

ଓଡ଼ିଶା ଗ୍ରାମ୍ୟ ବ୍ୟାଙ୍କ



ओड़िशा ग्राम्य बैंक

Odisha Gramya Bank

(A Govt. of India undertaking)

Corrigendum – RFQ for Supply, installation and maintenance of Interactive Messaging Platform -
SMS, Missed Call, IVRS
OGB/ITD/SMS/06/2020-21 dated 16.11.2020

Corrigendum - 1

05.12.2020

S. No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	OGB/ITD/SMS/06/2020-21
2.	Date of Issue of Advertisement	16 th November, 2020
3.	Bid Submission Mode.	Through manual tendering process
4.	Last Date and Time for submission of bids along with supporting documents	21 st December, 2020 on or before 16:00 hours at the below address. Information Technology Department, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar, Odisha, Pin 751030.
5.	Date, time and venue for opening the Technical Bids submitted.	21 st December, 2020 at 17:00 hours at the Bank's Head office
6.	Commercial Bid Opening	Shall be communicated to technically qualified bidder.

Commercial Terms & Conditions

- In case Bank upgrades its CBS infra, bidder to reintegrate the solution with new CBS either by existing architecture or by API as per feasibility without any additional cost to Bank. Require downtime will be provided by Bank on mutual agreement. This should be considered as one time activity during entire contract period.
- The ownership of new VMSs procured and implemented for Bank service must be handed over to Bank on termination or expiry of contract by bidder without any additional cost. Bidder has to guide, support and share necessary documentation for the same before 90 days of last day of contract or termination.
- For the supplied middleware server hardware and software, bidder will be liable for providing any onsite support, engineer visit and warranty/AMC for the entire contract period without any cost to Bank.

Technical Specification

- Bidder must support integration with existing Bank infrastructure (Finacle 7.0.18 and Oracle Database).
- Our existing infra (Finacle 7.0.18) does not support initiating API request, therefore CBS just generates SMS data in one of its Database table. Vendor supplied Middleware application has to pull data from it and send to respective SMS Gateway through secured Internet VPN/MPLS.
- In case of PULL SMS/Missed Call Service/IVR etc., Middleware application in DMZ has to interact with Bank CBS in ISO 8583 format only (Web API/Web Service not supported).
- Option for direct API integration of CBS with SMS Gateway via secured connectivity skipping middleware server must be available for future implementation subject to feasibility.

PRIORITY	SMS CATEGORY	DELIVERY PERIOD (Time between CBS publish time and delivery time)
HIGH	OTP (one time password), Missed call response SMS	Within 10 seconds
MEDIUM	Financial transactional SMS	Within 20 seconds
LOW	Bulk SMS (Promotional), Scheduled SMS (Promotional)	Within 10 minutes
Delivery report availability - Within 4 mins post delivery		
CBS publish time – SMS record generated and placed in DB table		

Annexure F – Commercial bid format

(Company letter head)

Tender No. OGB/ITD/SMS/06/2020-21 dated 09-11-2020

Table-1: [Commercial Table] Prices in ₹:

SL	Description	Expected Average Volume per month	Price per Unit	Monthly Cost
		[A]	[B]	[C=A*B]
1	SMS	30 lakh [A1]	B1	A1 x B1
2	Missed call Alert	1 lakh [A2]	B2	A2 x B2
3	IVR (Push/ Outgoing)	5 thousand [A3]	B3	A3 x B3
4	IVR (Pull/ Incoming)	15 thousand [A4]	B4	A4 x B4
Net Price				T = C1+C2+C3+C4

Table -2: One time cost for hardware and software required, one unit each at DC and DR including the AMC/Warranty and onsite support for contract period.

Description	Unit	Price per unit [G]	Total Cost [H]
Rack server with OS	2	G1	G1 x 2
Associated software including database	2	G2	G2 x 2
Total			H1+ H2

$$\text{TCO} = (T \times 12 \times 3) + H1 + H2$$

Note:

The Rate Contract Period will be valid for a period as per the terms of contract of this RFP from the date of issue of PO.

