

“शेड्यूलड बँक”

दि हिमाचल प्रदेश
राज्य सहकारी बँक मर्यादित
प्रधान कार्यालय : दि माल, शिमला - 171 001
टेलिफोन : 0177-2604490, 91, 92 फॅक्स : 2604491, 99
ई मेल : info@hpscib.com



“SCHEDULED BANK”

THE HIMACHAL PRADESH
STATE COOPERATIVE BANK LTD.
Head Office : The Mall, Shimla - 171 001
Phone : 0177-2604490, 91, 92 Fax : 2604491, 99
E-Mail : info@hpscib.com

REQUEST FOR PROPOSAL
FROM
THE HP STATE COOPERATIVE BANK LTD
THE MALL SHIMLA-171001, HIMACHAL PRADESH
FOR
“BULK SMS GATEWAY SERVICE”

Tender document No: HPStCB /ITP/SMS/222/20-21 dated 10.10.2020

The information provided by the bidders in response to this tender document will become the property of the HP State Cooperative Bank Ltd and will not be returned. The HP State Cooperative Bank reserves the right to amend, rescind or reissue this tender document and all amendments will be advised to the bidders and such amendments will be binding on them. This document should not be reused or copied or used either partially or fully in any form.

The H P State Co-operative Bank Ltd

Critical Information

Summary

1. The bidders are advised to study the tender document carefully. The submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
2. The HPSCB reserves the right to change the bank requirements. However, any such changes will be communicated.
3. Before submitting the bid, bidders must ensure that such clarifications / changes have been considered by them. The HPStCB will not have any responsibility in case some omission is done by any bidder.
4. In case of any clarification required by the HPStCB Ltd to assist in the examination, evaluation and comparisons of bids, the HPStCB Ltd may, at its discretion, ask the bidder for clarification. The response/ clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted.
5. Please note that all the information required as per the bidding document needs to be provided. Incomplete information in these areas may lead to non-selection.
6. Modification and / or withdrawal of Bids: Bids once submitted will be treated as final and no further correspondence will be entertained. No bid shall be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be the successful bidder.
7. The HPStCB has the right to reject any or all tenders received without assigning any reason.

NOTE: THE HPStCB Ltd SHALL NOT BE RESPONSIBLE FOR NON-RECEIPT /NON DELIVERY OF THE BID DOCUMENTS DUE TO ANY REASON, WHATEVER.

The H P State Co-operative Bank Ltd

1. Schedule of events

Sr No	Bid reference No: HPStCB /ITP/SMS/222/20-21dated	
1.	Purpose	" Bulk SMS Gateway Service"
2.	Cost of tender	Nil
3.	Earnest Money Deposit	Rs 50,000/- (Rs Fifty Thousand only)
4.	No of envelopes (non window, sealed) to be submitted	Two Envelopes Envelope I containing: 1. Technical Bids as per section 5. 2. DD equal to the amount of EMD Envelope-II containing 3. Financial bids as per section 8 (only one bid to be kept)
5.	Last date and time of submission	01.12.2020 up to 12.00 Noon
6.	Venue, Date and Time of opening of bids except Financial Bids	The HP State Cooperative Bank Ltd Head Office: The Mall Shimla-171001 Himachal Pradesh 01.12.2020 at 2.30 PM Financial bids of only qualified bidders will be open thereafter.
7.	Bid Validity	6 months from the date of submission
8.	Address for submission of bids	The General Manager The HP State Cooperative Bank Ltd Head Office: The Mall Shimla-171001
9.	Contact Persons	Name Dr R.P.Nainta Designation: General Manager Phone 2804492 e-mail gm@hpscb.com Name Sh Adarsh Dogra Designation: Sr. System Analyst Phone: 98055-38768 e-mail: adarsh_dogra@hpscb.com

The H P State Co-operative Bank Ltd

2. Introduction and disclaimers

2.1. Purpose of tender documents

The purpose of the tender document is to short list vendor for providing "Bulk SMS Gateway Service".

- Minimum Eligibility Criteria
- Technical Bid and
- Financial Bid

2.2. Information provided

The tender document contains statements derived from information that is believed to be relevant at the date but does not provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the HPStCB. Neither the HPStCB nor any of its employees, agents, contractors or advisers give any representation or warranty express or implied as to the accuracy or completeness of any information or statement given or made in this document.

