

Request for Proposal

Selection of Vendor for Providing SMS Services for QCI



QUALITY COUNCIL OF INDIA

2nd Floor, Institution of Engineers Building
2, Bahadur Shah Zafar Marg, New Delhi – 110002

T: +91-11-23378056 / 57; F: +91-11-23378678

W: www.qcin.org E: info@qcin.org

Introduction

Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The aim of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India

Quality Council of India is an autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India. It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation programs and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

Request for Proposal

Quality Council of India invites applications from eligible and competent Service Providers to provide SMS services for a period of minimum six months. Applicant Firms may note the following:

- a) This Request for Proposals would not be binding on QCI in any form.
- b) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) The bidder may, at their discretion, submit their suggestions on the objectives and scope of the work or service, timelines projected in the enquiry along with their interest. Suggestions and inputs so received in the RFP may not form part of evaluation and shortlisting criteria. However, QCI reserves the right to accept/ reject any or all suggestions/ inputs. The bidders/ shortlisted bidders shall have no right or claim in this regard.
- d) This shall in no way guarantee allotment of work to the shortlisted Firms. QCI reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
- e) The Applicants must submit their applications in accordance with the requirements contained in this RFP document.

- f) This RFP does not bind QCI to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.
- g) QCI reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

Scope of Work:

To provide OTP SMS services to QCI customers/vendors/employees/consumers, QCI invites SMS service providers to offer their solution for Outgoing/Incoming SMS using secured authentication system.

SMS Category	Description	Delivery Time	Estimated No of SMS
OTP	Higher Priority Alert	Immediate	1.5 Crore

*These volumes are only estimate as per present projections and QCI **does not guarantee this volume of business**

- 1) The bidder should have capabilities to send SMS to all GSM and CDMA handsets and on all telecom operators available in India without any exception. The bidder shall be responsible for delivery of real time SMS alerts on 24x7x365 basis as per the requirement of QCI as mentioned under scope of work.
- 2) SMS services is to be provided for the period of minimum 6 months from the date of awarding purchase order or offer letter to successful bidder. QCI can also increase or decrease the scope of services during the period of contract with a notice of 30 days.
- 3) The solution offered should integrate with all applications related to the project, including test setup without any restriction on number of source IP address / no. of host. Also, Vendor should have test server / Simulator to test any upgrade, migration and integration scenario.
- 4) The solution provider should ensure that the all-data communication happens through secured channel.
- 5) The bidder should have direct arrangements with multiple telecom service providers for delivery of outgoing/incoming SMS Alerts for PUSH and PULL service to/from national mobile subscribers (subscribers of telecom operators including but not limited to BSNL, MTNL, Reliance, Airtel, Vodafone, Idea)

- 6) The bidder should ensure that duplicate/multiple SMS are not delivered to the recipients.
- 7) The solution offered should be a multilingual messaging solution supporting all Indian Languages.
- 8) The bidder's solution should offer configurable mechanism in terms of number of retries and time duration for each retry for messages that cannot be delivered immediately.
- 9) QCI will be responsible for obtaining necessary approvals from TRAI or any statutory body.
- 10) SMS bidder should be registered Telemarketer under TRAI regulation.

Pre-qualification Criteria

Bidders are expected to meet the following prequalification criteria. Application failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Eligibility Criteria*	Supporting Document Required	Yes / No and Deviation, if any
1	Bidder should be a partnership firm/LLP/Society/ or company registered in India. and should be in existence for at least 5 years.	Certificate of Registration/Incorporation under the respective Acts in India and the respective Memorandum of Association/Partnership Deed.	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3	The Bidder should not have been black-listed by any of its clients during the last three years.	The bidder shall give a declaration to this effect that they have not been black	

