank Guarantee Format for Earnest Money Deposit.</u>
Appendix G	<u>Proforma of Bank Guarantee for Contract Performance.</u>
Appendix H	<u>Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)</u>
Pre Contract Integrity Pact	
Appendix I	<u>Pre Contract Integrity Pact.</u>
Reverse Auction Formats	
Appendix J	<u>Business Rules and Terms and Conditions of Reverse Auction.</u>
Appendix J (1) & Appendix J(3)	<u>Format to be submitted before commencement of Reverse Auction.</u>
Appendix J(2)	<u>Format to be submitted after Reverse Auction by L1 vendor.</u>

