



YASHWANTRAO CHAVAN MAHARASHTRA OPEN UNIVERSITY

Dnyangangotry, Near Gangapur Dam, Nashik 422 222 (Maharashtra, India)

Telephones : (253) 2230024, 2230227, 2233698, 2234459, 2234716-18

Visit us on Internet <http://www.ycmou.digitaluniversity.ac>, & ycmou.ac.in

To,

Enquiry No. : 907

Date : 23.01.2024


Subject: Quotation for 'Providing & Implementation of Bulk SMS Solutions/Service'.

Dear Sir,

(01) We need the item listed in the table below from supplier (Service Provider) and as per **Technical/Other/Standard Terms and Conditions** attached herewith. **Rates are quoted on your letterhead in Annexure VI.**

Sr. No.	Description	Quantity
1	Providing & Implementation of Bulk SMS Solutions/Service Rate per SMS (Including Text/push/pull/Unicode message) for Transactional SMS	7000000 (Seventy Lakh) approximately

- (02) Please let us have your most competitive offer clearly stating your normal terms and conditions, Delivery Time, Payment Terms and Taxes as per Govt. Rules.
- (03) You have to submit the quotation in two separate envelopes viz. (i) "Technical (Annexure I to V)" and (ii) "Commercial (Rates) (Annexure VI)". These two envelopes should be submitted in one big envelope and send to "**Dy. Registrar, Purchase Section, Yashwantrao Chavan Maharashtra Open University, Dnyangangotry, Near Gangapur Dam, Nashik 422222**".
- (04) **The final Date for receiving quotation is 02.02.2024 at 4.00pm.**
- (05) The quotation should be valid for 180 days from the date of enquiry.
- (06) Please write on sealed envelope in bold letter '**Enquiry No. 907, date: 23.01.2024 and quotation for Providing & Implementation of Bulk SMS Solutions/Service**'.
- (07) The supplier (Service Provider) should go through the instructions attached herewith (Technical/Other and Standard Terms and Conditions).
- (08) Your GST registration number must be shown in your invoice.
- (09) Please read attached Technical / Other / Standard Terms and Conditions carefully before you fill up and submit your quotations.
- (10) If any queries regarding in this Enquiry, please e-mail on purchase@ycmou.ac.in


Deputy Registrar
Purchase Section

**Technical / Other / Standard Terms and Conditions
for
'Providing & Implementation of Bulk SMS Solutions/Service'**

1. SCOPE OF SERVICES

Software :

Pre-requisites of SMS Push Services/Software: SMS Push Compatibility: The Software should facilitate to send Bulk SMS by providing a user-Interface through which the user can provide the message as per global SMS Text standards and provide the interface to upload the list in Excel format (*.XLS / *.CSV) or text format (*.TXT) for mobile numbers to whom SMS is to be sent.

SCOPE OF WORK IN BRIEF

1. The solution should be able to accept messages through HTTP requests from other applications of YCMOU and MIS of such messages should appear under different categories in MIS.
2. Test sms for approval feature is optional.
3. Preview of SMS to be viewed by the system before sending the SMS.
4. Preview of SMS in various browsers and ISP mailboxes.
5. Having customized SMS facility.
6. Automate delete option for duplicate numbers in the list.
7. The tenderer(s) / supplier(s) has to provide services for sending Bulk SMS 24 hours
8. The system should have HTTP / HTTPS / FTP / SMPP Interface, Back up for Push messaging, Black listing and Purging/Filtering of Lists of Invalid Numbers, DND Numbers.
9. The system must offer a retry as well as re-routing mechanism.
10. The system must offer a job scheduling mechanism.
11. Supplier should have tie up/ arrangements with multiple service providers for outbound messages. YCMOU will not enter into any agreement with any other service provider (other than L1 vendor).
12. Supplier should be able to send Short URL and getting and acting based on the response received.
13. The supplier should also be able to integrate and incorporate any new network or change/evolution in the technology (like MMS, WAP etc.).
14. The system should provide the authentication functionalities (multi-factor authentication, if necessary) and create, modify and send messages to the group/groups according to the Permission level.
15. Creation of hierarchy of users with one super administrator user for administration of users. After creation of a group, subsequent additions or deletions or modifications to any group should be possible.
16. There should be provision of assigning administrative rights to select users depending upon their hierarchy for managing users in lower hierarchy. The administrative rights include setting SMS sending limit, readjusting SMS sending limit of users in hierarchical order.
17. Detailed MIS view for each YCMOU user depending upon its hierarchy giving details such as number of messages sent in summary form or in detailed form. The user should be able to view number of messages sent month wise in a financial year through MIS.
18. There should be online real-time MIS available for different features as desired by YCMOU (like checking number of messages delivered, number of messages pending for delivery etc.). Further drill-down of figures should be possible in the same MIS. Downloading Options for all the Reports in different formats (like CSV, excel etc.) should

- be available.
19. The successful supplier shall provide the MIS reports for all the bulk SMS date wise in a prescribed format on a monthly/ between dates basis. Whenever required by YCMOU, successful supplier should be able to provide additional reports in a pre-specified format.
 20. Provide GUI based administration tool for YCMOU administrator to generate various log reports, MIS statements, creating users and groups (including hierarchies), billing etc.
 21. The application must provide the facility to send SMS to group or to a list of mobile numbers uploaded from an excel sheet, text file, CSV file etc.
 22. The solution must allow to multiple groups to be selected simultaneously for broadcasting a message.
 23. There should be facility to save a sent message automatically for a predefined time period, which the user should be able to forward.
 24. There should be a facility to save templates and draft messages.
 25. The users should be able to schedule sending of messages.
 26. It is preferable to have both Unicode and binary text messaging in the solution.
 27. Any SMS which is being sent could be logged into YCMOU database with appropriate timestamp with details of messages sent and successful deliveries. The vendor should provide an interface for extraction of any kind of MIS reports based on the information logged.
 28. The solution should be able to integrate so as to send messages generated from other application of YCMOU.
 29. The solution should be able to send scheduled alerts by fetching data from different databases to different category of recipients.
 30. Depending upon the TRAI guidelines, the application should be able to classify the messages into promotional or transactional. Necessary changes in user interface or in MIS need to be done by vendor as per instructions by YCMOU.
 31. Successful Vendor should put in place a mechanism for regular intimation of de-provisioned/erroneous numbers which can then be eliminated from the list of recipients, thereby increasing the percentage of accurate deliveries
 32. The supplier should have a ticketing mechanism for logging and tracking all the complaints raised by the YCMOU.
 33. The supplier should have redundancy in their servers and their gateways and details need to be given with architecture.
 34. The above list is not exhaustive. YCMOU can ask to include more facilities other than listed above depending upon user convenience or business needs.
 35. **Event Based Triggered SMS:** Automatic SMS based on certain trigger using APIs
 36. **Support:** Option for 24X7 support (Online/Offline)

Details of Work:

1. This will be prepaid service.
2. SMS Quantity will be purchased in slots as per requirement.
3. Remaining SMS Quantity after agreement year should be carry forward to next year.
4. Purchased SMS Quantity may vary as per TRAI Rates.
5. The online support if required shall be provided by the tenderer.

2. GENERAL TERMS & CONDITIONS

- a. Suppliers must ensure that all the pages in the quotation document should have page no. and authenticated by authorized Person.
- b. Hard copy and soft copy (in USB/Pen Drive/CD) of RFP **(without any commercial details)** should be submitted in a sealed cover. Supplier's details and eligibility criteria have to be submitted by the supplier in Excel format in soft form with the technical quotation.
- c. The Suppliers are advised to study the requirements of the Institute in details before submitting their application/quotation and the presentation.
- d. The Supplier shall be invited for a presentation of their solution subsequently.
- e. The proposed solutions would be evaluated based on the technical presentation by a committee constituted for the purpose. The committee will finalized some of the proposed solutions as feasible/suitable and meeting YCMOU requirements.
- f. Based on the technical presentation, the proposed solutions would be evaluated by a committee of YCMOU constituted for the purpose. The committee will finalized some of the proposed solutions as feasible/suitable and meeting YCMOU requirements.
- g. Supplier shall not use or disclose any Confidential Information of the YCMOU except as specifically contemplated herein. For purposes of this RFP "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.
- h. Quotations submitted by the suppliers in response to this RFP shall have to remain valid for 180 days from the date of opening of quotations. If required, YCMOU may ask extension of quotation validity as suitable from the suppliers and in that case the supplier either may opt out of the quotation or may extend the quotation as required.
- i. The supplier will ensure on daily basis that complete SMS system of YCMOU is working fine. In case any kind of problem relating to the SMS system is reported by YCMOU, the same shall be within 2 hours from the time of lodging complaint.
- j. If the software is unusable, resulting in total disruption – remedial service shall be provided by the supplier within 8 hours.
- k. Ensure that the mobile numbers provided by the YCMOU is protected and not shared / using with any third party or self. In case vendor uses the data for marketing or product promotions any customer complaints on this, vendor will be liable for any legal or commercial terms and if there are any costs at the end of YCMOU on this, the same will be transferred 100% to the vendor.
- l. All payment to be made on submission of invoice monthly basis will be subject to the deduction of tax at source wherever applicable as per the provisions of the Income Tax Act, 1961 or any other prevailing law inforce.
- m. No other costs, payments and expenses would be borne by the YCMOU.
- n. Prepaid payment will be made to the successful supplier.

3. STANDARD TERMS AND CONDITIONS OF SERVICE LEVEL AGREEMENT:

1. Forfeiture of Security Deposit and Invoking of Bank Guarantee

YCMOU shall have the right to invoke the Bank Guarantee and to forfeit the security deposit if Service Provider contravene or breach any of the terms and conditions of this Service Level Agreement (SLA) or if the Service Provider withdraws or amends, impairs or derogates from Work Order / Service Level Agreement (SLA) or fails to execute the work as per the Work Order / Service Level Agreement (SLA) or fails to deliver the satisfactory performance during the period of contract.

YCMOU shall also have the right to invoke the Bank Guarantee and to forfeit the security deposit and to adjust the damage or loss caused to the YCMOU due to the negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Service Provider or its staff / employee / agent / representative.

Whenever under Work Order / Service Level Agreement (SLA) order any sum of money is recoverable from and payable by the Service Provider, the YCMOU shall have right to recover such sum by appropriating in part or in whole from the security deposit / bank guarantee of the Service Provider. In the event of the security deposit / bank guarantee being insufficient, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the Service Provider or which at any time thereafter may become due to the Service Provider under this or any other agreement with the YCMOU. If this sum is not sufficient to cover the full amount recoverable, the Service Provider shall pay the Institute on demand the remaining amount.

2. Compliances of Law

A. Service Provider shall carry out the Services in strict compliance with all relevant laws and regulations of the State or Territory within India where the Services are being rendered and in accordance with the conditions of any permit, license or concession relating to any part of the Services, whether held by Service Provider, YCMOU or any other concerned party.

B. Service Provider shall indemnify and hold YCMOU harmless from and against any liability, penalty, cost or expense suffered or incurred as a result of Service Provider failing to comply with any law, or regulation, or such permit or license relating to any part of the Services.”

3. Payment of Taxes

Service Provider shall be responsible for and shall pay all taxes, levies, duties, excises, assessments or other charges of any kind or nature whatsoever levied by

any government or governmental body on or in connection with the Services including without limitation to any taxes, duties, customs, levies, and any other tax ("taxes") levied on the equipment, supplies and any other item/service supplied by Service Provider excluding GST. YCMOU may withhold from payments due to Service Provider any amounts required with respect to the aforementioned taxes and to remit the same with the relevant authorities either under any provision of any Act or in case of failure on the part of Service Provider to deposit the same.

4. Intellectual Property Rights

Service Provider shall ensure that it holds all necessary patents, licence rights and other proprietary rights required in respect of any device or method used by it while conducting the Services. Service Provider shall indemnify and hold YCMOU harmless from and against any liability, penalty, cost or expense suffered or incurred as a result of Service Provider failing to comply with this obligation.

