



**IGNOU REGIONAL CENTRE, DEOGHAR**

**Mandakini Sadan, Basuwadih, Rohini Road, PO Jasidih, Deoghar-814142, Jharkhand**

**Phone No : 9234455958; Email: [rcdeoghar@ignou.ac.in](mailto:rcdeoghar@ignou.ac.in);**

**Website: <http://rcdeoghar.ignou.ac.in>**

**IG/RCDEO/ F&A/Notice Board/2013/**

**Date:-04/12/2013**

**NOTICE- Retender**

Sealed tenders are invited in two bid system i.e. Technical Bid and Price Bid from Value Added Service Providers/Telecom Service Provider/SMS BULK PUSH Aggregator for providing SMS BULK PUSH Messaging Services for IGNOU Regional Centre, Mandakini Sadan, Basuwadih, Jasidih, District- Deoghar Jharkhand-814142. The total volume in a year would be around 100000/- (One Lakh) SMS.

For tender document and further details please contact Assistant Registrar, IGNOU Regional Centre, Deoghar or visit our website [rcdeoghar.ignou.ac.in](http://rcdeoghar.ignou.ac.in) OR [www.ignou.ac.in](http://www.ignou.ac.in).

**Last date for the submission of the tender document at IGNOU Regional Centre, Deoghar is on or before 11AM of 27<sup>th</sup> December 2013.**

**Regional Director (I/C)**



F. No. IG/RC-87/Quotation-SMS/2013/ \_\_\_\_\_  
Date: December, 2013

To

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**Subject:** Tender for providing SMS BULK PUSH Messaging Services for IGNOU Regional Centre, Deoghar (Jharkhand)

**Sir/ Madam**

IGNOU Regional Centre, Deoghar invites sealed quotations for providing SMS BULK PUSH Messaging Services on monthly actual usage basis from Value Added Service Providers/Telecom Service Provider/SMS BULK PUSH Aggregator. The total volume in a year would be around 100000 (One Lakh) SMS.

You are requested to submit your tender in two bid format (Technical & Financial) to the undersigned for providing SMS BULK PUSH messaging Services quoting details and other specifications.

**TERMS AND CONDITIONS**

The tenderers shall have to furnish the offer in two separate envelops, clearly mentioning Envelop No.1 "Technical Bid for providing SMS BULK PUSH messaging Services " and Envelop No.2 "Financial Bid for providing SMS BULK PUSH messaging Services ". Both the envelops must indicate the description of the tender and then both should be placed together in one sealed cover, indicating "Providing SMS BULK PUSH messaging Services for IGNOU Regional Centre, Deoghar". The tender must be sealed and bear the stamp of the firm/ company on the face of the envelop and outer sealed cover. The technical bid and financial bid will be opened on two different dates. The technical bid will be opened on due date as mentioned in the tender document. The financial bid will be opened in respect of only those tenderers whose documents are found in order as per technical bid and whose items meets IGNOU specification and terms and conditions as given in the tender document. The requirements of technical bid are asunder:-

Name & Signature of the tenderer With Seal and date

1. Technical proposals submission letter on the letterhead of the firm clearly indexing the enclosures.
2. Original Tender document duly stamped & signed on each page, as a token of acceptance of all terms and conditions laid down in the tender document.
4. Detailed profile of the company, Articles of Association.
5. Supporting documents of orders executed.
6. Technical Brochures of items quoted. Printed and published Brochure and / or Web site reference essential.
7. Copy of PAN Card, Service Tax Registration Certificate, Professional Tax Certificate and company Registration Certificate. The company should operate in the same name and style at least for the last three years.

**Awarding of Contract:** IGNOU Regional Centre, Deoghar will award the contract to the successful bidder whose bid has been valued as per Price and Other criteria. IGNOU reserves the right not to accept the Lowest Price bid with out assigning any reason what so ever and the bidder will not challenge such decision in any forum what so ever. IGNOU also reserves the right to split the order and / or drop any line item as per direction of the end customer.

**Amendment of Proposals:** In order to afford prospective Bidder reasonable time to make amendment in their proposals, NSD may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on NSD.

**Proposal Currency:** Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, etc.

**Period of Validity of Proposals:** The price offers shall remain firm within the currency of contract and no escalation of price will be allowed. The quoted offer and / or rate must be valid for a minimum period of 365 Days from the date of opening of the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation. Variation in statutory rate levied by Government will however be reflected for both reduction and escalation.

**Late Proposals:** Any proposal received by IGNOU Regional Centre, Deoghar after the deadline for submission of proposals, as referred above shall not be accepted.

**Payment Terms:** Payment will be made on submission of the monthly bills (invoice) along with necessary & sufficient report on the distinct delivery report of delivered SMS, log files ,unmixed mobile numbers. The amount will be paid on the basis of number of SMS delivered.

Each and every page of the tender document must be signed with date and company seal by the bidder. This is required to show that the bidder had accepted all the terms and conditions mentioned in this tender document.

**Withdrawal from Tender:** Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

**Deduction of Tax at Source: Deduction of all statutory and necessary Tax from each bill will be made as per Government Rules prevailing at the time of payment. The organization will issue necessary tax deduction certificate in due course of time.**

**Canvassing:** Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

**Deliverables :** a) To deliver SMS to subscribers of all the operators present in the country.

b) The delivery mode of SMS will be through web based user interface

**Acceptance of Tender:** The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.

**Non escalation of Price:** The price offers shall remain firm for a period of one year and no escalation of price will be allowed. After one year the term may be renewed on mutually acceptable terms and conditions.

