

Addendum-I To

Request For Proposal (RFP) for Selection of SMS Aggregator for incoming and outgoing messages (SMSs) to and from Allahabad Bank CBS system and other related applications



Allahabad Bank

RFP Ref. No: HO/DIT/SMS/2018-19/123 dated 07.02.2019

The following amendments to RFP have been incorporated in connection with the above mentioned RFP.

Introduction

Bank has floated the RFP No **RFP Ref. No: HO/DIT/SMS/2018-19/123 dated 07.02.2019** for Selection of SMS Aggregator for incoming and outgoing messages (SMSs) to and from Allahabad Bank CBS system and other related applications.

The following amendments to RFP have been incorporated in connection with the above mentioned RFP.

For details please visit Bank's official website: www.allahabadbank.in & e-tender website www.tenderwizard.com/abbank

As per the terms of the RFP, a pre-bid meeting was held on 14th February 2019, which was attended by representatives of prospective bidders.

In response to the queries received from prospective bidders, addendum dated 18.02.2018 containing clarifications to the queries & amendments to the RFP document is issued herewith.

Amendments to the RFP (Including Additions/Modifications/Deletions):-

Sr. No	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
1	Page no 31	28	The clause stands "deleted"
2	Page no 12	4. Technical specification: Clause 4.14	The clause should be read as - Outgoing messages may be classified into two categories: (a) Transactional message - High Priority I- OTP (One Time Password) - To be Delivered within 16 Sec II- Transactional SMS alert - To be Delivered within 30 Sec . (b) Promotional Messages- Low Priority - To be Delivered in 60 Minutes.
3	Page no 41	Annexure-V Technical Specification Clause 14	High Priority OTP messages to be delivered within 16 seconds and High Priority – transactional messages to be delivered within 30 Seconds. Low priority messages to be delivered within 60 Minutes.

Sr. No	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
4	Page no 43	Annexure-V Technical Specification Clause 29	<p>Please read the clause as - The purchaser expects 100% delivery of outgoing and incoming messages.</p> <p>In calculation of the delivery percentage, following delivery failure cases will be Excluded:</p> <ul style="list-style-type: none"> (I) Inbox full (II) International Roaming (III) Mobile Number blacklisted (IV) Mobile Switched Off (V) Mobile Out of range (VI) Invalid Mobile Number

Annexure-XXII

Evaluation of Technical Bid is to be done for the bidders who fulfil eligibility criteria (Annexure-IV) and Technical and Functional compliance submitted by the bidders as per Technical Specifications and Functional Requirement of Section –V. The various parameters for Eligibility and Technical and Functional evaluation and their weightage are given in the table below. At the sole discretion and determination of the Bank, Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP

Only those Bidders who score 75% (75 marks out of 100) or above in the Technical Evaluation round and minimum 60% marks in each of the four sections (Financial Turnover and Net Profit , Experience & Functional and Technical Requirements and Presentation) will be short-listed for commercial evaluation.

Functional & Technical Evaluation: Evaluation Matrix

Sr.No	Criteria Description	Rules of Rewarding Marks	Maximum Marks
1	Financial Turnover and Net Profit		10
1.1	The Bidder must have registered a turnover of Rs. 10 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2015- 16, 2016-17 and 2017-18*	Turnover for the FY 2017-2018 above Rs. 30 Crores.	10
		Turnover for the FY 2017-2018 above Rs. 20 Crores and upto Rs. 30 Crores	8
		Turnover for the FY 2017-2018 Rs. 10 Crores and upto Rs. 20 Crores	6
2	Experience		15
2.1	Bidder should have provided SMS Services with minimum 30 Lakh SMS's per day in at least one Public Sector / Private Sector Bank / BFSI in India during the last three years. The solution offered should be currently running successfully.	3 or more Banks	5
		2 Banks	4
		1 Banks	3
2.2	The Bidder should be providing SMS services to minimum Three Public/Private Organization in India, out of which one must be Public sector Bank (PSB). The solution offered should be currently running successfully in a Public/Private Organization in India as on the date of the RFP.	5 or more Banks	5
		4 Banks	4
		3Bank	3

2.3	Should have provided multilingual (other than English) SMS facility in at least one public / private commercial sector banks in India during the last three years	3 or more than 3 banks	5	
		2 Banks	4	
		1 Bank	3	
3	Functional and Technical Requirements - The marks will be based on the proposed solution meeting the functional and Technical requirements as per annexure- V .			60
4	Presentation and evaluation by internal committee	Marks will be assigned based on work plan, methodology, functionality ,solution architecture etc.		15
		Total		100

Bidders have to provide responses against each technical specifications and functional requirement in Technical Specifications and functional requirement (Annexure-V) as under:

A - If the functionality is Readily Available in the solution.

C - The functionality will be delivered after Customizations.

N - The functionality is unavailable and cannot be customized.

Scores or Marks will be awarded as per following Matrix:

Readily Available-A	Customizable- C	Non-Available- N
4	2	0

Clarifications to Pre-Bid Queries:

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
1	23	13. Empanelment of Vendors	Commercial	2. However the purchaser reserves the right to select only one or more vendors. Purchaser reserves the right to distribute the SMS volume among the empanelled/ existing aggregator/ vendors based on the performance analysis (Percentage of SMSs successfully delivered at subscriber mobile device within time) SMS to selected/empanelled Bidder/Bidders subject to satisfactory performance . As Bank has already engaged one vendor for the SMS gateway services with commitment of minimum volume of 1 crore SMSs per month. The remaining volume will be shared in the ratio of 60% and 40% between the L1 and L2 bidders subject to satisfactory performance.	Please clarify if the Bank will give traffic to an existing vendor if he disqualifies from the bid under any circumstance.	Bank will not give any traffic to disqualified bidder.
2	15	4. Technical specification: Clause 4.30	Scope	4.30 The purchaser will provide an Internet link for connecting Mobile Banking, SMS Banking and other servers from bidder's SMS gateway. If bidder's SMS	Pls clarify - the bank will use bidder's APIs to integrate SMS into their application. Why is the bank exposing an internet link to the	Bidders will connect bank through APIs only , APIs will be routed through Internet link.

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				gateway server is in the same premises as the purchaser's server (i.e. CTRL S Data Center TTC Industrial Area, MIDC, MAHAPE, Navi Mumbai), all the related servers may be connected through LAN. All network equipments required at bidder's end has to be arranged by the bidder along with necessary cabling and commissioning. No additional cost will be paid by the purchaser in this regard.	bidder to connect to Bank's applications like Mobile Banking, etc	
3	43	Annexure-V Technical Specification Clause 19	Scope	All incoming messages (SMS) should be delivered to Allahabad Bank Internet Banking or Mobile Banking Application within 5 seconds of receipt of the message at bidder's server.	Please change this clause to accommodate that if there are issues with the operator not being able to handover the requests to the bidder, the 5 seconds threshold cannot be met. Bidder will be able to handover only the pull messages that reach bidder platform	No Changes-RFP Stands
4	16	4. Technical specification: Clause 4.34 Point	Scope	2. Bidder should provide on-site support whenever requested by Bank for troubleshooting and / or integration of new	Please confirm if On-site support needs to be provided in Mumbai / Navi Mumbai	Onsite Support to be provided at Banks DC location in Navi mumabi and DR location lucknow

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
		2		applications.		
5	13	4. Technical specification: Clause 4.14	Scope	<p>4.14 Outgoing messages may be classified into three categories:</p> <p>(a) Transactional message - High Priority - To be Delivered in 16 Sec I- OTP (One Time Password) II-Fund Transfer Alert III-Transaction through ATM, Mobile Banking and Internet Banking, SMS Banking , UPI , BHIM.</p> <p>(b) Promotional Messages- High Priority, as decided by the bank for immediate delivery. - To be Delivered in 30 Sec</p> <p>(c) Promotional Messages- Low Priority - To be Delivered in one hour.</p>	<p>The time for delivery of messages is too stringent. Please change this clause to the following:</p> <p>(a) OTP (One Time Password) Messages - To be delivered in 30 seconds</p> <p>(b) Transactional message - High Priority - To be Delivered in 60 Seconds I-Fund Transfer Alert II-Transaction through ATM, Mobile Banking and Internet Banking, SMS Banking , UPI , BHIM.</p> <p>(c) Promotional Messages- Low Priority - To be Delivered in one hour.</p>	<p>Please read the clause 4.14 as - Outgoing messages may be classified into two categories:</p> <p>(a) Transactional message - High Priority I- OTP (One Time Password) - To be Delivered within 16 Sec II- Transactional SMS alert - To be Delivered within 30 Sec .</p> <p>(b) Promotional Messages- Low Priority - To be Delivered within 60 minutes.</p>
6	12	4. Technical specification: Clause 4.10	Scope	4.10 The bidder should have a capability to handle at least 30 lacs real time SMS alerts per day for banking transactions of Banks. Bidder to submit latest month's invoice paid by respective scheduled commercial	How will the bank qualify that the invoices are for Real-time Transactional SMS only? Can the bidder provide Customer certificates mentioning daily	Bidder may provide certificate from the customer If detail related to real time SMS is not mentioned in the Invoices.

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				banks, clearly stating the volume of real time SMS alerts sent.	SMS volume for real-time SMS.	
7	46	Masked Price Schedule	Commercial	Any change in cost (due to change in TRAI guidelines or any statutory /regulatory authority) shall be considered.	This clause should accommodate changes in SMS cost mandated by operators too	No Changes-RFP Stands
8	76	Indicative Price Schedule	Commercial	Any change in cost (due to change in TRAI guidelines or any statutory /regulatory authority) shall be considered.	This clause should accommodate changes in SMS cost mandated by operators too	No Changes-RFP Stands
9	85	Section 11- Fall Clause	Commercial	The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system or sub-system was supplied by the Bidder to any other Ministry/Department of the Government of India at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder	Please note, as per TRAI, some sender IDs are exempted from Termination charges. In such cases, there is a significant drop in SMS pricing. Vendor services a lot of Government Customers who are having exempted sender IDs. Also, pricing depends a lot on the volume, use case of a customer and hence we request you to please remove this clause from the RFP.	No Changes-RFP Stands

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				to the Buyer, if the contract has already been concluded.		
10	45	Annexure-V Technical Specification Point 41	Scope	The SMS messages should be encrypted at the sender end and decrypted at the receiver end. The solution should support 168 bit to 256 bit encryption. The solution should take care of the security gap by addressing the inherent limitations of message security. The solution should be secured and should take care of the following security vulnerability that is SMS spoofing, SMS Viruses, SMS Phishing, DOS Attacks and spamming, including Man in the middle attack.	Submission to our platform is via SSL (Secured socket layer) which has inbuilt data encryption/decryption capability. Is the same being referenced above?	No Changes-RFP Stands
11	42, 45	Annexure-V Technical Specification Point 10 & 41	Scope	10 The bidder should provide suitable means such as website/ portal/tool for generation of MIS reports and also for showing the current status of messages. The MIS report should have the following minimum fields: Mobile number/	Bank wants the bidder to encrypt the data (41) and also asking the bidder to provide a portal to show the mobile number and message content(10). These two clauses	Both clause are different , point no 10 is related to MIS and point no 41 is related to data communication between bank server and selected bidders server

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				<p>MSISDN, Message text, Message Category, Bearer (GSM/CDMA), Operator, Circle, National/International, Sender Name/ID, Date/time of SMS received at the gateway, Date/time of SMS sent to the operator, Date/time of SMS delivered to the end subscriber, Status of the SMS, Status description.</p> <p>41 The SMS messages should be encrypted at the sender end and decrypted at the receiver end. The solution should support 168 bit to 256 bit encryption. The solution should take care of the security gap by addressing the inherent limitations of message security. The solution should be secured and should take care of the following security vulnerability that is SMS spoofing, SMS Viruses, SMS Phishing, DOS Attacks and spamming, including Man in the middle attack.</p>	are contradictory	

