



ਪੰਜਾਬ ਨੈਸ਼ਨਲ ਬੈਂਕ
...भरोसे का प्रतीक !



punjab national bank
...the name you can BANK upon !

Information Technology Division, HO, 5, Sansad Marg, New Delhi – 110 001

Email: itdhw@pnb.co.in Tel: 011-23311452

Corrigendum II: Request for Proposal (RFP) for Selecting New Vendor for SMS Alert Services

SL NO.	RFP Page No.	RFP Clause	Original	Revised
1.	86	ANNEXURE-XI	<u>REVISED PERFORMA OF INDICATIVE COMMERCIAL:</u> Quantity of SMS/Call counts revised based on inputs received from user division.	
2.	99	ANNEXURE-XV	<u>REVISED PERFORMA FOR PERFORMANCE STATEMENT:</u> Annexure revised to include services into the scope of the certificate.	

PERFORMA OF INDICATIVE COMMERCIAL OFFER
PART – I (CALCULATION OF TCO)

Amount in ₹

Table-A: Domestic SMSs

Sr. No.	Category	Delivery Timelines	Unit Cost (In Rs.) (A)	Yearly per day Count B= (Y1+Y2+Y3)	Total Cost (A*B)x365(days)
1.	Priority 1 SMSs (Yearly per day Count: Y1-20,00,000 Y2-25,00,000 Y3-31,25,000)	10 seconds		76,25,000	
2.	Priority 2 SMSs* (Yearly per day Count: Y1-3,00,00,000 Y2-3,75,00,000 Y3-4,68,75,000)	20 seconds		11,43,75,000	
3.	Voice Bound Call/IVR (Yearly per day Count: Y1-6350 Y2-7950 Y3-9950)	30 seconds		24,250	
4.	Priority 3 SMSs/RCSs (Yearly per day Count: Y1-7,50,000 Y2-9,37,500 Y3-11,72,000)	1 hour		28,59,500	
Total (A)					

*The rate provided for Priority 2 SMSs will be applicable for both PUSH and PULL (only outgoing/response to PULL SMS.) SMS.

Table-B: International SMSs

Sr. No.	Category	Delivery Time lines	Per SMS Cost (In Rs.) (A)	Yearly per day Count B= (Y1+Y2+Y3)	Total Cost (A*B)x365(days)
5	Priority 1 SMSs (Yearly per day Count: Y1-1,500 Y2-1,900 Y3-2,400)	10 seconds		5,800	
6	Priority 2 SMSs* (Yearly per day Count: Y1-15,000 Y2-18,800 Y3-23,500)	20 seconds		57,300	
Total (B)					

Total Cost

Total of Table (A) + Total of Table (B)	
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PART – II (OPTIONAL ITEMS, NOT INCLUDED IN TCO)

Commercial Bid for **WhatsApp Banking**

Table-C1: WhatsApp Recurring Charges

Description	Yearly Cost (A)	No. of Years (B)	Total Cost (A*B)
Yearly Recurring Charges, if any.			
Annual Platform Usage and Maintenance Charges, if any.		3	

Table-C2: WhatsApp Conversation charges

Description	Unit Cost (A)	Per month conversations (B)	Total Cost (A*B)x12(months)x3(years)
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Standard Message Charges-DOMESTIC within INDIA			
WhatsApp message* conversation charges (User Initiated) – cost for initial message in a 24 hour window		10,00,000	
Standard Message Charges-INTERNATIONAL			
WhatsApp message* conversation charges (User Initiated) – cost for initial message in a 24 hour window		5,000	
Other Charges-DOMESTIC within INDIA			
Messages* sent/ replied beyond 24 hours window of customer initiated queries (Business Initiated) – cost for initial message in a 24 hour window		10,00,000	
Other Charges-INTERNATIONAL			
Messages* sent/ replied beyond 24 hours window of customer initiated queries (Business Initiated) – cost for initial message in a 24 hour window		5,000	
TOTAL (C2)			

