



INDIAN INSTITUTE OF TECHNOLOGY MADRAS
Chennai 600 036



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E-mail: tender@imail.iitm.ac.in

The Senior Manager (Project Purchase)

Date: 07.08.2023

Open Tender Reference No: NPTEL/VIGN/001/2023/SMSPROVID

GEM NAR ID: GEM/GARPTS/07082023/HQFQICUYQZOV

Due Date/Time: 28.08.2023@ 3:00 PM

Dear Sir/Madam,

On behalf of the Indian Institute of Technology Madras, offers are invited for “SMS SERVICE PROVIDER” conforming to the specifications given in Technical specification document. Approximately 2,00,00,000-2,50,00,000 messages will be sent during the year, through **SMS SERVICE PROVIDER** providers for a period of one year which may be extended further period of one year with the same terms and conditions. This figure may go up or down by 15% to 20% (**Annexure –A**).

Tender Documents may be downloaded from Central Public Procurement Portal <https://etenders.gov.in/e procure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <https://etenders.gov.in/e procure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at “**Help for contractors**”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal”]

Bidders can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, click on “GO” button to view all IIT Madras tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://etenders.gov.in/e procure/app> as per the schedule attached.

1)	Pre-bid Meeting Details	:	NA
2)	ICSR Vendor Registration	:	Vendor registration code. Vendor registration with IC&SR (IITM) is mandatory for bidders to participate in tenders. ** For Vendor Registration & Guidelines, Please follow the website : https://icandsr.iitm.ac.in/vendorportal ; Helpdesk: vendorhelpdesk@icsrpis.iitm.ac.in

No manual bids will be accepted. All tender documents including Technical and Financial bids should be submitted in the E-procurement portal.

Last date for receipt of tender	:	28.08.2023 @ 3:00 PM
Date & time of opening of tender	:	29.08.2023 @ 3:00 PM

3. Instructions to the Bidder:

<u>A)</u>	Searching for tender documents	:	<ul style="list-style-type: none"> • There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal. • Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. • The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.
<u>B)</u>	Assistance to bidders	:	<ul style="list-style-type: none"> • Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. • Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005]
<u>C)</u>	Enrollment Process to Bidders	:	<p><u>REGISTRATION</u></p> <ul style="list-style-type: none"> • Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal URL:https://etenders.gov.in/e procure/app by clicking on “Online Bidder Enrollment”. Enrollment on the CPP Portal is free of charge. • As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. • Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. • Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.) • Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. • Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken. • Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name

			<p>is a prerequisite for registration and participating in the bid submission activities through https://etenders.gov.in/eprocure/app</p> <ul style="list-style-type: none"> • Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site https://etenders.gov.in/eprocure/app under the “Information about DSC”.
<u>D)</u>	Preparation of bids	:	<ul style="list-style-type: none"> • Bidder should take into account any corrigendum published on the tender document before submitting their bids. • Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. • Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option. • To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
<u>E)</u>	Submission of bids	:	<ul style="list-style-type: none"> • Bidder should log into the site well in advance for bid submission so that he/she can upload the bid in time i.e. on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues. • The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. • Bidder has to select the bid security declaration. Otherwise, the tender will be summarily rejected. • A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected. • The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission. • The Tender Inviting Authority (TIA) will not be held responsible

		<p>for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.</p> <ul style="list-style-type: none"> • The uploaded tender documents become readable only after the tender opening by the authorized bid openers. • Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details. • Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet. • More information useful for submitting online bids on the CPP Portal may be obtained at: https://etenders.gov.in/eprocure/app. • All tender documents including pre-qualification bid, Technical Bid & Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. No manual bid submission will be entertained.
<u>F)</u>	Marking on Technical Bid	<ul style="list-style-type: none"> • The bidder eligibility criteria, technical specification and supply of item for this tender is given in Annexure A. • The Bidders shall go through the specification and submit the technical bid. • The Technical bid should be submitted in the proforma as per Annexure-B in pdf format only through online (e-tender). No manual submission of bid will be entertained. • The technical bid should have a page-wise heading as “Technical Bid” and page no. in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents. • The technical bid should consist of bidder eligibility criteria details and all technical details along with catalogue/ pamphlet which will give a detailed description of product with technical data sheet so that technical compliance can be verified.
<u>G)</u>	Marking on Price Bid	<ul style="list-style-type: none"> • Financial bid (BoQ) should be submitted in the prescribed proforma format as per Annexure-C in xls format through e-tender only. No manual or other form of submission of Financial Bid will not be entertained

4)	<p>Preparation of Tender: The bidders should submit the bids in two bid system as detailed below.</p> <p>Bid I _ Technical Bid</p> <p>The Technical bid should consist of all technical details/specifications as per the format (Annexures) enclosed, duly signed by an authorized representative of the Agency with company seal. All the supporting documents should be self-attested. This envelope will be super-scribed as “Tender for Appointment social media management agency for IIT Madras – Technical Bid”. The Technical Bid prepared by the Agency shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Authorization letter as per the format of Annexure 1 in the company’s letterhead duly sealed and signed by the authorized person 2. Experience letter as per the format of Annexure 2 in company’s letterhead, necessary order copy needs to enclose along with it, and list and contact details of previous clients. 3. Financial certificate as per the format of Annexure C in the company’s letterhead duly sealed and signed by the authorized person 4. Necessary documents as evidence in support of Eligibility Criteria (para 3) in the Scope of work
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	<p>5. Self-Attested copies of Supporting Documents wherever required.</p> <p>Bid II _Price Bid</p> <p>The price bid should be submitted in excel format (BoQ) as per the proforma (Annexure C) uploaded in the e-Tender web site. The Quoted price should be for supply and installation of the item and inclusive of all cost and statutory levies at IIT Madras.</p>
5)	<p>Price:</p> <p>I. Prices: - a)The rate quoted should be in INR inclusive of all statutory levies & taxes and exclusive of GST. No extra payment will be made other than statutory revisions as per the terms and conditions stipulated in this contract document.</p> <p>b) The offer/bids should be submitted through online only in two bid system i.e. Technical Bid and Financial Bid separately.</p>
6)	<p>Tenderer shall submit along with this tender:</p> <p>(i) Proof of having ISO or other equivalent certification given by appropriate authorities.</p> <p>(ii) Name and full address of the Banker and their swift code and PAN No. and GSTIN number.</p> <p>(iii) GST registration proof showing registration number, area of registration etc.</p> <p>(iv) All of your future correspondences including Invoices should bear the GST No. and Area Code.</p>
7)	<p>Terms of Delivery:</p> <p>1. The tenderer should indicate clearly the time required for initiating SMS services. In case there is any deviation in the delivery schedule, liquidated damages clause will be enforced or penalty for the delayed supply period will be levied.</p> <p>2. In the event of delay in implementing SMS services/execution of Contract beyond the date of delivery/completion of job. The penalty will be levied @1% per week of delay subject to a max of 10% of the value of purchase order and if the delay is more than accepted time frame by IIT M, the PO would be cancelled and liquidated damages will be enforced.</p> <p>3. Supplier will be fully responsible for implementation of SMS message services for NPTEL/IIT Madras, or named place as per PO. The Installation/Commissioning should be completed as specified in our important conditions.</p>
8)	<p>Period for which the offer will remain open:</p> <p>The Tender shall remain open for acceptance/validity till: 120 days from the date of opening of the tender. However, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p>
9)	EMD: - NA
10)	Performance Security: - NA
11)	For the same tender, either the OEM or the authorized dealer/service provider can only quote. But both of them cannot quote separately for the same tender.
12)	The offers/bids should be sent only for a item/Equipments of latest version that is available in the market and supplied to a number of customers. A list of customers in India with details must accompany the quotations. Quotations for a prototype machine will not be accepted
13)	Original catalogue (not any photocopy) of the quoted model duly signed by the principals must accompany the quotation in the Technical bid.
14)	Compliance or Confirmation report with reference to the specifications and other terms & conditions should also be obtained from the principal/OEM.

