

Revised Annexure 2 - Masked Commercial Bid along with technical bid

The Commercial Bid format is as under: (The Bidder is required to update the masked commercials in the following format)

SR	Particulars	Indicative Projected Volume in 3 years (In crore) (A)	Unit Rate (In ₹) (B)	Total cost 3 years (In ₹) (C=A*B)	Applicable GST on Column C(D)	Total cost including GST for 3 years (In ₹) E=(C+D)
1	Cost of Transactional SMS-Domestic	5,347				
2	Cost of Transactional SMS- International	0.31				
3	Cost of OTP SMS-Domestic	134				
4	Cost of OTP SMS-International	0.065				
5	Cost of Whatsapp Push (Marketing)	24				
6	Cost of Whatsapp Push Notification (Utility & Service)	23				
7	Cost of Email Notification cost	36				
8	Cost of Voice Message/Alert -Domestic	18				
9	Cost of Voice Message/Alert - International	2				
11	Cost of RCS	32				
10	Cost of Web/App Notification (One time implementation cost, no recurring charges)	10 (In Number)				
12	Cost of Server Rental for Missed call alerts solution.	50 (In Number)				
13	Cost of premium Missed call numbers for Missed call alerts solution (One time implementation cost, no recurring charges)	50(In Number)				
14	Cost for Short Code (For contract Period) (One time implementation cost, no recurring charges)	100 (In Number)				
15	Cost of Virtual Mobile number (VMN) / Long Code (For contract Period) (One time implementation cost, no recurring charges)	100 (In Number)				
16	Customization charges for per man-day	1000(In Number)				
17	*FM Resources including at least one L1 and one L2 of Middleware OEM resource	9 (No of Resources)	xxx			
	Total Cost of Ownership (TCO)					

Cost of Middleware (Hardware, Software, Database, Licence, customization, development, maintenance, integration, compliance, cable, rack, switch etc.) should be included in SMS and related service Charges (As mentioned in above table). If database is Oracle in Middleware solution, Bank will provide license, however bidder has to arrange for support for the same.

Please note: Ownership of Hardware, Licence, other components and insurance should be in the name of Bank only.

*Bidder to provide the year-wise cost bifurcation of FM resource

FM resource	Quantity	Unit cost Year1	Cost of 9 resources Year1	Unit cost Year2	Cost of 9 resources Year2	Unit cost Year3	Cost of 9 resources Year3	Total	GST	Total cost with GST
L1	7									
L1(OEM)	1									
L2(OEM)	1									
Total Cost for 9 resources for 3 years.										

- k. The number of SMS are indicative (based on previous utilization and future projection). This is for the purpose of TCO calculation only, however actual number of SMS will vary as per Bank's requirement & usage. The payment will be released on an actual basis considering unit cost for SMS.
- l. Onsite Support for the solution will be 24x7 in 3 shifts per day.
- m. Any implementation / integration charges should be included as part of the SMS charges.
- n. Any extra components/ item/service if required for fulfilling the scope, the bidder is required to factor the same in above mentioned line items only without any additional cost to the Bank.
- o. If the cost for any line item is indicated as zero / blank, then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- p. Bidder should factor Hardware, Software and other component along with licence and 24X7 support.
- q. Audit compliance of RBI,Bank,DoT,TRAI and other Regulatory guidelines should be completed as per Bank guidelines without any cost to Bank.
- r. Implementation, Integration, delivery, maintenance without any other cost to Bank during entire contact period.
- s. The Customization charges are to be submitted for the 3 years period for 1000 man-days subject to Bank discretion, however the payment will be made on actual usage. If man-days usage crosses beyond 1000 Man days, any additional man-days will be factored separately (as per quoted rates) and accordingly additional PO will be issued. Bidder shall implement any future regulatory/ statutory requirement and any new additional functionality without any additional cost to the Bank.
- t. The efforts being put in for customization should be justified by the Bidder through the FPA (functional point analysis) method and approved by Bank's internal effort estimation committee.
- u. **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.

v. Successful bidder should produce operator validated data every month along with the invoice in below format.

SMS Header	Total Number of SMS	Operators				
		Airtel	VIL	Jio	BSNL	Other

Bidder should also share the Operator's SPOC details (name, designation, contact no., e-mail ID). Bank also validate and verify the report with operator.

Date
Place

Seal & Signature of the Bidder