CORRIGENDUM - I

REQUEST FOR PROPOSAL

FOR PROCUREMENT, INSTALLATION, COMMISSIONING AND MAINTENANCE OF SMS GATEWAY SOLUTION FOR A PERIOD OF 07 YEARS

Ref: SBI/GITC/Platform Engineering-II/2023/2024/1034 dated: 28/08/2023

**DEPUTY GENERAL MANAGER (IT-PE-II)
STATE BANK OF INDIA,
PLATFORM ENGINEERING-II DEPARTMENT 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
02	Schedule of Events – 6	Last date and time for Bid submission Upto 03:00 PM on 25.09.2023	Last date and time for Bid submission Upto 03:00 PM on 30.09.2023
03	Schedule of Events – 8	Date and Time of opening of Technical Bids 03:30 PM on 25.09.2023 Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.	Date and Time of opening of Technical Bids 03:30 PM on 30.09.2023 Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives
03	Schedule of Events – 9	Individual bidder will be invited for technical presentation (in-person/site visit)	Individual bidder will deliver technical presentation, arrange for the site visit (if asked by the Bank) and demonstrate POC of solution on the parameters mentioned in below Table-1
57	Appendix-B (7)	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has implemented SMS gateway solution catering to average volume of 10 crore SMSs per day, in the last 03 (three) years (At least one client reference is required) Bidder should specifically confirm on their letter head in this regard as per **Appendix-N** Also, copy of Purchase Order or copy of work completion	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has implemented SMS gateway solution catering to volume of 05 crore SMSs per day, in the last 03 (three) years (At least one client reference is required) Bidder should specifically confirm on their letter head in this regard as per **Appendix-N** Also, copy of Purchase Order or copy of work completion

		Client reference letter to mention average volume of SMS handled per day. The bidder has to arrange for a Client's visit / Lab visit if required by the Bank.	Client reference letter to mention volume of SMS handled per day. The bidder has to arrange for a Client's visit / Lab visit if required by the Bank
74	Appendix – E (i)	Successful L1 bidder needs to demonstrate the SMS gateway solution proposed in this RFP as Proof of concept (POC) in the Bank's environment. Related servers and storage shall be provided by the Bank in the form of virtual machines. The required software and other peripheral devices for conducting the POC needs to be arranged by the L1 bidder. Upon successful POC, Bank will issue Purchase Order to the L1 bidder.	Each bidder needs to demonstrate the SMS gateway solution proposed in this RFP as Proof of concept (POC) in their environment. The required software and other peripheral devices for conducting the POC needs to be arranged by the bidder. Upon successful POC and technical evaluations as per the RFP, Bidder shall be suitably marked as Technically qualified or disqualified.

Table-1

S.N.	Details	Demonstrated (Y/N)
A.	The solution must be configurable to cater to the following interfaces:	
	a. HTTPS (with and without XML support)	
	b. File upload interface to all user departments for sending SMSs in bulk with minimum of 50 lakh mobile numbers in one file.	
	c. Automatic pickup of file (containing mobile numbers and text) for sending SMSs in bulk	
B.	The solution should have queue-based architecture with load Balancing, with an ability to hold and manage queue buffer of at least 1 day traffic.	
C.	The solution must support segregation of queues on the basis of priority of the SMSs, type of aggregator or any other logic as decided by the Bank.	
D.	The solution must provide Zero Data loss in any circumstances.	
E.	The solution should be capable for performing below functions-	
	i. Passing of unique acknowledgement id during API reception to source applications, as well as to the aggregators during DLR/MO submission	
	ii. SMS template and headers matching, and API payload encryption	
	iii. Appending DLT template Id and PE Id in each SMS submission to the aggregators	
	iv. Unicode SMS processing	
	v. Notification of Error codes to SMS generating (Source) applications if any SMS fails during submission to the solution.	
F.	The solution must support	
	i. solution should be capable to receive SMSs at 30000 SMSs/sec from multiple source applications,	
	ii. submitting to service providers/aggregators at 30000 SMSs/sec	
	iii. receive DLRs at 30000 SMSs/sec	
	iv. solution should be able to submit OTT and MO messages at 5000 messages/sec and receive response at similar TPS.	
	v. minimum 20000 concurrent TCP connections	
	vi. 5000 new TCP connections per second	
G.	The solution must have comprehensive reporting capabilities to provide all the statistics of messages / Queues at any point of time	
H.	Solution should support multiple Aggregator mapping, if one of the aggregator's system is down then the application should be able to connect and submit SMSs automatically (without manual intervention) to another aggregator seamlessly.	
I.	The solution must be configured in Active-Active mode. Auto-switch over of SMS traffic (without manual intervention) from one instance to another with zero down time, effectively making RTO of zero minutes.	
J.	The proposed solution should be based on forward and store mechanism i.e., not have dependency on database for SMS processing.	
K.	The proposed solution should be deployed on HA cluster, with no single point of failure. Adequate redundancy in application components, servers, databases, middleware, etc. to be ensured for 99.999% solution uptime.	