The supplier should have the capability to perform the entire scope of the assignment without outsourcing the same to any third party. The supplier should be the legal owner of the software package of the solution it intends to provide to YCMOU. The supplier should not be a mere system integrator, using third party tool(s) for the solution (self-declaration on supplier letter head needs to be submitted).

5. Indemnity

a. Service Provider shall be solely liable for and shall indemnify YCMOU, its officers, servants, employees and agents against all liabilities, losses, claims and expenses of any nature whatsoever arising from any personal injury or illness (including death) of any nature whatsoever and any penalty, loss, damage or destruction to any property whether real or personal where such liability arises out of or in connection with the conduct of the Services whether under common law, under statute or otherwise. The Service Provider further covenants and agrees to indemnify and keep at all times indemnified the YCMOU against any loss or damage that the YCMOU may sustain directly or indirectly as a result of the failure or negligence of the Service Provider or its employees to faithfully carry out its obligations under this agreement and further to pay for all losses, damages, costs, charges and expenses which the YCMOU may reasonably incur or suffer and to indemnify and keep indemnified the YCMOU in all respects.

b. The indemnifying party shall be granted immediate and complete control of any claim of indemnity and the indemnified party shall not prejudice the indemnifying party's defense of the claim.

c. The indemnified party shall give the indemnifying party all reasonable assistance at the expense of the indemnifying party on such claim of indemnity.

6. Force Majeure

The Parties shall not be liable for any failure to perform, any of its obligations under this Agreement if the performance is prevented, hindered or delayed by a Force Majeure event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure Event continues. Each party shall promptly inform the other of the existence of a Force Majeure Event and shall consult together to find a mutually acceptable solution. "Force Majeure Event" means any event due to any cause beyond the reasonable control of the Party, including, without limitation, unavailability of any communication system, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war or acts of government.

7. Confidentiality of Information

a) During the term of this Agreement and thereafter, any disclosing party's Confidential Information received by the receiving party, under and by virtue of this Agreement, shall be maintained in the strictest confidence and trust and shall not be disclosed to a third party without the prior written consent of the disclosing party, unless such information is required to be disclosed in pursuance of the order of a competent court, tribunal or other regulatory authority exercising valid jurisdiction, in which case the party required to make the disclosure shall promptly notify the other Party in writing of such disclosure. For purposes of this agreement "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and / or (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

b) Any software / hardware material, product specifications, financial information, documents covered under this agreement shall be confidential information and deemed to be in private domain and it shall not be made public or shared with any other party without the prior written consent of the YCMOU. All such information/material shall be treated as confidential for a minimum period of two years after this agreement comes to an end or as agreed from time to time.

- c) Provided that upon the expiration, cancellation, or termination of this Agreement, each party shall, upon the written request of the other party, return or destroy, to the satisfaction of the other Party, all Confidential Information, documents, manuals and other materials specified by the other Party.
- d) Service provider shall sign Non-Disclosure Agreement with the YCMOU for confidentiality of the data and information/records of the YCMOU.

8. Genuine Software

Both parties agree that the software that is required to be used for the purposes as envisaged under this Agreement shall be genuine and registered software and not a pirated version of any nature.

9. TERMINATION

Either party may terminate the SLA signed under this RFP by giving a **ONE (1) months' notice** in writing to the other party for termination of agreement.

The YCMOU without prejudice to any other remedy, reserves the right to terminate the agreement in whole or in part by giving one (1) month notice in writing in case Service Provider fails to discharge its obligation under this agreement without sufficient grounds or found guilty for breach of condition(s) of the agreement, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Service Provider or by its staff or agent or in case there are more than three (3) penalties on the Service Provider in any month.

Any pending or unresolved operational issues, performance, unpaid fees and any other remedies shall continue by the Service Provider during the period of termination notice and the same must be satisfied before this agreement is terminated. The YCMOU may also put in place any other agency for carrying out the remaining work and expenditure incurred on same shall be recovered from the Service Provider.

The Service Provider shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have been derived from the performance of this agreement in full, but which he did not derive in consequences of the full performance of this agreement not having been carried out, nor shall he have any claim for compensation / damage for the loss suffered by him by reason of termination of agreement by the YCMOU. No claim for interest will be entertained by YCMOU with respect to any moneys or balances, which may be in its hands owing to a dispute between itself and the Service Provider.