		listed by any of its clients as on date of submission of the tender	
4	The Agency should have a minimum average annual turnover of 2 Crore in each of the last three financial years i.e., 2016-17, 2017-18 and 2018-19.	Financial Statements for last three years and Income Tax Returns	
5	Bidder should be ISO certified for Quality Management.	Please submit copy of ISO Certificate.	
5	No pending cases or violation of any statutory laws related to illegal activities or financial fraud.	Must Submit a declaration.	
6	Bidder should have been offering SMS Aggregation services in at least one MNC/PSU in India at the time of issuance of the RFP and should have been in the SMS Aggregation business in India for last 3 years as on date of issue of RFP.	Relevant Purchase Order copies / satisfactory performance certificate from the client is to be submitted.	
7	The Bidder should have valid registration as a telemarketer with TRAI.	Registration Certificate with TRAI must be submitted.	
8	Bidder should have direct connectivity/tie up/arrangement with minimum three domestic telecom service providers for delivering message to domestic numbers (even when they are on International Roaming) with minimum period of one year as on date of submission of RFP.	List of aggregators/ telecom operators and the countries each of them is connected with is required to be submitted and copy of relevant documentary proof should be submitted.	
9	The bidder must have own/Rented/Registered support office in Delhi.	Address Proof.	

Bid Evaluation and Selection Procedure

The Bidders shall be short listed after the evaluation of their Technical Bids. Financial bids of only such shortlisted bidders will be opened. Contract shall be awarded to the L1 bidder among technically qualified bidders.

Other Terms and Conditions:

- **Last date of submission:** Last date of receipt of sealed applications is December 22, 2020 up to 5 PM. No application shall be entertained after the expiry of the due date and time.

- **Payment term:** Payment will be done on prepaid basis for the number of SMS required for a particular period.
- **Superscription:** The envelope containing the application must be sealed properly and must be super scribed as “Proposal for Hiring of Vendor for Providing SMS Service”.
- **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
- **Applications sent by post/courier:** The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.

Amendment to RFP

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP.

The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFP before submitting their Applications.

Rejection of Application

The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s) with the Proposal

Documents required:

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section.
- b) Any other details that the bidder may like to provide.

Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
 - To reject any/all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.

- To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

Format for Technical Bid

- a) The proposal shall include the following requirements which are detailed in the application form for submission of bid.
- b) Name of Organization
- c) Address/Contact Information:
- d) Contact Person of the Organization
- e) Turnover of the organization for the last three years
- f) Details w.r.t registration of the organization and PAN Card/GST registration
- g) Copy of relevant work/purchase orders
- h) Scope of activities performed by the vendor
- i) TRAI Registration
- j) All documents as required in the pre-qualification criteria.
- k) Any other information as needed to comply the aforementioned requirements

Format for Financial Bid

SI. No	Description	Amount in INR
1	Cost for OTP SMS service (For 1.5 Crores OTP SMS)	
	Taxes	
	Total Amount Inclusive of Taxes	

Submission Details:

Kindly arrange to send your proposal including the Technical Proposal and other details along with the financial proposal in two separately sealed envelopes inside an envelope to "Deputy Director (Accounts & Administration), Quality Council of India, 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi-110002" by Tuesday, December 22, 2020, 5 PM with the title "Proposal for Hiring of Vendor for Providing SMS Services".

Annexure-I

Application

Date:

To,
Deputy Director
Accounts & Administration
Quality Council of India
2nd Floor, Institution of Engineers
Bahadur Shah Zafar Marg
New Delhi-110002

Subject: Proposal for Hiring of Vendor for SMS Services

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for tender for hiring of SMS Service Provider.

The proposal is made by me/us on behalf of.....
(Company/Firm/Association of individuals) in the capacity of duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of shortlisted Firms.

AUTHORISED SIGNATORY

(Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

Annexure-II

Company Profile:

1	Name of the Applicant Firm	
2	Ownership (Government/ PSU/ Private)	
3	Type of Organization: Partnership firm/ Public Limited Company/ Pvt. Limited Company/ Limited Liability Partnership/Society/Others (please specify and attach proof)	
4	(i) PAN Number (ii) GST Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in Event Management Services	
8	Any other important information about the organization	
9	Details of the similar assignments with client details and value of the project	

Financial Information

Details	Financial year 2016-17	Financial year 2017-18	Financial year 2018-19
Revenue (in INR Lakh)			
Profit before tax (in INR Lakh)			
Revenue from Event Management Services (in INR Lakh)			
Other relevant information			
Mandatory supporting documents	<ul style="list-style-type: none">• Auditor certified financial statements for the last three financial years (Please include only the sections on P&L, revenue and the assets, not statements.• Unaudited financial statements certified by the company auditor for the current financial year• Certification by the company auditors supporting the revenue break-up for Event Management Services		

Signature with Seal