Corrigendum to Request for Proposal (RFP) for Selection of Service Provider for Sending Bulk Emails

Last Date of Bid Submission is Extended up to 10.06.2022

Sl. No	Clause No	Page No	Clause	Query	Bank Response
1				If the Bank can extend the deadline of the tender as the technical proposal will require some more	Last Date of Bid Submission is Extended up to 10.06.2022
2				Also will request at least one pre-bid meeting	Please be guided by RFP
3	6.3.2	11	Receiving Response Mail	time. And it will also depend on the clarifications of the queries.	Please refer to point 6.6.3 of RFP
4	6.2	11	Scope of work	What level of personalization is required other than the mentioned salutations, request you to elaborate.	Personalisation based on name,CIF number,account no etc
5	6	11	Scope of work	The RFP mentions solution for bulk email delivery, please let us know if you would like the solution to design the emails as well. And what about the attached PDF document creation as well.	Please be guided by RFP
6	6	11	Scope of work	The RFP mentions solution for email delivery, however our solution has the capability to design, deliver and track SMS, WhatsApp, print files and integration with mobile applications to deliver communications to the customer, would you like those features in the solution too, please let us know.	Please be guided by RFP
7	6.3.2	11	Scope of work	Request you to elaborate the requirement. Do you need a real time status of each email sent.	Yes, real time status of each email sent is required
8	6	11	Scope of work	Do you need silent periods when no emails or SMS should be sent?	Please be guided by RFP
9	6	11	Scope of work	Is the requirement only for batch communications or also on-demand/real time communications.	It is the requirement of both batch communicationsand also on-demand/real time communications.
10	6	11	Scope of work	Do you need short URL links to delivery communications for customers whose email ID is not avaialble with the bank?	No

Sl. No	Clause No	Page No	Clause	Query	Bank Response
11	6	11	Scope of work	What is the Turn-Around-Time that the Bank expects to deliver for its largest batch of communications and what is that volume (for example monthly CASA statements)?	>3 Crores
12	6	11	Scope of work	What is the monthly volume of communications that will be sent out?	>3 Crores
13	6	11	Scope of work	Do you need the responsive design as well of communications so it can be viewed on mobile devices?	The solution should have responsive design so it can be viewed on mobile devices
14	6	11	Scope of work	Does the Bank want the solution on-premise or on cloud?	The solution should be on OPEX model.
15	6	11	Scope of work	Does the Bank need digital signatures as well for some communications for compliance reasons - such as GST Statement or TDS certificate, etc?	Please be guided by RFP
16	6	11	Scope of work	If email is not delivered - do you want the system to automattically retry with alternate channels like WhatsApp or short URL on SMS.	Please be guided by RFP
17	6	11	Scope of work	If other channels like SMS or WhatsApp are to be used - then distributing will that be bidders scope or of the Bank. Or is the bidder only required to integrate with the Banks SMS / WhatsApp.	Please be guided by RFP
18	6	11	Scope of work	Is there doing to be a demo & POC carried out by the bank with the shortlisted vendors?	Please be guided by RFP

Sl. No	Clause No	Page No	Clause	Query	Bank Response
19	6.6.3	12	The Bank requires that mails received by the bidder's infrastructure are delivered to the recipients' server within the time norms i.e. for Transactional Emails / Email Alerts / OTP Mails, etc. It should be 1 Minute and for Campaign / Promotional Mails, etc. It should be 1 Hour.	Factors like sender reputation, user engagement and quality of database play an important role in establishing the connection with the ISP (Gmail, yahoo etc). The delivery time for public domains is directly proportional to the quality and user engagement metrics. Depending upon the filtering rules It might take longer to deliver the emails eg. on corporate emails. Hence, we request bank to allow us to share our SLA as defined below or it should be mutually agreed at the time of implementation 1) High Priority- OTP (one time password) Volume- 2000 emails/hr Delivery Time- 90% valid public domain emails will be delivered within 30sec of submission 2) Medium Priority- Transactional Email Alerts Volume- 100,000 per hour 80% of the valid public domain emails will be delivered within 5 minutes of submission 3) Low Priority- Bulk e-mails (Informational/ Promotional), Scheduled e mails (Informational/Promotional) EOD/Batch/Scheduled emails: Volume- 2lakh an hour 80% of the valid public domain emails will be delivered within 1 hour of being submission Promotional emails- Delivered within the same day (12 hours), if still	Please be guided by RFP
20	6.6.1	12	To keep the requisite infrastructure for proposed solution including requisite hardware, software and manpower at bidder's premises for sending (40 crores of email annually) bulk emails received from the Bank. The volume mentioned of email is indicative. It may increase or decrease based on actual requirement.	We understand on-prem solution is not required by the bank. Please confirm.	

Sl. No	Clause No	Page No	Clause	Query	Bank Response
21	6.5.2	12	Promotional mails have a single text/graphics content that is common to all the customers. While the content of the mail is the same, it would be emailed to all the customers indicated in the list. Accordingly, there should be an Application Program Interface (API) from the bidder, made available at the Bank site using which the desired promotional emails may be uploaded to the bulk email application system. The bidder will send the emails uploaded to their system, the final broadcasted file format should be in HTML or Text based on requirement, to the respective individual customer and furnish a report to the Bank on the status of delivery of the mails for the batch of mails so sent. There should be a contingent arrangement to forward the promotional emails. Bank's responsibility is to provide the required content along with customer email data for sending e-mails.	We offer web-based panel for desigiing and sending bulk promotional mails. User training shall be provided to bank resources. Hope it will suffice the requirment. Please confirm.	Please be guided by RFP
22	6	12	6.6.6	User can create HTML template and PDF can be sent as an attachment	Please be guided by RFP
23	6	12	6.6.8	Are you looking for a campaign manager	Please be guided by RFP
24	6	12	6.6.10	We have a dedicated team for deliverability management who provides measures for this	Please be guided by RFP
25	6.6.6.	12	Scope of work	Designing of the PDF file personalized to every customer will be generated by bank or needs to be generated by the solution, please clarify.	Please be guided by RFP
26	6.6.12	13	There should be a facility to pause/resume an ongoing activity to initiate another urgent activity	Please elaborate the requirment.	Please be guided by RFP
27	6.6.14	13	Separate Unsubscribe options should be available for both promotional and transactional emails. The application software should have option to suppress individual email based on email or with other credentials available in the imported email list.	Transactional emails carry information about the transactions that a user made. Eg Password reset,order confirmation which is user intended & business critical. Hence, it is not recommended to include unsubscribe link in transactional emails. Please confirm.	Please be guided by RFP

Sl. No	Clause No	Page No	Clause	Query	Bank Response
28	6.6.15	13	Generation of Transactional emails will be handled by the bank. The Transactional email is in PDF file format with password protected and the bank will provide corresponding email ids for each transactional file generated. The required content/body of the transactional email part should be handled by the bidder. The support and services required for design and creating content/body of the transactional mail is the responsibility of the bidder. The content/body of the transactional mail may have images which may change time to time.	Templates can be designed in drag-drop editor. User training to bank resources shall be provided by the bidder. Hope it will suffice the requirment. Please confirm.	Please be guided by RFP
29	6	13	6.6.15	You can provide us your content and we will create a template, in this way you just need to pass the template ID	Please be guided by RFP
30	6	13	6.6.17	If anything needs to be changed then we can change that according to the compatibility of our architecture	Please be guided by RFP
31	6	13	6.7.3	This can be done using the automation feature	Please be guided by RFP
32	6	14	6.7.14	Our templates are responsive	Please be guided by RFP
33	6	14	6.7.19	We have suppression list feature which suppresses the email address on which you receive hard bounce	Please be guided by RFP
34	6.8.1.6	15	Response Received Statistics (with email ids, date & time).	We understand that Bidder is responsible for providing outgoing email service. Incoming emails will be received on valid emailbox managed by bank/bank's domain provider. Hence, this requirement does not fall under the scope of bidder. Please confirm.	Please be guided by RFP

Sl. No	Clause No	Page No	Clause	Query	Bank Response
35	6.10.3	16	Service providers should ensure that mails sent from their domain / IPs do not get classified as junk mail or spam mail by leading email service providers like Gmail, yahoo, Hotmail etc.	Email deliverability depends on several internal & external factors like content, database quality, user engagement, IP & domain reputation etc. which is beyond the control of bidder. Requesting bank to consider the same.	Please be guided by RFP
36	6	16	6.9.4	Not available	Please be guided by RFP
37	6	16	6.10.5 (b)	It is not available now but we can set this up	DC and DR setup is required as th tender is for OPEX model.
38	Annexure C point 4	50	Bidder should have experience of minimum three (3) years in providing the Bulk Email Software Solution/services. Bidder should demonstrate experience of providing Bulk Mail service to enterprises in India and should have provided Bulk Mail service to at least two BFSI organizations in India, with order values greater than ₹ 1 Crore in the last 3 financial years from the date of issuance of RFP.	Can we share invoices for the last 12 months. Is it possible to include the traffic count in the clause than revenue.	This point no. 4 in eligibility criteria should be read as "a) Bidder should have experience of minimum three (3) years in providing the Bulk Email Software Solution/services from the date of issuance of RFP. b) Bidder should have experience in providing Bulk Mail service to at least two BFSI organizations in India, in the last 3 financial years from the date of issuance of RFP. The total bulk email send should be greater than or equal to 50 Crore annually". (The bidder has to submit Purchase Order/Engagement letter/Work Order/Service agreement and Satisfactory letter.)
39	47	52	47.1.11	Please elaborate	The solution should be able to create and manages new groups such as promotional, alerts etc
40	47	52	47.1.14	Features may vary for both the panels	Please be guided by RFP
41	47	52	47.1.15	Kindly elaborate	The solution should have ability to create users with various level of access
42	47	53	47.3.7	We are having campaign name instead of tags	Yes, campaign name can ber used for report.
43	47	54	47.5.1	Kindly elaborate	The solution should be able to create and manages new groups such as promotional, alerts etc

Sl. No	Clause No	Page No	Clause	Query	Bank Response
44	47	54	47.5.2	Kindly elaborate	create and manages new groups such as promotional, alerts etc
45	47	54	47.6.B4	Export to xls	Yes campaign report can be exported in XLS
46	47	54	47.6.B7	Kindly elaborate	The solution should be able to create and manages new groups such as promotional, alerts etc
47	47	55	47.8.12	Export to xls	Yes campaign report can be exported in XLS
48	47	55	47.8.13	Available in email API	Please be guided by RFP
49	49	58	Un-priced Commercial Bid	As there could be more than one service required by the Bank basis the above queries/responses/etc - hence we request the commercial format of the response also to be modified accordingly.	Please be guided by RFP
50	62	86	Annexure P – Know Your Employee (KYE) Clause	Dedicated onsite resource is not to be allocated for Bank, is this understanding correct?	Please be guided by RFP