

**Amendment-2 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:

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	58	Annexure-7	Scope of Work	<b><u>New Point no. 13</u></b> under <b>I. General requirements</b> <b>A. Hardware/software requirements</b>	<b>13.</b> For delivery of Domestic SMSs, the middleware provided by the bidder should directly integrate with the Telecom company. The traffic should not be routed through any of the bidder's setup located outside the Bank's DC/DR/premises

**b. Amended Penalties/Liquidated damages (Clause No. 3.2 & 3.8 of Section C on Page no. 13 & 15 of the RFP):**

**3. Penalties/Liquidated Damages**

**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 but before 12 hours	25%
Normal Priority SMSs are delivered after 12 hours	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 but before 24 hours (excluding the no promotion period between 9 pm and 9 am)	25%
Batch SMSs are delivered after 24 hours (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. Retrials for Delivery of Normal priority SMSs and Batch SMSs should be done for at least 12 hours from the time of failure of the 1<sup>st</sup> attempt.



**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 (one instance means 'one false report for a particular SMS/IVR') for false delivery reports subject to a maximum of 25 % of the total monthly invoice (Plus GST) per month. In case of repeated instances of false delivery reports, the bank may terminate the contract and (or) blacklist the vendor at its sole discretion.

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: 31/12/2018

Place: Bengaluru

  
Deputy General Manager