2.3. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the HPStCB Ltd and its officers, employees, contractors, agents and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates or projections contained in this tender document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the HPStCB or any of its officers, employees, contractors , agents or advisers.

2.4. Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation and submission of responses including but not limited to the attendance at meeting, discussion, demonstrations etc. and providing any additional information required by the HPStCB will be borne entirely and exclusively by the Respondent.

2.5. No Legal Relationship

No binding legal relationship will exist between any of the Respondents and the HPStCB Ltd until execution of a contractual agreement.

2.6. Recipient Obligation to inform itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the tender document and the meaning and impact of that information.

2.7. Evaluation of offers

Each Recipient acknowledges and accept that the HPStCB Ltd may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible firm(s).The tender document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review carried out by a Recipient.

2.8. Errors and Omissions

Each Recipient should notify the HPStCB of any error, omission or discrepancy found in this tender document.

2.9. A Recipient will by responding to the HPStCB for tender document be deemed to have accepted the terms of this introduction and Disclaimer

2.10. Proposal Submission

Proposal document submission is required to be done as under:

One Hard Copy of technical bid and one copy of financial bid be sent to the following address in a sealed envelope indicating on the face of the envelop " Bid for SMS gateway Services":

General Manager
The HP State Cooperative Bank Ltd
Head Office, The Mall Shimla-171001
Himachal Pradesh

Copies of the proposal must be submitted before the aforementioned closing date and time mentioned in Critical Information Summary.

Faxed copies/ soft copies of any submission are not acceptable and will be rejected by the Bank. If the submission does not include all the information required or is incomplete, the proposal is liable to be rejected.

All copies of proposal and attachments must be provided in a sealed envelope. All submissions including any accompanying documents will become the property of the HPStCB Ltd.

Recipient shall be deemed to license and grant all rights to HPStCB to reproduce the whole or any portion of their submission for the purpose of evaluation to disclose the contents of the submission to other Recipient and to disclose and/or use the contents of the submission as the basis for processing of proposal, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

2.11. Bid Validity Period

The Proposal must remain valid and open for evaluation according to their terms for a period of at least 6 months form the time the bid closes on the deadline.

2.12. Tender Document

Recipients are required to direct all communications related to this tender document through the tender document for "Bulk SMS Gateway Service"
Nominated Point of Contact Persons Contact : 0177-2804492

Position : General Manager

e-mail : gm@hpsc.com, it.purchase@hpsc.com

Name Sh Adarsh Dogra

Designation: Sr. System Analyst

Phone: 98055-38768

e-mail: adarsh_dogra@hpsc.com

The HPStCB Ltd will not answer any communication initiated by Respondents later than ten business days prior to the due date for submission of Bid. However, the HPStCB Ltd may, in its absolute discretion, seek additional information or material from any respondents after the bid closes and all such information and material provided must be taken to form part of that Respondent's response.

The Respondents should provide details of their Fax, email and full addresses to ensure that replies to Bid could be conveyed promptly.

If the HPStCB Ltd in its absolute discretion deems that the originator of the question will gain an advantage by a response to a question, then the HPStCB reserves the right to communicate such response to all Respondents.

The HPStCB may, in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the Bid closed to improve or clarify any response.

2.13. Notification

The HPStCB Ltd will notify all short-listed Respondents in writing as soon as practicable about the outcome of their proposal. The HPStCB Ltd is not obliged to provide any reasons for any such acceptance or rejection.

2.14. Disqualification

Any form of canvassing / lobbying/ influence/query regarding shortlisting, status etc will be a disqualification.