Total Cost for WhatsApp

Total of Table (C1) + Total of Table (C2)	
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Commercial Bid for E-mail Alerts Services

Table-D: E-Mail Setup Cost

Description	Unit Cost (A)	Count (B)	Total Cost (A*B)
One-time setup cost			
Hardware, License, Implementation / Integration*		1	
TOTAL (D)			

***Hardware and Licenses will be under the ownership of the Bank and Licenses should be enterprise wide perpetual in nature. Hardware should be factored with 3-year warranty period. Bank will bear the charges from Bandwidth, if required.**

Commercial Bid for **Missed Call Alert Services**

Table-E: Missed Call Alert Service Cost

Sr. No.	Category	Delivery Timeline	Unit Cost (In Rs.) (A)	Count per day (B)	Total Cost (A*B)x365(days)x3(years)
1.	Missed Call Alert Services	15 seconds		1,50,000	
Total (E)					

Notes:

1. The 'Unit Cost (A)' in tables A, B and C2 can be quoted upto 4 decimal places. E.g. '0.1234'
2. The Price discovery discovered through RFP will be valid for the contract period of 3 years and an additional 1 years in case of extension of the contract which will be at the discretion of the Bank.
3. The rates quoted in commercial bid should be inclusive of all taxes, duties and charges (e.g. DLT, Scrubbing Charge, etc) except GST. However, GST shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product.
4. Any column left blank by the bidder will result in disqualification of the bid.
5. The multiplication factor as mentioned in above tables (PART I and PART II) are only indicative and for the purpose of deriving the Total Cost for determining the L1 bidder for finalizing the rate contract. The actual quantity of any item ordered may vary according to the requirement of the Bank. **The Yearly Count per Day in Tables A and B is the sum of the yearly per day count of the SMS/Call of the respective category of line item in each of 1st 2nd and 3rd year of the Contract.** In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period of 3 years, at the unit rate finalized after Reverse Auction (or Price arrived after negotiation in case of optional items).
6. The optional items included in PART II will not be included in calculation of L1/TCO. The quantity of the items (multiplication factor) quoted in Optional Components may vary according to the requirement of the Bank.
7. Bank reserves the right to negotiate further with the Bidder(s) for the optional items/ services.
8. The payment will be made as per actual usage on pro-rata basis after deduction of penalty/LD, if any, as per SLA.
9. Bank is not bound to place any minimum order for any item.
10. L1 will be decided based on the grand total cost arrived at after RA for domestic and international SMSs i.e. **Total of Table A and Table B above after Reverse Auction.**
11. Bank may place Orders as and when required during the entire contract period at the unit rates finalized after Reverse Auction. Bank is not bound to place any minimum order. The quantity will also be as per requirement.
12. Prices quoted shall remain firm and binding (without any escalation whatsoever) during contract period.

13. In case of any downward revision in prices due to any reason, bidder shall pass on the benefit to the Bank with immediate effect
14. Bank is not bound to place any minimum order for any item.

Seal of Company:

Signature of Authorized Signatory (OEM)

Name of Signatory:

Designation:

Date:

Place:

Email ID:

Mobile No:

Telephone No.:

REVISED ANNEXURE

ANNEXURE- XV

PERFORMA FOR PERFORMANCE STATEMENT

(to be provided on letter head of Organisation)

To
The Assistant General Manager
I T Procurement Department
Punjab National Bank
I.T. Division, Head Office
New Delhi

Sir,

Reg.: Our bid for RFP FOR SELECTING NEW VENDOR FOR SMS ALERT SERVICESS

This is to certify that M/s _____ has supplied/implemented the below listed devices/**services**.

Name & Full Address of the Organisation	Services Aailed	Date of go-live/ sign-off

The services provided by the M/s _____ are satisfactory and working fine since the date of go-live/ sign-off till date.

The certificate has been issued on the specific request of the company.

Date: _____

Place: _____

Yours faithfully

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No/ Telephone No:

Seal of Company: