



ICAR-CENTRAL INSTITUTE FOR COTTON RESEARCH
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Website: www.cicr.org.in , E-mail: cicrnagpur@gmail.com
{Location; Near Indian Oil Depot, Panjari, Wardha Road, Nagpur – 441 108}



F. No. St/44/IRM- PBW/SMW/2018-19

Date: 22.01.2019

Request for Quotation (RFQ)

Sealed RFQ are invited by Director, CICR, Nagpur in two bid system i.e. **Technical Bid** and **Price Bid** from Value Added Service Providers/Telecom Service Provider/SMS BULK Aggregator for providing BULK Voice Messaging Services for Central Institute for Cotton Research, Nagpur, Maharashtra - 440010

The total volume in a year will be around 12,000,000 (Twelve million) Voice Messages. For further details please contact Dr. S.M. Wasnik, Principal Scientist, Mobile-09423680707, Mail id-wasniksm2012@gmail.com

For Downloading of Tender Document please Visit www.cicr.org.in and CPP Portal (www.eprocure.gov.in)

Last date for the submission of the RFQ document at CICR, Panjari, Nagpur is on or before 01.00 PM on 22.02.2019.

Date of Opening of Bid: 2.30 P.M. on 23.02.2019.

To

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Subject: Tender for providing Voice SMS BULK Messaging Services for ICAR- Central Institute for Cotton Research, Panjari, Wardha Road, Nagpur- 441108 (Maharashtra).

Sir/ Madam

Bids are invited by CICR, a research institute under ICAR, Ministry of Agriculture, Govt. of India for providing Agriculture based services, invites sealed quotations for providing Voice SMS BULK Messaging Services on monthly actual usage basis from Value Added Service Providers/Telecom Service Provider/SMS BULK Aggregator. The total volume in a year would be around 12,000,000 (Twelve million) Voice Messages to deliver in regional languages to farmers of fifteen centres/locations in different parts of the country. You are requested to submit your tender in two bid format (Technical & Financial) to the undersigned for providing Voice SMS BULK messaging Services quoting details and other specifications.

Contd...2.....

TERMS AND CONDITIONS

The tenderer shall have to furnish the offer in two separate envelopes, clearly Mentioning Envelop No.1 **“Technical Bid for providing Voice SMS BULK messaging Services ”** and Envelop No.2 **“Financial Bid for providing Voice SMS BULK messaging Services ”**.

Both the envelopes must indicate the description of the tender and then both should be placed together in one sealed cover, indicating **“Providing Voice SMS BULK messaging Services for Central Institute for Cotton Research, Nagpur (Maharashtra)”**.

The tender must be sealed and bear the stamp of the firm/ company on the face of envelop and outer sealed cover. The technical bid and financial bid will be opened on two different dates.

The technical bid will be opened on due date as mentioned in the tender document.

The financial bid will be opened in respect of only those firms whose documents are found in order as per technical bid and whose items meet CICR specification and terms and conditions as given in the tender document.

The requirements of technical bid are given as below:

1. Technical proposals submission letter on the letterhead of the firm clearly indexing the enclosures.
2. Original Tender document duly stamped & signed on each page, as a token of acceptance of all terms and conditions laid down in the tender document.
3. Detailed profile of the Company, Articles/Memorandum of Association.
4. Supporting documents of orders executed.
5. Technical Brochures of items quoted. Printed and published Brochure and / or Web site reference essential.
6. **Copy of PAN Card, GST Registration Certificate, Professional Tax Certificate, and company Registration Certificate. The company should operate in the same name and style at least for the last three years.**
7. The bidder should have relevant **Annual Turnover of Rs. 30,00,000/- (Rupees Thirty Lakhs)** or above in the last two Financial Year. **(Profit & Loss Account of year should be attached).**
8. Company should provide horizontally scalable- Application architecture which gives flexibility to add nodes and which give extra capacity as and when required in minimum time period.

Contd...3.....

9. Service should have feature of Multi- channel integration- having capability of delivering SMS, Email and Voice (OBD, IVR and Missed).
10. The service should have feature adding multi- channel workflows for customer end Scripting language- Flexibility of creating custom and complex IVR workflows in easy and hassle free manner.
11. It should have multiple operator support- For better delivery and backup plan during issues. Configurable retry attempts and retry intervals.
12. The voice format will be
 - Bit Rate: 128 kbps
 - Audio Sample Size: 16 Bit
 - Channels: 1 (Mono)
 - Audio Sample Rate: 8 khz
 - Audio Format: PCM
 - Voice file format: WAV
13. It should have facility of “*9” key combination for download or record the voice advisory.
14. Provision of a panel to the client wherein he can upload the Voice file and Database and campaign can be scheduled.
15. All calls will go via Promotional channel using 140 lines to Non DND numbers only.

Awarding of Contract: CICR, Panjari, Nagpur (Maharashtra) will award the contract to the successful bidder whose bid has been valued as per Price and Other criteria. CICR reserves the right not to accept the Lowest Price bid without assigning any reason what so ever and the bidder will not challenge such decision in any forum what so ever. CICR also reserves the right to amend the order and / or drop any line of item as per direction and use of the end customer.

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

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

Period of Validity of Proposals: The price offers shall remain firm during the tenure of

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contract and no escalation of price will be allowed. The quoted offer and / or rate must be valid for a minimum period of 365 Days from the date of opening of the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder.

The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation. Variation in statutory rate levied by Government will however be regularized for both reduction and escalation.

Late Proposals: Any proposal received by CICR, Nagpur (Maharashtra) after the deadline for submission of proposals, as referred above, shall not be accepted in any case.

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

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

EMD Amount:

- i) **EMD in the form of a Demand Draft for an amount total Rs. 60,000/- (Sum of Rupees Sixty Thousand only) in favour of "ICAR Unit Central Institute for Cotton Research, Nagpur" payable at Nagpur, to be submitted in the Technical cover.**
- ii) Successful bidder will have to submit Performance Bank Guarantee of 10% of Total Ordered value and the EMD would be returned on submission of **Performance Bank Guarantee.**
- iii) Successful bidder who fails to submit **Performance Bank Guarantee** within stipulated time would not be eligible for refund and EMD would be forfeited.
- iv) The EMD in respect of unsuccessful Tenderer will be returned after completion of Tender process.

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

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

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

Deliverables:

- (a) To deliver Voice SMS to subscribers of all the operators present in the state.
- (b) The delivery mode of Voice SMS will be through web based user interface

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

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

Arbitration

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

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

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

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Financial Bid:

1. Financial Bid as per format provided in the relevant section to be submitted in a Separate envelope as mentioned in the tender document.
2. The rates should be quoted in figures as well as in words, in the form attached at Annexure-II and duly signed and stamped by the authorized person.
3. Insertion of Financial bid in technical proposal will summarily cancel the bid.
4. The rates must be quoted inclusive of all taxes.
5. The average length of the advisory voice call will be 30 seconds minimum.
6. **Submit the rate in two ways-**
 - (a) **On (30S) per call basis**
 - (b) **And on per second per call basis. (If certain voice message exceeds 30 seconds.)**

Date of submission:

The tender must reach in the office of the undersigned by 01:00 P.M. on 22.02.2019.

Date of opening:

The technical bid (as per Annexure I) of the tender will be opened in the office of the undersigned at 02.30 P.M. on 23.02.2019. A representative of the firm submitting tender may be present at this office during opening of the tenders. The financial bid shall be opened for only those firms who qualify in the technical bid. The date & time of opening of financial bid shall be intimated at a later date.

ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER

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

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3. The agency must have minimum of one year of experience and knowledge in providing the bidirectional SMS services as on 30 November 2014 (Justified documentary proof must be submitted)
4. Currently agency should have minimum of one customer of similar nature with minimum of 1 lakh Voice SMS per annum capacity & credential for the last year with over 1 lakh SMS messaging for last 2 years. (Justified documentary proof must be submitted)
5. The Bidder should not have been black-listed by any PSU or any other Government agencies or restricted by any regulatory authorities from offering such services/solutions to their clients. (A self-certification should be given as per format given in Annexure.)
6. **Valid PAN, Professional Tax, GST, MOA/AOA, Certificate of Incorporation, Registration Certificate, along with its return submission documents are to be enclosed with the bid.**
7. The bidder must have an Agreement with majority of Telecom Service Providers (Operator) operational in the country with copy of Agreement. Without this document bid will be summarily rejected.
8. Agency has to guarantee the delivery of the Voice SMS from all major telecom service Providers in the country.
9. Agency will be liable to offer excellent network coverage and offer increased Flexibility for clients to ensure the service quality
10. Voice SMS providers should provide a detailed listing of their network/SMS gateway coverage.
11. Service provider should provide separate login and password to each centre located in **fifteen locations** in different parts of the country to deliver voice messages in **Regional Languages**. The list of fifteen locations are given as follow:
 - (i) CICR, Nagpur (Maharashtra)
 - (ii) CICR, Regional Station, Coimbatore (Tamil Nadu)
 - (iii) CICR, Regional Station, Sirsa (Haryana)

- (iv) UAS, Dharwad (Karnataka)
- (v) GAU, Junagarh (Gujarat)
- (vi) RAU, Sriganga Nagar (Rajasthan)
- (vii) ANGRAU, Guntur (A.P.)
- (viii) PAU, Faridcot (Punjab)
- (ix) PDKV, Akola (Maharashtra)
- (x) RVSKVV, Khandawa (Madhya Pradesh)
- (xi) MAU, Parabhani (Maharashtra)
- (xii) MPKV, Rahuri (Jalgaon) (M.S.)
- (xiii) UAS, Raichur (Karnataka)
- (xiv) NAU, Surat (Gujarat)
- (xv) PJTSAU, Telangana

12. The details of the List of the Operators to which vendor is connected for Voice SMS BULK is to be submitted along with tender document as per Annexure III.

13. The detailed list of the clients is to be submitted as per Annexure IV.

Yours faithfully,


Sr. Administrative Officer
for & on behalf of
Director, CICR, Nagpur

ANNEXURE I

FORMAT OF QUOTATION FOR TECHNICAL BID

Tender for providing Voice SMS BULK Messaging Services for CICR, Nagpur (Maharashtra)

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

Date:

Signature and Seal of the Tenderer

Place:

Name:

Address:

ANNEXURE-II

FINANCIAL BID

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

Tender for providing Voice SMS BULK Messaging Services for Central Institute for Cotton Research, Nagpur (Maharashtra)

To,
Director
Central Institute For Cotton Research,
Nagpur (Maharashtra).

Dear Sir,
In response to the above tender, we offer our price for the number of Voice Messages as below:-

SN	Particulars	Rate Per call/ Voice SMS (in Rs)	GST	Total Amount
1	Voice Message Service			

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

ICAR- Central Institute for Cotton Research, Nagpur (Maharashtra) reserves the right to extend the tender for the next financial year.

Date:

Signature and Seal of the Tenderer

Place:

Name:

Address:

OPERATOR'S CREDENTIAL

List of the Operators to which vendor is connected for Voice SMS BULK Messages

Sr. No	Name of the Operator

Date:

Signature and Seal of the Tenderer

Place:

Name:

Address:

ANNEXURE IV

LIST OF THE CLIENTS

Sr. No	Name of the Organization

Date:

Signature and Seal of the Tenderer

Place:

Name:

Address: