



CORRIGENDUM – II

REQUEST FOR PROPOSAL

**FOR PROCUREMENT OF OUTGOING DOMESTIC AND INTERNATIONAL SMS,
RECEIVING INCOMING SMS, MISSED CALL, WHATSAPP BANKING
MESSAGING & SERVICES AND RCS PUSH MESSAGES & SERVICES**

IN GENERAL TEXT FOR STATE BANK GROUP

Ref: SBI/GITC/Platform Engineering-II/2024/2025/1216

Dated: 11/10/2024

PLATFORM ENGINEERING – II DEPARTMENT

STATE BANK GLOBAL IT CENTRE,

SECTOR – 11, CBD BELAPUR,

NAVI MUMBAI – 400614

Bank has amended the captioned RFP as under:

Page No.	Reference / Clause	Existing Description	Revised Description
2	Schedule of Events SI No 6	Last date and time for Bid submission: Upto 03:00 PM on 14.11.2024	Last date and time for Bid submission: Upto 03:00 PM on 05.12.2024
2	Schedule of Events SI No 8	Date and Time of opening of Technical Bids: 05:00 PM on 14.11.2024	Date and Time of opening of Technical Bids: 05:00 PM on 05.12.2024
29 96	30. vi 4.2 (ii) (c)	Without the Bank's prior written permission, Service Provider shall not store or share Bank's materials including Confidential Information outside the geographical boundary of India or in/with a public cloud.	Without the Bank's prior written permission, Service Provider shall not store or share Bank's materials including Confidential Information outside the geographical boundary of India. In case Bank's data is stored or processed in the public cloud, the Bank's data should be isolated from other customers of CSP.
48	Appendix-B S.No. 3	The Bidder must have an average turnover of minimum Rs. 500 Crore during last 03 (three) financial year(s) i.e. FY 2023-24, FY 2022-23 and FY 2021-22.	The Bidder must have an average turnover of minimum Rs. 150 Crore during last 03 (three) financial year(s) i.e. FY 2023-24, FY 2022-23 and FY 2021-22. Documents to be submitted: Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current 03 year may be submitted.)
48	Appendix-B S.No. 4	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above. Exemption for Government entities.
48	Appendix-B S.No. 5	Documents to be submitted Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.	Documents to be submitted: Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish satisfactory letter from at least 03 clients mentioning the type and duration of service, in which the bidder has participated in this RFP.
50	Appendix-B S.No. 11	The bidder should be satisfying below criteria in case they wish to participate in domestic SMS services of RFP: i. Tie up with minimum 03 telecom operators or Point of Interconnect (POI) with all of them.	The bidder should be satisfying below criteria in case they wish to participate in domestic SMS services of RFP: i. Tie up with minimum 03 telecom operators or Point of Interconnect (POI) with all of them. POI is

Page No.	Reference / Clause	Existing Description	Revised Description																
		<p>ii. Processing monthly volume of at least 240 crore and 1.50 crore of Push SMS and Pull SMS respectively.</p> <p>Documents to be submitted</p> <p>i. Copy of valid agreement / contract should be provided, along with the confirmation on letter head of the telecom operators.</p> <p>ii. Copy of domestic SMS (separately for Push and Pull) invoices of last 03 months along with summary in following format should be submitted.</p> <table border="1" data-bbox="432 958 938 1043"> <thead> <tr> <th>Month</th> <th>Organization</th> <th>Invoice No.</th> <th>SMS Count</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Month	Organization	Invoice No.	SMS Count					<p>applicable only for telecom operator.</p> <p>ii. Processing monthly volume of at least 200 crore and 1.50 crore of Push SMS and Pull SMS respectively in any 03 months during last one year i.e. from 01.10.2023 to 30.09.2024, in which monthly push SMS volume of 200 crore should include minimum 100 crore of OTP and Transactional SMS from Banking sector. Sum of OTP and Transactional SMS volume of all banking client(s) in a month for 03 months should be minimum 100 crore.</p> <p>Documents to be submitted:</p> <p>i. Copy of valid agreement / contract should be provided, along with the confirmation on letter head of the telecom operators.</p> <p>ii. Copy of domestic SMS (separately for Push and Pull) invoices of last 03 months along with summary in following format should be submitted.</p> <table border="1" data-bbox="995 1464 1501 1550"> <thead> <tr> <th>Month</th> <th>Organization</th> <th>Invoice No.</th> <th>SMS Count</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>iii. Confirmatory letter as per below Appendix-E3 (at page 9 of this Corrigendum-II) from banking client(s) mentioning monthly OTP and Transactional SMS count processed by the bidder.</p>	Month	Organization	Invoice No.	SMS Count				
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50	Appendix-B S.No. 12	<p>The bidder should be satisfying below criteria in case they wish to participate in international SMS services of RFP:</p> <p>i. Tie up with minimum 02 operators / SMS delivery partners per</p>	<p>The bidder should be satisfying below criteria in case they wish to participate in international SMS services of RFP:</p> <p>i. Tie up with minimum 02 operators / SMS delivery partners per country</p>																

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		<p>country and be able to delivery SMSs all-over-the-globe.</p> <p>ii. Processing monthly volume of at least 50 Lakh of international Push SMS.</p>	<p>and be able to delivery SMSs all-over-the-globe.</p> <p>ii. Have processed minimum 50 lakh international push SMS in at least 1 month in last 3 months from 30.09.2024.</p>
50	Appendix-B S.No. 13	<p>The bidder should be satisfying below criteria in case they wish to participate in WhatsApp services of RFP:</p> <p>i. Implemented WhatsApp Banking Solution in India in at least 02 Schedule Commercial Banks and/or Foreign Banks having presence in India.</p> <p>ii. Certificate of partnership (Business Service Provider – BSP) from Facebook/WhatsApp/Meta for providing WhatsApp banking and push message services which is valid during RFP period.</p>	<p>The bidder should be satisfying below criteria in case they wish to participate in WhatsApp services of RFP:</p> <p>i. Implemented WhatsApp Services in India in at least 02 Schedule Commercial Banks or 02 eCommerce companies or PSU companies having presence in India.</p> <p>ii. Certificate of partnership (Business Service Provider – BSP or Technical Service Provider- TSP) from Facebook/WhatsApp/Meta for providing WhatsApp services which is valid during RFP period.</p>
51	Appendix-B S.No. 14	<p>The bidder should be satisfying below criteria in case they wish to participate in RCS services of RFP:</p> <p>i. Onboarded for RCS services in at least 02 BFSI client.</p> <p>ii. Certificate of partnership from Google and leading telecom operator for providing RCS services.</p>	<p>The bidder should be satisfying below criteria in case they wish to participate in RCS services of RFP:</p> <p>i. Onboarded for RCS services in at least 01 Schedule Commercial Bank or eCommerce or PSU clients.</p> <p>ii. Certificate of partnership from Google or leading telecom operator for providing RCS services.</p>
51	Appendix-B S.No. 18	<p>Bidder should have https API method to receive messages from the Bank and submit Delivery report back to the Bank. The DLRs should be submitted within 30 minutes of the message submission time.</p>	<p>Bidder should have https API method to receive messages from the Bank and submit Delivery report back to the Bank.</p>
59	Appendix-C S.N. iv	<p>Fixed 6-digit alpha characters sender Ids should be supported for domestic and international OTP, Transactional and Informative SMSs. Support for 6-digit numeric sender id for Promotional SMSs.</p>	<p>Fixed 6-digit alpha characters sender Ids should be supported for domestic and international SMSs. Countries where fixed 6-digit alpha characters sender id is not permitted, the sender id is to be used as per the regulation of that country.</p>

