



Addendum:

S No	Clause in RFP	Clarifications/ Changes made
1	<p>Annexure 02 – Bid Evaluation Terms</p> <p>A. Eligibility Cum Technical Bid</p> <p>.....</p> <p>C. Experience & Support Infrastructure:</p> <p>2. The Bidder should have provided SMS services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful.</p> <p>Supporting documents - Purchase order / agreement copy / customer credentials.</p> <p>.....</p> <p>.....</p>	<p>Annexure 02 – Bid Evaluation Terms</p> <p>A. Eligibility Cum Technical Bid</p> <p>.....</p> <p>C. Experience & Support Infrastructure:</p> <p>2. The Bidder should have provided SMS Services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date.</p> <p>(Copy of the Purchase order / contract copy / Agreement copy along with confirmation from customer.</p> <p>OR</p> <p>3rd party benchmarking report to be submitted to certify the capability of proposed middleware to send 120 Cr SMS per month)</p> <p>.....</p> <p>.....</p>

All other Terms & Conditions are the same as per our RFP for Selection of SMS Service Providers (Bid No.: GEM/2025/B/6026403 dated 07th March 2025).

Note: Original copy of Integrity Pact to be submit to The Chief Manager (IT Procurement), Bank of Baroda, Dena Bhawan A wing, Behind MTNL office, Patel Estate, Jogeshwari West, Mumbai – 400102.



Clarifications to the Vendor's query:

Sr. No	Page #	Point / Section #	Category (Eligibility/ Scope/ Commercial/ Legal/ General)	Clarification points as stated in the tender document	Comment/ Suggestion/ Deviation	Clarifications to the bidder query
1	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-2. Experience & Support Infrastructure)	Eligibility	The Bidder should have provided SMS Services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful	The Bidder should have provided SMS Services for sending 120 Crore SMS per month for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful. OR The Bidder should have provided SMS Services for sending 40 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful	Pls refer to addendum
2	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-3. Experience & Support Infrastructure)	Eligibility	Should have provided multilingual (other than English) SMS facility in at least one Central/ State Govt./ PSU /public / private commercial sector banks in India during the last three years. Letter of confirmation from the clients will be required.	Instead of Letter of confirmation from clients kindly consider Documentary Proof of order / contract copy / customer credentials/ A self-certified letter	No Change



3	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-4. Experience & Support Infrastructure)	Eligibility	Should have interfaced their system with Bank's delivery channel like ATM, Internet Banking etc. for real time delivery using industry standard protocol. Letter of confirmation from the clients will be required	Instead of Letter of confirmation from clients kindly consider Documentary Proof of order / contract copy / customer credentials/ A self-certified letter	No Change
4	5	A. Technical Bid Evaluation	Other	Experience in handling per day SMS volume as a single entity/ service provider. (Need to submit certificate received from client) >15 crore – 20 Marks >10 crore – 10 Marks >7 crore – 7 Marks > 5 crore- 5 Marks	Kindly reduce the upper limit from >15 Crores to >12 Crores for 20 Marks	No Change
5	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-2. Experience & Support Infrastructure)	Eligibility	The Bidder should have provided SMS Services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful	The Bidder should have provided SMS Services for sending 120 Crore SMS per month for at least 3months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI / PSU / Listed / Private Companies in India. The solution offered should be currently running successfully.	Pls refer to addendum



6	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-2. Experience & Support Infrastructure)	Eligibility	The Bidder should have provided SMS Services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful	Processing monthly volume of 200Crore across combining enterprise customers in the period of 3 months between 01st April 2024 till date. Processing 1 Crore traffic using a middleware combining two enterprise client per day.	Pls refer to addendum
7	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-2. Experience & Support Infrastructure)	Eligibility	The Bidder should have provided SMS Services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful	The middleware should have successfully processed at least 1.5 Cr domestic SMS from a single client per day.	Pls refer to addendum
8	4	Annexure 02 – Evaluation Terms - A. Eligibility cum Technical Bid (C-2. Experience & Support Infrastructure)	Eligibility	The Bidder should have provided SMS Services for sending 120 Crore SMS per month through its proposed middleware for at least 3 months for the period 1st January 2024 to RFP date in at least one Public Sector / Private Sector Bank / BFSI in India. The solution offered should be currently running successful	Processing monthly volume of at least 200 Cr domestic SMS in any 3 months during last one year i.e. from 01.01.2024 to RFP date.	Pls refer to addendum