



**Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)**



REQUEST FOR PROPOSAL (RFP)

For

Supply of Bulk SMS

RFP No: ITG-IT/RFP/SMS/01/2018

Date: 11-08-2018

By

**M/s Info Tech Corporation of Goa Limited
(A Government of Goa Undertaking)
(An ISO 9001-2015 Company)
IT HUB, 3rd floor
Altinho, Panaji, Goa - 403 001**



Table of Contents

1	INTRODUCTION.....	4
2	INVITATION FOR PROPOSAL	4
2.1	RFP Notice.....	4
2.2	Critical Information.....	5
2.3.	Other Important Information related to bid	6
3	INSTRUCTIONS TO BIDDERS	7
3.1	Introduction & Issuer.....	7
3.2	Purpose	7
3.3	Bid Evaluating Committee	7
3.4	Eligibility criteria	7
3.5	Cost of RFP.....	9
3.6	Bid Response	9
3.7	Proposal Preparation Costs	9
3.8	Signing of Communication.....	10
3.9	Amendment of RFP Document.....	10
3.10	Supplemental Information to the RFP.....	10
3.11	ITG’s right to modify submission deadline	10
3.12	ITG’s right to terminate the process.....	11
3.13	Earnest Money Deposit and its amount (EMD).....	11
3.14	Submission of bids	12
3.15	Authentication of bid.....	12
3.16	Validation of interlineations in bid.....	13
3.17	Cost of bidding.....	13
3.18	Language of bids	13
3.19	Bid Submission Format	13
3.20	Late Submission of bids	13
3.21	Documents comprising the bid	14
3.22	Period and Validity of bids	14
3.23	Proposal Ownership	14
4	SCOPE OF WORK	15
5	TIMELINES	18
6	THE BID PROCESS	18
6.1	Tender Evaluation Committee	18
6.2	Opening of Bids	19
6.3	Negotiations, Contract Finalization and Award.....	20
6.4	Award Criteria.....	20
6.5	ITG Rights to accept / reject any or all proposals.....	20
7	EVALUATION PROCESS	20
7.1	Overall Bid Evaluation	20



**Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)**



7.2	Evaluation of Bids	21
7.3	Financial Bid Evaluation	21
8	SELECTION PROCEDURE	21
8.1	Selection of Bidder	21
8.2	Notification of Award of Contract	22
9	PAYMENT STRUCTURE	22
	COMMERCIAL BID FORMAT	23
	Annexure-I : Details of the Responding Firm	24
	Annexure-II: Financial Information Summary	26
	Annexure-III: Format: Technical Proposal Covering Letter	27



1 INTRODUCTION

Info Tech Corporation of Goa Ltd (ITG) has set up the SMS gateway platform and ITG offers Bulk SMS services to various Government departments and other autonomous bodies in the State of Goa through its SMS gateway.

For supply of Bulk SMS, ITG intends to float Request for Proposal (RFP), inviting prospective bidders to submit the most competitive bid for the supply of Bulk SMS to ITG.

2 INVITATION FOR PROPOSAL

2.1 RFP Notice

- I. This RFP document invites all the qualified bidders to submit their financial offers for “Supply of Bulk SMS”, in accordance with the conditions and manner prescribed in this RFP document.
- II. Bidder agencies should be registered telemarketer with Telecom Regulatory Authority of India (TRAI).
- III. Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- IV. This RFP may be downloaded from the e-Tendering site, and the bidder is advised to pay the RFP cost and the processing fee online and EMD through e-payment mode via NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ Netbanking with pre-printed challans available on e-tendering website and directly credit the amount to “M/s Info Tech Corporation of Goa Limited” account as generated by challan and upload the scanned copy of NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ Netbanking along with the bid at the time of submission of the tender.
- V. This RFP document is not transferable.