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12	12	4. Technical specification: Clause 4.7	Scope	4.7 The bidder should be able to comply with latest regulations/guidelines issued by TRAI. Also the bidder should be able to comply with all future changes effected by TRAI or any other statutory body. It is the responsibility of the Bidder to change/upgrade/customize the infrastructure from time to time for ensuring the compliance to statutory, RBI, TRAI and IBA guidelines at no extra cost to the Banks Bidder during the contract period.	Bank must be solely responsible for all message content, irrespective of the performance of our platform/services.	No Changes-RFP Stands
13	13, 14	4. Technical specification: Clause 4.14, 4.27	Scope	4.14 Outgoing messages may be classified into three categories: (a) Transactional message - High Priority – To be Delivered in 16 Sec I- OTP (One Time Password) II-Fund Transfer Alert III-Transaction through ATM, Mobile Banking and Internet Banking, SMS Banking , UPI , BHIM. (b) Promotional Messages- High Priority, as decided by the bank for	The exceptions in Section II, Clause 4.27 should apply to Clause 4.14 also.	No Changes-RFP Stands

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				<p>immediate delivery. - To be Delivered in 30 Sec</p> <p>(c) Promotional Messages- Low Priority - To be Delivered in one hour.</p> <p>4.27 The purchaser expects 100% delivery of outgoing and incoming messages. However if the percentage of delivery is below 97% during the month for which invoice is submitted the penalty will be charged as below. In calculation of the delivery percentage, following delivery failure cases will be Excluded:</p> <p>(I) Inbox full (II) International Roaming (III) Mobile Number blacklisted (IV) Mobile Switched Off (V) Mobile Out of range (VI) Invalid Mobile Number</p>		
14	17	4. Technical specification: Clause 4.35	Scope	4.35 Bidder should have the facility to install the solution offered at Banks premises , if required. If Bank opted the option to install the solution at bank's	Is the Bank planning to use APIs for integration or does it require a middleware solution to be installed at the	Presently bank is planning to use API integration, but bidder should have capability to install middleware at bank premises if required.

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				premises than servers and OS will be provided by the Bank .Database, Middleware or any other required Software/Hardware will be provided by the bidder(s) without any additional cost to bank.	bank's premises?	If bank opted the option of middleware , only Hardware and operating system (OS) will be provided by the Bank, any other required software (i.e. middleware , database etc) to be provided by selected bidder.
15	20	12.1.8 Technical Bid Evaluation Criteria	Commercial	Financial Turnover and Net Profit Marks 10 1.1 The Bidder must have registered a turnover of Rs. 10 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2015-16, 2016-17 and 2017-18*	The criteria mentions that the maximum marks a bidder can get is 10. However the sub-clauses of turnover have only marks mentioned as 3, 4 or 5. How will the bidder get 10 marks in the category?	Revised Functional & Technical Evaluation: Evaluation Matrix is attached as annexure - XXII
16	20	12.1.8 Technical Bid Evaluation Criteria	Commercial	Financial Turnover and Net Profit Marks 10 1.1 The Bidder must have registered a turnover of Rs. 10 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2015-16, 2016-17 and 2017-18*	the brackets for marks are mentioned as: Turnover for the FY 2017-2018 above Rs. 30 Crores. - 5 Marks Turnover for the FY 2017-2018 above Rs. 20 Crores and upto Rs. 30 Crores - 4 Marks Turnover for the FY 2017-2018 Rs. 10 Crores and upto Rs. 200 Crores - 3 Marks	Revised Functional & Technical Evaluation: Evaluation Matrix is attached as annexure - I

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
					The last criteria has a range mentioned of 10 to 200 crores but the marks are the least, please correct this error	
17	28	23 Indemnity	Legal	23 . Indemnity	Our stated indemnification obligations are overly broad and should be limited solely to violations of law, IP infringement, gross negligence and willful misconduct. The indemnification provisions for subcontractors should not apply.	No Changes-RFP Stands
18	42	Annexure-V Technical Specificati on Clause 14	Scope	High Priority messages to be delivered within 5 seconds (OTP) to 16 seconds (others). Low priority messages may be delivered within one hour. All outgoing messages (SMS) from Mobile Banking application are to be delivered to the mobile subscriber within 16 seconds of receipt of the message at bidder's server.	The SLA mentioned here is different than the SLA mentioned on page 13, clause 4.14	Please read the clause as - High Priority OTP messages to be delivered within 16 seconds and High Priority – transactional messages to be delivered within 30 Seconds. Low priority messages to be delivered within 60 Minutes.
19	44	Annexure-V Technical Specificati	Scope	The purchaser expects 100% delivery of outgoing and incoming	The exceptions in Section II, Clause 4.27 should apply to this clause too.	Please read the clause as - The purchaser expects 100% delivery of outgoing and

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
		on Clause 29		messages.	In calculation of the delivery percentage, following delivery failure cases will be Excluded: (I) Inbox full (II) International Roaming (III) Mobile Number blacklisted (IV) Mobile Switched Off (V) Mobile Out of range (VI) Invalid Mobile Number	incoming messages. In calculation of the delivery percentage, following delivery failure cases will be Excluded: (I) Inbox full (II) International Roaming (III) Mobile Number blacklisted (IV) Mobile Switched Off (V) Mobile Out of range (VI) Invalid Mobile Number
21	48	Annexure VIII	Legal	-	The contract should include: 1. An indemnity obligation for the Bank related to all content and use of services. 2. Mutual limitation of liability capped at 1 year of trailing revenue and exclusion of indirect/consequential damages. 3. Termination rights for the bidder	No Changes-RFP Stands

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22	23	14. Performance Security	Commercial	14.1 The successful bidder will be required to submit a Performance Bank Guarantee for an amount of equivalent to 10% of contract value (rounded off to nearest ten thousand rupees) in favor of Allahabad Bank within 21 days of award of contract.	How is the bank arriving at the 10% value of the Performance Security? How will the bank issue the contract value to every selected bidder as the price is being taken for only SMS unit? How will a bidder get an idea of what the potential contract value will be and derive the 10% performance security he needs to invest in?	No Changes-RFP Stands
23	46, 76	Masked Price Schedule, Indicative Price Schedule	Commercial	*L1 will be decided by the Rate quoted for One lakh SMSes at the end of online reverse auction and payment will be made as per actual usage on pro-rata basis at the rate of per SMS. Rate per SMS will be derived by rate quoted for One lakh SMSes.	Will the reverse auction be on Total Cost (1+2) or each line item : 1) Transactional/ Promotional High Priority SMS (Domestic) & 2) Promotional Low Priority SMS (Domestic)	Reverse auction will be based on total cost only , however bidders has to submit the details as per annexure -XXI of the RFP
24	Page # 4	7. The RFP details are as follows:	General	Bid Security/ EMD: Rs. 20,00,000/-	EMD is high. Kindly reduce for fair representation of bidders reduce upto Rs.10,00,000/-	No Changes-RFP Stands

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25	2	6	General	The bidder who has downloaded the RFP from website, is required to submit a non-refundable fee of Rs. 10000/- (Rupees Ten Thousand only) in the form of DD or Banker's Cheque in favor of Allahabad Bank, payable at Kolkata at the time of submission of bid, failing, which the bid of the concerned bidder will not be entertained.	Our company is registered under MSME Act, so request you to allow exemption upon submission of Udyog Aadhaar Memorandum copy.	The exemptions allowed to MSMEs as per Government Guidelines are applicable to the Tender. However to avail exemptions, the bidder has to submit all the necessary documents in its Technical Bid.
26	11	4.5 (1)	Scope	Should have the ability to provide a multilingual two way messaging solution across India. This will provide the widest reach of mobile banking.	Is incoming regional SMS service live on VMN? If yes, please share the VMN No. along with the operator name.	Presently Incoming SMS are live in English only . Details will be shared with selected bidder.
27	12	14.14 (b)	Scope	Promotional Messages- High Priority, as decided by the bank for immediate delivery. - To be Delivered in 30 Sec	Promotional Message should have a low Priority.	Please read the clause 4.14 as - Outgoing messages may be classified into two categories: (a) Transactional message - High Priority I- OTP (One Time Password) - To be Delivered within 16 Sec II- Transactional SMS alert - To be Delivered within 30 Sec . (b) Promotional Messages- Low Priority

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
						- To be Delivered in one hour.
28	13	4.27	Scope	The purchaser expects 100% delivery of outgoing and incoming messages.	Is it 100% delivery to Operator gateway or customer's mobile handset?	Delivery % will be calculated in terms of messages delivered to the customer
29	38	C (1)	Eligibility	Vendor should have provided SMS Services with minimum 30 Lakh SMS's per day in at least one Public Sector / Private Sector Bank / BFSI in India during the last three years. The solution offered should be currently running successfully.	Please clarify whether SMS volume of multiple users/customers will be acceptable.	Should have provided the required SMS volume to single customer.
30	41	14	Scope	High Priority messages to be delivered within 5 seconds (OTP) to 16 seconds (others). Low priority messages may be delivered within one hour. All outgoing messages (SMS) from Mobile Banking applications are to be delivered to the mobile subscriber within 16 seconds of receipt of the message at bidder's server.	High Priority messages should be delivered to 5 to 16 Seconds to Operator gateway Please confirm.	Delivery % will be calculated in terms of messages delivered to the customer

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
31	40	5	General	The bidder should have tie-ups with at least three major national telecom (mobile) operators for delivery/retry/re-routing of messages so that, in the event of failure (technical failure or winding up of business etc.) of any particular Carrier, the delivery of messages does not suffer.	As per our understanding this is not applicable for Telecom Service Provider. Request to delete for TSP.	No change - RFP stands
32	21	2.1	Experience	Vendor should have provided SMS Services with minimum 30 Lakh SMS's per day in at least one Public Sector / Private Sector Bank / BFSI in India during the last three years. The solution offered should be currently running successfully.	Kindly request to amend the clause as: "Bidder should have experience in providing SMS services in last 3 years as under: One order where executed value is not less than the amount equal to Rs 1.62 Crore OR Two orders where executed value is not less than the amount equal to Rs 1.30 Crore each OR Three orders where executed value is not less than the amount equal to Rs 0.97 Crore each. Agreement/Work Order, Client Letter,	No change - RFP stands

Sr. No	Page No	Section Number; Page Number; Point Number	Category	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Bank's Comment
					CA certificate for value completed shall be submitted as proof."	
33	21	2.2	Experience	The Bidder should be providing SMS services to minimum Three Public/Private Organization in India, out of which one must be Public sector Bank (PSB). The solution offered should be currently running successfully in a Public/Private Organization in India as on the date of the RFP.	Kindly request to amend the clause as: The Bidder should be providing SMS services to minimum Three Public/Private Organization in India, out of which one must be Public sector Bank (PSB)/ Private Sector Bank. The solution offered should be currently running successfully in a Public/Private Organization in India as on the date of the RFP.	No change - RFP stands

Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the **Bank's response is 'No Changes-RFP Stands'**.

All other terms and conditions of the RFP remain unchanged. Please treat this Addendum as an integral part of the RFP under reference. No further queries pertaining to this Addendum will be entertained. Amendment incorporated through this addendum will override the concerned RFP clause/terms & condition issued earlier.

**Chief Manager - IT
Allahabad Bank, Head Office
Kolkata (WB)**