



(a Government of India Company)

TECHNOLOGY SERVICES

## **UTI TECHNOLOGY SERVICES LIMITED**

### **Bid for Service Provider for Integration and Implementation of SMS Services**

#### **General Instructions**

1. **Name of the Bid:** Bid for Service Provider for Integration and Implementation of SMS Services.
2. **Date of Issue of Tender documents:** The Tender documents can be downloaded free of cost from the website [www.utitsl.co.in](http://www.utitsl.co.in) from 9<sup>th</sup> September, 2010.
3. **Last Date of receipt of sealed tender bids:** Upto 3:00 pm on 29<sup>th</sup> September, 2010.
4. **Date of Opening:** On the last date of receipt of the bids at 3:30 pm. All the Bidders are invited for the tender opening.
5. **Address of the submission of the bids:** The bids should be addressed to “**Vice President - DoIT, UTI Technology Services Limited, Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai 400614**” and deposited in the specified Tender Box at this address by the due date and time.
6. **Earnest Money Deposit (EMD):** The tender should be accompanied by Earnest Money Deposit (non-interest bearing) of **Rs.10,000/- (INR Ten Thousand Only)** by way of Demand Draft/ Pay Order in favour of “**UTI Technology Services Limited, Mumbai**”. For unsuccessful Bidders, the same instrument may be returned unencashed. The EMD of successful Bidder will be returned on the receipt of a Bank Guarantee. If the EMD is not enclosed then UTITSL reserves the right to reject the bid. The EMD may be forfeited if the Bidder fails to honour the terms and conditions of purchase order placed on the basis of the tenders.
7. **Bank Guarantee:** For successful Bidder/s a Bank guarantee of appropriate amount as decided by UTITSL will have to be given before the purchase is placed, if so required or the EMD will be retained till delivery.



8. **Superscription:** The main envelope containing the tender must be superscribed as **“Bid for Service Provider for Integration and Implementation of SMS Services.”**

The Bids should be made in two parts, the **‘Technical Bid’** and the **‘Commercial Bid’** kept in two separate sealed envelopes. Each of the bids should be marked clearly as **“Technical Bid for Service Provider for Integration and Implementation of SMS Services”** and **“Commercial Bid for Service Provider for Integration and Implementation of SMS Services”** and submitted in two separate sealed covers. Both the sealed Technical and Commercial bids should be enclosed in another outer cover and clearly marked as **“Bid for Service Provider for Integration and Implementation of SMS Services”** as mentioned above.

If the tender is not superscribed then there are chances of accidental opening and for liable rejection of the tender, therefore it is advised that the tender must be superscribed as above and deposited in the tender box kept for the purpose at the address given.

9. **Validity of the bids:** Generally, the bids will be valid for a period of sixty days (60 days) from the date of opening of the financial bid for acceptance. The agreement which would be entered into with the Bidder/ Service Provider or the purchase order which would be issued to the Bidder/ Service Provider would define the validity of the rates more specifically and that would be overriding this clause. In case of rate contract, the Purchase Order will be issued as and when the requirement arises.
10. **Authorized Signatory:** The bid can be forwarded by **Service Provider’s Authorized Representative**. Representative will have to enclose the Letter of Authority/ the Power of Attorney along with this offer or when demanded by UTITSL, otherwise the offer will be considered null and void at any stage as per the decision of UTITSL.
11. **Conditions for tenders sent by post:** The tenders may also be sent by post to reach before the scheduled date and time as indicated above. The following are essential conditions to be followed for the tender sent by post, failing which the tender may not be opened and not considered or may be treated invalid:
- A. Tender should be sent by Speed Post or Registered Post or by depositing in the specified Tender Box only. Tenders sent through any other means may not be considered at all.



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

- B. Tender should be sent only to the address as given above in the name of the person specified i.e.,  
**“Vice President – DoIT  
UTI Technology Services Limited  
Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai 400614”.**
- C. Acknowledgement will be given to Department of Post only for tender sent by Speed Post and Registered Post.
- D. Tender should be superscribed as advised above (in para 8 above). The tenderer has to necessarily superscribe the envelope, failing which the tender may not be considered and may remain unopened or may be accidentally opened before due date rendering it to be treated invalid as per the discretion of UTITSL.
- E. UTITSL takes no responsibility for any tender not reaching in time.
- F. UTITSL takes no responsibility for tender not reaching at all.
- G. UTITSL takes no responsibility for tenders received in torn, opened or mutilated conditions. Such tenders may not be accepted at all and are liable for rejection.
- H. In case of tenders sent by post, the role of UTITSL is limited and restricted to put in the appropriate tender box if the aforesaid tenders are received in time as stipulated in the conditions laid out.
- I. It is, therefore, advised that prospective Bidders should deposit the tender directly in the tender box to avoid any delay in submission of the tender or to avoid any tearing/ accidental opening during sending by post.
- J. Tenders, which are not superscribed, may not be considered.
- K. Tenders, which are not addressed properly, may not be considered.
12. **Delivery:** The period stipulated for Integration, Testing, Commissioning for final operation of SMS services as per scope is **2 weeks** from the date of purchase order. All implementation will be done at UTITSL office at the following address:

**UTI Technology Services Limited  
Plot No. 3, Sector 11, CBD Belapur, Navi Mumbai - 400614**

**uti****TECHNOLOGY SERVICES**

(a Government of India Company)

The Bidders quote would be inclusive of lodging, boarding, travelling charges as may be required during the tenure of implementation and execution of the project.

13. **Taxes, Cess, Duty, VAT, Excise, Sales Tax, WCT, Service Tax and other taxes:** The bid should be inclusive of all the applicable taxes, Cess and any other outgoing payable to any authority. The rates should be inclusive of any other present or future outgo (for the period of contract) by whatever name called. The Service Tax, if applicable now, or if made applicable in future, would be on account of the Bidder/Service Provider.
14. **Central Excise:** The Bidder/ Service Provider merely by filling the tender form confirms that the payment to the central excise would be on his account and that if required under the tender, they would get registered with Central Excise. Merely by filling in the tender, the Bidder indemnifies UTITSL of any liability from Central Excise by virtue of this contract.
15. **Agreement:** A suitable agreement would have to be entered into with UTITSL, failing which the EMD/ the Bank Guarantee given may be forfeited or the purchase order would not be issued. If the terms and conditions of the agreement are not acceptable to the Service Provider, then UTITSL reserves the right to reject the tenders.
16. **Right of Rejection:** UTITSL reserves the right to reject all/ any quotations without assigning any reasons.
17. **Right to place the orders in parts:** UTITSL reserves the right to place the orders with more than one Service Provider without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTITSL will be final in the distribution.
18. **Eligibility:** The Bidder should adhere to the eligibility criteria, if specified. In any case, they should have prior experience of carrying out such work/rendering such services/supplying such materials to other organizations of repute and UTITSL reserves the right to check their credentials with the organizations they have been associated with.
19. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The Bidder to follow all the statutory acts as may be applicable for such type of work, which may also involve manpower. The Bidder merely by filling the tender confirms that the Bidder has all the requisite permissions and licenses to carry out all the works as stipulated by this tender. Further, merely by filling the tenders, the Bidder reconfirms that the Bidder has complied with all the statutory



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

provisions of the central, state, local and municipal laws in force. The Bidder also confirms merely by filling the tenders, to comply with any future laws that may be enforced upon by the statute. Bidders which do not have requisite permissions/ licenses or who do not comply with the statutory provisions are requested to fill in the tenders only if they are eligible in this respect. Valid registrations viz., Sales Tax/ VAT/ Central Excise and with any other authorities as per requirement should be available with the Bidder and be produced as and when required.

20. **Blacklisting/Debarring:** The Bidder merely by filling the tender confirms that the Bidder has not been blacklisted/ debarred by any Government Department/ Agency, Reserve Bank of India, Nationalized Bank, or any Public Sector Unit or body.
21. **False Information:** In case if it is found that the Service Provider has not given the correct information and flouted any condition or the Service Provider does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these tenders and allied works then UTITSL reserves the rights to cancel the purchase order issued to him and award his quantum of work in the manner as deemed fit. This can be done at any stage.
22. **Indemnity:** Further, by submitting this bid, the Service Provider/Bidder indemnifies UTITSL for any of the consequences arising out of non availability of any of the requisite permissions/ licenses/ any other statutory permission whatsoever required carrying out this work. Also by submitting this bid, the Service Provider/ Bidder indemnifies UTITSL for any of the consequences arising out of non-compliance of any of the conditions laid by the statute for Service Providers/ Bidders or their representatives/ officials in carrying out this work.
23. **Claim for increase in rates:** Any claim for increase in rates on account of any reason whatsoever will not be entertained for the period as stipulated in the agreement. After the period of expiry, the agreement can be extended on mutual consent for a further period as stipulated by UTITSL. However this option can be exercised only by UTITSL.
24. **Readiness:** The Service Provider should ensure that the manpower/ machine/ materials are procured well in time to ensure quality of work and adherence to the time period and the work is not interrupted/ delayed irrespective of volume of work.
25. **Delay:** The Integration, Testing, Commissioning of SMS services period stipulated is **2 weeks** from the date of purchase order. If the Service



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

Provider does not start the purchase order if it is felt at UTITSL that the pace of work is slow and is likely to delay the work/ service/ supply, UTITSL reserves the right to terminate the contract, levy the penalty and also reserves the right apart from legal remedies available, to carry out such work/ service/ supply at the risk and cost of the Bidder.

26. **Right to reject the work/ service, that is not as per specifications or terms:** UTITSL has right to reject the work/ services if they are not found to meet the specifications laid out or are not as per the terms. No Charges will be paid for the defective work. UTITSL reserves the right to reject the items of brand other than specified.
27. **Penalty:** UTITSL reserves the right to levy penalty at its discretion for the delay in execution of the work/ delay in supply/ delay in service. The penalty amount would be one percent of the amount put to tender per week subject to a ceiling. This penalty would be more clearly specified in the agreement to be entered into.
28. **Termination of Contract:** In case it is found that the work/supply/service is not as per requirement/ standards, time lines, or the frequency of corrective measures required is high then UTITSL retains the right to terminate the Contract with the selected Service Provider and in such case, the Service Provider will not be entitled to claim any damages from UTITSL or make any claim for fees in respect of such unsatisfactory/ substandard services/ supply/ work.
29. **Volume of work:** Volume is only indicative and the same may vary.
30. **Confidentiality:** The Service Provider shall maintain strict confidentiality of all the documents, information, data coming in possession of the Service Provider as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Service Provider.

The Service Provider should certify in writing that the design/ colour scheme of any document being printed/ processed for UTITSL is not used/ shall not be used by the Service Provider for any other Organization/ Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle UTITSL to claim damages apart from taking action under the appropriate Law.

The Service Provider will delete the data on daily basis, once the same is not legally required further. In short, no data/ document of UTITSL



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

should be with the Service Provider once the work is over on a daily basis.

31. **Usage of data/ documents/ information:** The Service Provider shall ensure that the documents , data, information etc are/ is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTITSL. The confidential information will be safeguarded and the Service Provider shall take all necessary actions to protect UTITSL's, its customers, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle UTITSL to claim damages from the Service Provider apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the Service Provider is terminated with UTITSL.
32. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Service Provider and/or individual assigned by the Service Provider for the performance of the services, the Service Provider shall be liable to pay damages as may be quantified by UTITSL. Apart from the above, UTITSL shall have the right to proceed against the Service Provider and/or its assigned person/s under appropriate law.
33. **Time is the essence of contract:** The Service Provider shall carry out the work/ provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. Hence provision of services/ supply/ goods as per quality in time is the essence of the contract. Not adhering to the time shall entail UTITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTITSL by the Service Provider. Further the UTITSL shall have the right to get the unfinished services done, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the Service Provider in default. The Service Provider shall also indemnify UTITSL against any loss, damage, expenses, costs etc, incurred by UTITSL as a result of the said delay in timely completion of the said services/ jobs, by the Service Provider.
34. **Jurisdiction:** All matters pertaining to the present bid/ tender/ quote, shall be subject to the jurisdiction of the courts in Mumbai only.
35. **Submission of bills:** The Service Provider shall submit the bills correct/accurate in all respects with required challans/ receipts and any relevant documents as specified by UTITSL from time to time, by 10<sup>th</sup> of every month for the work carried out/ services rendered/ material

Signature of Authorized person

Page 7 of 15



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

supplied in the previous month and the same shall be settled by UTITSL by the end of the month after verification. Applicable TDS, etc. will be deducted at source as per rules.

36. **Inspection:** UTITSL reserves the right to depute its Officers, Auditors, etc. to visit the office/ commercial/ manufacturing site/s of the selected Service Provider/s for checking their infrastructure, man power and other related documents mentioned and for checking stock records, quality controls, work processes without advance intimation and the Service Provider/s will have to provide the necessary documents etc to UTITSL to help UTITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, as decided by UTITSL on periodic basis also.
37. **Nomenclature:** In the said tender, the Bidder or the Agency or the Service Provider or the Contractor or the Supplier have the same meaning with reference to the context.
38. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication will be liable to be rejected.
39. **Unit Rate:** In the Bid Form where quantity has not been specified, the Bidders/ Service Providers are advised to quote the Rates per Unit.
40. UTITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
41. **Eligibility Criteria :**  
(Supporting documents should be attached by the Service Provider or SP)
  - 41.1 The SP must have an office in Mumbai.
  - 41.2 The SP must have valid PAN Card.
  - 41.3 The SP must have a valid Sales Tax/ Service Tax/ VAT registration.
  - 41.4 The SP should have no record of being black-listed by any Government/ Public Sector/ Multinational/ National companies (a Self-declaration Certificate as a supporting document should be attached).
  - 41.5 The SP's turnover should not be less than Rupees 50 lakh (INR) and should be a Profit making organization in each of the last two financial years.
  - 41.6 The SP should have experience in providing SMS (Push & Pull) broadcasting service during the last two years (Satisfactory Certification from clients should be attached).



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

- 41.7 The SP should have throughput of 400 TPS or more for sending “high” priority SMS. Agreement with the various mobile operators must be attached to prove the capacity to have throughput of 400 TPS or more.
- 41.8 The SP should be currently handing SMS dispatches more than 5 lakh per day. Supporting documents of experience of handling SMS dispatches of 5 lakh per day should be attached.
- 41.9 The SP should have Bulk-SMS connectivity with 1 or more different mobile operators and should be capable of sending SMS to any mobile user in India. Supporting documents should be attached (letter from mobile operator).
- 41.10 The SP should have high availability network/server infrastructure in place to support 24X7 mode.

## 42. **Scope of Work and Other Conditions:**

### 42.1 **Project Features:**

1. UTITSL is looking forward to select a Service Provider for providing **Integration and Implementation of SMS Services** at the office at the address given on clause 12 above.
2. The SMS service will be applicable only to the applicants who have registered their mobile nos. with UTITSL and should be restricted and limited only to the data provided by UTITSL.
3. Solution can be provided through deploying a Service Provider software (preferably Web-based) either resident on a single PC/modem connected OR by a URL/API provided by a Service Provider for an access over Internet for facilitating SMS services.
4. Solution offered should take care of Non-sharing of data in principle i.e. Data provided by UTITSL for SMS delivery should not reside with Service Provider at all in its original form.
5. A mere Non-Disclosure Agreement (NDA) sign-off may not work here; a technical solution is intended instead, preferably with use of ‘https://’ secured site that facilitates data transmission and storage in encrypted form with no accessibility or visibility to other than UTITSL authorized users.
6. In case of ‘Pull’ SMS or ‘Two-Way SMS’, the software URL on receipt of SMS request from applicants would be taking relevant inputs from the production/ live database, may not directly but through an intermediary staging environment with a real-time sync



and integration, and send the SMS to the associated mobile number of the applicants with the real-time status.

7. A daily log/ MIS will be made readily available through the URL provided by the Service Provider software.
8. The Service Provider is expected to provide the feedback and Status Report of 'Guaranteed Delivery' of SMS sent to the applicants – Instant Message Delivery Reports and Delivery Updates Integration.

#### 42.2 **Expected Volume of SMS:**

##### i. **Going for the Bulk 'Push' SMS service;**

We may initiate this for the SMS service as response confirming but not limiting to the following 2 transactions:

- ..i.1. Confirmation of 'Receipt' of application, quoting application/ coupon no. for a reference in any future correspondence be made by the applicant.
- ..i.2. Confirmation of 'Dispatch' to the applicant.

There'll be no filtering in the above cases except for a check on mobile nos., if valid and present in data records.

The SMS delivery confirmation will have to be necessarily ensured and made available through daily log/ MIS, against all applications with valid/invalid mobile nos., once such transaction is done online or end-of-day.

Daily Average Receipt figure:	30,000
Daily Average Dispatch figure:	30,000
<b>Total Daily Average figure:</b>	<b>60,000</b>

(Figures above are provisional/ indicative and may vary)

##### ii. **Going for the 'Pull' SMS service with 'Short Code' or 'Two-Way SMS;**

An applicant with a valid mobile no. will be sending a request SMS to the Service Provider assigned number or 'Short Code' with a Keyword that may include parameters (Sub-keywords) viz. Application/ Coupon no., Date of Birth etc. or a combination of sub-keywords for an exact fetch, and will be awaiting a response back thru' SMS from UTITSL on real-time Status details.



(a Government of India Company)

## TECHNOLOGY SERVICES

The Service Provider software only will generate the back SMS response through integration that may be required with UTITSL servers to ensure real-time status delivery.

'Pull' SMS service will generate some revenue for the operators. UTITSL expects the Service Provider to share and indicate in the Commercial Bid Form the amount of percentage that would be applicable in favour of UTITSL (this will too form a basis for evaluation).

- 42.3 The Service Provider should incur all the expenditure towards provisioning of these services for UTITSL. The implementation of this service should not require any IT hardware Upgradation or new procurement at this stage for UTITSL.
43. **Bid Submission:** This RFP should be treated as invitation for proposal for offers as stated in Commercial Form below. Hence the Bidders should offer their quotations accordingly.
44. **General Instructions for Technical Bid:** In the **Technical Bids** authorization certificates/ documents are required. If Bidder fails to provide any of the relevant document/ certificate on demand they would be technically disqualified.
- a) Printed terms and conditions, if any, of the Bidder will not be considered as forming part of the tender. In case any terms and conditions stipulated hereunder are not acceptable, the Bidder should clearly specify the deviation in his technical offer. Similarly, if any modifications of the scheduled/ Proforma prescribed by UTITSL is considered necessary, the Bidder should communicate the same by means of separate sheets and attach the same to the tender.
  - b) Please note that we have specified the functions and the modalities required for the services desired and it is expected that a model with these functionalities as outlined should be offered by the Bidder. Multiple options for the requirement will not be entertained and it is expected of the **Bidder to give us the most optimal solution at the most reasonable rate.**
  - c) If Price offer is enclosed in the Technical bid envelope then the Service Provider is liable to be technically disqualified.
  - d) The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's signature on the bid shall be deemed to



**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

imply unqualified acceptance of the General Terms and Conditions.

- e) The support on the proposed software/ services should be available for a minimum of one year from the date of deployment/ commissioning.
- f) **Cost Price for Comparison: No cost either on parts or for labour or for visit charges or for anything will be paid extra for a period upto 1 year from the deployment/ commissioning of services i.e. everything has to be inbuilt within the cost quoted, this is the cost which would be compared for ascertaining L1.**
- g) The Bidder has to support for software related problem during the period of one year after deployment/ commissioning of services.
- h) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the Hardware/Software/Service Charges, the benefit should be passed on to UTITSL.
- i) These payment terms will not be changed. The Service Providers are required to quote on these payment terms only.
- j) The Service Provider shall be responsible for delivery and deployment/ commissioning of services at specified branches/offices and for making fully operational at no additional charges.
- k) **Support Terms:**

The Service Provider should clearly adhere to the following support terms:

1. Direct comprehensive on-site/ online technical support on the SMS services should be made available by the Service Provider between 9.00 AM to 6.00 PM all days with maximum permissible downtime as specified in Clause 2 below.
  2. In case of a downtime beyond 6 hours, the Service Provider would have to arrange for standby solution/ manpower to ensure that the work is not held up for more than 12 hours.
  3. In case call is not attended/ completed as in clause 1 and 2 above then the penalty of Rs.500/- (INR Five Hundred Only) per hour would be deducted till the call is completed. This will be deducted from the amount payable.
- l) **Order Cancellations:**
    1. The Company reserves its right to cancel the order in the event of one or more of the following conditions:

**uti****TECHNOLOGY SERVICES**

(a Government of India Company)

2. Delay in integration, implementation, deployment, commissioning for final operation of SMS services beyond 2 weeks of the date of the purchase order.
  3. Serious discrepancy in services noticed.
  4. In addition to the cancellation of purchase order, Company reserves the right to claim the damages from the Service Provider.
- m) The engagement of the Service Provider will be for an initial period of 12 months. Post review by UTITSL management on service levels and cost terms, the contract period may be extendable for a further period as decided by the UTITSL management.
- n) Any clarifications desired by any Service Provider in connection with any part of this proposal may be sought from the, DoIT on the phone number: 022- 67931285, or write e-mail to [sanjeev.tomar@utitsl.co.in](mailto:sanjeev.tomar@utitsl.co.in) on or before (i.e. not later than) 20<sup>th</sup> September, 2010.

**Check list for submission of Bids**

<b>Forms for Submitting Bids</b>	<b>Explanatory Note</b>
<b><u>A. Technical Bid</u></b> <ol style="list-style-type: none"> <li>1. Signing Authority Letter</li> <li>2. Letter of Acceptance of all terms and conditions as per this tender document</li> <li>3. Acceptance to each term as laid under Scope of Work under Project Features</li> <li>4. EMD of Rs.10,000/-</li> <li>5. Bid Form</li> </ol>	Technical Bid for the Services should be submitted in the relevant Forms and well supported by attached documents from bidders.
<b><u>B. Commercial Bid</u></b> <ol style="list-style-type: none"> <li>1. Prices offered</li> <li>2. Duly Signed by Authorized Signatory with Company Seal/Stamp from the bidder</li> </ol>	Commercial Bid for the Services should be submitted only in the relevant form. Offer <b>not submitted</b> in the prescribed format given in <b>Commercial Form</b> liable to be summarily rejected.



(a Government of India Company)

TECHNOLOGY SERVICES

## COMMERCIAL BID FORM

(Bidders are requested to submit this form (pages from 14-15) strictly in a separate sealed envelope only)

Date:

**The Vice President – DoIT  
UTI Technology Services Limited  
Plot No. 3, Sector 11, CBD Belapur  
Navi Mumbai - 400614**

Sir,

### **Bid for Service Provider for Integration and Implementation of SMS Services**

This is with reference to your tender released on 9<sup>th</sup> September 2010. We are interested in getting our Company selected in your organization for the **Bid for Service Provider for Integration and Implementation of SMS Services**.

We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection of Service Provider for the tender “**Bid for Service Provider for Integration and Implementation of SMS Services**” and the same are acceptable to us. We have been given all the required information from UTITSL. We certify that we are eligible as per the said Terms. **The duly signed copies of all the tender pages are attached herewith.**

An EMD of **Rs.10,000/- (INR Ten Thousand only)** is enclosed.

We understand that cost comparative statement will be prepared for the said items and L1 will be decided on basis of **lowest rate** quoted for that item as mentioned in clause no. 3 (f) in tender document.

In case of any ambiguity between arithmetic calculations, the rates will be considered correct and the amount will be derived on the basis of the rates quoted and the quantity originally mentioned in the Tender.

The deployment/ commissioning of services will be done as per the specification mentioned in the tender form.

**uti**

TECHNOLOGY SERVICES

(a Government of India Company)

**(1) Bulk 'Push' SMS service (upto 160 chars per SMS content):**

<b>COST PER SMS</b> <b>(in Paisa)</b>	
--	--

**EXPECTED QUANTITY OF SMS PER YEAR = 50,00,000 and above.**

However this volume is only indicative. Rate quoted under 'COST PER SMS' above should not be determined by increase or decrease in the annual volume figures in real-time working environment.

**(2) 'Pull' SMS service with 'Short Code' or 'Two-Way SMS':**

QUANTITY	DESCRIPTION	UNIT PRICE (INR) PER MONTH	AMOUNT (INR) PER YEAR
1	<b>SHARED SHORT CODE</b> <b>(Keyword charges per keyword per month)</b>		
	The above quote for Unit Price per month is all inclusive of: <ul style="list-style-type: none"> <li>1. One Keyword Charge</li> <li>2. Installation Charges</li> <li>3. Unlimited Sub-Keywords</li> <li>4. Excel Plug-In with Lifetime Validity</li> <li>5. Unlimited Sender-Id with Lifetime Validity</li> <li>6. Flexibility in Validity of Quantity of SMS, if charged on yearly package basis.</li> </ul>		
2	<b>Amount of percentage of revenue share per 'Pull' SMS that would be applicable in favour of UTITSL, other than operators</b>		%

Note:

1. Evaluation will be based on Quality-cum-Cost based criteria (Techno-Commercial basis)
2. The final decision however on selection of the Service Provider will be taken by UTITSL

Authorized Signatory with Seal/Stamp (bidder)

Signature of Authorized person

Page 15 of 15