

**RFP for engagement of Service Provider for Citizen Communication Service
(Using WhatsApp, SMS, OBD Call & Android RCS)
(RFP Ref. No.: OCAC-SEGP-MISC-0004-2023-23003)
CORRIGENDUM**

SL#	Clause No. / Page No.	Existing Clause	Revised Clause
1.	7.1-Point: B Page. 20	<p><u>Sales Turnover</u> Average Sales Turnover from IT/ ITeS/Telecom must be Rs. 50 Crores in last three financial years ending at 31st March 2022.</p> <p><u>Documents Required</u></p> <ul style="list-style-type: none"> • Copy of audited Profit & Loss Statement <p>OR</p> <ul style="list-style-type: none"> • Certificate from the Statutory Auditor 	<p><u>Sales Turnover</u> Average Sales Turnover from IT/ ITeS/Telecom must be Rs. 40 Crores in last three financial years ending at 31st March 2022.</p> <p><u>Documents Required</u></p> <ul style="list-style-type: none"> • Copy of audited Profit & Loss Statement <p>OR</p> <ul style="list-style-type: none"> • Certificate from the Statutory Auditor <p>OR</p> <ul style="list-style-type: none"> • Certificate from Chartered Accountant (CA)
2.	7.1-Point: C Page. 20	<p><u>Net worth</u> The company must be profit making and positive net worth in last three financial years ending at 31st March 2022.</p> <p><u>Documents Required</u> Certificate from the Statutory Auditor</p>	<p><u>Net worth</u> The company must be profit making and positive net worth in last three financial years ending at 31st March 2022.</p> <p><u>Documents Required</u> Certificate from the Statutory Auditor or Chartered Accountant (CA)</p>
3.	7.1-Point: G Page. 21	<p><u>Technical Capability (SMS)</u> Bidder should have successfully sent at least 5 Crore Transactional/Batch SMSs in real time per day during last three (3) years.</p>	<p><u>Technical Capability (SMS)</u> Bidder should have successfully sent at least 5 Crore Transactional/Batch SMSs in real time on any single day during last three (3) years.</p>

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		<u>Documents Required</u> Undertaking to this effect is to be submitted along with a valid copy of invoices (not older than six months from the date of bid submission) of SMS services rendered to citizen and Performance certificate from the respective Organization.	<u>Documents Required</u> Undertaking to this effect is to be submitted along with a valid copy of invoices of SMS services rendered to citizen and Performance certificate from the respective Organization or certificate from client organization.
4.	7.1-Point: I Page. 21	<u>Database of Mobile Number</u> The bidder should have the database of at least 1 Crore mobile numbers relating to citizens of Odisha of its own for dissemination of information.	This clause has been deleted.
5.	7.1 Pre- Qualification Criteria	<u>New Clause</u>	<u>New Clause</u> Consortium in any form is not allowed.
6.	7.2 Technical Evaluation Scoring Matrix Page 22-24		Revised technical scoring matrix as mentioned below _Financial and Resource Strength-20 Marks _Technical Capabilities-50 Marks _Proposal and presentation-30 Marks
7.	8.1 Award Criteria Page 25	a. Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. b. OCAC may also select more than one firm for execution of work as per the scope of work mentioned in this RFP. In such a case, the OCAC will ask the second lowest bidder (L2) to match the price of the lowest bidder (L1). If the L2 bidder agrees to match the L1 price, they will be awarded the work along with the L1 bidder.	Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above. (Point b deleted)

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8.	9.2.1 WhatsApp Business API (Point: G) Page 29	Implement sending WhatsApp messages in Odia and English language. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, emojis etc. allowed by WhatsApp and the file size limit should not be less than that of permissible limit by WhatsApp.	Implement sending WhatsApp messages in English or other language supported by Whatapp/Meta. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, emojis etc. allowed by WhatsApp and the file size limit should not be less than that of permissible limit by WhatsApp.																																
9.	9.2.1 WhatsApp Business API (Point: I) Page 29	Bidder should provide free of cost WhatsApp message services for at least a period of 24 hours, if the citizen initiates the request and responses are sent to the citizen through WhatsApp messages/notifications.	Bidder should provide free of cost WhatsApp message services for at least a period of 24 hours (or as per the duration fixed by Meta on the basis of their pricing model), if the citizen initiates the request and responses are sent to the citizen through WhatsApp messages/notifications.																																
10.	9.2.2 Chatbot Solution (Point: L)	The chat bot developed by the bidder should also continue to work even after the end of contract period with or without the requirement of taking technical support from bidder.	This clause has been deleted.																																
11.	9.12.2 SMS Service (Penalty) Page 39	<table border="1"> <thead> <tr> <th>SMS Category</th> <th>Description</th> <th>Delivery Time per</th> <th>Penalty for delay</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>Higher Priority alerts (OTP)</td> <td>Within 10 seconds</td> <td>10 times of per SMS</td> </tr> <tr> <td>Priority 2</td> <td>Transactional/Batch SMSs in real time</td> <td>Within 30 seconds</td> <td>10 times of per SMS cost</td> </tr> <tr> <td>Priority 3</td> <td>Promotional SMSs</td> <td>Within 24 hours</td> <td>Equal to per SMS</td> </tr> </tbody> </table>	SMS Category	Description	Delivery Time per	Penalty for delay	Priority 1	Higher Priority alerts (OTP)	Within 10 seconds	10 times of per SMS	Priority 2	Transactional/Batch SMSs in real time	Within 30 seconds	10 times of per SMS cost	Priority 3	Promotional SMSs	Within 24 hours	Equal to per SMS	<table border="1"> <thead> <tr> <th>SMS Category</th> <th>Description</th> <th>Delivery Time per</th> <th>Penalty for delay delivery</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>Higher Priority alerts (OTP)</td> <td>Within 10 seconds</td> <td>5 times of per SMS cost</td> </tr> <tr> <td>Priority 2</td> <td>Transactional/Batch SMSs in real time</td> <td>Within 30 seconds</td> <td>2 times of per SMS cost</td> </tr> <tr> <td>Priority 3</td> <td>Promotional SMSs</td> <td>Within 24 hours</td> <td>Equal to per SMS cost</td> </tr> </tbody> </table>	SMS Category	Description	Delivery Time per	Penalty for delay delivery	Priority 1	Higher Priority alerts (OTP)	Within 10 seconds	5 times of per SMS cost	Priority 2	Transactional/Batch SMSs in real time	Within 30 seconds	2 times of per SMS cost	Priority 3	Promotional SMSs	Within 24 hours	Equal to per SMS cost
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			Penalty will not applicable towards the non-delivery/delayed delivery of SMS, if the reason is not attributable to the bidder such as wrong number, switched off, out of coverage area , etc ..																
12.	9.12.3 OBD Service Page-40	<table border="1"> <thead> <tr> <th>Category</th> <th>Description</th> <th>Delivery Time per call</th> <th>Penalty for delay</th> </tr> </thead> <tbody> <tr> <td>Voice Bound Call</td> <td>Receiving call on the customer telephone/ mobile from</td> <td>Within 15 Sec</td> <td>5 times of per voice bound call cost</td> </tr> </tbody> </table>	Category	Description	Delivery Time per call	Penalty for delay	Voice Bound Call	Receiving call on the customer telephone/ mobile from	Within 15 Sec	5 times of per voice bound call cost	<table border="1"> <thead> <tr> <th>Category</th> <th>Description</th> <th>Delivery Time per call</th> <th>Penalty for delay</th> </tr> </thead> <tbody> <tr> <td>Voice Bound Call</td> <td>Receiving call on the customer telephone/ mobile from IVR.</td> <td>Within 30 Sec</td> <td>2 times of per voice bound call cost</td> </tr> </tbody> </table>	Category	Description	Delivery Time per call	Penalty for delay	Voice Bound Call	Receiving call on the customer telephone/ mobile from IVR.	Within 30 Sec	2 times of per voice bound call cost
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13.	11 Clause 1.1.12 Page-66	“Member” means any of the entities that make up the joint venture / consortium / association, and “Members” means all these entities.	This clause has been deleted.																

