

**Short Term Urgent Notice Inviting Tender**  
**for BULK SMS Services**

Ref. No. PR – 154/2018



**Bihar School Examination Board**

Sinha Library Road, Patna - 17



# Bihar School Examination Board

Sinha Library Road, Patna-800017

## SHORT TERM URGENT NOTICE INVITING TENDER

For

Selection of agency to provide for BULK SMS Services 1 lakh/ 5 lakh/ 10 lakh/ 20 lakh / 30 lakh

Scope of Work: Selection of agency to provide BULK SMS Services for 01 lakh/ 05 lakh/ 10 lakh/ 20 lakh / 30 lakh.

Sl.	Activity	Date and Time
1.	Sale/Download date of Tender documents	From 12:30 PM of 30.07.2018 to 02 PM of 09.08.2018
2	Pre –Bid Meeting	01.08.2018 at 11:00 AM (Bihar School Examination Board, Sinha Library Road, Patna)
3	Last date and time for submission of Tender Documents, EMD & Tender fee	09.08.2018 at 04:00 PM (Bihar School Examination Board, Sinha Library Road, Patna)
4	Date & time for opening of Technical Bid	09.08.2018 at 04:30 PM (Bihar School Examination Board, Sinha Library Road, Patna)
5	Financial Bid Opening Date	09.08.2018 (Bihar School Examination Board, Sinha Library Road, Patna)
6	Tender Document Fee	Rs 500/- (Five hundred) payable only through Demand Draft of Nationalized/Scheduled Banks in favour of Secretary, Bihar School Examination Board payable at Patna.
7	Earnest Money Deposit (E.M.D)	Rs 20,000/- (Twenty thousand) payable only through Demand Draft of Nationalized/Scheduled Banks in favour of Secretary, Bihar School Examination Board payable at Patna.

### Other Information

- Tender documents can be downloaded from BSEB website (<https://www.biharboardonline.bihar.gov.in> & <https://www.biharboardonline.com>).
- Tender must be accompanied with the cost of Tender document and Earnest Money in the form of Demand Draft issued by a Nationalized/Scheduled Banks in favour of Secretary Bihar School Examination Board Payable at Patna only.
- The Board reserves the right to accept or reject any or all the bid without assigning any reason thereof.



## **Bihar School Examination Board**

Sinha Library Road, Patna-800017

### **Short Term Urgent Notice Inviting Tender for BULK SMS Services**

Sealed Tender are invited by Bihar School Examination Board, Bihar from reputed Service Provider Companies for SMS service at the Office of the Secretary, Bihar School Examination Board. Interested Bidder are requested to submit their Tender along with the specified documents which will be received till 09.08.2018 at 04:00 PM. The Tender may be sent by Speed Post / Registered Post / Courier Services / in person in sealed cover addressed to "Secretary, Bihar School Examination Board, Sinha Library Road, Patna - 800017". Tender received after the closing date & time shall not be entertained. The Secretary , Bihar School Examination Board shall not be responsible for any postal delay.

Technical Bid (Annexure-A) alongwith undertaking should be kept in a sealed envelope marked as "Technical Bid" and Financial Bid (Annexure-B) should be kept in a seprate sealed envelope marked as "Financial Bid". Both Technical Bid and Financial Bid should further be kept in another sealed envelope marked at the top of the envelope as "Short Term Urgent Tender for BULK SMS Services" .

#### **1. General Conditions**

- i) The Tender document may be obtained from Office of the Secretary , Bihar School Examination Board or can be downloaded from the official website as mentioned in the Tender Data Sheet.
- ii) Tenders will be opened in the presence of Bidders or their authorized representatives on the specified date and time as stipulated in the Tender document.
- iii) At any time prior to the date of submission of Tender, the Tender Inviting Authority may, for any reason, whether on his own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender documents by an amendment. All prospective Bidders who have received the Tender document will be notified of the amendment and that will be binding on them. In order to provide reasonable time to take the amendment

into account in preparing their Tender, the Tender Inviting Authority may at its discretion, extend the date and time for submission of Tender.