1. The bidder with lowest **TCO** will be selected as L1 vendor.
2. Bidder should indicate applicable GST rate in line items.
3. Any delay beyond the stipulated time of the rate contract will attract a penalty as per the RFP.
4. All prices are in INR and exclusive of applicable taxes.

The bidder shall meet the requirements of Goods & Services Tax (GST) as and when made applicable by the Government of India.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule, we agree to abide by the Bid terms & conditions and the rates quoted therein for the orders awarded by OGB up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.
We have complied with all the terms and conditions of the PROPOSAL. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2020

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	OGB
1	1.2 Bid schedule and Address for bid submission	2	5	Pre Bid Meeting Date 23rd November, 2020 at 15:00 hours	Is the physical presence is mandatory for pre bid meeting or it's a online call in which vendors participate and ask queries	NA
2	1.2 Bid schedule and Address for bid submission	2	5	Bid submission mode manual	is there any document needs to send via online . And in physical documents submission process can we send direct courier at mentioned address	Clarification: Bid Submission mode Manual implies submission of sealed physical hard copy of bid documents. Bidders may submit by hand / Courier / Registry Post within mentioned time frame. Bank will not be liable for any delay in courier/postal delivery. Amendment: No change
3	scope of work	2	3	All services for both domestic and international users.	For international services pls let us known the list of country on which you are looking for the services. Apart from Sms is there any other services you are looking for International. Elaborate on International sms service along with the SLA as well. For International sms services please include the commercial line item as well	Amendment: All services for domestic mobile users only (including while in international roaming)
4	scope of work	5	2.1	Front end/ dash Board for generating/ viewing SMS /E-mail logs for a range of dates (daily/weekly/ monthly/ yearly), scheduling of bulk SMS with an option of edit/delete. Live monitoring of SMS logs need to be available	Email log? You mean to say sms summary notification (alert) count wise & status wise daily / hourly / monthly basis via EMAIL or email services also you are looking for to send promo and trans traffic via web portal / API integration. If EMAIL also you are looking please elaborate on	Amendment: Front end/ dash Board for generating/ viewing SMS, Missed Call and IVR logs for a range of dates (daily/weekly/monthly/ yearly), scheduling of bulk SMS with an option of edit/delete. Live

					scope of Email and add the line item in commercial as well	monitoring of SMS, Missed Call and IVR logs need to be available.
5	scope of work	5	2.1	Initially, the Selected Service Provider is required to implement (migration from old solution to new solution in existing infrastructure) the SMS Aggregator solution with bank's existing infrastructure setup available in the Bank.	Existing infrastructure is the middleware solution or API integrated with IP and port Whitelisting. Pls elaborate on the existing infrastructure and what is required to selected bidder in the existing infrastructure of the bank.	Clarification/Amendment:Currently Bank CBS dumps SMS data in a database table. Vendor supplied Middleware APP Server should pull the record from this table and send to their gateway through Internet VPN connectivity for SMS delivery. Vendor have to supply, install and support new Middleware App Server (must be having dual power input, one unit each at Bank DC and DR) for which Bank will have ownership. Existing server will be discarded/repurposed buy Bank.Capability of sending SMS using API/Web Service via Internet VPN/MPLS/Secured connection must be available for future implementation.
6	scope of work	5	2.1	The successful bidder should provide the backup of all the SMS logs in the form of DVD or on monthly basis along with the invoice, as per the format provided by the Bank. The selected bidder should store the backup data of the entire contract period. On completion of the contract period, the selected bidder should hand-over the backup data of the entire contract period to the Bank and Bank on receiving the same will issue a letter to the bidder to submit a confirmation letter to Bank confirming deletion of the entire backup data from their system. In this regard, the bidder must submit a certificate of authentication	If bank shares us sftp details will share daily basis logs to bank so as a result banks also get log track and stores the data on there sftp server as much duration they want.	Clarification: Currently bank does not have SFTP Server available for SMS related services. Even in case of availability, vendor has to keep backup for entire contract period. Amendment: No change

				for deletion of records stored as backup with them during the entire contract period.		
7	scope of work / SMS	5	2.1	The selected bidder should be capable to integrate their application / system as per bank's existing CBS infrastructure (Finacle 7.0.18 with Oracle DB). Bank is presently providing the pre-formatted	Selected bidder needs to integrate with Finacle infra means API integration along with IP an port white listing or anything else pls confirm.	Clarification: Bidder has to integrate their application / system as per Bank's existing CBS infra (Finacle 7.0.18 with Oracle Database). Finacle 7.0.18 does not support Web API/Web service. It only support ISO 8583 messaging format. In case Bank upgrades its CBS infra, bidder to reintegrate the solution with new CBS either by existing architecture or by API as per feasibility without any additional cost to Bank.
8	scope of work / SMS	7	2.1	Middleware solution to be installed at its Data Center (DC)/Disaster Data Center (DR) for its SMS gateway solution. Further Bank will provide the necessary power and Rack space	Need clarity. Existing Infra needs to be continue as mentioned previous point or require middleware solution. If middleware you need then please elaborate on scope for the same	Clarification: Clarified Elsewhere
9	scope of work / SMS	7	2.1	Dynamic (Numeric as well as Alphanumeric) Sender IDs should be supported for the Domestic as well as international SMS. (subject to Govt. regulatory compliance)	DLT registration hope you have performed for the existing vendor for the SENDER AND TEMPLATE. Please confirm the sender ID's	Amendment:Dynamic (Numeric as well as Alphanumeric) Sender IDs should be supported for SMS.

						(subject to Govt. regulatory compliance)
10	scope of work / SMS	8	2.1	The selected bidder should provide the interface of their software with bank's core banking solution or middleware. The bidder also should support integration of the middleware with any new application of the bank as and when required without any cost to the bank.	Please elaborate on the middleware solution request. What feature Bank looking for the middleware and the purpose for the same?	Clarification: Clarified Elsewhere
11	scope of work / SMS	9	2	All the application or API related to all the services such as SMS Alert, Missed call Alert, IVR, Bulk mail and App notification should be established in the DC and DR	Bulk EMAIL please explain	Amendment: All the application or API related to all the services such as SMS Alert, Missed call Alert, IVR and App notification should be established in the DC and DR
12	Scope of work	5	2	Missed call services like Missed call balance enquiry, Mini Statement, Aadhaar Seeding, Debit Card Hot-listing, Car Loan, Home Loan etc	Missed call services for the mentioned services already in place for Bank with multiple vmn by existing service provider so for the vmn handover for the service configuration is with the bank. Or Bank will procure new vmn	Clarification: For enabling PULL SMS facility, the bidder will be required to provide new long codes, short codes and Virtual Mobile Numbers (VMN) for missed call facility as per requirement for the use of the bank without any cost, for receiving incoming SMSs in predefined formats from its customers. Further the bidder should also have the option of utilizing the existing VMN number provided by the bank. Amendment: The ownership of new VMNs procured and implemented for Bank service must be handed over to Bank at the termination of contract by bidder without any additional cost. Bidder has to guide,

						support and share necessary documentation for the same.
12	Notification of Award / Purchase Order	10	3	Bank will be selecting the L1 bidder based on the commercial Bid submitted in the format of AnnexureF. After selection of the L1 bidder, as given in Clause 3.9 & 3.10, and after obtaining internal approvals and prior to expiration of the period of Bid validity, OGB will send Notification of Award / Purchase Order to the selected Bidder.	Is the Reverse auction will conduct by BANK or it's a close bid ? Only L1 will select basis on low price quoted? Or L2 will be there with ratio 60:40	Clarification: As mentioned in RFP, L1 bidder will be selected based on lowest commercial bid submitted and will be awarded with full 100 % work order. No reverse auction and 60:40 ratio allowed.
14	3.8.2 Penalty	13	3.8.2 Penalty	SMS Services	While calculation the penalty needs to consider the genuine reasons i. Switch off , msg inbox full , not in coverage area , invalid number etc.	Clarification: The count of un-delivered SMS/ un-initiated call due to genuine reason i.e. invalid number/inbox storage full/Switch Off/Not in Coverage area will be excluded in penalty calculation.
15	3.8.2 Penalty	13	3.8.2 Penalty	Voice call over IVR:	Its delivery / success ratio is totally depend on the database and sometime needs to consider the genius reasons as well mentioned above for calculating SLA	
16	Overall scope of work		2.1	v Capability to send approximately 10 lakh messages per day.	The capability asked is much higher than the actual usage which is 30L per month	Amendment: Bidder must have capability to send at least approximately 4 Lakh messages per day dedicated for OGB.
17	Overall scope of work		2.1	The service provider is required support porting of existing long code / short code / virtual mobile number / Missed call number codes of Bank including recurring cost associated with these activities.	The cost is unknown as if these numbers are owned by the current service provider , Bank should own these numbers and respective NOC can be acquired from the company owned these numbers	

18	SMS		2.2	The initial contract period will be 2 (two) years with provision of further extension by another 1 (one) year, with the same terms and conditions subject to satisfactory performance. The bank shall review the performance every year. There will be no price escalation during the contract period. However any downward revision in IUC charges, Government Levies etc. the same will be passed on to the bank on proportionate basis.	The addition of any govt. levy in the future contract period is unknown cost and in general practice when this is applied then it applies to all existing and new contracts , OGB must allow a scope to add this future cost (if any) . Vendor/Bidder should share valid document to validate the generic increment of cost due to additional levy.	Amendment: In addition to existing point, any upward revision of price due to any government or regulatory compliances will be done on mutual agreement basis, upon review of valid supporting documents submitted by vendor. The hike must be generic to all vendors/telecom operators.
19	SMS		2.2	Considering the changing business conditions and the size and variety of requirements, the successful bid has to comply all the regulatory requirements without any extra cost to the Bank.	the case of addition of DLT charge from June 2020 is a classic example to review this clause as there is overall SMS price increase due to this regulatory requirements ,please change this clause in interest of both the parties	
20	SMS		2.2	The client gateway should be deployed at the Data Centre (DC) and Disaster recovery (DR) sites of the bank including test setup. The bidder should be able to support with the change in the location of DC and/or DR for any business purposes.	Please clarify technical need to place a client gateway at OGB's DC & DR sites, CBS of Bank can be connected over https/secured to SMS GW platform and installing a client application will allow another hop between Operator's SMSC. This is also increase cost of operation. Most of the Bank's CBS system uses secured connectivity with SMS GW for SMS delivery and responses	Clarification: Our existing infra (Finacle 7.0.18) does not support initiating API request, therefore CBS just generates SMS data in one of its Database table. Vendor supplied Middleware application has to pull data from it and supply to respective SMS Gateway through secured Internet VPN/MPLS. In case of PULL SMS/Missed Call Service, Middleware application in DMZ has to interact with Bank CBS in ISO 8583 format only. Option for direct API integration of CBS with SMS Gateway via secured

21	SMS		2.2	Middleware solution to be installed at its Data Center (DC)/Disaster Data Center (DR) for its SMSgateway solution. Further Bank will provide the necessary power and Rack space.	Please clarify the reason of placing a middleware solution as CBS system can be connected through secured SMS API	connectivity must be available for future implementation subject to feasibility
22	SMS		2.2	The bidder has to route all the messages sent by the bank as Transaction Messages without necessitating the scrubbing against customer preference register (NCPR) introduced by TRAI unless specified otherwise.	As per recent DLT guidelines of TRAI all Transaction messages need to use template and mobile operators are responsible to manage this. Kindly rephrase this portion after review of the DLT guideline	Amendment: The bidder has to avoid any unnecessary scrubbing against NPCR and should be in compliance with TRAI guidelines.
23	SMS		2.2	Sender ID allotted should be unique for our bank and same should not be used by any other entity across the globe. Bidder must submit declaration confirming the same.	As Telemarketer, we follow all laid norms stated under DLT guidelines, management of Sender ID, approval of Content template are responsibility of enterprise. Kindly review DLT guidelines and rephrase the scope	Amendment: Vendor must only use Sender ID allotted by our bank as per approval of TRAI DLT. Bidder must submit declaration confirming the same.
24	SMS		2.2	Do Not Disturb (DND) compliance will be the responsibility of the selected bidder/service provider. Bank will not enter into any contract with any telecom, carrier or service provider. The selected bidder shall be the single point of contract for the bank.	please refer new DLT guidelines and responsibility as an enterprise , bidder will be responsible as telemarketer only	Amendment: Prior intimation and sufficient guidance of any DLT/Do Not Disturb (DND)/Govt/TRAI compliance will be the responsibility of the selected bidder/service provider. Service provider have to guide Bank, the necessary actions required to be compliant as per Govt/TRAI guidelines.