3. BACKGROUND

3.1. About HP State Cooperative Bank Ltd

The Himachal Pradesh Cooperative Bank is serving the people of the state through a network of 218 branches and 23 extension counters in 6 districts of the state and one branch at New Subzi Mandi, Azadpur, New Delhi for the benefit of horticulturists of the State

4. Scope of work

The Bank desires to have outgoing SMSs (push) and Batch SMS services with 24x7x365 availability. The messaging platform provided by the bidder must include following features:

- 4.1.1. **Reliability and Timelessness:** The messaging Platform must support transmission of large scale messages to multiple users in multiple mobile networks such as GSM,CDMA etc. The messaging Platform must support acknowledgement based mobile messaging with guaranteed message delivery information. The messaging Platform must give commitment to service levels with guaranteed delivery times.
- 4.1.2. **Secured and Trusted Environment:** The equipment at the bidders' end must be part of a network operator secured infrastructure and must offer trusted message environment.
- 4.1.3. **Best in class Application platform:** Seamless integration with any system) including Core Banking Solution) so as to enable a smooth and secure flow of information to the mobile channel.
- 4.1.4. **Multiple options of sending the SMS:** There should be an option of sending messages through API provided by the bidder as were in batches based on address book / groups of phone numbers. The messaging Platform must offer following four categories of SMS services:
 - **Broadcast:** This category of service must allow the Bank to send informational or promotional messages to all the customers. Some

examples are change in the interest rates, change in policy affecting customers and launch of new scheme etc.

- **Schedule:** This category of service must allow the Bank to send the message to its customers on a pre-defined schedule basis. Some examples are daily account balance, weekly delivery of account balance etc.
- **Events:** This category of services must allow SMS to be automatically sent to the customers when a certain event happens. Some examples are balance below specified limit, term deposit maturity, loan EMI due date, payment receipt etc.

4.1.5. **Uniform Application Access:** A single uniform access number is necessary across multiple network operators.

4.1.6. **Single Unified Portal:** There should be single unified web based portal to manage address book/ groups of numbers, sending bulk Messages as well as need based MIS reports as per the requirement of the Bank regarding transaction done through the system. The system should have comprehensive reports on current as well as historical data as per requirement of the Bank such as details of messages sent, delivered, undelivered, expired along with date/time and reasons for messages sent through API.

4.2. Specifications

4.2.1. Bidder should provide a network based solution having a facility of configuration of short or long codes in the network.

4.2.2. The brief description of SMS services that Bank is planning to avail is as under:

- Send, process and receive SMS to fulfill any need related to SMS transactions using predefined rules.
- Managing the transmission and receipt of SMS messages incorporating any required data encoding, splitting and concatenation e.g verification of new users by sending passwords as SMS to users mobile numbers.
- Integration of the SMS gateway with various business applications. Initially it is expected that the bidder should integrate their application with internet & SMS Banking Applications.

4.3.3 It is the responsibility of the Bidder to change /upgrade/customize the infrastructure at all levels for ensuring the compliance to statutory bodies such as RBI, TRAI, NPCI, TRAI etc guidelines at no extra cost to the Bank.

Selection Criteria

5.1 Tender Methodology

- (a) The tender methodology adopted is "Two Bid System" i.e Technical Bid and Financial Bid.
- (b) The Technical Bid should be placed in a non-window sealed cover super-scribed with " Technical Bid for Bulk SMS Gateway Service".
- (c) The envelope containing Technical Bid should also contain one demand draft for Rs 50,000/- (Rs Fifty Thousand only) for EMD.
- (d) The DD should be drawn in favour of " The HP State Cooperative Bank Ltd" payable at Shimla. The EMD will not carry any interest.
- (e) The financial Bid should be placed in non-window sealed cover super-scribed with " Financial Bid for Bulk SMS Gateway Service."
- (f) All the covers, thus, prepared should also indicate clearly the name and address of the vendors.
- (g) The bidder shall bear all the costs associated with the preparation and submission of the bid and the HPStCB will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- (h) Bids submitted without EMD will not be considered for evaluation.
- (i) Bids sent by fax or e-mail will not be considered for evaluation.

5.2 Selection process

All bids shall be evaluated by an Evaluation Committee set up for this purpose by the Bank. The evaluation shall be on the basis of Technical Evaluation and the price quoted. The Technical and Commercial Assessment shall be taken into consideration for arriving at the L-I stage. The bids with the best technical specifications and experience will be rated as T1 and lower to this as T2 and T3 etc. accordingly.

After technical evaluation, the shortlisted bidder who fully comply with the technical specifications will become eligible for commercial evaluation and the bidder with lowest rate shall be rated as L1 and subsequent as L2, L3 etc.

