

National Institute of Open Schooling (NIOS)

(An Autonomous Institution under Ministry of Education
Deptt. of School Education & Literacy, Govt of India)
A-24/25, Sector – 62, Noida – 201309 (U.P)

Tender No:F-42-7(118)/NIOS/Admn/2021

**Subject: Tender for awarding the Contract for providing Transactional Priority SMS
and API for sending automated SMS to the users and for providing Cloud
Telephony Services to make calls to the students**

The National Institute of Open Schooling (NIOS) is an autonomous Institution under the Ministry of Education, Govt. of India having its Head Quarter located at A-24/25, Sector 62, Noida (U.P.). It provides education for Secondary, Senior Secondary and Vocational courses through distance mode.

The NIOS has implemented 100% online Admissions, registration for examination, result, and various other activities like online examinations fee collection, e-services etc. In order to facilitate the learners/users and to communicate directly with the learners, AIs/AVIs and the users, an automated communication through SMS is required to be sent regarding online Admission and other related activities. The volume of SMS will be approximately 7 to 10 lakh SMS per month and will be utilized as per the NIOS requirements. These SMSs are primarily to be used for sending OTPs to the learners and users registering on the NIOS portal hence the SMSs to be used should be Transactional Priority SMSs. Apart from communication through SMSs, NIOS intends to provide facility to the regional centres, study centres and other users/managers to call the registered students/learners to communicate various student centric activities. These callers are supposed to call the learners through the student portal of NIOS without knowing the mobile number of the learner hence maintaining privacy measures. The calls must be recorded by the cloud telephony system for further analysis of the communication. The bidder will have to provide the control panel along with the API for sending the SMS through the web application to the users/students/learners. Approximate average 90000 to 1 lakh calls will be made in per month. An interface with graphical Dashboard should be provided to monitor the calls and other related activities.

The Secretary, National Institute of Open Schooling (NIOS) invites sealed tenders under two bid Systems from eligible/experienced/established agency for award the **Contract of integration of API and for sending automated Transactional Priority SMS and Cloud Telephony Services** with various applications should be amplified and mentioned categorically developed

for NIOS. Interested agencies can download the Tender document from the NIOS website www.nios.ac.in and from CPPP e-Procurement site free of cost.

Eligible firms having experience in this field may apply on the prescribed forms under two bid system (Technical Bid and Financial Bid) in separate sealed Cover complete in all respects superscribed as Technical bid & Financial bid and further both the envelopes are put in a bigger envelope duly marked as "**Contract of integration of API and for sending automated Transactional Priority SMS and Cloud Telephony Services**" addressed to

**The Secretary
National Institute of Open Schooling (NIOS)
A-24/25, Institutional Area,
Sector – 62, Noida – 201309 (U.P.)**

Earnest Money deposit (EMD) of Rs. 40,000/- (Rupees Forty Thousand only) in the shape of Demand Draft from any Nationalized Bank favouring "Secretary, NIOS" Payable at NOIDA, UP must accompanied Technical Bid. The Tender without EMD shall be outrightly rejected.

The sealed tenders along with EMD of Rs. 40,000/- (Rupees Forty Thousand only) shall be dropped in the sealed tender box kept for the purpose at NIOS HQ, Maintenance Section 2nd Floor, Room No:204,A-24/25, Institutional Area, Sector – 62, Noida - 201309 (U.P.)

Tender document(s) received incomplete or beyond the stipulated date and time shall not be entertained under any circumstances. The NIOS reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

(IMPORTANT DATES AND TIME)

Published Date	27/09/2021
Bid Document Download start Date	27/09/2021
Clarification Start date & Time	28/09/2021
Clarification Closing date & Time	11/10/2021
Bid Submission Start Date & Time	12/10/2021
Bid Submission End Date & Time	12/10/2021 at 2.30pm
Bid Opening Date & Time	12/10/2021 at 3.00pm
Duration of Contract	The period of contract shall be initially for one year which will be extendable on year to year basis subject to satisfactory performance for the services provided by the Agency/Firm.
Tentative date & time for opening of Financial Bid of eligible tenderers	Date will be intimated through email / speed post or telephone message.
Validity of Bid from the date of opening of Technical Bid	90 days

Terms & Conditions.

- 1) The validity of the contract for providing SMS service & Cloud Telephony service shall be of one Year from the date of activation of the services after issue and acceptance of award letter. Further the contract is extendable on year to year basis upto three years subject to follow up of TRAI guidelines, satisfactory performance and on mutual consent basis on the same rate and terms and conditions.
- 2) The total work value will be approximate Rs.20lakhs per annum.
- 3) The Firm should be registered under Indian Companies Act, 1965 and have their registered office in India.
- 4) The Firm should be registered under TRAI/Department of Telecom, Government of India and should have License to provide telecom and allied services in India.
- 5) The Firm should have Telemarketer Registration Certificate, GST Number and PAN (Necessary Documentary proof must be provided).
- 6) The Firm shall not be blacklisted by any of the Central, State Govt./PSU/Bank. A self-declaration must be submitted along with the tender in this regard.

Specifications required for SMS Service

- 1) The rate should be quoted for a bundle of 50 Lakh, the requirement is of more than 1 crore SMSs.
- 2) There should be support of Unicode SMS.
- 3) SMS should be delivered within 02 minutes. The payment will be made only for the SMSs delivered successfully within 02 minutes.
- 4) The SMS will be utilized as per the NIOS Requirement and in different phases.
- 5) The bidder has to provide the sender ID as per the TRAI Guidelines and it should be "NIOSHQ"
- 6) The bidder has to provide the Real time Control panel for sending the SMS as well as the generation of the MIS Reports and monitoring about the delivery of the SMS.
- 7) The bidder should also be well equipped for sending the Transactional Priority messages on behalf of NIOS as per the requirement.
- 8) Control panel and API should be provided by the vendor for sending the SMS as well as for viewing the reports of the delivered messages and there should be provision of tracking of unsuccessful message, SMS with Summary Report and delivery time.
- 9) The control panel should include the dashboard with the features like a) Credit History, b) Manage Sender ID, c) MIS Reports, Download delivery reports and Activity Log, e) API management
- 10) DLT charges (if any) shall be borne by the Service Provider.

Specifications required for Cloud Telephony Service

- 1) Cloud based services which provide Call Pooling and Call Hunting features using which NIOS officials can call the Learners registered with NIOS.
- 2) Calling facility should be integrated with the NIOS Students Portal(s) through web services or APIs.
- 3) The Interface should provide easy access for Real time reporting and monitoring of outgoing calls over a period along with the graphical representation of total calls connected and answered.
- 4) An easy way to connect the learners from the portal. Security features should be in built into the services.
- 5) In addition to above, the following features are required:-

- a) User Management and Learner (Customer / Regional Centre Mapping (Office)
- b) Call Recording
- c) Call Details Records
- d) Call Tracking
- e) Analytics Report
- f) Push API
- g) CRM Integration
- h) Click to call
- i) Features shall be accessed through the Dashboard
- j) Dedicated Mobile App shall be provided for above solution apart from the Web App

Eligibility Condition

- i) The firm should have done similar work during the last three years and at least three similar completed works costing not less than Rs. 2 lakhs each or Two similar completed works costing not less than 2.5 lakhs each or One similar completed works costing not less than 8 lakhs. (Copies of certificates regarding satisfactory services issued by the Govt. Deptt./PSU/Autonomous bodies of Govt. of India)
- ii) Annual turnover should be not less than 50, 00,000/- for the last 3 years (2018-19, 2019- 20 and 2020- 21).
- iii) The Firm should be registered under TRAI/Department of Telecom, Government of India and should have License to provide telecom and allied services in India (Necessary Documentary proof must be provided).
- iv) The Firm should have GST Number and PAN (Necessary Documentary proof must be provided).
- v) Copy of Income Tax return for the last 3 years.

EARNEST MONEY DEPOSIT (EMD)

- a) The Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty Thousand only) in the form of Demand Draft issued from any Nationalized Bank drawn in favour of "SECRETARY, NIOS" payable at Noida only is to be submitted along with the technical bid.
- b) Tenders received without the prescribed Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees forty Thousand only) OR the certificate of exemption i.e. registration with MSME /NSIC shall not be entertained.
- c) The EMDs of the unsuccessful bidders will be refunded without any interest or bank charges after finalization of tender and award of work. The EMD of the Successful bidder will be refunded after submission of the Security Deposit/ Bank Guarantee by the party.

SECURITY DEPOSIT

The successful tenderer will have to deposit 80,000/- (Rupees Eighty Thousand only) lump sum towards average annual work value of the contract either by way of Demand Draft or Bank Guarantee issued from any Nationalized Bank in favour of "the Secretary, National Institute of Open Schooling, Noida" as interest free security deposit for ensuring good performance and for security purposes within a fortnight after acceptance of the contract, which shall be released after two months of successful completion of the contract. In case of any violation of contract during the contractual period, the security deposit will be liable to be forfeited. No interest shall be paid on security deposit in any case. The bank guarantee should be valid up to two months beyond the expiry of contract period.

Arbitration

- a) In the event of any dispute difference, claims and demands arising between NIOS and the agency in any matter arising in relation or connection or pursuant or touching to the meaning, operation, effect or interpretation of this tender / agreement directly or indirectly, the matter shall be referred to the Secretary of the NIOS who may himself act as sole arbitrator or may name as sole arbitrator an officer of NIOS notwithstanding the fact that such officer has been directly or indirectly associated with this contract. The decision / award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.
- b) The place of the arbitration shall be at National Institute of Open Schooling, A-24/25, Sector-62, NOIDA, U.P.
- c) The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- d) The proceedings of arbitration shall be in English language.

Jurisdiction

In respect of any dispute arising between NIOS and the agency in any matter covered / touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Delhi shall only have the jurisdiction.