15)	<p>Risk Purchase Clause</p> <p>In the event of failure of supply of the item/equipment within the stipulated delivery schedule, the purchaser has all the right to purchase the item/equipment from other sources on the total risk of the supplier under risk purchase clause.</p>
16)	<p>Payment:</p> <p>i) Payment of charges will be made of quarterly basis in arrears after receipt of the bill from the Selected bidder subject to the verification of the service level reports with all necessary documents.</p> <p>ii) No Advance payment will be made. Itemized Billing should be submitted. Payment will be made on monthly basis depending upon the actual number of messages/notifications delivered. Bills should be supported with MIS report. Payments will be released within one month of receipt of bills at NPTEL after deducting penalties, if any. Payments will be made in Indian Rupees (INR) only. Please note that service should not be stopped in case of delay of payment etc.,</p>
17)	<p>Service Level Agreement - Refer to the <u>Template 5</u></p>
18)	<p>Acceptance and Rejection:</p> <p>Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will likely to lead to rejection of offers.</p> <p>I.I.T. Madras has the right to accept the whole or any part of the Tender or portion of the quantity offered or reject it in full without assigning any reason.</p>
19)	<p>Debarment from Bidding:</p> <p>In case of breach of Terms & Conditions, Bidder may be suspended from being eligible for bidding in any contract with the IIT Madras up to 2 Years [as per Rule 151(iii) of GFR] from the date of Tender.</p>
20)	<p>Disputes and Jurisdiction:</p> <p>Settlement of Disputes: Any dispute, controversy or claim arising out of or in connection with this PO including any question regarding its existence, validity, breach or termination, shall in the first instance be attempted to be resolved amicably by both the Parties. If attempts for such amicable resolution fails or no decision is reached within 30 days whichever is earlier, then such disputes shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996. Unless the Parties agree on a sole arbitrator, within 30 days from the receipt of a written request by one Party from the other Party to so agree, the arbitral panel shall comprise of three arbitrators. In that event, the supplier will nominate one arbitrator and the Project Coordinator of IITM shall nominate on arbitrator. The Dean IC&SR will nominate the Presiding Arbitrator of the arbitral tribunal. The arbitration proceeding shall be carried out in English language. The cost of arbitration and fees of the arbitrator(s) shall be shared equally by the Parties. The seat of arbitration shall be at IC&SR IIT Madras, Chennai.</p> <p>a. The Applicable Law: The Purchase Order shall be construed, interpreted and governed by the Laws of India. Court at Chennai shall have exclusive jurisdiction subject to the arbitration clause.</p> <p>b. Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the city of Chennai in Tamil Nadu.</p>
21)	<p>Force Majeure: The Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <p>For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.</p>

	<p>If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p>							
22)	<p>Eligibility Criteria:</p> <ul style="list-style-type: none"> ➤ As per the Government of India Order, only “Class - I Local Suppliers” and “Class - II Local Suppliers” <u>can participate in this tender.</u> ➤ <u>Bidder should confirm their acceptance that they comply with the provisions with report to “Guidelines for eligibility of a bidder from a country which shares a land border with India as detailed at Annexure D. The bidder should submit Certificate for “Bidder from/ Not from Country sharing Land border with India & Registration of Bidder with Competent Authority” as per Order of DoE F.No.6/18/2019-PPD dated 23.07.2020 as mentioned.</u> 							
23)	<p>Preference to “class I Local Suppliers”: preference will be given to “class 1 local suppliers” (subject to class -I local supplier’s quoted price falling within the margin of purchase preference) as per public procurement (preference to make in India) order 2017 .O.M No P- 45021/2/2017 – pp(BE - 11) dt 04/06/2020 subject to the conditions that the “class 1 Local Supplier” should agree to supply goods / provide service at L1 rate and furnish a certificate with the technical bid document that the goods/service provided by them consists local content equal to or more than 50%.(certificate from Chartered Accountant in case value of contract exceeds Rs 10 crore).</p> <ul style="list-style-type: none"> ➤ ‘Class - I local supplier’ means a supplier or service provider whose goods, services or works offered for procurement consists of local content equal to or more than 50% as defined under the above said order. Declaration to be provided as per Annexure-C per item/service/work. ➤ ‘Class - II local supplier’ means a supplier or service provider whose goods, services or works offered for procurement consists of local content equal to 20% but less than 50% as defined under the above said order. Declaration to be provided as per Annexure-C per item/service/work. ➤ ‘Margin of purchase preference’: - The margin of purchase preference shall be 20%. The Definition of the margin of purchase preference is defined in the Govt. of India Order No: P-45021/12/2017-PP (BE-II) Dt.4th June, 2020) Order 2017. As per the Government of India Order – “Margin of Purchase Preference” means the maximum extent to which the price quoted by a “Class-I local supplier” may be above the L1 for the purpose of purchase preference. <p>**Note: Local content percentage to be calculated in accordance with the definition provided at clause 2 of revised public procurement preference to Make in India Policy vide GoI Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P-45021/102/2019-BE-II-Part(1) (E-50310) Dt.4th March 2021</p>							
24)	<p>Evaluation of Bids</p> <p>Bid evaluation will take place in two stages.</p> <p>Stage I Technical Bid evaluation</p> <p>All bidders who have fully complied with bidder eligibility criteria I & II (Annexure A) will only be considered for opening of price bid.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Sl.No.</th> <th style="width: 50%;">Qualification Compliance</th> <th style="width: 40%;">Reference</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>The bidder should be a Company / firm having its Registered offices in India. It should also be registered with the GST Authorities, and should be registered with the appropriate authorities for all applicable statutory</td> <td>Valid GST registration certificate & PAN. Template 1 Filled</td> </tr> </tbody> </table>		Sl.No.	Qualification Compliance	Reference	1.	The bidder should be a Company / firm having its Registered offices in India. It should also be registered with the GST Authorities, and should be registered with the appropriate authorities for all applicable statutory	Valid GST registration certificate & PAN. Template 1 Filled
Sl.No.	Qualification Compliance	Reference						
1.	The bidder should be a Company / firm having its Registered offices in India. It should also be registered with the GST Authorities, and should be registered with the appropriate authorities for all applicable statutory	Valid GST registration certificate & PAN. Template 1 Filled						

	taxes/duties, and should have been in operation for the last three years.	
2.	The bidder should have experience as SMS SOLUTION PROVIDER for a minimum period of Five (5) years in India.	Work orders confirming year and Area of activity.
3.	The bidder should have completed at least five projects (in India) based on Short Messaging Service on mobile phones for PSU/CENTRAL/STATE GOVT/UNIVERSITY in the last 3 years.	Work orders or undertaking to this effect to be submitted. Fill TEMPLATE 4 and enclose with corresponding work orders.
4.	The Bidder should have had a minimum turnover of Rs. 2 corers in each of last three financial years (2020-21,2021-22,2022-23) and should have made profit (before tax) in the previous financial year 2022-23	Copy of the audited profit and loss account/balance sheet/ annual financial summary report of the last three financial years as per TEMPLATE 3 . If 2022-23 is not closed, share provisional certificate
5.	The bid must be signed by a person with the proper authority to bind the company as a ‘Constituted attorney of the company’.	Power-of-attorney
6.	Bid validity should be 120 days after the last date of submission of commercial bid prescribed by NPTEL.	Undertaking
7.	The bidder would undertake not to sub-contract / outsource any part of the work.	Undertaking
8.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices	A self-certified letter by the designated official of the Bidder
9.	Provision to send more than 5 Lakhs notifications/messages per day.	Undertaking with explanation of provisions to be made.
10.	The bidder should have valid agreement at least with 2 telecom operators functional in India	Copy of agreement
11.	Bidder should have valid ISO 9001, ISO 27000	Copy of Certificate
12.	Bidder Must be registered in EPFO and ESIC (Employee State Insurance Corporation)	Copy of Registration Certificates
13.	Bidders should have disaster recovery centers	Details of disaster centers
14.	The online portal should have facility to mask mobile number, message and other critical information	Self-Declaration
15.	Bidders should own at least one data center	Fill Template 6

Bid Evaluation and Award Criteria:

a. After the opening of the technical bid, the same will be evaluated by a committee. In case the committee decided for seeking further information/clarification, the same shall be Provided by the bidder. Those bids which technically qualified as per criteria and completed in all aspects with all Annexures and TEMPLATES meeting the requirements as specified in Sl.No.2,the financial bid of such qualified bidders will be opened on a specified date and time by the Committee. The date and time of opening of financial bids will be intimated to the bidders Well in advance through email. The bidder is at liberty to be present either in-person or

	<p>authorize, not more than one representative to be present at the time of opening of the Financial bid. The Bids will be opened by the committee in the presence of the representative Of the bidders who may wish to be present on that day.</p> <p>Stage II: Price Bid Evaluation</p> <ol style="list-style-type: none"> 1. The price bid evaluation will be based on the price quoted by the bidder. The rate quoted by technically qualified SMS SERVICE PROVIDER will alone be taken up for arrival of Lowest Bid (L1) value. 2. Financial bid as per TEMPLATE 2 to be submitted. The financial bids of technically qualified vendors alone will be opened. Refer Sl.No.7 for Evaluation and Award Criteria. NPTEL may decide to offer the job to L2, L3 & L4 bidders with appropriate distribution of the work only on the condition that he/she agrees to the lowest commercial bid quoted by L1 bidder.
25)	<p>Selection of successful bidder and Award of Order</p> <ol style="list-style-type: none"> 1. The selected bidder(s) need to execute a Service Level Agreement (SLA) with NPTEL covering performance, availability of SMS services, all terms conditions of this RFP (TEMPLATE 5) to ensure uptime of 99.9% on monthly basis which shall be calculated as accessibility to the SMS services that are availed by NPTEL. 2. The Uptime is equal to total contracted hours in a month less Downtime. The Downtime is the time between the time of report by NPTEL and restoration of services within the contracted hours. Restoration is the condition when selected bidder demonstrates that the solution is in working order and NPTEL acknowledges the same. For SLA purpose a month will be treated as 30 days. If the bidder fails to maintain guaranteed uptime of 99.9% on monthly basis, NPTEL shall impose penalty. If the uptime is below 98%, then NPTEL shall have right to terminate the contract under this RFP. <p>3.The order will be directly awarded to the technically qualified bidder as per the condition in para 3A of DIPP, MoCI Order No. 45021/2/2017-PP (BE II) dated 16th September 2020.</p>
26)	All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through e-Tender portal. In terms of Rule 173(iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.
27)	The tenderer shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by IIT Madras and no corrections, additions and alterations made to the same. If any deviation found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions of the contract.
29)	The tender is e-tender, the opening of the bids may be checked using the respective logins of the bidders.

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of tender document. I/We totally understand the terms and conditions and agree to abide by the same.

**SIGNATURE OF TENDERER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

Bidder Eligibility Criteria and Technical Specification for SMS SERVICE PROVIDER

Tender No. NPTEL/VIGN/001/2023/SMSPROVID

Bidder Eligibility Criteria – I (Public Procurement – Preference to Make in India)

Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE-II) dated 16th September 2020 and other subsequent orders issued therein.

Bidder Eligibility Criteria – II

Sl.No.	Qualification Compliance	Reference
1.	The bidder should be a Company / firm having its Registered offices in India. It should also be registered with the GST Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last three years.	Valid GST registration certificate & PAN. Template 1 Filled
2.	The bidder should have experience as SMS SOLUTION PROVIDER for a minimum period of Five (5) years in India.	Work orders confirming year and Area of activity.
3.	The bidder should have completed at least five projects (in India) based on Short Messaging Service on mobile phones for PSU/CENTRAL/STATE GOVT/UNIVERSITY in the last 3 years.	Work orders or undertaking to this effect to be submitted. Fill TEMPLATE 4 and enclose with corresponding work orders.
4.	The Bidder should have had a minimum turnover of Rs. 2 corers in each of last three financial years (2020-21,2021-22,2022-23) and should have made profit (before tax) in the previous financial year 2022-23	Copy of the audited profit and loss account/balance sheet/ annual financial summary report of the last three financial years as per TEMPLATE 3 . If 2022-23 is not closed, share provisional certificate
5.	The bid must be signed by a person with the proper authority to bind the company as a 'Constituted attorney of the company'.	Power-of-attorney
6.	Bid validity should be 120 days after the last date of submission of commercial bid prescribed by NPTEL.	Undertaking
7.	The bidder would undertake not to sub-contract / outsource any part of the work.	Undertaking
8.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices	A self-certified letter by the designated official of the Bidder
9.	Provision to send more than 5 Lakhs notifications/messages per day.	Undertaking with explanation of provisions to be made.
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12.	Bidder Must be registered in EPFO and ESIC (Employee State Insurance Corporation)	Copy of Registration Certificates
13.	Bidders should have disaster recovery centers	Details of disaster centers
14.	The online portal should have facility to mask mobile number, message and other critical information	Self-Declaration
15.	Bidders should own at least one data center	Fill Template 6

SCOPE OF WORK

This RFP is solely for the purpose of selecting a Service Provider for providing SMS services with provision of sending bulk SMS through bidders' application. Messages will be distinct for each of the customers. Bidders' application should have facility to upload the messages through specific templates for manual process. Service provider will share the desired format of the template to be uploaded with NPTEL. It will be the responsibility of the service provider to provide all the necessary support to NPTEL's System Integrator for the sending messages seamlessly. If required any, it will be the responsibility of the Bidder to obtain necessary approvals for providing the facility from TRAI or other statute. DND compliance should be the responsibility of the Service provider. NPTEL will not enter into any contract with any Carrier or Service Provider. The bidder shall be the single point of contact for NPTEL.

Categories of SMS

The type of SMS can be categorized as under:

Broadcast

This category of SMS will send informational or promotional messages to customers. Some examples are launch of new courses, changes in exam fee etc.

Events

SMS will automatically be sent to the customers when a certain event happens some examples are Exam Dates announcement, Hall Ticket Availability etc.

Solution Requirement

- 24x7x365availability
- Access to all networks including CDMA, GSM nationally.
- Secure encrypted connection with guaranteed delivery
- SMS Gateway solution should be Unicode compliant.

Estimated Volume

For an estimation purpose the bidder can take 2,00,00,000 outgoing SMSs per year.

Pls Note: The above given estimated volume is only an indication and the selected bidders at a later stage can make no reference to these estimates while raising their bills.

Terms and Condition

Training: Empaneled Bidders should provide Hands on Training to use their application and provide 24x7 support in case of any issues.

a. any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.

b. The contract will be awarded for technically suitable first three lowest evaluated bidders whose bid have been found to be responsive and who are found eligible and qualified as per the tender document on the condition that the 2nd and 3rd lowest offered bidders (L2 & L3) agree to match the lowest commercial bid quoted by L1 bidder. In case two or more agencies are found to have quoted the same rates among L1, L2 & L3 (L2 & L3 have agreed to match with L1 rate) then all of them will be empaneled and work will be distributed equally among them.

The selected bidder(s) need to execute a Service Level Agreement (SLA) with NPTEL covering performance, availability of SMS services, all terms conditions of this RFP (**TEMPLATE 5**) to ensure uptime of 99.9% on monthly basis which shall be calculated as accessibility to the SMS services that are availed by NPTEL.

The Uptime is equal to total contracted hours in a month less Downtime. The Downtime is the time between the time of report by NPTEL and restoration of services within the contracted hours. Restoration is the condition when selected bidder demonstrates that the solution is in working order and NPTEL acknowledges the same. For SLA purpose a month will be treated as 30 days. If the bidder fails to maintain guaranteed uptime of 99.9% on monthly basis, NPTEL shall impose penalty. If the uptime is below 98%, then NPTEL shall have right to terminate the contract under this RFP.

Specifications of SMS gateway service

It is the responsibility of the Bidder to change/upgrade/customize its infrastructure/solution at all levels for ensuring the compliance to statutory bodies viz. RBI, TRAI, etc at no extra cost to NPTEL.

The Bidder shall provide NPTEL with report of successful delivery of messages.

The Bidder will not change the content of the message, the originating party addresses or the destination party address unless otherwise agreed by both parties.

TECHNICAL BID PROFORMA
Tender No. NPTEL/VIGN/001/2023/SMSPROVID
Item Name: SMS SERVICE PROVIDER

1.0 Bidder Eligibility Criteria:

I	Bidder Eligibility Criteria-I (Public Procurement – Preference to Make in India)	Class I / Class II	Local Content value	Reference, Page No.
I	Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16 th September 2020 and other subsequent orders issued therein.			

Sl.No.	Qualification Compliance	Reference	Complied /Not Complied	Ref.Pg.No.
1.	The bidder should be a Company / firm having its Registered offices in India. It should also be registered with the GST Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last three years.	Valid GST registration certificate & PAN. Template 1 Filled		
2.	The bidder should have experience as SMS SOLUTION PROVIDER for a minimum period of Five (5) years in India.	Work orders confirming year and Area of activity.		
3.	The bidder should have completed at least five projects (in India) based on Short Messaging Service on mobile phones for PSU/CENTRAL/STATE GOVT/UNIVERSITY in the last 3 years.	Work orders or undertaking to this effect to be submitted. Fill TEMPLATE 4 and enclose with corresponding work orders.		
4.	The Bidder should have had a minimum turnover of Rs. 2 corers in each of last three financial years (2020-21,2021-22,2022-23) and should have made profit (before tax) in the previous financial year 2022-23	Copy of the audited profit and loss account/balance sheet/ annual financial summary report of the last three financial years as per TEMPLATE 3 . If 2022-23 is not closed, share provisional certificate		

Sl.No.	Qualification Compliance	Reference	Complied /Not Complied	Ref.Pg.No.
5.	The bid must be signed by a person with the proper authority to bind the company as a 'Constituted attorney of the company'.	Power-of-attorney		
6.	Bid validity should be 120 days after the last date of submission of commercial bid prescribed by NPTEL.	Undertaking		
7.	The bidder would undertake not to sub-contract / outsource any part of the work.	Undertaking		
8.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices	A self-certified letter by the designated official of the Bidder		
9.	Provision to send more than 5 Lakhs notifications/messages per day.	Undertaking with explanation of provisions to be made.		
10.	The bidder should have valid agreement at least with 2 telecom operators functional in India	Copy of agreement		
11.	Bidder should have valid ISO 9001, ISO 27000	Copy of Certificate		
12.	Bidder Must be registered in EPFO and ESIC (Employee State Insurance Corporation)	Copy of Registration Certificates		
13.	Bidders should have disaster recovery centers	Details of disaster centers		
14.	The online portal should have facility to mask mobile number, message and other critical information	Self-Declaration		
15.	Bidders should own at least one data center	Fill Template 6		

Terms and Condition	Complied /Not Complied	Ref.Pg.No.
Training: Empaneled Bidders should provide Hands on Training to use their application and provide 24x7 support in case of any issues.		
a. any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated. b. The contract will be awarded for technically suitable first three lowest evaluated bidders whose bid have been found to be responsive and who are found eligible and qualified as per the tender document on the condition that the 2nd and 3rd lowest offered		

Terms and Condition	Complied /Not Complied	Ref.Pg.No.
<p>bidders (L2 & L3) agree to match the lowest commercial bid quoted by L1 bidder. In case two or more agencies are found to have quoted the same rates among L1, L2 & L3 (L2 & L3 have agreed to match with L1 rate) then all of them will be empaneled and work will be distributed equally among them.</p>		
<p>The selected bidder(s) need to execute a Service Level Agreement (SLA) with NPTEL covering performance, availability of SMS services, all terms conditions of this RFP (TEMPLATE 5) to ensure uptime of 99.9% on monthly basis which shall be calculated as accessibility to the SMS services that are availed by NPTEL.</p>		
<p>The Uptime is equal to total contracted hours in a month less Downtime. The Downtime is the time between the time of report by NPTEL and restoration of services within the contracted hours. Restoration is the condition when selected bidder demonstrates that the solution is in working order and NPTEL acknowledges the same. For SLA purpose a month will be treated as 30 days. If the bidder fails to maintain guaranteed uptime of 99.9% on monthly basis, NPTEL shall impose penalty. If the uptime is below 98%, then NPTEL shall have right to terminate the contract under this RFP.</p>		
<p>Specifications of SMS gateway service It is the responsibility of the Bidder to change/upgrade/customize its infrastructure/solution at all levels for ensuring the compliance to statutory bodies viz. RBI, TRAI, etc at no extra cost to NPTEL. The Bidder shall provide NPTEL with report of successful delivery of messages. The Bidder will not change the content of the message, the originating party addresses or the destination party address unless otherwise agreed by both parties.</p>		

**SIGNATURE OF BIDDER ALONG WITH
SEAL OF THE COMPANY WITH DATE**

TEMPLATE 1 : Bidders Profile

1. Registered Name & Address of the Bidder :
2. Location of Corporate Head Quarters :
3. Date & Country of Incorporation :
4. SMS Service facilities location & size :
5. Major Related Activities carried out in last three years & their %age in revenue.
6. Total number of employees :
7. Name & Address of Contact Person with Tel. No /Fax/e-mail :
8. Annual turnover for the three previous financial years :
9. Net worth (Paid up capital plus free reserves) for the previous financial year (2022-23)

NOTE: - Please attach last three year's financial results duly certified by the auditors along with an attested copy Certificate of Incorporation (template 3).

Signature

Name

Designation

Date

(Company Seal)

TEMPLATE 2 : Details of Cost (for Financial bid) – POSTPAID

FINANCIAL BID (PROFORMA) - BILL OF QUANTITIES (BOQ)

Item Name: SMS SERVICE PROVIDER
Tender No. NPTEL/VIGN/001/2023/SMSPROVID

It is mandatory for the bidder to quote for all the items mentioned in the tender. The total prices quoted should be inclusive of all taxes, freight, insurance, travelling, lodging, boarding and any other charges at the point of Delivery.

NPTEL does not guarantee volume as given in the RFP document as it depends on market conditions, regulations, quality of service provided by service provider etc. The estimation given in the commercial bid per year is an approximate amount based on our past experience.

This is necessary for price discovery, i.e. for evaluating the commercial bid only.

Note: No change in cost per project will be allowed during the period of contract or extended duration, if extended by NPTEL. The bidder should provide cost as required in the RFP by using the format given below

It. No	Description of work	Quantity	Units	Basic Rate in INR	GST in Percentage	Total Amount with taxes in INR
1	SMS SERVICE PROVIDER for One year	20000000	Nos.			
	Grand Total					

Total Amount Rupees in words _____

Place:

Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp

TEMPLATE 3 : AUDITOR FINANCIAL CERTIFICATE

(in auditor letter head)

TO WHOMSOEVER IT MAY CONCERN

We have verified the book of accounts, financial statements and other relevant records of M/s< bidder company name> having its registered office at <bidder office address> and we hereby certify that the turnover, profit before tax and networth of the company for the last three financial years is as under :

Particulars	2020-21	2021-22	2022-23	Total
Turnover				
Profit before tax				
Networth				NA

Note : If audited financial results are not available for 2022-23 provisional results should be given.

Place:

Date:

Signature of the Auditor
Name & Address of the
Auditor with Office Stamp

TEMPLATE 4 : Reference Form for SMS Services

Name of Client	
Address	
Reference Contact Person	
Reference Phone	
Reference E-mail Address	
Start date of the Service	
Current Status	
Summary of the Project	
Project Scope	

Place:

Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp

TEMPLATE 5 : Service Level Agreement

Sl.No	Service Parameter	SLA	Penalty	Basis of Measurement/Remarks
1	SMS Services remains down Continuously for	99%-97%	Deduct 5% of Monthly Bill	System up time monthly report from Bidder & monthly report of successful submission of messages
2	SMS Services remains down Continuously for	97%-98%	Deduct 10% of Monthly Bill	Same as above
3	SMS Services remains down Continuously for	Less than 95%	NPTEL shall have the right to terminate the Contract As per RFP	Same as above

TEMPLATE 6 :Office locations and service infrastructure facilities

Details of the Centre(s) owned and operated by the Bidder							
Name of City where located	Address	Contact Person	Telephone Number(s)	Fax Number(s)	E-mail address	Working hours	Remarks

Place:
Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp



CENTRE FOR INDUSTRIAL CONSULTANCY & SPONSORED RESEARCH (IC&SR)
INDIAN INSTITUTE OF TECHNOLOGY MADRAS
CHENNAI 600 036



ELECTRONIC CLEARING SERVICE (Credit Clearing)/ REAL TIME GROSS SETTLEMENT (RTGS) FACILITY FOR RECEIVING PAYMENTS

A. Details of Account Holder

Name of the Institution	Indian Institute of Technology - Madras
Complete Contact Address	Industrial Consultancy and Sponsored Research Indian Institute of Technology-Madras, IIT- Madras Campus Post Office, Sardar Patel Road, Guindy, CHENNAI - 600 036
Telephone No./ Fax No.	Tel - 044-2257 8356
E- mail ID of the FO/AO/REG/DIR	dricsr@iitm.ac.in

B. Bank Account Details:

Institution Account Name (As per Bank Record)	The Registrar, Indian Institute of Technology - Madras
Account No.	2722101003872
Account Print Name	IIT F A/C , The Registrar IIT Madras
IFSC CODE	CNRB0002722
Bank Name (in full)	Canara Bank
Branch Name	IIT-Madras Branch
Complete Branch Address	Canara Bank, IIT-Madras Branch, IIT- Madras Campus Post Office, Sardar Patel Road, Guindy, CHENNAI - 600 036
MICR No.	600015085
Account Type	Savings Account

Certified that the Institute's account is in an RTGS enabled branch.

I hereby declare that the particulars given above are correct and complete.

Date:

Signature of the Competent Authority
of the Institution with seal.

**FORMAT FOR AFFIDAVIT OF SELF-CERTIFICATION UNDER PREFERENCE TO MAKE
IN INDIA – PER ITEM**

Tender Reference Number:

Name of the item / Service:

Date: _____

I/We _____ S/o, D/o, W/o, _____

Resident of

Hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide GoI Order no. P-45021/2/2017-PP (B.E.-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018, 29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-II-Part (1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am responsible for the correctness of the claims made therein.

Tick (✓) and Fill the Appropriate Category	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under “ Class-I Local Supplier ” category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to 20% but less than 50% and come under “ Class-II Local Supplier ” category.

- The details of the location (s) at which the local value addition is made and the proportionate value of local content in percentage

Address _____ Percentage of Local content: _____%

For and on behalf of (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>

[Note: In case of procurement for a value in excess of Rs. 10 Crores, the bidders shall provide this certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.]

**This letter should be on the letterhead of the quoting firm and should be signed by a competent authority.
Non-submission of this will lead to Disqualification of bids.**

(To be given on the letter head of the bidder)

No. _____

Dated: _____

CERTIFICATE

(Bidders from India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

OR (*whichever is applicable*)

(Bidders from Country which shares a land border with India)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I from _____ (Name of Country) and has been registered with the Competent Authority. I also certify that I fulfil all the requirements in this regard and is eligible to be considered. *(Copy/ evidence of valid registration by the Competent Authority is to be attached)*

Place:

Date:

Signature of the Tenderer
Name & Address of the
Tenderer with Office Stamp

TENDER CHECKLIST – Mandatory to be filled and sent (inside the Main Bid Cover) along with Bidding Document.

- (1) I have registered as a Vendor with IC&SR. (Proof to be enclosed)
- (2) Technical bid cover and Financial Bid cover
- (3) Completed and **Signed Form of Tender**. The Form of Tender document shall be signed by a person legally authorized.
- (4) Completed Technical Compliance Statement, Annexure –A
- (5) Evidence of similar contracts completed/Product supplied in case if the details are requested in **Template - 4**
- (6) Certification of Class I / Class II Local supplier to be submitted (**as a Part of technical bid) per item / service / work**
- (7) Land Border (Annexure -E)
- (8) Attached Annexures A,B,C,D,E & Templates I,3,4, 6 & 7

The above documents should be provided for a contractor’s bid to be valid. Bidders are asked to supply and tick off the required information. Failure to provide any of the stated documents may result in the bid being considered non-compliant and rejected.

Signature of the Bidder