The overall selection shall be made on the following formula:

Based on number of bidders, the score will be given from top to bottom e.g if four bidders have been shortlisted technically; the rating shall be as under:

T1: 4
T2: 3
T3: 2
T4: 1

The formula for commercial rating shall be as under (Lowest to above):

L1: 4
L2: 3
L3: 2
L4: 1

The final selection shall be made on the formula of 60% of technical rating and 40% of commercial rating. Based on overall score, the final bidder shall be recommended.

The Ltd the right to short list vendors based on the requirement of the Bank. The decision of the Bank in this regard shall be final.

The right to suspend the short-listing process or part of the process, to accept or reject any or all RFPs at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason therefore is reserved by the HPSCB Ltd without any obligation or liability whatsoever.

Phase-I (Technical Offer): Envelope I containing the technical bids will be opened and bidders meeting the eligibility criteria as mentioned in **annexure-II** will be shortlisted. The bidders need to explain their understanding of the project clearly in their Technical Proposal.

Phase-II (Financial offer): The Financial Bids for shortlisted bidders after phase-I will be opened. Based on the overall assessment and calculation as mentioned above, selection of L-I vendor will be done.

The proposal shall be organized and submitted as per the following sequence:

- (i) Table of contents list (List of documents enclosed)
- (ii) EMD (Earnest Money Deposit)

- (iii) Technical Proposal with detailed activities, effort estimate and manpower estimate to be deployed.
- (iv) Compliance Certificate for all the terms and conditions
- (v) All copies of Certificates, documentary proofs etc.
- (vi) Technical Bids
- (vii) Financial Bids
- (viii) Self Assessment Check list of Documents etc

- All relevant pages of the proposals are to be numbered and signed by authorized signatory on behalf of the Bidder. The number should be a unique running serial number across the entire document.
- The bids shall be addressed and submitted to "General Manager, The HP State Cooperative Bank Ltd, The Mall Shimla-171001, Himachal Pradesh".
- The bids (arranged as mentioned above) are to be submitted to "General Manager, The HP State Cooperative Bank Ltd, The Mall Shimla-171001, Himachal Pradesh" marked with the tender number at the Head Office address on or before the due date and time as specified. The bid submitted anywhere else is liable to be rejected.
- It may be noted that all queries, clarifications, questions etc relating to this tender document technical or otherwise, must be in writing only and should be to the nominated point of contact. The Respondent should provide their e-mail address in their queries without fail.
- The bidder will submit an undertaking specifying that the bidder has obtained all necessary statutory and obligatory permission to carry out project work, if any.
- The bidder will submit an undertaking specifying that the bidder has obtained all necessary statutory and obligatory permission to carry out project works, if any.
- The proposal should be prepared in English. The e-mail address and phone number of the bidder should also be indicated on the sealed cover.

5.3 **Format of Bids**

The Bidder should use the formats prescribed by the Bank in the tender document for submitting both technical and financial bids.

5.4 Bid validity period

“Tender Document” will remain valid and open for evaluation according to the terms for a period of at least Six months from the date of the “tender Document” submission process closes on the deadline for lodgment of tender documents

5.5 Notification

The HPStCB will notify the successful respondents in writing as soon as practicable about the outcome of the “Tender Document” evaluation process. The HP St CB is not obliged to provide any reasons for any such acceptance or rejection.

5.6 Disqualification

Any form of canvassing /lobbying/ influence/ query regarding short listing, status etc will be a disqualification.

5. Technical Bids

Firms meeting the eligibility criteria as described in the following sections will be considered for evaluation. The Bank reserves the right to change or relax the eligibility criteria to ensure inclusivity,

6.1 Eligibility Criteria

The Bidders required meeting the following ‘Minimum Eligibility Criteria’ and provide adequate documentary evidence for each of the criteria stipulated below:

- a. The bidder should be a registered company in India under Companies Act 1956 and should have been in operation for at least six years as on the date of RFP.
- b. The Bidder must have valid PAN/TAN/GST Number allotted by the respective authorities.
- c. The Bidder should have provided SMS gateway services to minimum 3 organisations of which at least 2 entities should be banks/ financial institutions. The bidder should provide details of average volume of SMS traffic generated for last 6 months.
- d. The bidder should have its own data centre/ DR site Located in India for providing SMS gateway services.
- e. The bidder should not have been blacklisted /debarred by the Govt. of India or their undertakings, any state Govt or their undertakings/ Banks/ financial institutions previously.