- iv) Interested eligible Bidder, if they so desire, may obtain further information from the office of the Tender Inviting Authority.
- v) In case any of the document/information(s) furnished by a Bidder are found to be false/forged, such proposal will be rejected and will not be considered for further process. Excuses like typographic error will not be entertained.
- vi) In case any of the document/information(s) furnished by a Bidder are found to be false/forged, such Bidder shall be kept on holiday or blacklisted apart from other penal actions as deemed fit by BSEB, Bihar.
- vii) The objective is provide information to the Students / Colleges and other stake holders of BSEB or any other group . Accordingly orders will be placed for approximately 1 lakh to 30 lakhs though it is not binding on the BSEB about the exact number to be send.
- viii) The proposal document shall be signed by the proposer in all the pages with official seal.**
- ix) BSEB will release payment on the basis of deliverables and bill of services provided by the vendor. Representative of BSEB will verify necessary details with outcomes as per normal expectations and terms and conditions of the Tender Document.
- x) Interested eligible Bidder, if they so desire, may obtain further information from the Office of the Tender Inviting Authority.
- xi) Unsealed Tender will not be accepted. It should be ensured that all envelopes are properly sealed.**

## **2. Deliverables/ Services to be provided:**

The successful bidders have to provide the following services:

- I. Customized SMS to be send to the list of users provided by the BSEB. BSEB shall provide the content of the SMS time to time along with SMS Content to the service provider. The SMS may have to be delivered in English, Hindi, etc as per requirement. BSEB will provide the Dynamic text fields of the SMS in an Excel file against each user. So a message will contain static and dynamic text fields . The service provider has to ensure that the messages are sent in the same format .BSEB may also ask the Service provider to send Static message to the list of the people
- II. Delivery of the SMS should be strictly as per schedule. If SMS could not be delivered as per schedule, then that should be intimated immediately to the office of the Bihar School Examination Board. As delivery of SMS is linked with certain purpose and scheduled date,

there is possibility that, the order may be cancelled if the SMS not delivered on schedule date. Detail terms & conditions of delivery will be mentioned in order separately.

- III. All sent message should have delivery details and should be accessible.
- IV. One Sender ID to be provided for Bihar School Examination Board.
- V. The selected vendor shall provide all technical support.
- VI. The selected vendor should provide a contact number for attending complaints and to provide technical support which should be available on 24 X 7.
- VII. The selected vendor will do all liaisioning & co-ordination job and will be a single point of contact for all issues.
- VIII. The Selected Vendor has to provide a panel also from where BSEB can send SMS based on requirements and Mobile number of the receiver should be uploaded using .csv file or excel file.
- IX. In case of any SMS related issues BSEB will lodge a complaint which should be attended immediately.
- X. Payment will be released after completion of the work and submission of the bill in triplicate.
- XI. Detail report of sending of SMS along with delivery report to be submitted along with the Bill. Payment will be released based on delivery report.
- XII. Tenders shall remain valid for acceptance for a period of 90 days after opening of Tender. Tenders with shorter validity shall be rejected.
- XIII. The validity of offer of the successful Bidder shall be at least two years from the date of finalization of the order and the successful Bidder will be bound to provide the services at agreed rates and terms during this period if required by the Tender Inviting Authority.

### **3. Documents to be submitted:**

Bidder will have to provide the following particulars:

- i) Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided as per **Annexure B**.
- ii) Self-Attested copy of the valid Goods & Service Tax Registration certificate
- iii) Income Tax PAN Card No (Photocopy of the PAN Card need to be submitted).
- iv) Self-Attested experience Certificate regarding providing bulk SMS Service.
- v) Copy of work order received form Govt. Department or PSU or any private organisation in the last three years.
- vi) The bidder should be financially sound with a minimum average annual turnover of Rs. 25(twenty five) lakh during last 3 financial years (2014-15, 2015-16, 2016-17). The proof of turn over should be submitted in the form of Audited Annual Reports.
- vii) Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization.

viii) The proposal document shall be signed by the proposer in all the pages with official Seal.

ix) Price should be quoted in the following format:

(To be submitted in official letter head)				
<b>Price Tender</b>				
<b>Tender for Bulk SMS Services</b>				
Tender Reference No:				
Name of the Bidder:				
SI	Name of Services	Quantity of SMS Packs	F	Total Price in Rs. (exclusive of GST.) (in digit and word)
1	Outgoing Transactional Bulk SMS (Rate should be quoted on per SMS basis)	1 lakh	F1	
		5 lakh	F2	
		10 lakh	F3	
		20 lakh	F4	
		30 lakh	F5	
<i>(Selection criteria for L1 bidder will be decided by evaluating total of all packs quoted = F1+F2+F3+F4+F5)</i>				
<u>Note:</u> Conditional discount shall not be considered for price evaluation.				
Signature of the Bidder (with office seal) Name:				
Designation:				
Contact No:				

Note : GST on applicable Government rate shall be paid by BSEB.

#### 4. ACCEPTANCE OF TENDER -

(i) Tender Evaluation

Selection based on the lowest rate (F) quoted by the Bidder as per following  $F=F1+F2+F3+F4+F5$ . However, the Bidder must submit the documents mentioned in the relevant clause. Conditional discounts shall not be taken into account for price comparison.

(ii) Right to Reject Tender

Tender Inviting Authority reserves the right to accept the Tender or to reject the Tender for all items or for any one or more of the items Quoted at any point of time without assigning any reason.

#### 5. SUPPLY & SERVICE CONDITIONS

○ Work Order

Work order shall be placed on the successful Bidder at the discretion of the Tender Inviting Authority.

○ Specifications and Quality

The services provided by the Bidder shall be of the best quality and shall comply with specifications, stipulations and conditions specified.

○ Delivery Period

The SMS service should be delivered as per schedule mentioned in the order.

○ Penalty for Delayed Delivery/ Rejection of Bill

- ▣ **If the successful Bidder does not send required sms within the prescribed time as mentioned in the Work order a penalty equivalent to 2% of the total value will be imposed for delay in sending sms upto four hour**
- ▣ **A penalty equivalent to 3% of the total value will be imposed for delay in sending sms upto ten hours.**

## **6. PAYMENT PROVISIONS**

- i) No advance payments will be made to the successful Bidder.
- ii) Payments towards the supply of the product will be made strictly as per rules of the Tender Inviting Authority.
- iii) Payments will be made after completion of the work. Bill in triplicate along with the detail delivery report should be submitted for release of the payment.
- iv) If at any time during the period of contract, the price of quoted items is reduced or brought down by any Law or Act of the Central or State Government or by the Bidder himself, the Bidder shall be bound to inform Tender Inviting Authority immediately about such reduction in the contracted prices. Tender Inviting Authority is empowered to unilaterally effect such reduction as is necessary in rates in case the Bidder fails to notify or fails to agree to such reduction in rates.
- v) In case of any enhancement in excise duty / Goods & Service tax due to notification of the Government after the date of submission of bids and during the validity period of contract, the quantum of additional excise duty/ Good & Service tax so levied will be allowed to be charged extra as a separate item without any change in price structure under the Tender. For claiming the additional cost on account of the increase in excise duty/ Goods & Service tax, the Bidder should produce a letter from the concerned Authority confirming payment of additional tax on the items to the Tender Inviting Authority and also must claim the same in the invoice separately.

## **7. ANNULMENT OF AWARD, FORFEITURE OF SECURITY DEPOSIT & FRESH AWARD**

Failure of the successful Bidder to comply with the Order shall constitute sufficient grounds for the annulment of the award. Under such a situation, the proposal may be reviewed for award of the contract on the next lowest evaluated Bidder or go for a fresh bid depending on the circumstance. In case it is decided to go for the next lowest Bidder, negotiation may be considered to bring down their price nearer to the originally evaluated lowest bid.

## **9. ARBITRATION**

- (i) In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to matter the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Chairperson, Bihar School Examination Board, Patna; In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to



the function of the Chairperson, Bihar School Examination Board, Patna, or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the

- (ii) Chairperson, Bihar School Examination Board, Patna, or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Bihar School Examination Board, Patna, or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.
- (iii) The venue of the arbitration proceeding shall be Office of the Bihar School Examination Board, Patna, or such other place as the arbitrator may decide.
- (iv) Jurisdiction for all the matters related shall be District Court Patna, Bihar.

#### **10. LAWS GOVERNING THE CONTRACT & JURISDICTION**

The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the Tender such dispute would be subject to the jurisdiction of the Court within the city of Patna only.

The proposal may be submitted to:

**The Secretary  
Bihar School Examination Board  
Sinha Library Road,  
Patna**

Incomplete application form or application submitted by organizations that do not fulfill eligible criteria will be rejected.

## UNDERTAKING

To

The Secretary  
Bihar School Examination Board  
Sinha Library Road , Patna 800017

Sir,

- I, Shri \_\_\_\_\_, on behalf of M/s \_\_\_\_\_ having registered office at \_\_\_\_\_ do hereby declare that I have gone through the terms and conditions mentioned for the above and undertake to comply with all Tender terms and conditions. The rates quoted by me/us are valid and binding on me/us for acceptance for a period of two years from the date of award of contract to us.
- We agree to the conditions of the Tender.
- The Tender inviting authority has the right to accept or reject any or all the Tenders without assigning any reason.
- We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.

SIGNATURE :

NAME & DESIGNATION :

DATE :

NAME & ADDRESS OF THE FIRM :

NOTE:- Undertaking must be submitted on letter head of the company.

## Annexure - A

### Format of TECHNICAL BID

1	Name of the Bidder	
2	Registration No and Valid Up to	
3	Address of the Registered Office	
	Phone No:	
	Fax No:	
	Official Email ID:	
4	Year of Establishment	
5	Type of Organization (Govt. Undertaking/ Corporation/ Public Limited/ Private Limited / )	
6	Name & Designation of the Authorized Signatory	
7	Contact Person	
	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
5	Website	
6	Address of Bihar office	
10	Income Tax PAN Card No (Photocopy of the PAN Card need to be submitted).	
11	Copy of work order received form Govt. Department or PSU or any Private organisation in the last three years	
12	The bidder should be financially sound with a minimum average annual turnover of Rs.25 (twenty five) lakh during last 3 financial years (2014-15, 2015-16, 2016-17). The proof of turn over should be submitted in the form of Audited Annual Reports.	
	F Y 2014-15	
	F Y 2015-16	
	F Y 2016-17	
13	Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization.	

NOTE:- Bid as at Annexure-A must be submitted on letter head of the company.

**Annexure- B**  
**Format of Financial Bid**

(To be submitted in official letter head)				
<b>Price Tender</b> <b>Tender for Bulk SMS Services</b>				
Tender Reference No:				
Name of the Bidder:				
SI	Name of Services	Quantity of SMS Packs	F	Total Price in Rs. (exclusive of GST.) (in digit and word)
1	Outgoing Transactional Bulk SMS (Rate should be quoted on per SMS basis)	1 lakh	F1	
		5 lakh	F2	
		10 lakh	F3	
		20 lakh	F4	
		30 lakh	F5	
<i>(Selection criteria for L1 bidder will be decided by evaluating total of all packs quoted = F1+F2+F3+F4+F5)</i>				
<p><u>Note:</u> Conditional discount shall not be considered for price evaluation.</p> <p>Signature of the Bidder (with office seal) Name: Designation: Contact No:</p>				

Note : GST on applicable Government rate shall be paid by BSEB.

NOTE:- Bid as at Annexure-B must be submitted on letter head of the company.