

BHAVNAGAR MUNICIPAL CORPORATION
Computer Department, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar

Subject :- PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)
Reference :- TENDER NO: BMC/COMPUTER/06/2024-25

:-: Pre-bid Meeting Queries-Clarification :-:

The pre-bid meeting for the above subject work was held on 05/09/2024 at BMC. During the said pre-bid meeting, the queries and suggestions received and decisions taken are as follows

| Sr. No. | Page Number of Bid Doc. | Existing Clause | Query of Bidder-Suggested Changes | BMC Clarification |
|---------|---|---|--|---|
| 1 | Page no.: 3 Section I:TECHNICAL BID/Prequalification CRITERIA_ Pointer 14 | The bidder must have main office or branch office in Gujarat compulsory. Main office or branch office must have existed since last 2 years in Gujarat. Date will be calculated from the last date of applying/downloading tender. | we have our headquarter in Mumbai and regional offices in Delhi and Bangalore, We also have our local Presence in Gujarat, we have 24*7 Support and NOC team and on requirement we will provide dedicated KAM team as well so requesting you to please remove this clause. | No changes in existing clause |
| 2 | Page no.: 3 Section I:TECHNICAL BID/Prequalification CRITERIA_ Pointer 12 | C) P.O. with minimum 25,000 or more SMS will only been taken into consideration. | Requesting you to please consider the invoice SMS count for the same along with the Po and Satisfactory certificate. | Yes, the invoice including the SMS count will be considered along with the Purchase Order (PO) |
| 3 | Page No.: 2 Tender Notice Schedule of E-Tender | Start date of Downloading Tender Documents and online Applying for Tender- 29/08/2024 to 13/09/2024 up to 18:00 hours | Please let us know the portal for online submission if required along with the physical submission | Please note that only physical submission is required; there is no online portal for this bid submission. |
| 4 | | | Kindly provide us the sender ID | Yes, BMC will provide sender ID |
| 5 | | | Please let us know if you have TRAI exemption certificate | No |
| 6 | | | Please clarify if the company comes under PSU category or not | BMC is a local government body, not a Public Sector Undertaking (PSU) |
| 7 | | | Kindly confirm maximum no of days for which data needs to be on server. | All data will be stored on the server for the entire duration of the service period. |

(e-Sign)
E.D.P. Manager
Computer Department
Municipal Corporation of Bhavnagar

Signature Not Verified

Signed by: Arvind G. Mer
EDP Manager
Date: 2024.09.10
19:18:55 +05:30

File No: BMC/SMS/e-file/340/2024/2291/Computer

Approved By: Municipal Commissioner, Commissioner office, BMC

Open the document in Adobe Acrobat DC to verify the E-sign





BHAVNAGAR MUNICIPAL CORPORATION

Sir Mangalsinhji Road, Kalanala, Bhavnagar

TENDER DOCUMENT

FOR

PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR
THE PERIOD OF 3 YEAR)

TENDER NO: BMC/COMPUTER/06/2024-25

COMPUTER DEPARTMENT,
BHAVNAGAR MUNICIPAL CORPORATION,
BHAVNAGAR,
GUJARAT

JULY – 2024

Tender Notice

Bhavnagar Municipal Corporation invites tender for **PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)** in two parts (Technical Bid & financial Bid).

In order to explore the best possible rates, BMC is inviting technical and financial Proposals from the interested bidders.

| | | |
|-----------------------------|---|--|
| Tender Notice No. | BMC/COMPUTER/06/2024-25 | |
| Organization Name | BHAVNAGAR MUNICIPAL CORPORATION | |
| Department Name | Computer Department EDP Manager, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Bhavnagar – 364001 Phone No.: 0278-2431887 E-mail : itmanager.bmc@gmail.com | |
| Name of work | PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR) | |
| Tender Type | Open Online | |
| Type of Contract | Providing Services | |
| Bidding Type | Two stage(Technical bid and financial bid) | |
| Tender Fee | Rs.1,500/- (Rupees Fifteen Hundred Only) | |
| E.M.D. | Rs.7,500/- (Rupees Seven Thousand Five Hundred Only) | |
| Bidding Currency | INR | |
| Schedule of E-Tender | Start date of Downloading Tender Documents and online Applying for Tender | 29/08/2024 to 13/09/2024 up to 18:00 hours |
| | Pre-Bid Meeting date & time | 05/09/2024 at 11:00 hours, at the Computer Department, BMC |
| | Last date & time of bid submission | 13/09/2024 up to 18:00 hours |
| | Physical submission of EMD, Tender fee, Pre-Qualification bid and supporting documents | 13/09/2024 up to 18:00 hours to EDP manager, Computer Department, Bhavnagar Municipal Corporation |
| | Opening of Technical bid | 17/09/2024 at 12:00 hours |
| | Opening of Price bid | Intimated Later to successful bidders Only |
| | Bid Validity period | 180 days from opening of bid |
| | Project duration | 3 Years |
| E-Tendering website | https://bmcgujarat.com/ | |

- 1) The tender will be available only for downloading on **www.bmcgujarat.com** between Date: **29-08-2024** to Date: **13-09-2024 up to 18:00 hrs.**
- 2) Last date of Physical submission of tender with EMD & Tender Fee by Registered A.D. / Speed Post to EDP Manager, Computer Department, BHAVNAGAR MUNICIPAL CORPORATION, Opp. Big bazar, Sir Mangalsinhji Road, Near Kalanala, BHAVNAGAR-364001 is **13-09-2024 up to 18:00 p.m.**
- 3) Conditional tender shall not be accepted and will be treated as rejected.
- 4) This Tender notice shall form a part of contract document.

SECTION I: -TECHNICAL BID/Prequalification CRITERIA

The bidder shall have to submit Prequalification Bid with related documents in “Physical Copy” through R.P.A.D. /Speed Post/Courier. This cover must contain of following **(To qualify in technical bid below documents must have to submit)**

| Sr. No | Criteria | Proof Need to be submitted |
|---------------|--|---|
| 1 | EMD(refundable) of Rs. 7,500/- (Rupees seven thousand five hundred Only) shall be submitted in the form of Demand Draft of any Nationalized Bank including the public/Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks (operating in India having branch at Bhavnagar) in the name of “Commissioner, Bhavnagar Municipal Corporation” payable at Bhavnagar and must be submitted along with the Bid letter. | Demand Draft |
| 2 | Tender Fee(non-refundable) of Rs. 1,500/- (Rupees Fifteen Hundred Only) shall be submitted in the form of Demand Draft of Nationalized Bank including the public/ Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks (operating in India having branch at Bhavnagar) in the name of “Commissioner, Bhavnagar Municipal Corporation”. | Demand Draft |
| 3 | The Bidder must have to submit bid letter (must be as per Annexure-1) on their company’s letter head with duly seal and signed by authorized person. | bid letter as per Annexure-1 on bidder’s letter head |
| 4 | Registration certificate of Firm | Memorandum and article of association or certificate of incorporation or partnership deed or registration certificate issued by registrar of firm/MSME etc. |
| 5 | Authorization letter for signing the bid document on behalf of the bidder | as per Annexure-2 |
| 6 | Bidder must have minimum average annual turnover of Rs. 5 Lacs during last 3 financial year[F.Y. 2021-22, 2022-23 & 2023-24]. | Single page CA certificate as per Annexure-3 |
| 7 | Income Tax returns for the last 3 years(Financial Year 2021-22, 2022-23 & 2023-24) | Income Tax returns Acknowledgement |
| 8 | The bidder must have valid registration certificate of <ul style="list-style-type: none">• PAN Number | Self-Attested copy of PAN card |

| Sr. No | Criteria | Proof Need to be submitted |
|--------|---|--|
| 9 | The bidder must have valid registration certificate of <ul style="list-style-type: none"> • GST Number | Self-Attested copy of GST Certificate |
| 10 | The Bidder must have to provide EPF Registration Certificate, If EPF not applicable, then bidder has to provide “disclosure” as per Annexure-4 . | EPF Registration Certificate Or Disclosure of “EPF not applicable” as per Annexure-4 on bidder’s letter head |
| 11 | The Bidder must have to provide ESIC Registration Certificate, if ESIC is applicable to the employees of the bidder’s agency. If ESIC not applicable, then bidder has to provide “Disclosure of ESIC not applicable” as per Annexure-5. | ESIC Registration Certificate Or Disclosure of ESIC not applicable (As per Annexure-5) |
| 12 | <p>A) The bidder must have provided SMS services to minimum 3 Government or Non- Government Agencies/Companies (at least for the period of 1 year to each agency) within last 5 years.</p> <p>B) To prove continuous 1 year of service provided to Single agency/companies, bidder has to provide all P.O. of any single year of engagement with respective agency.</p> <p>C) P.O. with minimum 25,000 or more SMS will only been taken into consideration.</p> <p>D) Date will be calculated from the last date applying /downloading of tender.</p> | Work Orders/P.O. AND Satisfactory Completion Certificate / Satisfactory Ongoing Certificate from competent authority |
| 13 | The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government /Semi – Government/ ULB’s/ any other Government institutions / Nationalized Bank in India for any reason as on last date of submission of the bid. See Annexure-6 | A self-declaration (as per annexure-6) on Rs.100 stamp paper and it should be original government notarized copy or duly attested by the First class Magistrate |
| 14 | The bidder must have main office or branch office in Gujarat compulsory. Main office or branch office must have existed since last 2 years in Gujarat. Date will be calculated from the last date of applying/downloading tender. | <ul style="list-style-type: none"> • Property tax payment receipt (For the last Two Financial years) Or • Professional tax payment receipt (For the last Two Financial years) Or |

| Sr. No | Criteria | Proof Need to be submitted |
|--|--|---|
| | | <ul style="list-style-type: none"> • Copies of electricity bills of last two financial year Or • Copies of Telephone bills of last two financial year Or • Lease/Rent agreement (which can shows bidder's presence in Gujarat since last two year) |
| 15 | Staff detail with complete escalation channel | as per Annexure-7 |
| 16 | References of work experience as per Annexure-8 Note: Provide copies of Purchase Order(PO) / Work Order(WO) for proof of experience. | as per Annexure-8 |
| 17 | Compliance Sheet | as per Annexure-9 |
| <p>• Kindly read carefully technical bid criteria and submit only those proofs which are listed under the column name "Proof need to be submitted".</p> | | |

SECTION II: - How to submit hard copy of Tender documents / Cover

1) TECHNICAL BID COVER : Cover No. 1

The technical bid must be submitted in a separate cover and this cover must be superscripted as "Technical Bid, Agency Name, Tender No and Tender Name".

2) PRICE BID COVER : Cover No. 2

The price bid must be submitted in a separate cover and this cover must be superscripted as "Price Bid, Agency Name, Tender No and Tender Name". as per annexure 10

3) TENDER FEE AND EMD COVER : Cover No. 3

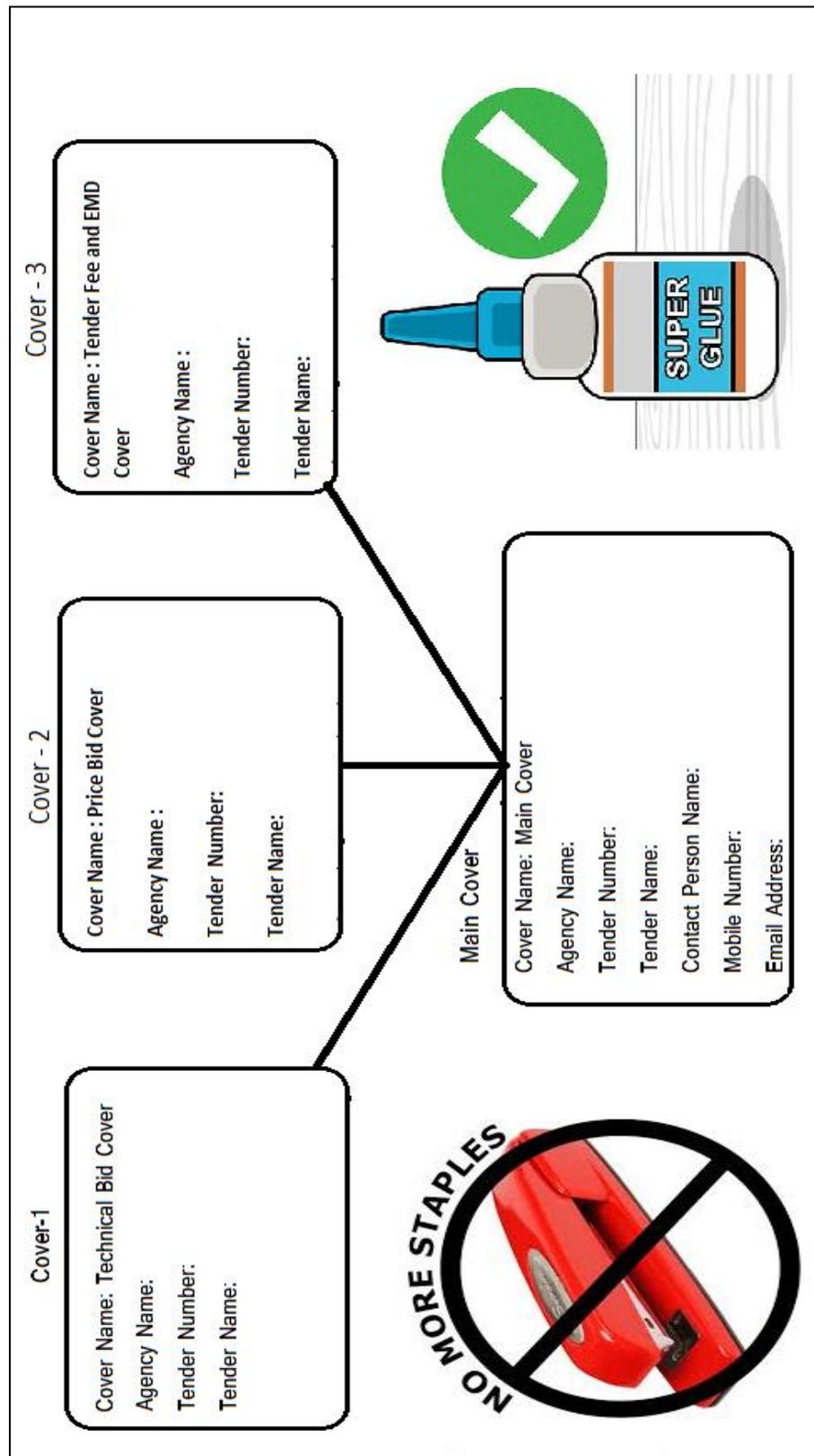
The tender fee and EMD must be submitted in a separate cover and this cover must be superscripted as "Tender fee and EMD, Agency Name, Tender No and Tender Name".

4) MAIN TENDER COVER

1. Technical Bid Cover No.1 Contains, Price Bid Cover No.2 Contains and Tender Fee & EMD Cover No.3 Contains sealed separately and wrapped in main tender cover (Hard Copy) shall accepted by Bhavnagar Municipal Corporation by only Register A.D or Post/courier.
 2. **Main cover must be superscripted as "Tender Name, Tender No, Agency Name, Contact person name, Mobile number, Email Address"** and shall be submitted to the EDP Manager, Computer Dept., BHAVNAGAR MUNICIPAL CORPORATION, Opp. Big Bazaar, Sir Mangalsinhji Road, Bhavnagar-364001 on or before Date:13-09-2024 up to 18.00 hrs.
- 5) Tenders received after due date will be rejected. Tender received or due to be received after the time limit will be considered as rejected.
 - 6) BMC can open tender main cover/technical bid (if tender fee and EMD is not found in separate cover as mentioned above) cover to process tender fee and to return EMD.
 - 7) The tenders (which does not have any work related indication on envelop) which may get opened before the due date are liable to be rejected.
 - 8) If EMD & Tender Fee are not found enclosed in any tender cover, then the tender will be out right rejected.
 - 9) Tenderer MUST NOT mention rates in Technical Bid.
 - 10) Original tender documents must be submitted as it is without any modification, with duly sealed & signed on all the tender pages to confirm its reading and understanding clearly.

11) Each and every documents attached with the tender must be a self-attested. Kindly don't attach extra documents which are not required.

How to Prepare Tender Bid Covers



SECTION III : Scope of Work

BMC is expecting yearly need of approximately 10 lacks SMSes for various departments/services provided by Bhavnagar Municipal Corporation with a dedicated Web Application to manage different User Accounts. However this need can increase or decrease as per requirement of BMC.

- The bidder must provide a UI console for analyzing the SMS service provided to BMC. This console should include features such as a dashboard, the ability to send SMS, manage items, and view SMS usage data for today, monthly, or yearly (with date selection). Additionally, it should encompass all other relevant information that could be useful.
- The bidder must provide a programmable API that can be used to send SMS using various modern programming languages such as ASP.NET, PHP, Java, and more.
- The agency must adhere to DND (Do Not Disturb) guidelines.
- The agency must provide a monthly detailed report of SMS usage via email.
- The bidder must provide an SMS scheduling service that includes the ability to schedule messages in advance, customize message content, and ensure timely delivery. The service should be reliable, user-friendly, and capable of handling bulk messaging efficiently. Additionally, the bidder must provide 95% to 98% delivery assurance under normal circumstances, ensuring that messages are sent to valid and active mobile numbers
- UI should have option to send SMS to list of mobile numbers from various types of files like Excel, CSV, and Text etc. with facility to dynamically replacement of Placeholder with actual data.
- Per SMS Length must be as per TRAI / Government rules and regulations.
- Bidder has to give Customize SMS sending option like sending UNICODE message, Flash and Normal messages
- Sent SMS item in UI, must show statistics of last 5 or more days sent SMSes with detail like Mobile Number, SMS Text, SMS delivered, Failed, Awaiting etc.
- SMS Service must be capable to show/generate report of at least last one year's history of sent SMSes. It can be show/generate Campaign Wise, Date Wise & Status Wise, Software or Service wise SMS, Mobile number wise etc. Reports.
- Bidder should have the SMS Gateway For integration with Existing all BMC IT Related Projects and will have to integrate with the same.(Like Property Tax, Professional Tax, Quick Response Cell and all other Modules)
- Bidder has to understand existing usage of SMS in applications on his own need to integrate sms facility in all application.