Supporting Documents for Eligibility Criteria

Following supporting documents must be submitted by the firm along with the technical proposal:

- For Sr. No (a) and (b), the bidder must submit copies of Certificate of Incorporation, PAN, GST Number etc.
- For Sr. No (c), if bidder is not OEM, then an authorization letter from OEM in this regard be submitted.
- For Sr No (d), the bidder must submit a self-declaration in this regard.
- In addition to above, the bidder must submit an undertaking from the existing Switching ASP i.e Sarvatra Technologies Private Ltd of the Bank to the effect that bidders are compatible with the switch.
- The bidders must submit copies of purchase order or certificate from the bank's in support of their having taken up the projects there also.

The HPStCB will apply the technical evaluation criteria as mentioned above for the purpose of evaluation in consultation with the committee constituted for the purpose. The evaluation criteria as applied by the HPStCB will be final and binding and no bidder will have the right to challenge or question the criteria applied by the Bank.

7. Terms and conditions

7.1 Adherence to Terms and Conditions

The bidders who wish to submit responses to this " Tender Document" should note that they should abide by all the terms and conditions contained in the tender document. If the responses contain any extraneous condition put in by the respondents, such responses may be disqualified and may not be considered for the selection process. A line of confirmation to this effect is required along with technical proposal.

7.2. Payment:

The Bank shall release 50% payment along with the purchase order and balance 50% after delivery of pack of SMSs. At the time of renewal, the payment will be released immediately after loading of pack of SMSs and submission of proper bill in this regard.

7.3. Execution of terms and conditions

The bidder shall execute (a) a service level agreement, which would include all the services and terms and conditions of the services to be

extended as detailed herein and as may be prescribed by the HPStCB Ltd and (b) Non-disclosure Agreement.

7.4. Other terms and conditions

The HPStCB Ltd reserves the right to:

- Reject any and all responses received in response to the 'Tender Document'.
- Waive or change any formalities, irregularities or inconsistencies in proposal format delivery.
- To negotiate any aspect of proposal with any bidder and negotiate with more than one bidder at a time.
- Extend the time for submission of all proposals
- Select the most responsive bidder (in case no bidder satisfies the eligibility criteria in totality).
- Select the next most responsive bidder if the negotiation with the bidder of choice fail to result in an agreement within a specified time frame.
- Share the information / clarifications provided in response to 'Tender Document' by any bidder with any other bidders/ others if any form.
- Cancel the tender document/ tender at any stage without assigning any reason whatsoever.
- Rates quoted shall be valid for a period of two years. However, during this period, if there is any in rates, the vendor shall pass the benefit to the Bank. After this period, the bank shall be free to negotiate the rates.

Professionalism: The bidder should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

Adherence to Standards: The Bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Govt. authorities.

The HPStCB reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

Expenses: It may be noted that Bank will not pay any amount / expenses/ charges/fees/ travelling expenses/ boarding expenses/ conveyance expenses/ out of pocket expenses other than the Agreed Professional Fee.

The bidder cannot change the Team Leader during entire period of execution of the scope unless consented in writing by the Bank.

The Bid should contain the resource planning proposed to be deployed for the project with includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc.

The bidder is expected to quote for the prices of the services inclusive of applicable taxes as on the date of bid submission. Any upward/ downward revision in the tax rates from the date of bid submission will be to the account of the bank.

Financial Bid Letter

From:

To

The General Manager
The HP State Cooperative Bank Ltd
Head Office, The Mall Shimla

Dear Sir

Having examined the bidding documents and amendments thereon, we, the undersigned bid to provide services/ execute the work in conformity with the terms and conditions of the bidding document and amendments thereon, for the following project in response to your Tender No: HPStCB/IT/SMS/2018-19 dated

We undertake to provide services / execute the above project or its parts assigned to us in conformity with the said bidding documents for an estimated sum of Rs

.....(in words & Figures) in accordance with the schedule of prices attached herewith made by the HPStCB Ltd, HO, The Mall Shimla.

If our bid is accepted, we undertake to:

1. Provide services / execute the work according to the time schedule specified in the bid document.
2. Agree to abide by the bid condition, including pre bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive.