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60	Appendix-C S.N. viii	The bidder should have the facility of online filtering of the DND numbers for promotional messages.	The bidder should have the facility of online filtering of the DND numbers for promotional messages either at bidder's end or DLT end.																																																															
65 119	Appendix-E S.N.1 Annexure-A S.N. 1	Receive messages from the Bank, generate unique message id for each SMS and deliver each SMS to intended mobile numbers across the country and globe. In case of WhatsApp and RCS message, appropriate error code should be responded in same http request for mobile numbers not supporting the OTT messages.	Receive messages from the Bank, generate unique message id for each SMS and deliver each SMS to intended mobile numbers across the country and globe. In case of WhatsApp and RCS message, appropriate error code and description should be responded during submission of delivery status report to the Bank.																																																															
68, 69 122, 123	Appendix-E S.N. 5.ii Annexure-A 1.5.ii	The messages will be of following categories- <table border="1" data-bbox="395 943 938 2038"> <thead> <tr> <th rowspan="2">Message Category</th> <th rowspan="2">Delivery time</th> <th colspan="2">Estimated Volume* (per day in Crore) - April 2025</th> </tr> <tr> <th>Dome stic</th> <th>Internat ional</th> </tr> </thead> <tbody> <tr> <td>High Priority SMSs/OT</td> <td>Within 15 seconds</td> <td>1.25</td> <td>0.02</td> </tr> <tr> <td>Transacti onal</td> <td>Within 05 minutes</td> <td>25.00</td> <td rowspan="3">0.03</td> </tr> <tr> <td>Informati ve</td> <td>Within 01 hour</td> <td>1.00</td> </tr> <tr> <td>Promotio nal</td> <td>Within 02 hours</td> <td>0.50</td> </tr> <tr> <td>Incoming SMS</td> <td>Within 05 seconds</td> <td colspan="2">0.40</td> </tr> <tr> <td>Missed Call</td> <td>Within 05 seconds</td> <td colspan="2">0.20</td> </tr> <tr> <td>WhatsApp p/ RCS</td> <td>Within 15 seconds</td> <td colspan="2">0.25</td> </tr> </tbody> </table>	Message Category	Delivery time	Estimated Volume* (per day in Crore) - April 2025		Dome stic	Internat ional	High Priority SMSs/OT	Within 15 seconds	1.25	0.02	Transacti onal	Within 05 minutes	25.00	0.03	Informati ve	Within 01 hour	1.00	Promotio nal	Within 02 hours	0.50	Incoming SMS	Within 05 seconds	0.40		Missed Call	Within 05 seconds	0.20		WhatsApp p/ RCS	Within 15 seconds	0.25		The messages will be of following categories- <table border="1" data-bbox="954 943 1535 2038"> <thead> <tr> <th rowspan="2">Message Category</th> <th rowspan="2">Delivery time</th> <th colspan="2">Estimated Volume* (per day in Crore) - April 2025</th> </tr> <tr> <th>Dome stic</th> <th>Internat ional</th> </tr> </thead> <tbody> <tr> <td>High Priority SMSs/OTP</td> <td>Within 15 seconds</td> <td>1.25</td> <td>0.02</td> </tr> <tr> <td>Transactional</td> <td>Within 05 minutes</td> <td>25.00</td> <td rowspan="3">0.03</td> </tr> <tr> <td>Informative</td> <td>Within 01 hour</td> <td>1.00</td> </tr> <tr> <td>Promotional</td> <td>Within 02 hours</td> <td>0.50</td> </tr> <tr> <td>Incoming SMS</td> <td>Within 05 seconds</td> <td colspan="2">0.40</td> </tr> <tr> <td>Missed Call</td> <td>Within 05 seconds</td> <td colspan="2">0.20</td> </tr> </tbody> </table>				Message Category	Delivery time	Estimated Volume* (per day in Crore) - April 2025		Dome stic	Internat ional	High Priority SMSs/OTP	Within 15 seconds	1.25	0.02	Transactional	Within 05 minutes	25.00	0.03	Informative	Within 01 hour	1.00	Promotional	Within 02 hours	0.50	Incoming SMS	Within 05 seconds	0.40		Missed Call	Within 05 seconds	0.20	
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71,	Appendix-E S.N. 12 (vii)	Payment condition for messages delivered beyond SLA time:		Payment condition for messages delivered beyond SLA time:	
125	Annexure-A S.N. 12 (vii)	Particulars	Payment Condition	Particulars	Payment Condition
		High Priority SMS delivered to intended recipient after 15 seconds	No payment will be made by the Bank for the respective SMS.	High Priority SMS or Authentication WhatsApp delivered to intended recipient after 15 seconds	No payment will be made by the Bank for the respective SMS.
		Transactional SMS delivered to intended recipient after 5 minutes	No payment will be made by the Bank for the respective SMS.	Transactional SMS or Utility WhatsApp delivered to intended recipient after 5 minutes	No payment will be made by the Bank for the respective SMS.
		Informative SMS delivered to intended recipient after 01 hour	No payment will be made by the Bank for the respective SMS.	Informative SMS delivered to intended recipient after 01 hour	No payment will be made by the Bank for the respective SMS.
		Promotional SMS delivered to intended recipient after 02 hours	No payment will be made by the Bank for the respective SMS.	Promotional or Marketing WhatsApp or RCS message delivered to intended recipient after 02 hours	No payment will be made by the Bank for the respective SMS.
		Incoming SMS processed and submitted to Bank after 05 seconds.	No payment will be made by the Bank for the respective SMS.	Incoming SMS or Service conversations WhatsApp processed and submitted to Bank	No payment will be made by the Bank for the respective SMS.
		Missed Call processed and submitted to Bank after 05 seconds.	No payment will be made by the Bank for the respective SMS.		

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Appendix-E3: Confirmation letter on domestic OTP and Transactional SMS volume

<TO BE ISSUED ON BIDDER'S CLIENT LETTER-HEAD>

To,

Deputy General Manager (IT-PE-II)
Platform Engineering-II Department
1st Floor, 'A' wing,
State Bank Global IT Centre, Belapur
Navi Mumbai 400614

Certificate in pursuant to RFP Ref: SBI/GITC/Platform Engineering-II/2024/2025/1216 dated: 11/10/2024 and subsequent Corrigendum for procurement of outgoing domestic and international SMS, receiving incoming SMS, missed call, Whatsapp banking messaging & services and RCS push messages & services.

This is to certify that _____ *<bidder name>* is providing domestic OTP and Transactional SMS services to our organisation, _____ *<organisation name>* since _____ *<start date>* and we confirm the _____ *<bidder name>* has processed the below mentioned OTP and Transactional SMS volume from 01.10.2023 to 30.09.2024.

Month	Approx. OTP and Transactional count

This certificate is issued without any prejudice or favour.

Yours faithfully,

<Signature>

<Name of the authorised official>

<Designation of official>

Date: *<Date>*