

Head Office: Near Fruit complex Narwal, Jammu-180006

Ph.: 9103995267/8899006459

Digital & Alternate Channels

Email-Id: dac.hoj@jkgb.in

CORRIGENDUM

Reference No.: JKGB/DAC/2025-26/6700

Date: 10.12.2025

Subject: Corrigendum – RFP for On-Boarding WhatsApp Banking Services

This Corrigendum is issued with reference to the RFP bearing Tender Reference No. JKGB/DAC/2025-26/5724 dated 19.11.2025. The following clause-wise amendments / clarifications shall be read as an integral part of the RFP. All other terms and conditions of the RFP shall remain unchanged.

Sl. No.	RFP Section / Annexure	Clause / Reference	Original Clause (as per RFP)	Amendment / Clarification
1	Section A – Bid Schedule	Last Date & Time for Submission of Bid	The last date and time for submission of bids is 10.12.2025 as per the Bid Schedule.	The last date for submission of bids is extended from 10.12.2025 to 20.12.2025.
2	Section A – Bid Schedule	Date & Time for Bid Opening	Technical Bids shall be opened on the date 11.12.2025 and time specified in the Bid Schedule.	The Technical Bid shall be opened on 22.12.2025 at 15:00 hrs.
3	Annexure-2 – Pre-Qualification	Eligibility / Experience	Implementation experience of WhatsApp Banking solution in at least one Scheduled Commercial Bank.	Implementation experience of WhatsApp Banking solution in at least one Scheduled Commercial Bank remains primary. However, experience in regulated FIs/NBFCs/SFBs/Payment Banks with at least 50 CBS-connected branches also be considered.
4	Section B – Scope of Work	Hosting & Deployment Model	Solution to be hosted as per Bank's regulatory and security requirements.	Solution shall be deployed in full compliance with RBI and other regulatory data-residency requirements, either On-Premises or on a MeitY-empanelled cloud, subject to all security and audit controls being met. If the bidder's architecture uses any cloud component, the related cloud hosting charges must be quoted only under the "Cloud Charges" line item in the TCO (Annexure-14). Bidders not levying cloud charges shall indicate this as NIL.

5	Section C – Deliverables & SLA	Clause 6 – Uptime	Bidder shall guarantee monthly uptime of 99.90%.	Bidder shall guarantee monthly uptime of 99.90%. Scheduled maintenance with 72-hour prior notice will be considered for relaxation.
6	Section C – Deliverables & SLA	Clause 7 – Penalties & LD	Penalties shall be levied as per LD clause.	Penalties shall be levied as per LD clause. Bank-attributable delays and Force Majeure will be excluded.
7	Section C – Deliverables & SLA	Clause 13 – Right to Audit	Bank reserves right to conduct audits.	Bank reserves right to conduct audits. But for Audit notice: 15–30 days and for urgent cases: 7–15 days prior notice will be given.
8	Annexure-14 – Commercial	Recurring Charges / TCO	Commercial quotes as per Annexure-14; Per-Message Charges -no extra charges payable.	All recurring costs—including Meta conversation charges, BSP/TSP pass-through charges, monitoring, and any message-processing cost—must be fully included within the per-message recurring cost. Message categories shall cover Service (user-initiated queries), Utility (Balance inquiry, account statement, card Block etc.), Marketing (campaigns/offers), and Authentication (OTP/verification with SMS fallback, where applicable). No additional recurring charge of any kind will be accepted. Any revision in per-message pricing will be allowed only in the event of an official Meta price revision supported by documentary proof. If the bidder chooses not to quote for any message category, the cost for that category shall be treated as NIL.
9	Appendix-F – Pre-Contract Integrity Pact	Price-Fall Clause	Bidder to pass on price reduction offered elsewhere for similar services.	Clause stand Canceled
10	Annexure-15- OEM / Authorization	OEM / MAF Requirement	OEM/MAF to be submitted where applicable.	Meta BSP/TSP certificate accepted in lieu of OEM/MAF.

*This Corrigendum shall form an integral part of the RFP.

Sd/-

General Manager IT,

Jammu and Kashmir Grameen Bank