10. Blacklisting

The YCMOU may by notice in writing blacklist the Service Provider for suitable period in case Service Provider fails to discharge its obligation under this agreement without sufficient grounds or found guilty for breach of condition(s) of the agreement, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Service Provider or by its staff or agent or in case there are more than three (3) penalties on the Service Provider in any month.

11. Governing Law

The Agreement shall be interpreted in accordance with and governed by the laws of India.

12. Dispute Resolution

Any dispute, difference, controversy or claim ("Dispute") arising between the Parties out of or in relation to or in connection with this Agreement, or the breach, termination, effect, validity, interpretation or application of this Agreement or as to their rights, duties or liabilities hereunder, shall be addressed for mutual resolution by the authorized official of the parties. If, for any reason, such Dispute cannot be resolved amicably by the Parties, the same shall

be referred to the sole arbitration of the YCMOU or any other person appointed by him as Sole Arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force will be applicable to the arbitration proceedings. The venue of the arbitration shall be at Nashik. The cost of the Arbitration proceedings shall be shared equally by both the parties. The language of the arbitration and the award shall be English. The decision / award of the arbitrator shall be final and binding.

13. Independent Contract & Relationship between the Parties

The relationship of Service Provider to YCMOU under this Agreement shall be that of an independent contractor. The acts/performance and actions taken by either party in furtherance of their respective activities of operation shall not bind the other except to the extent provided under this Agreement. The acts performed and action taken by either party that do not fall under the Agreement shall have binding effect on the other to the extent they are reduced to writing and the prior consent of the other party is obtained.

14. Non-Exclusive Agreement

The agreement between the YCMOU and Service Provider is a non-exclusive agreement. The YCMOU shall be free to enter into any such agreement with any other service provider during currency or the extended currency of this Agreement.

That it is expressly understood & agreed between the parties to this agreement that the personnel(s) employed / hired / engaged (permanent / regular / casual / contractual / temporarily / daily wager or whatever be the status / name) by the Service Provider directly or indirectly for the execution of work as provided under this agreement, shall not be employee / officer of the YCMOU for any purpose. None of such person of the Service Provider shall have any right to claim anything against the YCMOU.

15. Complete / Entire Agreement:

This Agreement, it's Attachments, if any, and the documents specifically referred herein constitute the complete Agreement between the Parties and replace any written or oral Agreement or understanding with respect to the subject matter. Changes, amendments or interpretations of this Agreement shall be valid only if they are in writing and signed by both parties, except that each Party may make a change of domicile or change of the name of the person to whom notifications shall be sent. This notification shall be made through a written document to the other Party to this Agreement.

16. Representations and Warranties

The Parties represent and warrant that they have relevant authority and permission under the applicable laws/ rules/ notifications or by virtue of the order/ instruction/ directive from the relevant authority to enter into this Agreement.

17 Non Waiver

Failure to exercise by either party of any right under this Agreement in one or more instances shall not constitute a waiver of those rights in another instance. Such waiver by one Party of any of the rights established herein shall not be considered as a waiver of another right established herein. A provision or right under this agreement shall not be waived except in writing signed by the party granting the waiver, or varied except in writing signed by all the parties.

18 Severability

If any provision of this agreement is held invalid, unenforceable or illegal for any reason, this agreement will remain otherwise in full force apart from that provision(s) which shall be deemed deleted.

19. Assignment & Sub-Letting

Neither party shall assign or sub-let any of its rights and obligations hereunder whether in whole or in part without the prior written consent of the other. However, nothing in the

foregoing shall be affected in the event of there being a merger, amalgamation or takeover of the business/ management of a party. In such an eventuality all the rights and obligations shall automatically be vested with the entity with which such party has been merged or is takeover.

20. Notices & Notifications:

All notices, notifications, request, consents or other communications required or permitted to be given to either party pursuant to this Agreement shall be in writing and shall be delivered personally or sent by Registered Post with acknowledgement due, Speed post or by courier to the addresses indicated in this Agreement. Any change of Address should be notified to each other.