2.2 Critical Information

Sr. No.	Information	Details
1	Bid Inviting Authority	M/s Info Tech Corporation of Goa Limited, 3 rd floor, IT HUB, Altinho, Panaji - Goa , 403 001
2	Bid Reference No and Date	ITG-IT/ RFP/SMS/01/2018 dated 11.08.2018
3	Place of Execution	State of Goa
4	Tender Document Fee	Rs. 5,000/- (non refundable) to be paid online through e-payment mode via NEFT/RTGS/OTC/debit card/credit card facility/ netbanking with pre-printed challans available on e-tendering website and directly credit the amount to “M/s Info Tech Corporation of Goa Limited” account as generated by challan and upload the scanned copy of NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ Netbanking along with the bid.
5	Tender Processing Fee	Rs. 2000/- (non refundable) to be paid online through e-payment mode via NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ Netbanking with pre-printed challans available on e-tendering website and directly credit the amount to “M/s Info Tech Corporation of Goa Limited” account as generated by challan and upload the scanned copy of NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ along with the bid.
6	Last Date of Submission of Pre-bid Queries	17.08.2018 upto 4.00 pm Email: umakant.naik@nic.in
7	Date, Time & Venue of Pre-bid Meeting	20.08.2018 at 3.00 pm Venue: Info Tech Corporation of Goa Limited. IT Hub, 3rd Floor, Altinho, Panaji - Goa
8	Last Date of Reply of Pre bid Queries	23.08.2018 by 4.00 pm through email
9	Date & Time for request of Online Tender Document	30.08.2018 upto 3.00 pm
10	Last Date and Time for Online	31.08.2018 upto 4.00 pm



Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)



	submission of bids electronically	
11	Date and Time for opening of Eligibility & Technical bids and venue	04.09.2018 at 3.00 pm Venue: Info Tech Corporation of Goa Limited. IT Hub, 3rd Floor, Altinho, Panaji - Goa
12	Date and Time for opening of Commercial bids	Shall be intimated to the shortlisted bidders.
13	Contact Persons for queries	Mr. Umakant Naik, Manager IT, Email : umakant.naik@nic.in
14	Addressee and Address at which proposal in response to RFP notice is to be submitted	The Managing Director M/s Info Tech Corporation of Goa Limited, 3 rd floor, IT HUB, Altinho, Panaji - Goa , 403 001

Note: The bidders are requested to register themselves on e-tendering portal etender.goa.gov.in. The e-tendering training is scheduled on 02/08/2018 at 10 am at the office of ITG for the interested bidders.

2.3. Other Important Information related to bid

Sr. No.	Item	Description
1	Earnest Money Deposit (EMD)	Rs. 1 lakh to be paid online through e-payment mode via NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ netbanking with pre-printed challans available on e-tendering website and directly credit the amount to "M/s Info Tech Corporation of Goa Limited" account as generated by challan and upload the scanned copy of NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ netbanking along with the bid.
2	Bid Validity Period	180 days from the date of closing of submission of the bid.
3	Date and time of submission of the hard copy of the Technical bid to ITG.	Date : 31.08.2018 upto 16.00 hrs



3 INSTRUCTIONS TO BIDDERS

3.1 Introduction & Issuer

M/s Info Tech Corporation of Goa Limited (ITG) invites the qualified bidders to submit their financial offers for supply of Bulk SMS in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

3.2 Purpose

The purpose of this Request for Proposal (RFP) is to purchase Bulk SMS. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The general term and conditions for the RFP are mentioned in the document and the detailed scope of work as mentioned under Scope of Work.

3.3 Bid Evaluating Committee

ITG shall constitute the Techno Commercial Evaluation Committee for the purpose of evaluating the bids and the decision of this committee in the selection process shall be binding on all the bidders.

3.4 Eligibility criteria

The bidder must ensure that documentary proofs are submitted for all the pre-qualification criteria mentioned below. The documentary proof should be uploaded on the e-tendering portal and the hard copy of the same should also be submitted to the Office of ITG.