25	Missed call		2.3	For enabling PULL SMS facility, the bidder will be required to provide long codes, short codes and Virtual Mobile Numbers (VMN) for missed call facility as per requirement for the use of the bank without any cost, for receiving incoming SMSs in predefined formats from its customers. Further the bidder should also have the option of utilizing the existing VMN number without additional cost.	The cost is unknown as if these numbers are owned by the current service provider , Bank should own these numbers and respective NOC can be acquired from the company owned these numbers	Amendment: For enabling PULL SMS facility, the bidder will be required to provide long codes, short codes and Virtual Mobile Numbers (VMN) for missed call facility, IVR etc as per requirement for the use of the bank without any cost, for receiving incoming SMSs in predefined formats from its customers. Further the bidder should also have the option of utilizing the existing VMN number with mutually agreed cost. For CBS integration, bidder must support ISO 8583 messaging with Finacle 7.0.18
26	IVRS		2.4	The selected bidder should be capable to integrate technological correlated services like Social Media integration, Google notification, WhatsApp etc.	Apart from capability these applications requires approval from respective owner of social media app and there is separate cost involvement. This can be optional and separate commercial model will be submitted in case OGB asks for specific integration	Clarification: These services may be implemented in future as add-on service with mutually agreed price.
27	Delivery addresses		3.5	Setup and maintenance of the server application should be done at DC, Chennai and DR at Hyderabad. Vendor must have support and service center at Chennai and Hyderabad. In case not available the bidder should provide undertaking to maintain one office there.	In case the bidder provide the service directly from their DC & DR set up then this clause may be not required , please check if the client application is essential	Addendum: Setup and maintenance of the server application should be done at DC, Chennai and DR at Hyderabad. Vendor may provide support and service center remotely but no SLA terms relaxed.

28	Payment Terms		3.1	Successfully delivered services will be paid in full. · Rejected/Undelivered/DND/Invalid/Duplicate SMS will not be paid	As per DLT delivery report of only pure transactional message will be available from mobile operators, thus the Delivery status will be available for other transactional and not for promotional message. In this case bidder can't share the required report for billing	Amendment: Successfully delivered services will be paid in full. Rejected/Undelivered/DND/Invalid/Duplicate Transactional SMS will not be paid
29	Commercial Bid format		Annex -F	Table -2: one time cost for hardware and software required, one unit each at DC and DR	Will OGB buy the server and software as one time purchase, please clarify. Also if the cost of support and management for 2 years required to be added as separate line item or be inclusive in this cost.	Clarification: OGB will hold ownership of the server hardware and software as one time purchase as mentioned in RFP. Bank will not be liable to pay any additional cost for (onsite and remote) support and maintenance of these servers' hardware and software for total contract period, which bidders may factorise accordingly.
30	Eligibility Criteria		Annex -D	Table - 5 1 lakh IVR/ outbound voice calls on an average per month since last 6 months for each of these organizations.	In this query we can submit Experience certificate any organisation?	Amendment: Relevant letter of satisfactory implementation and current performance from the respective Banks mentioning the volume of Real Time SMS Alerts, not older than 6 months to be submitted. Experience other than scheduled commercial Banks would not be considered for SMS. However for IVR, experience from any financial organisation or any company established as per the Company Act, Govt. of India will suffice.

---X---