SECTION IV:-TERMS AND CONDITIONS OF THE TENDER

1) General Terms and Conditions

- 1.1) Physical Tender Bid will be rejected because of following reasons:
 - 1.1.1) Conditional tender
 - 1.1.2) Physical Tender Bid without EMD and Tender fee
 - 1.1.3) Tender submitted after due date and time
 - 1.1.4) Tender not submitted via Register A.D./post or submitted face to face
 - 1.1.5) Incomplete tender
- 1.2) Bidder shall submit their bids offline only. In addition to that, self-attested (seal and signature on each page by authorized person) hard copy (spiraled copy of documents) for Eligibility & Technical bid to be submitted at BMC Office along with the Bid Processing Fees & EMD on or before last date of physical tender submission.
- 1.3) The Bid Processing Fees & EMD Section (Preliminary Stage) and Eligibility Section (Technical Stage) will be opened on the specified date & time in presence of the committee members and representatives of the bidders who choose to attend. Commercial bid of technically qualified Bidders are open after evaluating technical bid. Their representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.
- 1.4) Original tender documents must be submitted as it is without any modification, with duly sealed & signed on all the tender pages to confirm its reading and understanding clearly. Each and every document attached with the tender must be a self-attested. Kindly don't attach extra documents which are not required.
- 1.5) Any offer, which does not meet the technical requirement, is liable for rejection. Commissioner, BMC reserves all rights to reject all the offers without assigning reason thereof. Commissioner, BMC reserves the right to accept or reject any or all tenders without assigning any reason thereof.
- 1.6) Price bid must be submitted offline only in a separate cover along with technical bid cover, tender fee and EMD cover.
- 1.7) Municipal Commissioner has all the rights reserved to reject/accept any tender and no clarification need to be given to the party.

- 1.8) All new online software's/services going to be developed for BMC in future, Bidder has to support at free cost to BMC or their Agency in integration of SMS API with newly developing software / services for sending SMS.
- 1.9) Company/agency has to submit price bid as per the format specified in Annexure-10 of this tender on companies letter head in separate cover.
- 1.10) Party must sign the agreement within 30 day from the date of LOI (Letter Of Intent) issued by EDP Department. (The party will have to bear the Agreement paper expense)
- 1.11) The contractor MUST NOT Sublette the work to any other agency.
- 1.12) Company/agency has to quote the rate for **PROVIDING SMS SERVICE OF BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)**. The agency has to do all kind of work regarding **PROVIDING SMS SERVICE OF BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)** during AMC period without any extra charges.
- 1.13) AMC Period for 3 year will start from the date of "Successful SMS Service Integration certificate" issued by EDP Department, Bhavnagar Municipal Corporation.
- 1.14) To get certificate of "Successful SMS Service Integration certificate", selected bidder has to complete all necessary required formalities which may be like below activities within **20 days from the date of LOI**:
 - 1.14.1) BMC User id/Password creation
 - 1.14.2) IP white listing
 - 1.14.3) BMC's DLT Registration/ Registration for any TRAI's guideline.
 - 1.14.4) Other documentation formalities etc
 - 1.14.5) Successful bidder will have to complete SMS Service API integration with minimum 3 BMC's software.After that BMC will provide "Successful SMS Service Integration certificate".
- 1.15) Selected bidder will have to start necessary formalities from the date of LOI "(letter of intent)" issued by EDP Department, Bhavnagar municipal Corporation.
- 1.16) Any new Laws/ Guidelines come in force by TRAI or government during these 3 years of contract period, whole registration charges, fees etc will be the responsibilities of selected bidder.
- 1.17) Agency must have experience of integrating their SMS services API with ASP.NET, Java & PHP and other latest programming languages. Agency must have competent qualified/trained local staff for such work.

- 1.18) Company/agency has to quote the rate for Single SMS (Without GST) for the period of 3 Years.
- 1.19) Other information regarding the work can be available from Computer department BMC.
- 1.20) After Technical Bid opening, if BMC's higher authority wants, Bidder has to arrange Demonstration of Console/UI with temporary login to show requested features of SMS service UI.
- 1.21) Bidder has to quote the SMS service rate based on below method
- 1.21.1) **Billing based SMS service:** Once account is created for BMC, BMC can start using SMS service. Selected bidder can raise the bill at the end of every month or Quarter for SMSes used by BMC within that quarter.
- 1.22) Bidder has to recharge SMS pack within 24 hours on official email receives from BMC. This is not applicable, if bidder wants to provide monthly or Quarterly billing based service.
- 1.23) Responsible person mobile no and email address must be mentioned on main cover. So that we can inform on this mobile no or email address regarding Technical bid opening, tender opening and all other concern details of tender. If mobile no and email address is not mentioned, BMC will not be responsible for missing any important details by agency regarding this tender.
- 1.24) **Pre-Bid meeting:**
- 1.24.1) The Pre-bid meeting will be held at BMC Head Office on 05/09/2024, 11:00 Hours.
- 1.24.2) The interested vendors will have to submit their queries in writing at least 2 days before the date of pre-bid meeting date.
- 1.24.3) The answers of the pre-bid queries will be published on the website www.bmcgujarat.com
- 1.25) **Amendment of Bidding Documents :**
- 1.25.1) At any time prior to the deadline for submission of bids, BMC may, for any reason, whether its own initiative or in response to the clarification requested by a prospective bidder, modify the bidding documents.
- 1.25.2) The corrigendum/amendment if any will be published on website www.bmcgujarat.com .

- 1.25.3) In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids BMC, at its discretion, may extend the deadline for the submission of bids.
- 1.26) **The E.M.D. may be forfeited:**
- 1.26.1) If a Bidder withdraws its bid during the period of bid validity
- 1.26.2) In case of a successful Bidder, if the Bidder fails:
- To sign the Contract as mentioned above or
 - To furnish Security Deposit as mentioned or
 - If the bidder is found to be involved in fraudulent practices.
- 1.27) **SECURITY DEPOSIT**
- 1.27.1) Successful bidder will have to separately submit Security deposit of Rs.25,000/- (Rupees Thirty Thousand only) in the form of DD / cheque / Bank guarantee of any Nationalized Bank(Non-SBI) including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks or Rural Banks(operating in India having branch at Bhavnagar) Except SBI in the name of "Commissioner, Bhavnagar Municipal Corporation" payable at Bhavnagar.
- 1.27.2) Successful bidder will have to separately submit security deposit within 30 days from the date of bid awarded (for warranty period + extra 3 Months).
- 1.27.3) Bank guarantee should be valid for 3 month beyond the date of completion of all contract obligations/warranty period.
- 1.27.4) Security deposit will be repaid without interest after completion of said work of this RPF.
- 1.27.5) If the bidder/agency fails to complete the work or if the work is left incomplete in between BMC will forfeit the security deposit and black list the agency.
- 1.28) **Modification and Withdrawal of Bids**
- 1.28.1) No bids will be allowed to be modified subsequent to the final submission of bids.
- 1.28.2) No bid will allowed to withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's E.M.D.
- 1.29) Tenders submitted by Tenderer shall remain valid for acceptance for a period of 180 days from the date of opening of the tender.
- 1.30) The comprehensive AMC includes:
- 1.30.1) Any modification /alteration/new development in the program
- 1.30.2) On-site maintenance/modification as per BMC requirement
- 1.30.3) 24 x 7 X 365 services
- 1.30.4) Quick online & offline technical support from engineer

- 1.30.5) Prompt services
- 1.30.6) The agency will have to provide training any number of times as and when requested by the staff of BMC for any existing or newly developed features to concerning staff and authorities without any extra cost.
- 1.31) Payment terms & condition**
- 1.31.1) No Advance Payment will be done
- 1.31.2) Agency has to raise bills with GST for each month/quarter separately.
- 1.31.3) Agency do not have any rights to challenge delay in payment due to financial or Terms/conditions/law related issue at BMC side.
- 1.31.4) As per Municipal Rules and Regulations.
- 1.31.5) The authority reserves all the rights related to payments.
- 1.32) Bidder must have to fill price of each item mentioned in price bid of this tender. If price is not mentioned for any item in price bid, tender will be out right rejected.
- 1.33) During AMC period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time, Security Deposit will be forfeited and agency will be black listed, if decided by higher authority.
- 1.34) Conditions for Extension of this contract after completion of this AMC :**
- 1.34.1) If the agency not interested with increasing the period of contract, then also BMC has the right to extend the AMC contract to maximum 6 months.
- 1.34.2) During extended period, successful bidder must have to follow all the terms and condition decided for this RFP.
- 1.34.3) After 6 month of extension period, If BMC required and agency want to further increase AMC period, then BMC has the right to increase the contract to the period which approved by the higher authority of BMC.
- 1.34.4) Final payment will be done based on actual SMS used during number of months and days for which contract extended after completion of 3 years of AMC Contract.
- 1.35) During technical bid scrutiny, date calculation will be calculated from the last date of applying/downloading tender.
- 1.36) Successful bidder has to provide contact detail/Escalation hierarchy (name, mobile number, and email) of all hierarchy of (Developer> Team Leader>Project Manager) agency for this AMC project in written to EDP department within first 15 days from the date of Letter of Intent (LOI) issued by the EDP department.

- 1.37) Agency must have competent qualified/trained staff for this kind of work.
- 1.38) Agency's responsible person must have to remain present at BMC at any point of time whenever asked by BMC Officials at their own cost and responsibility to discuss any error, issue etc.
- 1.39) During contract period of 3 years, selected bidder will have to provide SMS services as per final price (per SMS price) decided after negotiation. BMC will not pay any extra charges/fees/ anything else, except final price of per SMS as per usage of SMSes.

2) Penalty

2.1) **PRIORITYWISE SLA** for providing solution of errors/issues

| Priority | Time limit (in Days) | Priority Description | Penalty Amount (in Rs./day) |
|-------------------------|----------------------|---|-----------------------------|
| Service not working | 1 | SMS Service not working for more than 4 hours | 2500/- |
| Change Request | 20 | Change request which does not affecting routine work | 500/- |
| Unattended meeting | As decided by BMC | Visit BMC to do discussion for any error,issue. | 1500/- |
| Section-3 Scope of Work | 60 | Requirement/Facility mention in Section-3 Scope of Work - not Provided. | 500/- |

- 2.2) Changes/issue/errors of **PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)** will be assigned by BMC officials to agency via mail/written letter/tickets of ticketing tool/Phone Call/Face to Face Instructions.
- 2.3) During this contract period 3 year, for change request/errors/issues, agency must have to provide the solution as mentioned in point 2.1– “priority wise SLA”. If problem/issue is major/critical then agency must have to provide immediate support and have to resolve the issue within same day. BMC will charge penalty as per point 2.1– “priority wise SLA”, if agency failed to meet SLA.
- 2.4) Penalty will calculated at the end of every month/quarter and it will be deducted from the bill amount of that corresponding month/quarter or any subsequent month/quarter or from EMD.

- 2.5) For any task given by BMC, the agency has no rights to raise the concern against the priority which is set by BMC. BMC assigned priority for any task will be consider final priority for that task.
- 2.6) The amount of penalty shall be subject to a maximum limit of Rs. 30,000/-(Rupees Thirty Thousand only) of the total contract value. If penalty amount exceed of Rs. 30,000/-(Rupees Thirty Thousand only), then Commissioner, Bhavnagar Municipal Corporation reserved the right to terminate the contract at any point of time, security deposit of successful bidder will be forfeited and agency will be black listed, if decided or required by higher authority.

SECTION V:- SPECIAL CONDITION OF THE TENDER

- In order to explore the best possible rate and ensure completion of the work in the stipulated time limit, BMC is inviting technical and financial offers from the interested bidders.
- Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof. Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.
- During AMC period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time. Also Commissioner, Bhavnagar Municipal Corporation reserve the right to forfeit the EMD of successful bidder and agency will be black listed, if decided/required.

SECTION VI:-ALL QUERIES CORRESPONDENCE TO

- If you find any difficulty in filling the tender then kindly contact on below mention address:

EDP Manager,

Computer Department,

BHAVNAGAR MUNICIPAL CORPORATION,

Opp. Galaxy Cinema, Sir Mangalsinhji Road,

BHAVNAGAR-364001

- Phone: 0278-2431887
- Email: itmanager.bmc@gmail.com

SECTION VIII: Annexures

ANNEXURE-1 Bid Letter

(On bidder's letter head with duly seal and signed by authorized person)

Date: dd/mm/yyyy

To:

The Commissioner,
Bhavnagar Municipal Corporation,
Sir Mangalsinhji Road, Bhavnagar-364001

**Subject : Tender bidding PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION
(FOR THE PERIOD OF 3 YEAR) in Bhavnagar Municipal Corporation**

Respected Sir,

We here by submitting our offer in full compliance with terms & conditions mentioned in this tender. The offer is submitted the offer in two separate and sealed envelopes marked as Technical Bid & Tender Fee and EMD. We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the bidder. We here by agree with that non-compliance in any terms & conditions mentioned in this tender document will result in rejection of our bid and we will abide by any decision taken in this regards by BMC authority.

We hereby certify that the person signing the tender is fully complying the 5th clause of SECTION I: TECHNICAL BID CRITERIA.

We are aware that Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof and Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Name : _____

Designation : _____

Address : _____

Date : _____

Mobile No : _____

Place : _____

E-mail address : _____

ANNEXURE-2 LETTER OF AUTHORITY

(On bidder's letter head with duly seal and signed by authorized person)

To,
The Commissioner Shree,
Bhavnagar Municipal Corporation,
Bhavnagar

SUBJECT : PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)

Dear Sir,

We, (Bidder's Name), do hereby authorize Shri/Smt.....holding the post of in our organization to represent our organization in this tender and to carry out all the formalities relating thereto.

Yours Faithfully

Date :-

Place :-

Sd. /-

(Name and Designation)

ANNEXURE-3 AGENCY TURNOVER

(To be submitted on Chartered Accountant's Letter head)

Name of the Firm :

GST Details :

PAN Details :

| Period | Turnover in Rs. |
|---------|-----------------|
| 2021-22 | |
| 2022-23 | |
| 2023-24 | |

It is certified that the details provided above are corrected and I have gone through relevant records to come out with the figures quoted above.

Place :-

Date :-

SIGN & SEAL of Chartered Accountant

ANNEXURE-4 Disclosure of EPF not applicable

(On bidder's letter head with duly seal and signed by authorized person)

CERTIFICATE

Our Organization/agency _____ applied bid for **“PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)”** Procured by computer department, Bhavnagar municipal corporation. Our organization is not EPF registered. A certificate of which is hereby given. In the future, any question or liability arising under E.S.I.C. rules shall be the sole responsibility of our organization/agency.

Authorized Person sing/Stamp: _____

Authorized Person Name: _____

ANNEXURE-5 Disclosure of ESIC not applicable

(On bidder's letter head with duly seal and signed by authorized person)

CERTIFICATE

Our Organization/agency _____ applied bid for **“PROVIDING SMS SERVICE TO BHAVNAGAR MUNICIPAL CORPORATION (FOR THE PERIOD OF 3 YEAR)”** Procured by computer department, Bhavnagar municipal corporation. Our organization/agency has not registered E.S.I.C. and organization/agency does not come under E.S.I.C rule. A certificate of which is hereby given. In the future, any question or liability arising under E.S.I.C. rules shall be the sole responsibility of our organization/agency.

Authorized Person sing/Stamp: _____

Authorized Person Name: _____

ANNEXURE-6 Non - Blacklisting Certificate

(On Non judicial Stamp paper of Rs.100 duly attested by the First class Magistrate/Notary Public)

I M/s. _____ (Bidder),
_____ (the names and address of the registered office)
hereby certify and confirm that we or any of our promoter/s /director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a sub-contractor as on the _____ - (Bid submission Date), rejection in case any material misrepresentation is made or discovered with regard to the requirements.

We further confirm that we are aware that our Application for the captioned Project would be liable for of this Tender at any stage of the Bidding Process or thereafter during the agreement period. Dated this _____ Day of _____ 2024.

Name of the Bidder _____

Signature of the Authorized person _____

Name of the Authorized Person _____

ANNEXURE-7 ESCALATION MATRIX

(On bidder's letter head with duly seal and signed by authorized person)

Name of the Firm :

| | Name | Contact Number | Designation | Turn Around Time (TAT) in hours |
|---------|-------------|-----------------------|--------------------|--|
| Level 1 | | | | |
| Level 2 | | | | |
| Level 3 | | | | |
| Level 4 | | | | |

Place :-

Date :-

SIGN & SEAL of Chartered Accountant

ANNEXURE-8 RELEVANT WORK EXPERIENCE DETAILS

(On bidder's letter head with duly seal and signed by authorized person)

| Sr. No. | Name of the Dept./Organization where Service was done | Work Order Number & Date | Duration of Service(month/ Year) | Order Value |
|----------------|--|-------------------------------------|---|--------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

Place :-

Date :-

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

Note: Also attach Copy of Work Orders Which are mention above

ANNEXURE-9 Compliance Sheet

| Sr. No. | Description | Compliance (Only Yes or No) | Remarks |
|---------|---|-----------------------------|---------|
| 1. | Bidder has to provide UI console to analyze SMS service provided to BMC which should contain option like Dashboard, Send SMS, Manage Items, Today/Monthly/Yearly(Date Selection wise)used SMS data and all the information which can be useful. | | |
| 2. | Bidder has to provide Programmable API which should be used to send SMS with different kind of latest programming languages like asp.net, php, java etc. | | |
| 3. | Agency has to adhere with DND guideline. | | |
| 4. | Agency has to provide monthly detail of SMS usage through Email. | | |
| 5. | The bidder must provide SMS scheduling service that allows for advance scheduling, content customization, and timely delivery. The service must handle bulk messaging efficiently and ensure 95% to 98% delivery to valid, active mobile numbers under normal circumstances | | |
| 6. | UI should have option to send SMS to list of mobile numbers from various types of files like Excel, CSV, and Text etc. with facility to dynamically replacement of Placeholder with actual data. | | |
| 7. | Per SMS Length must be as per TRAI / Government rules and regulations. | | |
| 8. | Bidder has to give Customize SMS sending option like sending UNICODE message, Flash and Normal messages | | |
| 9. | Sent SMS item in UI, must show statistics of last 5 or more days sent SMSes with detail like Mobile Number, SMS Text, SMS delivered, Failed, Awaiting etc. | | |
| 10. | SMS Service must be capable to show/generate report of at least last one year's history of sent SMSes. It can be show/generate Campaign Wise, Date Wise & Status Wise, Software or Service wise SMS, Mobile number wise etc. Reports. | | |

ANNEXURE-10 PRICE BID

Tender Document No: BMC/COMPUTER/06/2024-25

| Sr. No. | Item | Period of Service | Rate of single SMS in Paisa. (Without all kind of taxes) | |
|---------------------|--------------------------------|-------------------|---|----------|
| | | | In figure | In words |
| 1 | Per SMS price (Without GST) | 3 Year | | |
| Total Amount | | | | |

Note:

1. Bidder must have to fill price of each item mentioned above. If price is not mentioned for any above item, tender will be out right rejected.
2. All rates must be exclusive of tax and tax will be as per the government rules.
3. The agency must clearly specify that the SMS service method is provided as a service.
4. Bidder has to quote price of Single SMS Only.
5. Price must be mentioned in paisa. (Ex. if Per SMS seven paisa then write in price bid section "rate in Paisa" column named as "in Figure" as 7 and "in words" as seven)