### **Arbitration**

(a) In the event of any question, dispute or difference arising under these terms and conditions or in connection with this contract the same shall be referred to the arbitration of a sole arbitrator, to be nominated by VC, IGNOU or his nominee. The award of the arbitrator shall be final and binding on the parties to this contract. The arbitration shall be held at New Delhi. The proceedings of arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory amendments thereto.

(b) If the dispute cannot be settled by mutual discussion within 30 days as provided herein the courts at Delhi/New Delhi, India only will have the jurisdiction to adjudicate upon the matter.

**Governing Laws:** This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Delhi shall have exclusive jurisdiction in all matters arising under the contract.

**Financial Bid:**

1. Financial Bid as per format provided in the relevant section to be submitted in a separate envelope as mentioned in the tender document.
2. The rates should be quoted in figures as well as in words, in the form attached at Annexure-II and duly signed and stamped by the authorized person.
3. Insertion of Financial bid in technical proposal will summarily cancel the bid.
4. The rates must be quoted inclusive of all taxes.

**Date of submission:**

**The tender must reach in the office of the undersigned by 11:00 A.M. on 27/12/2013.**

**Date of opening:**

The technical bid (as per Annexure I) of the tender will be opened in the office of the undersigned at 2.00 P.M. on 27/12/2013. A representative of the firm submitting tender may be present at this office during opening of the tenders. The financial bid shall be opened for only those firms who qualify the technical bid. The date & time of opening of financial bid shall be intimated at a later date.

**ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER**

1. The bidder should be Public Sector Company, Private Limited Company, Limited Company, Partnership firm or a Government organization, having its Registered Office in India.
2. The Agency must be a professional and reputed Telecom Service Provider/ SMS service provider/SMS Aggregator/Value added service company having message delivery arrangement with all the leading telecom service providers across the country (documentary proof of Business Agreement/Business Consortium must be submitted).

3. The agency must have minimum of two years of experience and knowledge in providing the bidirectional (PUSH & PULL) SMS services as on 31 October 2013 (Justified documentary proof must be submitted)
4. Currently agency should have minimum of two customer of similar nature with minimum of 1 lakh SMS per annum capacity & credential for the last year with over 1 lakhs SMS messaging for last 2 years. (Justified documentary proof must be submitted)
5. The net worth of the bidder in the last 2 financial year 2010-11 & 2011-12, should be Positive.
6. The Bidder should not have been black-listed by any PSU or any other Government agencies or restricted by any regulatory authorities from offering such services/solutions to their clients. (A self certification should be given as per format given in annexure.)
9. The bidder should have relevant Annual Turnover of Rs. 50,000.00 (Rupees Fifty Thousand or above in the last Financial Year.
10. Valid PAN, Professional Tax, Service Tax, MOA/ AOA, Certificate of Incorporation, Registration Certificate, PF along with its return submission documents are to be enclosed with the bid.
11. The bidder must have Agreement with all major Telecom Service Providers (Operator) Operational in the country with copy of Agreement. Without this document bid will be summarily rejected.
12. Agency has to guarantee the delivery of the SMS from all major telecom service providers in the country.
13. Agency will be liable to offer excellent network coverage and offer increased flexibility for clients to ensure the service quality
14. SMS providers should provide a detailed listing of their network/SMS gateway coverage.
15. The details of the List of the Operators to which vendor is connected for SMS BULK PUSH is to be submitted along with tender document as per Annexure III.
16. The detailed list of the clients is to be submitted as per Annexure IV.

Regional Director (I/C)

**FORMAT OF QUOTATION FOR TECHNICAL BID**

Tender for providing SMS BULK PUSH Messaging Services for IGNOU Regional Centre, Deoghar (Jharkhand)

1. **Name of the Firm:**
2. **Address:**
3. **Whether the firms ownership is Sole Proprietorship or partnership:**
4. **Annual turnover for 3 Financial Years:**
5. **Client List:** As per annexure
6. **PAN/TAN No. (Please attach copy):**
7. **Service Tax Registration Certificate No. (Please attach copy):**
8. **Professional Tax Certificate No. (Please attach copy):**
9. **Company Registration Certificate No. (Please attach copy):**
10. **Landline/Mobile No./E-mail ID:**

**Date:**  
**Place:**

**Signature and Seal of the Tenderer**  
**Name:**  
**Address:**

**FINANCIAL BID**

(Bidders have to submit the price bid strictly in this format , otherwise the bid will be rejected)

Tender for providing SMS BULK PUSH Messaging Services for IGNOU Regional Centre, Deoghar (Jharkhand)

To,

Regional Director (I/C)

IGNOU Regional Centre, Deoghar (Jharkhand).

Dear Sir,

In response to the above tender , we offer our price for the number of SMS as below :-

S. No.	Particulars	Rate Per SMS (in Rupees)	Service Tax %	Total Amount
1	SMS (English 160 character)			

Note :- The bid should not contain any cost for the database of the subscribers as per the scope of the work. The cost of hosting and maintenance of service as well as database is to be included in the cost of SMS. These are not to be quoted separately. Financial bidcontaining price details other than the cost of the SMS will be out rightly rejected.

IGNOU Regional Centre, Deoghar reserves the right to extend the tender for the next financial year.

Date:

Signature and Seal of the Tenderer

Place:

Name:

Address:





