

No.D-33011/02/2021-Admn
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Staff Selection Commission (ER)

8th Floor, 1st MSO Building, Nizam Palace,
234/4, A.J.C. Bose Road,
Kolkata – 700020
Dated the 29th March, 2022

To

(ELIGIBLE VENDORS)

SUBJECT: NOTICE INVITING LIMITED TENDER ENQUIRY FOR PROVIDING THE SERVICES OF SENDING BULK INFORMATIVE SMS TO CANDIDATES APPEARING FOR VARIOUS EXAMINATIONS CONDUCTED BY STAFF SELECTION COMMISSION

Sealed quotations are invited from interested firms/agencies for providing the services of sending bulk informative sms to candidates appearing for various examinations conducted by Staff Selection Commission initially for one year period which may be extended or curtailed as per requirement of this office as per Tender Documents.

2. For further details, for any clarification, interested parties may contact the Administration Section, SSC(ER), Kolkata during office hours from the date of issue of the limited tender notice till submission of limited tender form.

3. The sealed tender superscribed as “**Limited Tender for bulk informative SMS Service**” along with name and address of bidder should be submitted **on or before 12:00 Noon of 4th April, 2022** in the Administration Section of this Office at the above address. No tender received after 12:00 Noon on 7th April, 2021 would be entertained. The Tenders will be opened on the same day i.e. **on 4th April, 2022 at 03:00 PM** in this Office premises in the presence of the representatives of the Tenderers.

4. The Terms & Conditions etc. governing the Tender Notice and Tender Form are given along with this Notice Inviting Tender Enquiry.

5. This issues with the approval of the Regional Director (ER).

Encl: Tender Documents



Deputy Director
Staff Selection Commission (ER)

1. INTRODUCTION

Staff Selection Commission conducts recruitment to all Group 'B' posts in the various Ministries/Departments of the Govt. of India and their Attached and Subordinate Offices and also to all non-technical Group 'C' posts in the various Ministries/Departments of the Govt. of India and their Attached and Subordinate Offices, except those posts which are specifically exempted from the purview of the Staff Selection Commission.

The work being confidential and time bound in nature requires the Commission to maintain strict deadlines and adhere to the same. In order to convey various information primarily to applicants, the Commission requires to send bulk SMSs as per requirement. The total SMSs send in a particulars case may range from hundreds to a few lakhs. **Further, due to the nature of work, the vendor may be handed over requisite data required for sending of SMS at odd hours/beyond office hours with the instructions to send the SMSs on an urgent basis at such date & time as communicated to him and the vendor will have to definitely comply with such job strictly adhering to the deadlines communicated.**

2. SCOPE OF WORK

- To provide the Bulk SMS Services to SSC(ER), Kolkata by sending informative SMS to the candidates/applicants appearing for the various examinations conducted by Staff Selection Commission throughout the year;
- The expected SMS load is around 50-55 lakhs per year,
- The bidder should have capabilities to send SMS to all types of handsets like GSM, CDMA, etc and to all telecom operators operating in India.
- **The bidder shall be responsible for providing 24x7x365 days after support and service for the complaints related to Bulk SMS Services.**

3. ELIGIBILITY

- The bidder should be located and have their base at Kolkata,
- The bidder should not be in the list of the blacklisted/debarred/depaneled by any Government organization during last five years,
- Service Provider must have GST Registration,
- Only such bidders will be considered for allotment of work that are having in their possession adequate infrastructure i.e own hardware, experienced and qualified manpower.

4. INSTRUCTIONS TO BIDDERS

PROPOSAL should be submitted in English and should include the below documents:

- (a) Cover letter
- (b) General and Technical proposal
- (c) Financial proposal

(a) Cover letter

In the cover letter the following information should be confirmed:

- The bidder has not indulged in any corrupt or fraudulent practices in preparing this proposal.
- The person signing the cover letter and the proposal has due authorization to do so.
- The cover letter must clearly mention the name, address, telephone, and email id of the authorized person who will serve as the primary point of contact for all communication for the assignment.
- The bidder will bear all costs incurred in connection with the preparation and submission of the proposal and shall bear any further pre-contract costs.
- The template for the covering letter is given at **Annexure I**.

(b) General & Technical Proposal

This should contain

- brief overview of the bidder's proposal mentioning how they intend to provide the bulk SMS services which includes technical details;
- resources available in the domain required that includes manpower, hardware, communication , software etc. resources.

The General & Technical proposal is to be submitted in the format as prescribed at

ANNEXURE- II.

(c) Financial Proposal

Financial proposal is to be submitted in the format as prescribed at **ANNEXURE- III.**

5. SUBMISSION OF BIDS

The bid should be submitted in two cover system comprising of (1) Technical Bid and (2) Financial Bid. Sealed quotations with separate Technical and financial bids filled in the specified Proforma and should be superscribed – “**Tender for bulk informative SMS Service**” . The bid should be prepared strictly in accordance with the instruction prescribed and be submitted in proper sealed envelope addressed to the Regional Director, Staff Selection Commission (ER), 8th Floor, 1st MSO Building, Nizam Palace, 234/4, AJC Bose Road, Kolkata – 700020.

*** The Technical Bid Cover shall contain:**

- (i) Covering letter and
- (ii) General and Technical Proposal

Documentary proof for criteria mentioned under Pre-Qualification (**Clause 6.1**) should be submitted along with the Technical Bid.

The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected. The information about the contents of these documents is described in **Clause 6.2**.

*** The Financial Bid Cover shall contain:**

Financial proposal in the prescribed format as per Annexure III should be submitted in Cover 2 only.

6. EVALUATION CRITERIA

6.1 PRE-QUALIFICATION:

The bidder should be a Company registered under the Indian Companies Act, 1956 or Indian Companies Act, 2013 or it should be a Partnership firm/Limited Liability Partnership(LLP)/Sole Proprietor registered under relevant Act (the Act under which it is registered must be mentioned), and it should have its registered office in India. The Company/Firm must be registered with the appropriate authorities for all applicable statutory taxes/duties.

The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.

Note: The bidder is expected to provide documentary proof for each of the points for eligibility evaluation under Pre-Qualification criteria. In the absence of such proof, the bid will not be entertained. Further at any point of time during the selection process or even after awarding the contract, if documents submitted are found to be forged or invalid, bid /contract will be rejected / terminated.

6.2 TECHNICAL REQUIREMENTS:

S.No.	Description	Details to be provided by the bidder
1	Brief overview of the proposal mentioning how to provide the bulk SMS services alongwith technical details	
2	Required resources available like manpower, hardware, communication, software etc.	

7. AWARD OF CONTRACT & TERMINATION OF CONTRACT

- The contract to be entered into shall remain valid initially for one year from the date of awarding the contract and may be extended with the mutual consent of the contractor and this office in writing. However, the contract can be terminated at any time even during its currency, in case the Commission is not satisfied with the performance of the Vendor.
- Only the Financial Bids of the bidders who have been found technically qualified, shall

be opened.

- The award of a particular work will be first offered to the L-1 vendor/bidder. If the L-1 vendor is not willing or do not have capacity to execute the work, the work will be offered to L-2 vendor/bidder at the rate quoted by L-1 bidder. In the event of refusal/non-capacity to executive the work, the vendor may have to submit reason for such refusal which will be examined on case to case basis by the competent authority and if the competent authority decides to invoke any penalty like debarring/blacklisting, the same will be implemented.
- The Regional Director reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever,
- The contract period may be extended with mutual consent in writing beyond one year.
- The rates quoted should remain valid for complete contract period including any extension period (if extended with mutual consent). The Total quoted amount should be written both in figures and in words,
- Quotations, which do not comply with the above conditions, are liable to be rejected,
- If the successful vendor leaves the job before expiry of the contract period or work done by such vendor is not found to be satisfactory, this Office reserves the right to terminate the contract.
- Rate quoted will be inclusive of all taxes. The Commission will not pay any kind of Taxes separately on the rates quoted by the firm/vendor,
- The SSC(ER) reserves the right to reject any or all the tenders without assigning any reason thereof and is under no obligation to inform the affected bidder or bidders of the grounds of SSC(ER)'s action,
- Any overwriting in the Tender/late submission of Tender will not be entertained.

8. CONFIDENTIALITY / NON DISCLOSURE AGREEMENT (NDA)

The bidder (and its employees) shall not, unless SSC(ER), Kolkata gives permission in writing, disclose any part or whole of the proposal and/or contract, or any specification, rate, pattern, sample or information furnished by SSC(ER), Kolkata, in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. The employees or the third party engaged by the bidder will maintain strict confidentiality.

The bidder, its employees and agents shall not without prior written consent from the SSC(ER), Kolkata make any use of any document or information given in the SMS, except for purposes of performing the contract award.

In case of breach, SSC(ER), Kolkata shall take legal action as it may be advised. Successful bidder will have to adhere to the Non Disclosure Clause which shall form a part of the Contract being entered into with the SSC(ER), Kolkata.

9. TERMS OF PAYMENT

- SSC(ER), Kolkata will not pay any advance or security deposit.
- Billing shall be done on case-to-case basis.
- Bills should clearly show the SMS count.

- After each case, the vendor should communicate SSC(ER) the total no. of SMS successfully delivered.
- The vendor should submit a Performance Certificate along with invoice indicating the number of SMS delivered against each work order.

10. OTHER TERMS AND CONDITIONS

- Soft copy of the text/matter to be sent by SMS will be supplied by this office to the bidder vide soft/hard copy for sending SMS as and when required.
- Apart from maintaining Secrecy, Accuracy and Efficiency are the major requirements of the task and therefore successful agency shall have to maintain secrecy and provide 100% accuracy in Data /reports to be supplied as per scope of work. It shall be the responsibility of the firm to keep the data/report strictly confidential and the firm through any of its representative/worker shall in no case, pass it on, or transfer it to any other firm whatsoever, to any third party. Failure to comply with this condition shall make the party liable to legal action and other damages as may be fixed by the Regional Director.
- Rate will be quoted inclusive all taxes. The Commission will not pay any kind of Taxes separately on the rates quoted by the firm/vendor.
- The SSC(ER) reserves the right to reject any or all the tenders without assigning any reason thereof and is under no obligation to inform the affected bidder or bidders of the grounds of SSC(ER)'s action,
- Any overwriting in the Tender/late submission of Tender will not be entertained.
- All pages of documents attached with the bid form should be self attested by the authorised signatory/bidder,
- The rate quoted for the bulk SMS service will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period,
- It may also be noted that the contractor must not backout midway of the contract. The above act of backing may attract appropriate action as to be decided by the competent authority.
- All pages of documents attached with the bid form should be self attested by the authorised signatory/bidder,
- In case of any dispute, all efforts should be made to settle or resolve such dispute mutually by discussion,
- The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute arising out of this tender,
- The acceptance of the offer made by the bidder will be deemed as a contract.

11. EARNEST MONEY DEPOSIT (EMD):

In terms of Rule 170(iii) of GFR 2017, Bid Security Declaration should be signed by the bidders accepting that if they withdraw or modify their bids during the period of validity etc. they will be suspended for the time specified in the tender documents. No provisions regarding Bid Security should be kept in the Bid Documents, and only provision for Bid Security Declaration should be kept in the Bid documents.

12. PERFORMANCE SECURITY:

- (i) In terms of Department of Expenditure's OM No.F.9/4/2020-PPD dated 12.11.2020 and 30.12.2021, the successful tenderer will have to deposit Performance Security of 3% of the value of the work for each occasion in the form of Fixed Deposit Receipt/Bank Guarantee from a Nationalised Bank in an acceptable form in favour of Regional Director, Staff Selection Commission (Eastern Region).
- (ii) Performance Security will be refunded to the tenderer after satisfactory completion of the assigned tasks.
- (iii) Performance Security will be forfeited if the tenderer fails to perform any of the terms & conditions of the contract, without prejudice to such other action including blacklisting by SSC(ER) if deemed fit.
- (iv) Signing all pages of this document by the authorised signatory/bidder will be deemed as a contract.

ANNEXURE I – Cover Letter

To
The Regional Director
Staff Selection Commission (ER)
8th Floor, 1st MSO Building
Nizam Palace
234/4, AJC Bose Road
Kolkata – 700020.

Madam,

Sub: Request for Proposal for bulk SMS Services

Ref: No.D-33011/02/2021-Admn dated 29.03.2022

The undersigned Bidder, having read and examined in detail the LTE document in respect of providing bulk SMS services to candidates appearing for various examinations conducted by staff selection commission initially for one year period, do hereby express their interest to offer Services as specified in the scope of work.

Correspondence Details:

Name of the Agency:

Address of the Agency:

Name of the contact person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Designation of the person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Address of the person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Contact Number:

E-Mail of the contact person:

Documents forming part of LTE Proposal:

We have enclosed the following:

- i) All necessary documents required as per this LTE document to be submitted along with the Proposal.
- ii) General & Technical proposal
- iii) Financial Proposal.

We hereby declare that our proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief. We hereby declare that we have not indulged in any corrupt or fraudulent practices in preparing this proposal.

We hereby declare that we have not been blacklisted by any Government agencies.

The undersigned has been authorized to sign the cover letter and the enclosed proposals. The bidder will bear all costs incurred in connection with the preparation and submission of the proposal and shall bear any further pre-contract costs.

BID SECURITY DECLARATION

I/We, hereby, accept that my/our firm would be suspended for the time period of this contract, if I/we withdraw or modify the bid during the period of validity of this contract.

Thanking you,

Yours faithfully

(Signature of the Vendor)

Name :

Designation :

Seal :

Date :

Place :

Business Address:

Witness:

Signature

Name

Address

Company

Date

Vendor:

Signature

Name

Designation

Date

ANNEXURE II–General & Technical Proposal

This proposal should be submitted in Cover 1 only.

The General & Technical proposal should be submitted in the following format:

Sl No.	Name of the Organization/firm	
1	Name(s) of the firm/Company:	
2	Registered address:	
3	Aadhaar No:	
4	Registration No. of the firm, registered under the Indian Companies Act, 1956 or Indian Companies Act, 2013/any other Act(specify):	
5	Permanent Account No. of the Firm (PAN):	
6	GST Regn. No:	
7	Previous proof of supply of services (In other Govt. Depts./PSUs etc.)	
8	Tender/Bidder shall give a declaration that no police/criminal/any other offence cases pending against the agency	

S.No.	Description	Details to be provided by the bidder
1	Brief overview of the proposal mentioning how to provide the bulk SMS services alongwith technical details	
2	Required resources available like manpower, hardware, communication , software etc..	
3	Total no.of characters that constitute of one(01) SMS	
4	All work of registration with any telecom network provider, other agencies, etc will be taken up/done by the vendor at no extra cost	

ANNEXURE III–Financial Proposal

This proposal should be submitted in Cover 2 only.

The Financial proposal should be submitted in the following format:

SMS Type	Per SMS price (excluding taxes)	Taxes Applicable	Total Cost
TRAI Exempted Sender Ids (All operator)			

Terms & Conditions:

- The above rates offered are for SMS delivered to users.
- Billing shall be done on case to case basis.
- Billing shall be done only for SMS delivered to users.
- Bills shall clearly show the SMS count.
- No monthly rental.
- Unconditional rates must be given.

ANNEXURE IV–Tender Acceptance Letter

Date:

To
The Regional Director
Staff Selection Commission (ER)
8th Floor, 1st MSO Building
Nizam Palace
234/4, AJC Bose Road
Kolkata – 700020.

Sub: Acceptance of Terms & Conditions of LTE.
Ref: No.D-33011/02/2021-Admn dated 29.03.2022

Name of Tender / Work: Bulk SMS Services

Madam,

I/ We obtained the tender document(s) for the above mentioned 'Tender/Work' as per your Notice Inviting Tender (NIT) No. D-33011/02/2021-Admn dated 29.03.2022.

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No.1 to 11 (including all documents like Annexure(s), Schedule(s), etc.), which form part of the LTE and I / we shall abide hereby by the terms /conditions / clauses contained therein.

I / We hereby unconditionally accept the tender conditions of above mentioned Tender Document(s) / Corrigendum(a) in its totality / entirety.

In case any provisions of this tender are found to be violated, then SSC(ER) Kolkata, shall, without prejudice to any other right or remedy, be at liberty to reject this tender/bid.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

END OF THE DOCUMENT