21. Alteration and Modification

Any alteration or modification or waiver in connection with this agreement will not be effective unless made in writing and signed by both the parties.

22. Headings:

The headings used in this Agreement are for purposes of convenience only and shall not control the language or meaning of the provision following.

23. Precedence:

In the event of any ambiguity or doubt or dispute on the terms and conditions applicable, the order of precedence for the purposes of resolving such ambiguity, doubt or dispute shall be:

- (1) This Agreement
- (2) The Attachments (if any)
- (3) The Purchase / Work Order
- (4) The Offer / RFP / Tender

24. Jurisdiction of Courts:

All disputes arising out of or relating to the Agreement shall be deemed to have arisen in Nashik and only courts having jurisdiction over Nashik shall determine the same.

25. Security Deposit:

25.1 After acceptance of Quotations, the Successful Supplier's shall be paid **Rs. 50000/-** as Security Deposit. The amount of Security Deposit will be retained by the university till the expiry of the **3 Years**. No interest shall be payable on this deposit.

25.2 The amount of Security Deposit shall be forfeited in case successful supplier refuses to accept the work after allotment or successful supplier fails to start & complete work in scheduled time which is fixed by concerned authority.

25.3 The Security Deposit shall be discharged (forfeited) as a compensation for any loss resulting from the failure to perform the obligations under the contract or in the event of termination of the contract or in any event as the Purchaser thinks fit and proper.

25. Payment : Payment will be made after Satisfactory Report from Resp. Controller of Examination, Examination Section, YCMOU, Nashik

Annexure I

(Submit in Technical Quotation Envelope)

Information to be provided by the Supplier (Service Provider)

No.	Items	Information /inputs to be filled by the supplier (Service Provider)
1.	Name and complete address of the Supplier (Service Provider)	
2.	Tele/Fax/E-mail/Cell No. of the supplier (Service Provider)	
3.	Contact person's name & residence telephone No., email-id & Mobile No.	
4.	Details of registered office, if any along with contact person's name and telephone No.	
5.	Legal status i.e. public / private limited /any other along with documentary evidence.	
6.	PAN of the supplier (Service Provider) along with Documentary Evidence	
7.	GST code of the supplier (Service Provider) along with documentary evidence	
8.	Please also specify, if you are registered with appropriate Authority under TRAI. (Please provide details)	
9.	List of existing clients to whom the similar Bulk SMS Solution / Service has been provided with details of company, value of business, concerned person name & his telephone no. (Please attach full details) Please indicate the principal/s brands you represent and your level of association	
10.	Please indicate in full the following details: a) Manpower available - Technical & Non- technical b) Collaborations	
11.	Turnover of the company for last 3 financial years 2020-21, 2021-22 & 2022-23 as per Audited annual accounts (Please attach supporting documents)	
12.	Escalation matrix for lodging the complaint during the agreement period.	
13.	Brochure of the service with detailed specifications	

**(Signature of the Supplier
(Service Provider))**

**Printed Name Designation
Official seal/ stamp**

Date:

Annexure II
(Submit in Technical Quotation Envelope)

ELIGIBILITY CRITERIA

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation of the proposed solution:

Sr. No.	Criteria	Documents/Information on to be provided in the submitted quotation	Doc Provided (Yes/No)
1	The supplier (Service Provider) must be incorporated and registered in India under the Indian Companies Act 1956 or 2013 and should have been operating in India from last 5 yr	Certificate of Incorporation / Copy of Registration Certificate (s)	
2	The Supplier (Service Provider) must be a profit making company since the last three financial years: 2020-21, 2021-22 & 2022-23	Audited P&L statement and Balance sheet	
3	Supplier (Service Provider) should have average annual turnover of minimum Rs. 3 Crores in the last three preceding financial years 2020-21, 2021-22 & 2022-23	Audited P&L statement and Balance sheet	
4	The supplier (Service Provider) should have on his pay roll minimum 10 employees for the proper execution of the contract.	Declaration from concerned department is required. Please attach Name, Desig., Mobile No. List.	
5	The Supplier (Service Provider) must have not been blacklisted by Central/ State Government Ministry/ Department/ PSU/Government Company. Supplier (Service Provider) must not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any organization in last 5 years	Self-declaration from the supplier (Service Provider) in company letter head, signed by authorized signatory	
6	Power of Attorney / Board Resolution for signing the quotation, letters etc. on behalf of the supplier (Service Provider), if required	Power of Attorney to be provided.	
7	The Supplier (Service Provider) must have successfully completed/ executed at least Three (3) similar contracts within last five (05) years.	Proof Certificate - Completion certificate and 1. Work order with order value detailing the scope. OR 2. Agreement copy defining the scope & value. Also provide client reference detailing Name, Designation, Phone and Email ids.	
8	Supplier (Service Provider) must be in possession of valid CIN, PAN, GST Certificate, at the time of providing the quotations.	Documentary proof (self attested photocopy of the requisite documents to be submitted by the supplier (Service Provider).	