7.2 Revised Technical Criteria

Technical proposal of those bidders will be opened and evaluated, who qualify the Pre-Qualification criteria. The Evaluation Committee will evaluate the Technical Proposals on the basis of technical evaluation criterion as provided below:

Financial and Resource Strength	20
Technical Capabilities	50
Proposal and presentation	30

Sl#	Evaluation Criterion	Max Score	Documents Required
a.	Financial and Resource Strength		
i)	Average Annual turnover from IT/ IteS/Telecom sector in last 3 years ending on 31.03.2022 – ≥ 40 Cr: 3 Marks <i>[Additional 1 marks for additional 10 crore subject to maximum 10 marks]</i>	10	– Copy of audited Profit & Loss Statement – Certificate from the Statutory Auditor
ii)	The bidder must have at least 20 full time technical resources in its payroll as on date of submission of bid. – ≥ 20 Resources : 1 Mark <i>[Additional 1 marks for additional 20 resources subject to maximum 10 marks]</i>	10	Copy of the latest EPF deposit challan or declaration from HR
b.	Technical Capability		
i)	Certification of the bidder - ISO 9001 (any series) – 3 Marks - ISO 27000 (any series) – 5 Marks	5	Copy of certification
ii)	The bidder should have tie-up with telecom operators functional in India – 2 Telecom operators - 3 Marks – 3 Telecom operators - 4 Marks – 4 Telecom operators - 5 Marks	5	Relevant documentary evidence
iii)	The bidder should have experience of implementation of WhatsApp API/WhatsApp Chatbot Service in any software application project in India during last 3 years ending on 31 st December 2022(i.e. in between 01.01.2020 to 31.12.2022). – 2 Applications – 4 Marks – There after 2 marks for additional application each up to maximum 10 marks	10	Copy of Work Order and undertaking in letterhead of bidder or Completion / Go-live certificate
iv)	Bidder should have executed WhatsApp Push campaigns having volume of 5 Million in a day in last one year Each Private Client/ entity – 1 marks Each Govt./PSU/Autonomous body/BFSI – 2 marks	10	Submit client's letter showing execution of 5Mn+ campaign in a day supported with relevant overall volume invoice for that month with at least 1 Crore push

Sl#	Evaluation Criterion	Max Score	Documents Required
v)	Experience of the execution of assignment/ activity/ campaign including OBD/ Voice Calls with at least 10 Lakh calls per activity/assignment/campaign during the last 3 years as on 31 st December 2022(i.e. in between 01.01.2020 to 31.12.2022). <i>[Each assignment/project will be awarded 2 marks]</i>	10	Copy of Work Order and Completion
vi)	The bidder should have experience of implementation of SMS API Service in any e-Governance application project for any State/Central Government/BFSI of India during last 3 years as on 31 st December 2022 (i.e. in between 01.01.2020 to 31.12.2022). <i>[Each project will be awarded 2 marks]</i>	10	Copy of Work Order and Completion / Go-live certificate
c.	Technical Proposal and Presentation		
i)	Solution presentation on methodology Architecture and Planning for SMS, Voice and WhatsApp and it's document Live demo – past experience on SMS, OBD, WhatsApp and RCS	30	Technical presentation. The bidder should furnish documents related to methodology Architecture and Planning for SMS, Voice and WhatsApp in technical bid

Revised Tender Schedule

SL#	Event	Schedule
1	Last date and time for Submission of Bid	21.02.2023, 12 P.M.
2	Opening of Pre-qualification & Technical bids	21.02.2023, 12.30 P.M.
3	Technical Presentation	24.02.2023, 11.30 Noon onwards (Eligible bidders would be communicated over email)
4	Opening of Financial bids	To be intimated later

Other Terms and conditions remain unchanged