



Dated- 10/04/2026

CORRIGENDUM -1

(Tender Reference No. GEM/2026/B/7372847)

In reference to the Request for Proposal (RFP) for Procurement of SMS (Push and Pull), Virtual Mobile Numbers (VMN), E-mail, Web and App push notifications, RCS (Rich Communication Services), WhatsApp notifications, voice alerts and campaign Services along with middleware services for Central Bank of India dated 18/03/2026, all interested bidders are hereby informed that the Changes/Clarifications/Revisions/Addendum as per **Corrigendum-1** are to be taken into account for bid submission. Bidders are requested to note and comply accordingly.

SN	Page	Details/Original Clause	Clarification/Change
1.	17	Sl. No. 1 of Part C Financial,1 Eligibility Criteria- The Bidder should have valid registration as a Telecom-operator/RTM (Registered Tele marketer) with TRAI	As per present guidelines, Telemarketer registration is done through telecom operators and same will also be considered.
2	116	Annexure 2 - Masked Commercial Bid (BOM) along with technical bid	The separate line item for 9 FM Resources including at least 1 L2 and 1 L1 Resource from Middleware OEM has been added in Commercial Bill of Material (Revised Annexure-2) & the same will be considered for TCO. Accordingly, the clauses mentioned in RFP regarding FM resources to be deemed considered modified to this extent.
3	168	119. Annexure 30 l. Facility Management	Table for FM resources is deleted as same has been incorporated in (Revised Annexure-2)
4	74	Point No 20. Payment Terms	In addition to existing Payment Terms, additional payment item of FM resources is added, and payment will be made monthly in arrears. Remaining all terms and condition are same. Bidder has to have Back to Back arrangement with telecom operators for providing logs and other details as and when required by the Bank.



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5.	75	Point No 20. Payment Terms Bidder should also share the Operator's SPOC details (name, designation, contact no., e-mail ID). Bank may validate and verify the report with operator as and when needed.	Kindly read it as given below. Bidder should also share the Operator's SPOC details (name, designation, contact no., e-mail ID). Bank also validate and cross verify the report with operator.
6	75	Point No 20. Payment Terms Successful bidder should produce operator validated data every month along with the invoice in below format.	Kindly read it as given below. Invoice Submission and Verification: RTMs / TMs shall submit invoices only after matching delivery reports with the telecom operator's records and should be certified by the competent authority not below the rank of General Manager or Equivalent. Certificate should include template wise delivery count. Bank reserve the right to CROSS verify the delivery reports for the accuracy with the telecom operator. Any invoice produce without such confirmation certificate from the Telecom operator tantamount for rejection. Successful bidder should produce operator validated data every month along with the invoice in below format.
7		For Database License	In case database is Oracle of the Middleware solution. Bank will provide license, However bidder has to arrange for support for the same.
8	174	121. Annexure 32 "Format for Credential Letter"	121. Annexure 32 "Format for Credential Letter/certificate from client",



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Central Bank of India

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RFP for SMS Services - Tender No. GEM/2026/B/7372847

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9	14	Last Date and Time submission of Bids- Existing timeline: 18/04/2026 up to 15:00 hrs.	Revised timeline: 24/04/2026 up to 15:00 hrs.
10	14	Time & Date of Opening of technical bids Existing timeline: Date- 18/04/2026 at 15:30 hrs.	Revised timeline: 24/04/2026 at 15:30 hrs.

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