**(Signature of the Supplier
(Service Provider))**

**Printed Name Designation
Official seal/ stamp**

Date:

Annexure III

(Submit in Technical Quotation Envelope)

Profile of the Supplier (Service Provider): Supplier (Service Provider) are required to furnish the details of the supplier (Service Provider) in the format prescribed as under:

Sr. No.	Particular	Response
1	Name of the supplier (Service Provider)	
	Legal Name (if different)	
	Full Mailing Address	
	Telephone Number, Mobile No.	
	Email-id	
	FAX Number	
	Web site	
	Years in Business	
	Year of incorporation	
2	Details of Indian Establishment	
	Registered Office address	
	Year of incorporation	
	Head of the Indian Establishment	
3	SPOC (Single point of Contact)	
	Mobile	
	E-mail	
4	Whether registered with Registrar of Companies. If so, please furnish details thereof (Attach certificate of incorporation)	
5	Registration with Tax authorities (PAN)	
	GSTN	
	CIN	
6	Audited Turnover in last three years i.e. 2020-21, 2021-22 & 2022-23	
7	Number of clients	
8	Number of technical/support personnel	

**(Signature of the Supplier
(Service Provider))**

**Printed Name Designation
Official seal/ stamp**

Date:

Annexure IV

(Submit in Technical Quotation Envelope)

Details of Key personnel of Supplier (Service Provider):

Sr. No.	Name	Qualifications	Experience	Particulars of Project done	Employed in your organization since	Any other details

**(Signature of the Supplier
(Service Provider))**

**Printed Name Designation
Official seal/ stamp**

Date:

Annexure V

(Submit in Technical Quotation Envelope)

Details of the projects executed: Please include details of three similar nature projects executed in last five years.

Sr. No.	Project	Project executed for (Name of the organization with address, phone numbers etc.)	Nature of work in brief	Location of the work	Actual value of the Project	Duration	Status (on going / Completed)

**(Signature of the Supplier
(Service Provider))**

**Printed Name Designation
Official seal/ stamp**

Date:

Annexure VI

(Submit in Commercial Quotation Envelope)

Sr. No.	Description	Quantity	<i>Rate per SMS inclusive all except GST (in Rs.)</i>
1	Providing & Implementation of Bulk SMS Solutions/Service (Including text / push / pull / Unicode message) for Transactional SMS	7000000 (Seventy Lakh) approximately	

Note :

1. The rate quoted shall be excluding GST. GST will be applicable at actual.
2. Price quoted should be inclusive of all statutory taxes, fees, cess, duties, levies, charges, DLT scrubbling charges and any other statutory components (net to ICSI) except GST.
3. The rates quoted are valid for 3 years. **(If the 70 Lakh SMS quantity package is over/utilized within the 3 years, the university will purchase the same SMS quantity package as per the rate quoted in the quotation.)**
4. SMS Bundle should have life time validity.
5. Prices quoted should be applicable for all routs : Promotional, Transactional services, etc.
6. SMS should be send on DND Numbers too.
7. Creating free unlimited sub-users for departments with different sender ID. Super user can credit SMS balance.

**(Signature of the Supplier
(Service Provider))**

**Printed Name Designation
Official seal/ stamp**

Date: