

QUOTATION NOTICE

(SMS Quotations)

(Ref. No./REG./3180... dated...09/10/2023...)

Sealed Quotations in two bid system i.e technical bid and financial bid are invited for **Bulk Transactional SMS, Whatsapp Business with Business API Setup, Automatic Chat Bot Setup, Live Chat, Whatsapp Green Tick Setup for Jagat Guru Nanak Dev Punjab State Open University, Patiala** in given prescribed format duly signed and stamped.

Quotations named “**Quotation for SMS & Whatsapp**” must reach to the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala through Registered post/Speed post/Courier upto 19.10.2023 (4:00PM). Quotations will be opened at 11.00 AM on 20.10.2023 in the committee room of the University. Financial bid will be opened for those firms who will qualify the technical Bid.

Terms and Conditions:

1. Conditional bids shall be rejected.
2. Bids should be valid for minimum Ninety (90) days from the date of opening the Bid. A bid, valid for a shorter period, is liable to be rejected. The Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala may ask the bidders to extend the period of validity, if required.
3. Price should be quoted for all the services listed in **Price Bid**. Overwriting / erasing / cutting / use of white fluid / correction fluid /correction tape etc should be signed by the bidder.
4. Govt. Levies like GST etc. shall be paid at actual rates applicable on the date of submission of Bid. Rates should be quoted accordingly giving the basic price including GST.
5. The Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala reserves the right to accept/reject the offers or cancel the whole quotation proceedings without assigning any reason whatsoever. Offers through Email / Fax etc. and open offers shall not be accepted. Late / Delayed offers shall not be accepted under any circumstances. Incomplete offers will be rejected. In case the specified date for bid processing is declared holiday for the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala then the bid processing deadline shall stand extended to the next working day up to the same time.
6. Any attempt of direct or indirect negotiations on the part of the bidder with the authority to whom he has submitted the tender or authority who is competent to finally accept / reject the same after he has submitted his tender or any endeavor to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular tender will render the tender liable to be rejected.
7. The Company/Firm should be in existence and should have been in operation for a period of at least 3 years. The firm/company has to produce certificate of incorporation (Attach Proof).
8. Copy of GST/PAN No. must be attached with this quotation.
9. If the tenders opening day happens to be holiday, the same will be opened on the next working

10. The bidder should not have any of their contracts terminated or blacklisted in the last three years by any state/central govt. (Self attested certificate to be submitted).
11. The selected vendor shall provide all technical support.
12. Validity of offer of the successful bidder should be at least two years from the date of assigning of work and successful bidder will be bound to supply the services at agreed rates and terms during this period.
13. Repeat order shall be placed as and when required within the same rates, terms and conditions.
14. All sent messages should have delivery details and should be accessible by the University.
15. A web based user interface/tool should be provided to monitor the services to view the delivery status and to view the reports.
16. The SMS service should be delivered as per schedule mentioned in the supply order.
17. In case there is delay in commissioning of Bulk SMS service beyond the stipulated period as mentioned in the supply order, there shall be penalty @ 2% of the value of the delayed period.
18. In case of any SMS related issues, University will lodge a complaint with the firm. If problem is not resolved within 24 hours after lodge of complaint, then penalty @100/- per day shall be deducted from the bill.
19. The University reserves the right to cancel the process at any stage without assigning any reason.

SPECIAL CONDITIONS OF CONTRACT (SCC)

1. **Price Basis:** Price basis should be F.O.R the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala.
2. Billing is to be done in the name of the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala. The payment would be on the basis of the actual services supplied, duly certified by our authorized representative at the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala.
3. The final award of quotation shall be made to the bidder on the basis of lowest rates (inclusive of GST) worked out in the price bid. The Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala reserves the right to split the Order to different bidders.
4. The services shall be accepted subject to the complete satisfaction of the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala.
5. The contractor shall not sublet, transfer or assign the job without the written permission of the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala. In the event of the contractor contravening this condition, the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala has right to terminate the contract.
6. Payment shall be made within 30 days on actual basis after receipt of bill and satisfactory report of services from the concerned incharge. **No advance payment will be made in any case. Payment will be released after completion of the work as per supply order.**
7. **DEDUCTION OF TAX:** Income Tax and other relevant Taxes at the rates applicable from

time to time shall be deducted at source.

8. If at any stage firm services found to be unsatisfactory, the university reserve the right to terminate the contract with the approval of competent authority.

DISPUTES AND ARBITRATION: In case of any dispute, the decision of the Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala will be final. The venue of arbitration, if any, will be Patiala. The Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala reserves the right to terminate the contract at anytime without assigning any reason(s) thereof.


Authorized Signatory

Financial Bid

S.No.	Description	Quantity	Rate per msg (Rs.)	Total Amount (inclusive of all taxes)
1.	Bulk SMS Text (Transactional with unlimited validity, with DLT)	200000/- (Transactional Bulk SMS Push Services) with sender ID.		
2.	Whatsapp Pack (Promotional Message)	300000/- (Promotional Message)		
3.	Whatsapp, Business with Business API Setup, Automatic Chat Bot Setup, Live Chat, Whatsapp Green Tick Setup	40000/- (Whatsapp Business Message)		

- Validity of SMS/Whatsapp: Life Time
- API and Six Digit CLI to be provided by the service provider along with registration on portal of Department of Telecommunication as per latest guidelines.
- MIS reports regarding sent Bulk SMS to be provided on the Portal, With DLT Registration for SMS Pack (Transactional)
- META/Whatsapp Business API/Whatsapp Green Tick Registration
Unlimited Temples

Authorized Signatory

Technical Bid

S. No.	Particulars	Details
1.	Name of the firm	
2.	Address of the firm	
3	Mobile No.	
4	PAN No.	
5	GST No.	
6	Certificate of Registration	

Authorized Signatory