GUIDELINE FOR SUBMISSION OF TENDER /BIDS

- 1. Authorized Signatory:** Each and every page of the tender document should be signed by Authorized person / signatory and shall be enclosed with the Technical Bid form and the work experience certificate. The bid can be forwarded by owner or owner's authorized representative.
- 2. The Sealed bids are to be submitted in two separate envelopes as under:-**
 - a) **TECHNICAL BID:** Sealed Technical Bid, along with a Demand Draft of Rs.40,000/- (Rupees Forty Thousand only) towards EMD, drawn in favour of Secretary, NIOS payable at Noida and other required supporting documents mentioned in Annexure – I, placed in sealed envelope superscribed "**TECHNICAL BID – Tender for Contract of integration of API and for sending automated Transactional Priority SMS and Cloud Telephony Services**". Tender Document received without EMD and supporting documents shall not be entertained.
 - ii) **FINANCIAL BID:** Sealed Financial Bid for International Courier Service, Annexure II be placed in a separate envelop superscribed "**FINANCIAL BID – Tender for Contract of integration of API and for sending automated Transactional Priority SMS and Cloud Telephony Services**"The separate sealed envelopes containing Technical Bid and Financial Bid be put together in a bigger envelope and should be super scribed in block letters shown as "**Tender for Contract of integration of API and for sending automated Transactional Priority SMS and Cloud Telephony Services**" on date specified above and addressed to the Secretary, National Institute of Open Schooling, A-24/25, Institutional Area, Sector – 62, NOIDA, U.P - 201309 should be sealed properly and put in the Sealed box meant for the subject tender available at the Maintenance Section, 2nd Floor, Room No. 204, NIOS, A-24/25, Sector-62, Noida-201309 (U.P.).

Secretary, NIOS

Annexure-I**PROFORMA FOR TECHNICAL BID**

Sl. No.	Particulars	To be filled by the tenderer	
1	Name & Address of the firm/agency, telephone number, fax, mobile number email ID		
2	Type of firm (Whether proprietorship, partnership, private limited, limited company)		
3	Year of incorporation of the company/Experience as a SMS agency (Minimum 3 years). Please attach proof i.e. copy of award letter experience certificate as per eligibility conditions of the tender.		
4	Annual Turnover along with ITR (Documentary evidence to be attached) Not less than 50,00,000/- last three financial years		
	2018-19		
	2019-20		
	2020-21		
5	Contact number in case of emergency		
6	GST number/ Certificate PAN number copies to be attached		
7	Details of Govt. Deptt./PSU/Autonomous bodies of Govt. of India or public Sector served or serving during the last three years with contact number of concerned officer.		
8	The similar work done during the last three years and at least three similar completed works costing not less than Rs. 2 lakhs each or Two similar completed works costing not less than 2.5 lakhs each or One similar completed works costing not less than 8 lakhs. (Copies of certificates regarding satisfactory services issued by the Govt. Deptt./PSU/Autonomous bodies of Govt. of India)		
9	Details of Earnest Money Deposit (EMD) Rs.40,000/-	DD No.	Date
10	Undertaking/self-certificate to be given by the firm that the firm has not been blacklisted by the Govt. Deptt.		
11	Any other information		

Self-attested copies of relevant documents must be enclosed in support of above information.

Date:

Signature of the authorized
Signatory of the agency
Official Seal/ stamp

Place:

Undertaking

I/We hereby certify that all the information furnished above is true to the best of my knowledge and belief. I/We have no objection to NIOS verifying any or all the information furnished in this document with the concerned authorities, if necessary. I/We also certify that, I/We have understood all the terms and conditions indicated in the tender document and hereby accept the same unconditionally.

Signature of the authorized signatory of the agency

Official seal/stamp

ANNEXURE-II

The Secretary
National Institute of Open Schooling
A-24/25, Institutional Area, Sector-62,
NOIDA-201309 (UP)

Subject: Tender for award of contract for integration of API and for sending automated SMS and Cloud Telephony Services

Sir,

With reference to your tender dated -----, we hereby submit our lowest rates for integration of API and for sending automated SMS and Cloud Telephony Services.

Sl. No	Name and specification of Services required	Quantity	Rate per SMS (inclusive of tax)	Total Cost (Inclusive of Tax) for a bundle of 50 Lakh
1.	SMS Service	More than 1 crore and will be utilized as per the NIOS Requirement		
3.	Excel-Plug in software			
4.	Sender-ID	1		
			Rate per license (inclusive of tax)	Total Cost (Inclusive of Tax)
1.	Cloud Telephony Service:- a) User Management and Learner (Customer/Regional Centre Mapping (Office) b) Call Recording c) Call Details Records d) Call Tracking e) Analytics Report f) Push API g) CRM Integration h) Click to call i) Features shall be accessed through dashboard j) Dedicated Mobile app for above apart from the web App	20 or more		

Yours faithfully,

Signature of the Authorized
Officer/owner of the firm:

Name:
Complete Address
& Seal of the firm
Telephone (O) & (M)