Place:

Date:

Bidder's Signature

Seal

Annexure-I

Rate Schedule

Sr No	Item (Bidder may propose further details in the sub headings given below)	Unit	B a s i c Price Excludin g taxes	Applic a b l e taxes	Total Price
1.	Bulk SMS Gateway Service				
1.1		One time charges			
1.2		Per SMS charges <ul style="list-style-type: none">• Up to 10 lakh• 10 to 20 lakh• Above 20 lakh			
1.3					

Annexure-II

Technical Specifications/requirements

Sr No	Specifications	Available (Yes/No)	Deviation if any
1.	The messaging Platform must support reliability and timeliness, secured and trusted environment, single entry point and uniform application assess		
2.	Messaging platform must be able to send, receive and process various categories of SMS services like Broadcast, Scheduled events, interactive SMS		
3.	Messaging platform must be able to send e-mail which can be in the form of Broadcast, Scheduled events, interactive SMS.		
4.	Messaging platform must support e-mail to SMS service wherein incoming mails are send to intended recipient in form of SMS messages for example integration with critical servers for reporting messages in the event of system failure		
5.	The messaging platform must support the transmission and receipt of SMS messages incorporating any required data encoding, splitting and concatenation. For example verification of new users by sending passwords as SMS to users mobile Numbers.		
6.	The Messaging Platform must support integration of SMS gateway with various business applications. Initially it is expected that bidder should integrate their application with Bank System.		

7.	Bulk SMS must support comprehensive range of applications interfaces of the bank.		
8.	Bulk SMS must support both instant mode and scheduled mode.		
9.	The messaging platform must support defining multiple SMS to be pushed for categories of users.		
10.	The messaging platform must support interactive work flow so that customers should be able to send the response back to system		
11.	The messaging platform must support web based interface to see the reports. The following criteria may be used to generate the report: (a) Specific time period report. (b) Mobile number wise report (c) Summary Report (Count for time period) (d) Detailed report. (e) Level wise report.		
12	The message must support sender_id mask. Sender ID may be defined alfa-numeric sting, which is visible on the phone as send Id.		
13	All SMS messages are to be delivered to the mobile subscriber within 30 to 60 seconds (depending on criticality of the application) of receipts of the message at bidders server with acknowledgement for delivery of each SMS message.		

14	The bidder should submit flat file on daily/weekly/monthly/quarterly/ semiannually/ annually basis containing SMS generated for each customer and SMS charges thereof for each transactions.		
15	The bidder should deliver messages to subscribers of all major service providers like BSNL, Reliance, Tata Indicom, Bodafone, Airtel, Idea etc directly to that mobile service provider and for the subscribers of other mobile service provider through any one of the above service provider.		
16	The messaging platform must adhere to all guidelines prescribed by RBI regarding SMS banking.		
17	<p>The bidder to establish network connectivity with primary and backup links at bidders cost :</p> <ul style="list-style-type: none"> - Between bidders Data Centre at primary site and Bank switch Centre at primary site,. - Between bidders DR Site to Bank's DR Site. - Network should adhere to the security standards suggested by RBI / Bank from time to time. - The connectivity so established will be subject to compliance of all Information Security Standards and policies of the Bank from time to time. - The uptime of the links is bidders responsibility. 		

18	The bidder must be able to provide confirmation of message delivery and provide audit trail.		
19	The bidder should have all 24x7 support office to provide support. The bidder should provide a complete escalation matrix up to senior most official in the organization.		
20	The bidders mobile messaging gateway and other required applications that are hosted are to be in a level III or tier III data centre. The backup / redundant gateway are also to be hosted in physically different level-III data Centre other than the main one.		
21	The bidder should be able to provide push and pull SMS services on a five digit short code and also have the facility to provide option for 6 digit to 10 digit extended code		
22	The bidder must have a robust client side deployable application (Middleware) that can be integrated with the banking application (past details of integration with various applications in at least five organization has to be provided)		
23	The bidder should be able to provide robust campaign manager to integrate interactive mobile marketing campaign on short code or extended codes.		
24	The bidder should handle user data header (UDH) based communication i.e the bidder should be able to support port based SMS services.		

25	Should be able to provide a comprehensive reporting portal to facilitate verification by Bank officials in case of customers queries regarding particular alert on particular date		
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-End of Document-