



CORRIGENDUM – IV

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:

<p>➤ <u>Page No.:</u> 2</p> <p>➤ <u>Reference / Clause:</u> Schedule of Events SI No. 6</p> <p>➤ <u>Existing Description:</u> Last date and time for Bid submission: Up to 03:00 PM on 05.12.2024</p> <p>➤ <u>Revised Description:</u> Last date and time for Bid submission: Up to 03:00 PM on 10.12.2024</p>
<p>➤ <u>Page No.:</u> 2</p> <p>➤ <u>Reference / Clause:</u> Schedule of Events SI No. 8</p> <p>➤ <u>Existing Description:</u> Last date and time of opening of Technical Bids: Up to 05:00 PM on 05.12.2024</p> <p>➤ <u>Revised Description:</u> Last date and time of opening of Technical Bids: Up to 05:00 PM on 10.12.2024</p>
<p>➤ <u>Page No.:</u> 21</p> <p>➤ <u>Reference / Clause:</u> 17. AWARD CRITERIA AND AWARD OF CONTRACT</p> <p>➤ <u>Existing Description:</u></p> <p><u>CONTRACT AWARD CRITERIA FOR INCOMING (PULL) SMS, MISSED CALL, WHATSAPP MESSAGE SERVICES AND RCS MESSAGING SERVICES</u></p> <p>Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1 and the contract will be awarded to L1. Further, in case of WhatsApp and RCS services, L1 bidder has to provide bifurcation of TCO rates into their different types of services as per terms stipulated in Appendix-F.</p> <p>➤ <u>Revised Description:</u></p> <p><u>CONTRACT AWARD CRITERIA FOR INCOMING (PULL) SMS, MISSED CALL, WHATSAPP MESSAGE SERVICES AND RCS MESSAGING SERVICES</u></p> <p>Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1, and the contract will be awarded to L1.</p>

In case of WhatsApp services, reverse auction will be held on the margin percentage above the price offered by Meta to the Bank. The lower value of such margin percentage will be fixed by the Bank below which the bidder cannot place its price during reverse auction process. The successful bidder is required to provide the final rate (i.e., adding up its margin amount as discovered in reverse auction and the WhatsApp rates offered by Meta) of each WhatsApp service within 48 hours of conclusion of reverse auction. In a calendar year, there will be only one upward change in the rates of WhatsApp services by Meta. Bank will review the price of WhatsApp services, if Meta increases the same in next calendar year. However, if there is any decrease in the price, the same needs to be adhered by the successful bidder from the effective date of such change. The margin percentage as discovered in reverse auction will be fixed for a period of 5 years.

Further, in case of RCS services, L1 bidder has to provide bifurcation of TCO rates into their different types of services as per terms stipulated in Appendix-F of RFP.

➤ **Page No.:** 75

➤ **Reference / Clause:** Appendix-B S.No. 13

➤ **Existing Description:**

Eligibility Criteria:

The bidder should be satisfying below criteria in case they wish to participate in WhatsApp services of RFP:

- i. Implemented WhatsApp Services in India in at least 02 Schedule Commercial Banks or 02 eCommerce companies or PSU companies having presence in India.
- 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.

Documents to be submitted:

- i. References with following details for each bank to be provided:
 - Name of the organization
 - Address of organization
 - Name of the official
 - Contact number of official
 - E-mail Id of official
- ii. Copy of the Valid Certificate(s) to be provided.

➤ **Revised Description:**

The bidder should be satisfying below criteria in case they wish to participate in WhatsApp services of RFP:

- i. Implemented WhatsApp Services in India in at least 02 Schedule Commercial Banks or 02 eCommerce companies or PSU companies having presence in India.
- ii. Certificate of platinum / premier partnership (Business Service Provider – BSP or Technical Service Provider- TSP) from Facebook/WhatsApp/Meta for providing WhatsApp services which is valid during RFP period.

Documents to be submitted:

- i. References with following details for each bank to be provided:

- Name of the organization
- Address of organization
- Name of the official
- Contact number of official
- E-mail Id of official

ii. Confirmatory letter from Meta as per Appendix-E4 (at page 5 of this Corrigendum-IV) is to be submitted.

➤ **Page No.:** 75

➤ **Reference / Clause:** APPENDIX-F: INDICATIVE PRICE BID

➤ **Existing Description:**

Sr. No.	Type of services	Rate per one lakh message in Rs. (Figure)	Rate per one lakh message in Rs. (Words)	Allowed range in proportion to Total Cost of B	"%" in Total Cost (in percentage) #
1.	WhatsApp Utility Conversations Push Messages			7 to 10	
2.	WhatsApp Authentication Push messages			7 to 10	
3.	WhatsApp Marketing Conversation Push Messages			55 to 60	
4.	WhatsApp Service Conversations			20 to 25	
Total Cost B*					

➤ **Revised Description:**

Sr. No.	Type of services	Margin percentage above the price offered by Meta to the Bank (in Figure)	Margin percentage above the price offered by Meta to the Bank (in Words)
1.	WhatsApp Push Messages		

Appendix-E4: Confirmation letter on Meta for WhatsApp services

<TO BE ISSUED ON META'S LETTER-HEAD>

_____ <DATE>

Ref: 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

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

To whom it may concern

As of the Letter Date, _____ <Name of the Bidder Company> is an authorized **Business Messaging Solution Provider** of **Meta Platforms Ireland Limited**.

Thank you for your interest in working with Meta and _____ <Name of the Bidder Company>.

Best regards,

By: _____

Name: _____

Title: _____

Company: Meta Platforms Ireland Limited