Sr. No.	Eligibility Criteria	Supporting Documents to be submitted
1.	The bidder should be registered as a company in India as per Company Act 1956 and should be in existence for the last 5 years as on date of issue of this RFP.	Certificate of Incorporation or the relevant document may be submitted as the proof fulfilling this eligibility criteria



Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)



2	The bidder should have a minimum turnover of Rs. 1 crore annually for the last three years namely 2015-2016, 2016-2017, 2017-2018	Audited Balance Sheet and Profit & Loss Statement or the certificate from CA. For the year 2017 – 2018 in case the balance sheet is not audited the certificate from the chartered accountant indicating the provisional turnover to be submitted.
3	The bidder should have made profit in the last three financial years i.e. 2015-2016, 2016-2017, 2017-2018	Audited Balance Sheet and Profit & Loss Statement or the certificate from CA. For the year 2017 – 2018 in case the balance sheet is not audited the certificate from the chartered accountant indicating the provisional turnover to be submitted.
4	The bidder should be a registered telemarketer with Telecom Regulatory Authority of India (TRAI).	Certificate from TRAI to be submitted
5	The bidder should have experience in providing SMS gateway service for the last five years from the date of issue of this RFP.	Purchase Orders/ Agreements/ Certificates from the clients be submitted
6	The bidder should have an experience of executing bulk SMS service projects with at least 3 Government organizations.	Purchase Orders/ Agreements/ Certificates to be submitted
7	Bidder should have direct tie up/ arrangements with at least five telecom service providers/operators within India	Copies of Agreements/Certificates with the telecom operators with which it has direct connectivity.
8	The bidder should be able to allocate a minimum throughput 100 SMS/sec	1: Certificates to this effect from the telecom operators[s] should be submitted with whom bidder has the tie up to deliver SMS alerts. 2: Undertaking to be provided for at least minimum throughput of 100 SMS/sec for delivery of SMS
9	The bidder should have valid registration, sales tax documents, service tax documents and the PAN card as on date of issue of this RFP	Copies of the same to be provided

Note: Projects implemented jointly or in Consortium shall not be considered.



3.5 Cost of RFP

The complete RFP document can be downloaded from the e-tendering portal www.etender.goa.gov.in of Government of Goa. The bidder has to pay the sum of Rs. 5,000/- as Tender document fee and sum Rs. 2000/- as Tender processing fees. The above payment is to be paid online through e-payment mode via NEFT/RTGS/OTC/debit card/credit card facility/netbanking with pre-printed challans available on e-tendering website and directly credit the amount to “M/s Info Tech Corporation of Goa Limited” account as generated by challan and upload the scanned copy of NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ netbanking challan along with the bid. The RFP Document is not transferable to any other bidder.

3.6 Bid Response

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal and forfeiture of the bid EMD. The decision of M/s Info Tech Corporation of Goa Limited (ITG) in this regard is final and binding on all the bidders.

3.7 Proposal Preparation Costs

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. M/s Info Tech Corporation of Goa Limited will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This RFP does not commit M/s InfoTech Corporation of Goa Limited to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the bidder become the property of M/s InfoTech Corporation of Goa Limited and may be returned at its sole discretion, provided, any materials which are identified



as “Proprietary and Confidential Material of Bidder” shall remain the property of such bidder and the ITG shall maintain confidentiality of such materials.

3.8 Signing of Communication

All the communication to M/s InfoTech Corporation of Goa Limited (ITG) including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid. In case ITG makes any changes /modifications in the RFP the same shall be published on the e-tendering portal as the CORRIGENDUMs.

3.9 Amendment of RFP Document

- a. At any time till 7 days before the deadline for submission of bids, M/s InfoTech Corporation of Goa Limited (ITG), may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment. All the amendments made in the document would be posted on e-tendering portal.
- b. The bidders are advised to be in contact with M/s InfoTech Corporation of Goa Limited (ITG) on regular basis for checking necessary updates. M/s Info Tech Corporation of Goa Limited (ITG) also reserves the rights to amend the dates mentioned in this RFP for bid process.
- c. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, M/s Info Tech Corporation of Goa Limited (ITG) may, at its discretion, extend the last date for the receipt of bids by a reasonable period.

3.10 Supplemental Information to the RFP

If ITG deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP. Such supplements shall be posted on e-tendering portal.

3.11 ITG’s right to modify submission deadline

ITG may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an corrigendum or by intimating all bidders who have been provided the



proposal documents, in writing or by facsimile, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

3.12 ITG's right to terminate the process

M/s Info Tech Corporation of Goa Limited (ITG) may terminate the RFP process at any time and without assigning any reason. M/s Info Tech Corporation of Goa Limited (ITG) makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by M/s Info Tech Corporation of Goa Limited (ITG). The bidder's participation in this process may result in M/s Info Tech Corporation of Goa Limited (ITG) selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by M/s Info Tech Corporation of Goa Limited (ITG) to execute a contract or to continue negotiations. The M/s Info Tech Corporation of Goa Limited (ITG) may terminate negotiations at any time without assigning any reason.

3.13 Earnest Money Deposit and its amount (EMD)

- i. Bidders shall submit, along with their bids, EMD of Rs. 1 lakh only to be paid online through e-payment mode via NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ netbanking with pre-printed challans available on e-tendering website and directly credit the amount to "M/s Info Tech Corporation of Goa Limited" account as generated by challan and upload the scanned copy of NEFT/ RTGS/ OTC/ Debit card/ Credit card facility/ netbanking challan along with the bid.
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- iii. Unsuccessful bidder's EMD will be discharged/ returned as promptly as possible, but not later than 180 days after the selection of the bidder.
- iv. Bids submitted without adequate EMD will be rejected.



-
- v. The EMD may be forfeited:
- a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - b. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - c. During the bid process, if any information is found to wrong / manipulated / hidden in the bid.
- vi. The decision of Info Tech Corporation of Goa (ITG) Limited regarding forfeiture of the EMD amount and rejection of bid shall be final & shall not be called upon question under any circumstances.
- vii. The EMD of the successful bidder shall be retained as the Performance Guarantee for the period of five years from the date of issue of the work order.

3.14 Submission of bids

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

The bidders should submit the technical bid as well as commercial bid through e- tendering mode. In addition to this the bidders are required to submit the hard copy of the Technical bid along with the hard copies of the challans for tender processing, tender document and EMD amount.

3.15 Authentication of bid

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. A letter of authorization shall be supported by a written power-of –attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.



3.16 Validation of interlineations in bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

3.17 Cost of bidding

The bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by ITG. M/s Info Tech Corporation of Goa Limited (ITG) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

3.18 Language of bids

The bids and all correspondence and documents relating to the bids, shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language. In case of ambiguity, the English version of the bid shall be considered final and binding. There should be proper page numbering on every page of Technical bid so that proper referencing can be done.

3.19 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

3.20 Late Submission of bids

The bids received after due date and time shall be summarily rejected by ITG.



3.21 Documents comprising the bid

The hard copy of the Technical bid shall be sealed in a separate envelope and marked as “Technical bid for the supply of Bulk SMS” and addressed to The Managing Director, Info Tech corporation of Goa Ltd, 3rd floor, IT HUB, Altinho, Panaji – Goa 403 001. This envelope also should indicate clearly the name, address, telephone number, email ID, Fax no of the bidder.

The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers.

Technical Bid: prepared by the bidder shall comprise of the following:

- i. Declaration that the bidder has not been debarred / blacklisted by any State/ Central Govt. / UT Administration/ Semi-Government. Organization / PSU etc. for quality of services / product.
- ii. Copy of the challans indicating that Earnest Money Deposit (EMD) amount, tender processing fees and tender document fees are paid online through e-tendering portal.
- iii. All the relevant documents satisfying the eligibility criteria's.

3.22 Period and Validity of bids

The bid shall be valid for 180 days from the closing date of submission of the bid. On completion of the validity period, unless the bidder withdraws his bid in writing, it will be deemed as valid until such time that the bidder formally (in writing) withdraws his bid. In extreme circumstances, ITG at its discretion may solicit the bidders consent to extend the period of validity. The request and the responses for the same shall be made in writing. The bid valid for shorter period shall be rejected as non-responsive bid.

3.23 Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of ITG.



4 SCOPE OF WORK

The selected bidder shall supply the Bulk SMS to ITG on demand for a period of 5 years from the date of issue of the work order.

TECHNICAL SCOPE OF WORK -

Following are the minimum technical requirements to be provided the bidder:

- The solution offered should provide Bulk SMS services for the SMS Gateway Project of Info Tech Corporation of Goa Ltd. both transactional and / or promotional SMS.
- The solution offered should integrate with applications at SDC.
- The infrastructure for the SMS Gateway Project already exists in the State Data Centre along with the end user and admin user portals and the related databases. The solution offered should integrate with this and other applications at SDC.
- The route provide by the bidder along with the bulk sms service should be able to handle more than 5 lakh sms transactions per day.
- The solution offered should have capabilities to send SMS to all handsets and on all telecom operators available in India and internationally, without any exception.
- Since all the clients using ITG's SMS Gateway service are Government departments / organizations, the bidder should ensure that the sms sent through the service should be able to be delivered even to mobile numbers which have Do Not Disturb (DND) activated.
- The client departments of ITG also use the sms service for OTP generation / authentication. It should be ensured by the bidder that sms's shall be submitted to the mobile numbers with the least amount of delay, inorder to utilize the OTP facility.
- Availability of SMS services and delivery of sms to be made on 24X7X365 basis
- The solution offered should provide the SMPP and /or HTTPS-API with/ without XML support. These API's should be provided for all the major programming languages such as .NET, PHP, Java, Python and more (Prebuilt libraries and example projects with proper documentation for all common platforms will be preferable).
- The API should support the encryption- decryption for the entire API parameters supporting DES/ 3DES/ AES algorithm
- The bidder's system/solution should handle URL based communication, both secured (https) and normal (http) based communication and the messages should be delivered to a specific port, if the port is provided in URL



**Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)**



- The solution offered should provide secure encrypted connection for delivery of outgoing/incoming alerts with guaranteed delivery.
- The bidder should assist ITG in the any troubleshooting in related to integration and routing issues of ITG's SMS Gateway Project.
- The bidder should have tie up/arrangements with multiple telecom service providers for delivery of outgoing / incoming SMS Alerts to/ from national mobile subscribers (subscribers of telecom operators like BSNL, MTNL, Reliance, Airtel, Vodafone, Idea, Tata Indicom, Aircel, Jio etc.) and international mobile subscribers as well.
- The SMS Gateway Project of Info Tech Corporation of Goa Limited is a live project and the various client departments have already been assigned various sender id's. The bidder should ensure that the same sender id's should work properly with their service.
- The bidder should handle all the formalities for approval of the existing or new sender id's requests by ITG with the operators, TRAI or any such agencies. The approval of the same should be attained and informed to ITG within a maximum period of 2 days of request of the sender id from ITG.
- Bidder to ensure that SMS message whose content exceeds 160 characters, should be delivered as a single message on receiver's handset, unless there is dependency on the receiver's mobile handset.
- The bidder should be capable of providing real time automatic delivery report/acknowledgement for last mile delivery (on the mobile handset of the customer/end user) of each SMS Alert along with status and time stamp.
- The bidder should have the facility of online filtering of the DND numbers on real time basis
- The bidder should have the facility of assigning priorities to different type of SMS Alerts being sent and deliver the alerts as per the priorities defined
- Check should be properly imposed to avoid duplicate/multiple SMS delivery to customers
- The solution offered should be a Multilingual messaging (English, Konkani and Marathi) solution supporting all Indian languages
- The bidder's solution should offer configurable mechanism in terms of number of retries and time duration for each retry for messages that cannot be delivered immediately.
- The bidder should have proper test infrastructure with capability of end to end testing of all integration with all our applications.
- The bidder should provide Dashboard/Website/Portal for Administration features like monitoring of total messages sent within a day/ week/ month, time delay (if any) in sending



the messages, no of failed messages (with reasons for failure), invalid mobile numbers, No of transactional / promotional messages sent.

- The solution should be capable of generating detailed report in Excel/PDF and any other format specified. The software should be capable of providing the Mobile-wise, Date-wise, Product-wise, Category-wise reports, transaction based reports. The reports should contain timestamps of SMS received at Bidder's Server, SMS sent to the Telecom operator, actual delivery to the end user and final status of SMS alert along with status description.

The MIS report should have the following minimum fields:

- a. Mobile number/MSISDN
- b. Message text
- c. Message Category
- d. Operator
- e. Circle
- f. National/International
- g. Sender Name/ID
- h. Date/time of SMS received at the gateway.
- i. Date/time of SMS send to the operator.
- j. Date/time of SMS delivered to the end subscriber.
- k. Status of the SMS
- l. Status description

The bidder should be able to provide the daily statistics with an auto generated mail to the mail-ids. The daily statistics, of previous day, should contain the following fields:

- a. Total SMS's received
 - b. Category of SMS's
 - c. Total success
 - d. Total failed/expired
 - e. Total of delivery report not received
 - f. Total invalid
 - g. Total DND
- Bidder has to maintain the data with regard to SMSs sent for at least 1 Year. The data maintained should have the following minimum fields:



- a. Mobile Number/MSISDN
 - b. Complete Message text
 - c. Message Category
 - d. Operator Circle
 - e. National/International Sender Name/ID
 - f. Date/time of SMS received at the gateway
 - g. Date/time of SMS send to the operator Date/time of SMS delivered to the end subscriber
 - h. Final Status of the SMS Status description
- The bidder should provide all the messages sent to their gateway on monthly basis containing details specified at point above.
 - Privacy of the SMS data should be ensured by the bidder and should ensure that no misuse of the mobile no's or SMS sent to them or any such data is not misused at their end.
 - The bidder should have an online ticketing mechanism for logging and tracking all the complaints raised
 - It will be the responsibility of the Bidder to obtain necessary approvals for providing the required facility from TRAI or other statutory /regulatory bodies, if any.
 - DND compliance will be the responsibility of the Bidder /Service Provider
 - The Solution offered should be scalable to meet the requirement for the next 3 years from the date of award of contract.
 - The selected bidder shall be empanelled to provide bulk SMS service to ITG for a period of three years. Any decision by either parties to conclude the contract before the term shall be intimated to the other party in advance and with a prior notice of 1 month before termination of service.

5 TIMELINES

The successful bidder has to supply the required Bulk SMS to ITG within 4 days of issue of the work order.

6 THE BID PROCESS

6.1 Tender Evaluation Committee

The Tender Evaluation Committee constituted by the ITG shall evaluate the bid response submitted by the bidders. The decision of the Tender Evaluation Committee in the evaluation of



the Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

6.2 Opening of Bids

- I. Total transparency will be observed while opening the proposals/bids.
- II. ITG reserves the rights at all times to postpone or cancel a scheduled bid opening.
- III. The bids will be opened, in two sessions, one for Technical and one for Commercial of those bidders whose technical bids qualify, in the presence of bidders' representatives who choose to attend the bid opening sessions on the specified date, time and address.
Technical Bid responses of the bidders will be opened by the Tender Evaluation Committee, in the presence of the available bidders or their authorized persons as per the time specified in this RFP document.
- IV. The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for the bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, ITG shall go ahead and open the bid of the bidders on the next day.
- V. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- VI. To assist on the scrutiny, evaluation & comparison of offers, ITG may at its discretion ask some or all the bidders for clarification of the offer. The request of such clarification and response shall be necessarily be in writing.
- VII. Any bid found to be unsatisfactory in terms of methodology may be rejected and will not be considered for further evaluation. The decision of tender evaluation committee in this matter shall be final and binding.
- VIII. The bidders shall be responsible for properly super-scribing and sealing of each envelope. Neither ITG nor the Tender Evaluation Committee shall be responsible for accident opening of envelopes that are not properly super-scribed and sealed.



6.3 Negotiations, Contract Finalization and Award

ITG may negotiate with the bidder(s) whose proposal has been ranked first by the Tender Evaluation Committee on the basis of best value to the project. If ITG is unable to finalize a service agreement with the bidder ranked first, ITG may proceed to the next ranked bidder, and so on until a contract is awarded.

6.4 Award Criteria

ITG will award the contract to the bidder whose bid has been determined to be substantially responsive and is lowest.

6.5 ITG Rights to accept / reject any or all proposals

ITG reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without assigning any reason.

7 EVALUATION PROCESS

7.1 Overall Bid Evaluation

- i. Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive.

Substantially Responsive Bid: A substantially responsive bid is one, which confirm to all the requirements, terms, conditions and specifications of the Request for Proposal without any material deviations. Deviations from or objections or reservations to critical provisions such as those concerning performance security, warranty, applicable Law, taxes and duties will be deemed as material deviation.

- ii. ITG's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. It is ITG/ Tender Evaluation Committee's intent to select the proposal that is most responsive /advantageous to the "Bulk SMS" Project needs and each proposal would be evaluated using the criteria and process outlined in this section.
- iii. If there is a discrepancy between words and figures, the amount in words will prevail. If the



bidder does not accept the correction of the errors, its bid would be rejected and may result in forfeiture of EMD amount.

- iv. The Tender Evaluation Committee may waive any minor infirmity, nonconformity or irregularity in which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- v. The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

7.2 Evaluation of Bids

Tender Evaluation Committee will carry out a detailed evaluation of the eligibility criteria's received by it in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP. The commercial bid of the bidders fulfilling the eligibility criteria's shall be opened by ITG.

7.3 Financial Bid Evaluation

Financial bid of the bidders fulfilling the eligibility criteria's shall be opened.

8 SELECTION PROCEDURE

8.1 Selection of Bidder

- I. The Tender Evaluation Committee will select that bidder as a bidder, who has quoted the lowest amount for the project.
- II. ITG will have the right to negotiate with the successful bidder further on the bid quoted.
- III. ITG's decision would be final and binding
- IV. In case there is only single bidder meeting the minimum requirement marks of the Technical bid evaluation, the same would be accepted as a bidder for the project by ITG after appropriate negotiations with the bidder.



**Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)**



8.2 Notification of Award of Contract

- I. Prior to the expiration of the period of proposal validity, ITG or its authorized person will notify the successful bidder in writing or email that the bid has been accepted.
- II. ITG shall place the work order on the successful bidder.

9 PAYMENT STRUCTURE

The payment to the successful bidder shall be on monthly basis depending upon the consumption of Bulk SMS by ITG.



Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)



COMMERCIAL BID FORMAT

ANNEXURE A – in electronic mode only

The bidder has to submit the financial quote through e-tendering portal. The financial bid submitted via any other format and media shall be rejected.

Description	Rate in Rs. (A)	Taxes %	Total Tax in Rs. (B)	Total Amount in Rs. (A+B)
Rate per SMS				

NOTE: The L1 shall be determined on the sum of rate per SMS.



Annexure-I : Details of the Responding Firm

S.No.	Particulars	Details to be Furnished
1	Details of the Responding Firm	
	Name	
	Address Corporate Office, Local Office	
	Telephone	
	Fax	
	Website	
	e-Mail	
2	Details of the Authorized person for the bid	
	Name	
	Designation	
	Telephone	
	Fax	
	e-Mail	
3	Status of the firm/Company (Public /Pvt. Ltd.)	
	Details of Registration	
	ROC Ref No	
	Date of Incorporation	
	Type of Organization	a. Public Sector/ Limited/ Private Limited/ Partnership/ Proprietary/Society/Any other b. Whether Foreign Equity Participation (Please give name of foreign equity participant and percentage thereof) c. Names of Directors of Board/Proprietors Name and address of NRI(s), if any
	Category of the firm: Large/Medium/Small scale unit	



**Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)**



	Number of the Offices with addresses (Excluding Registered Office):	
	Certificate of registration as a manufacturing unit	
	Permanent Account Number	
	Sales Tax Number/VAT	



Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)



Annexure-II: Financial Information Summary

Name of the bidder :

Turnover (in Rs. lakhs)		
2015-2016	2016-2017	2017- 2018

Note: Please enclose balance sheet and Profit & Loss statement duly certified with authorized auditor.



**Info Tech Corporation of Goa Ltd
(A Government of Goa Undertaking)
(An ISO 9001 : 2015 Company)**



Annexure-III: Format: Technical Proposal Covering Letter

To
The Managing Director,
M/s Info Tech Corporation of Goa Limited,
3rd floor, IT HUB,
Altinho, Panaji - Goa , 403 001

RFP NO : ITG-IT/ RFP/SMS/01/2018 dated: 11/08/2018

Subject: Submission of Technical proposal in response to the RFP for “Supply of Bulk SMS”

Dear Sir,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date].

Our attached Technical Proposal is based on our full understanding of scope of work and services and other requirements as mentioned in RFP of the project requirements of “Supply of Bulk SMS”.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm: