

**NOTICE INVITING E- TENDER FOR
SELECTION OF SMS SERVICE
PROVIDER**

NIT No. 617-FS/P/Sectt./IT -04/2013, Dated-23/2/22

Section-I

NOTICE INVITING E-TENDER

The Food and Supplies Department, Government of West Bengal Invites Proposals from reputed and experienced entities for providing SMS gateway service

Bidding Schedule and Important Information

Various milestones of the bidding process leading to the selection of the bidder along with the timelines and other important information are mentioned in the table below:

1	Tender inviting authority Designation/Address-Bid submission Address	Food and Supplies Department, 11 A, Mirza Ghalib Street, Kolkata – 700 087
2	Job requirement	Providing of SMS Gateway Service
3	No. of Agencies to be selected	3 Agencies
4	Volume	Around 1 crore SMS per month for various purposes depending on departmental policy.
5	Duration of the Contract	2 (two) years
6	Extension of Contract	The Contract may be extended for a further period of 1 (one) year at a time, up to a maximum period of 2 (two) years subject to satisfactory performance of the SI and mutual consent of the Parties.
	Delivery time line	SMS Gateway services should be provided within 7 days from date of issue of work order
7	Cost of tender form (tender Cum processing fees)	NIL
8	Earnest Money Deposit Amount payable.	INR . 20,000 (Rupees twenty thousand) (through electronic mode)
9	Date of Floating of Tender	24-2-22
10	Start date of submitting Clarifications and Queries	24-2-22
11	End date for submitting Clarifications and Queries	28-2-22
12	Pre bid conference	3-3-2022 (3 PM), Virtual meeting will be held. Link will be shared through email.
13	Start date of Bid submission	5-3-2022 (11 AM onwards)
14	Last date for submission of filled-in tender document.	16-3-2022 (5 PM)
15	Date and time for opening of Technical bid	21-3-22 (1 PM)
16	Date of opening of financial bid	To be decided after opening of technical bid.

SECTION-II

INSTRUCTIONS TO BIDDERS

1. Introduction:

E-tenders are invited from competent agency(s) having experience to provide SMS gateway service. The work involves sending SMS to beneficiaries and all stakeholders of the Department of Food and Supplies using the SMS gateway.

2. Scope of Work:

For dissemination of information related to Public Distribution System and for generating awareness amongst Khadyasathi beneficiaries, Department of Food & Supplies need to send SMSs to beneficiaries and stakeholders. Besides, Department also send SMS to the farmers related to Paddy Procurement.

These SMSs are sent /triggered by the online system of the Department and SMS service provider needs to integrate his SMS Gateway to our online System, so that SMS can be sent in a systematic manner.

Details of scope of work is given below:

1	To provide PUSH based SMS delivery Service 365X24X7 mode in Priority Manner.
2	To deliver normal push messages and OTP based messages generated from different applications (Through API Interface)
3	To send personalized SMS in bulk to recipients at a time through File Upload (XLS, CSV etc) or JSON (Many to Many)
4	To send a predetermined SMS in bulk to individual recipients generated through through File Upload (XLS, CSV etc) or JSON (One to Many)
5	To provide customized inbox subject line (short transactional code)(Pull-SMS) (if required)
6	Vendor should provide all required technical support and hand holding and also provide a technical SPOC to assist the department on round the clock basis.
7	Vendor should maintain and produce on demand logs of all SMS requests with individual receipt status along with time stamp of request received for sending individual SMS and actual time stamp of delivered/undelivered SMS. (For both API request based and Bulk Uploaded Requests)
8	Vendor should maintain unique identification code for each individual SMS.
9	Vendor should maintain application wise identification of each SMS. For this sub-application id to be maintained for each SMS.
10	Vendor should provide real-time status of all messages through webinterface/MIS Portal.
11	Vendor should provide failure intimation of every undelivered SMS with error description through web-interface.
12	Vendor should provide a web portal with user id and password for Department to access MIS Reports.
13	Vendor should provide API for sending SMS which is compatible with Infrastructures and Applications running in the department.

14	Vendor should restrict duplicate delivery of SMS's. Duplicate SMS means exactly same text/string delivered to a specific mobile no within a period of one particular day from 00:00:00 Hrs to 23:59:59 Hrs. For OTP based messages all the texts/strings will be considered unique even if same string is delivered to a specific mobile no within a period of one particular day from 00:00:00 Hrs to 23:59:59 Hrs. No payment will be made for duplicate delivery of SMS.
15	Vendor Should provide proper test infrastructure with capabilty for end to end testing of all integrations.
16	At least 3 attempts should be made within 30 min to resend the SMS delivered unsuccessfully after the initial attempt.
17	Vendor should provide monthly summary report through web interface containing the data as will be provided by the department.
18	Vendor should provide MIS report related to SMS service as and when required by the department
19	Vendor should be capable of pushing MIS data over API if so required by the department.

3. **Instructions to the Bidders:**

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract is executed by or on behalf of the Food and Supplies Department.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e) The Department may terminate the RFP process at any time and without assigning any reason. Department of Food and Supplies makes no commitment, express or implied, that this process will result in a business transaction with anyone.

4. **Sub-contracting is barred**

Sub-contracting/ outsourcing any part of the job is not allowed and will result disqualifying the bid. Bidder should provide documentary evidence showing the capability of the agency to carry out the scope of work.

5. **Security of data**

We consider the citizen data as top most confidential element and the data must not be compromised to any third party without written consent of us. Bidder need to submit declaration in this regard mentioning no such allegation on bidder from any of the Govt. organisation for breach of data security

6. General Instructions:

The Bidders are requested to go through the instructions, eligibility criteria and technical specifications given in the tender document. Failure to furnish all required information duly indexed & page numbered will be at the tenderer’s risk and may result in the rejection of the tender. Each page of the tender document should be signed by the authorized signatory and seal of the firm /company affixed below it as a token of confirmation that the tender document has been read and understood. Copy of this bid document shall also be submitted by the bidder using the digital signature certificate.

7. Amendments to the Tender

1. Before the last date of the receipt of filled-intended document, Department may amend any of the tender conditions as may be desired or wherever Department of Food & Supplies, Government of West Bengal feels that such an amendment is absolutely necessary.
2. Amendment to the tender will also be given in response to clarifications sought by prospective bidders and it will be solely at the discretion of the Food and Supplies Department. Any such amendments to the tender conditions will be put on the tender website <https://wbtenders.gov.in> notified by way of communication.

8. Pre-Bid Conference and Clarifications

(i) Pre-bid Conference

- (a) The F&S Department shall hold a virtual pre-bid conference with the bidders on 3/3/ 2022 at 3 pm;
- (b) The bidders will have to ensure that their queries, if any, for the pre-bid conference should be sent to **fpsautomationwb@gmail.com, by 28-2-2022;**
- (c) The queries should necessarily be submitted in the word or excel file in the following format:

Sl. No.	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			

- (d) Any requests for clarifications submitted post the indicated date shall not be entertained by the F&S Department.

(ii) Responses to Pre-Bid Queries and Issue of Corrigendum/Addendum (if any)

- (a) The F&S Department will endeavor to provide timely response to all queries. However, the F&S Department neither represents nor warrants as to the completeness or accuracy of any response made in good faith, nor does the F&S Department undertake to answer all the queries that have been submitted by the

bidders. At any time prior to the last date for receipt of bids, F&S Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP by a corrigendum or addendum;

- (b) Any such corrigendum/addendum shall be deemed to be incorporated into this RFP and shall form part of the RFP;
- (c) The bidders while submitting the bids should also submit duly digitally signed copy of corrigendum/addendum; and
- (d) In order to provide prospective bidders reasonable time for taking the corrigendum/addendum into account, the F&S Department may, at its discretion, extend the last date for the receipt of the bids.

9. Preparation and Submission of Bids

The bidders are responsible for registration on the e-procurement portal www.wbtenders.gov.in (“Portal”) at their own cost. The bidders are advised to thoroughly go through all the e-procurement guidelines and instructions, as provided on the Portal and accordingly submit the bid. The F&S Department shall not be liable for the failure of any bidder to comply with guidelines and instructions provided on the Portal. The bidder shall submit the proposals online through the Portal as described below:

- (i) **Technical Proposal** – Scanned copy (in PDF format) of Technical Proposal digitally signed, as per the format provided in this RFP document as Annexure I should be uploaded on the Portal in the allocated folders and.
- (ii) **Financial Proposal** – Financial Proposal as per the format provided in this RFP document as Annexure II should be uploaded on the Portal. The Financial Proposal should be inclusive of all the cost and taxes except GST.

Following are certain key considerations to be kept in mind by the bidder while submitting the bid:

- (i) Proposals that are incomplete or not in prescribed format shall be rejected.
- (ii) Conditional proposals shall not be accepted on any ground and shall be rejected.
- (iii) If any clarification is required, the same should be obtained before submission of the bids.
- (iv) The bidders are advised to upload the proposals well before time to avoid last minute issues, and bids uploaded after due date and time shall not be accepted, and
- (v) No physical submission of bids would be acceptable.

10. Earnest Money Deposit

- (i) The bidders shall submit, along with their bids, EMD of INR 20,000 (Indian Rupees Twenty Thousand only), by either of the modes available on the Portal i.e. Net Banking or RTGS/NEFT. Bids submitted without the EMD will be summarily rejected;
- (ii) In the case of selected bidder, the EMD will be adjusted towards the PBG;
- (iii) EMD of all unselected bidders would be refunded by the F&S Department within 30 (thirty) business days from the date of Notification of Award;
- (iv) The EMD shall bear no interest and will be refundable to the unselected bidders without any accrued interest on it; and
- (v) The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity; or
 - If a bidder breaches the terms and conditions of this RFP; or
 - If the selected bidder fails to furnish the PBG; or
 - If the selected bidder fails to sign the Contract in accordance with this RFP.

11. Bid Validity

The bid must be valid for 180 (one hundred and eighty) days from the submission due-date of the bid as mentioned in this RFP or subsequent corrigendum or addendum (if any). However, the F&S Department may extend this period, subject to bidder's acceptance.

12. Cost and Currency

The offer of the bidders must be given in Indian Rupees only. The price will remain fixed for the Term and Annual Renewal(s), as may be applicable, and no changes will be allowed. The bidders shall bear all the costs associated with the preparation and submission of its bid, and the F&S Department will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

13. Interpretation of the clauses in the RFP

In case of any ambiguity in the interpretation of any of the clauses in the RFP, the F&S Department's interpretation of the clauses shall be final and binding on the bidder. The decision taken by the F&S Department in the process of tender evaluation will be full and final.

14. Amendment of RFP

At any time prior to the deadline for submission of bids, the F&S Department for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by way of an amendment or addition. Any such communication shall be posted on website and bidders are requested to visit the Portal for updates and modifications.

15. Deviations

The bidder shall not be allowed to make any deviation whatsoever from the terms and conditions and technical specifications specified in the RFP. All the bidders should submit a 'Declaration of No Deviation' as per the format given in **Annexure III**

16. Instructions for submission of bids on e-Procurement Portal

- a. Intending bidders can search and download tender documents electronically by logging on to the Portal using the Digital Signature Certificates. This is the only mode of collection of tender documents;
- b. The RFP including any corrigendum or addendum, if applicable should be digitally signed by the authorized signatory of the bidder with seal of the entity affixed below, confirming that the tender document has been read and understood. Any corrections or overwriting should also be duly countersigned. An authorization letter empowering the representative of the bidder has to be submitted as per the format given in **Annexure IV**;
- c. Click the check boxes beside the necessary documents in the "My Documents List". Next, click the tab "Click to Encrypt and upload" and then click the relevant Folders to upload the all documents.
- d. The Financial Proposal should contain the Bill of Quantities ("**BOQ**") in a separate and distinct folder as per the format provided in **Annexure II**.

17. Eligibility Criteria and Documents to be submitted in Support of Bid

Sl. No.	Eligibility Criteria	Documents to be provided
1.	The bidder must be a (i) company within the meaning of Companies Act, 2013; or (ii) limited liability partnership (" LLP ") registered under the Limited Liability Partnership Act, 2008; or (iii) partnership registered under the Partnership Act, 1932 or proprietor and must be in existence for last 3 (five) years on the date of submission of the bid having experience in providing SMS gateway services.	Certificate of Incorporation or Registration Certificate, as may be applicable. Memorandum of Association and Articles of Association or LLP Agreement or Partnership Deed and Trade Licence as may be applicable.
2.	The bidder organisation should have experience of providing SMS gateway service at least for the last 3 years.	Work order and job completion related document.
3.	The bidder organisation should have experience of providing 25 lakh SMS in a month.	Certificate issued by the client and tax invoice.

4.	The bidder organisation should have tie up with any mobile/SMS service provider.	Copy of agreement with Mobile/SMS Service provider .
5.	The bidder must have a turnover/revenue of not less than Rs.25 lakh per year during the last 2 years. Certificate of the Chartered Accountant is to be submitted as supporting document with bid document to be filed with the bid.	Audited Financial Statements certified by a Chartered Accountant / Audited Balance Sheets/Income Tax returns.

18. Tender Opening

- (i) The bid opening shall take place through the Portal. Online bids submitted along with the EMD shall be considered for bid opening as per the timelines mentioned in the RFP;
- (ii) In case EMD is not received as per the timeline mentioned in the RFP, the bid submitted in the Portal shall be rejected; and
- (iii) During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required EMD has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirement will be *prima facie* rejected.

19. Tender Evaluation

The Tender Evaluation Committee (“TEC”) of the F&S Department shall evaluate the Technical Proposals and Financial Proposals as per the following process.

- (i) The F&S Department will evaluate and compare the bids that have been determined to be substantially responsive;
- (ii) The TEC shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, TEC may, at its discretion, ask any bidder for a clarification of its bid;
- (iii) The Technical Proposal for only those bidders who have been found to be in compliance with the Eligibility Criteria mentioned above would be considered by the F&S Department for further evaluation.
- (iv) Financial Proposal of only those bidders who have been qualified in the Technical Evaluation will be opened; and
- (v) To assist in the scrutiny, evaluation and comparison of offer, the F&S Department may, as its discretion, ask some or all the bidders for clarification of their bid on any of the points mentioned therein and the same may be sent through e-mail. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by F&S Department at the time of evaluation of the bids.

20. Financial Criteria and Evaluation

- (i) The bidders will be required to quote a consolidated price bid towards the cost per SMS in the BOQ provided
- (ii) Only the Financial Proposals of the technically qualified bidder will be opened on the prescribed date;
- (iii) The Financial Proposal will include all applicable rates, levies, taxes, cess and other statutory duties and impositions of whatsoever and howsoever nature, save and except GST;
- (iv) The Financial Proposal shall be in Indian Rupees and no additional payment shall be made to the selected bidder over and above the bid price;
- (v) Any conditional bid will be rejected;
- (vi) If there is any discrepancy between words and figures, the amount in words will prevail; and
- (vii) If there is no price quoted, the bid shall be declared as disqualified.

21. Selection of the Bidder and award of work:

Identification of bidders with lowest Financial Proposal (“L1”) will be determined as per the criteria below:

- (i) The bidder who has submitted the lowest Financial Proposal as per the format provided in this RFP shall be termed as the L1 bidder and he will be awarded contract as one of the service provider.
- (ii) In the event that there are 2 (two) or more bidders having the same Financial Proposal, both the bidders will be considered as the L1 bidder.
- (iii) Further, L2 and L3 bidder will be asked for rate matching with L1 bidder for selection as service provider in addition to L1 bidder.
- (iv) If L2 or L3 fails to accept the offer, the department may offer the subsequent lowest bidder for rate matching for selection as service provider in addition to L1 bidder.
- (v) Food and Supplies Department reserves the right to distribute the work amongst the selected bidders at L1 rate, who will be willing to do the work at such rate.**

22 .Other terms & conditions:

- (i) The Tenders specifying additional conditions or proposing modification to the tender conditions will be treated as conditional and summarily rejected.
- (ii) Food and Supplies Department reserves the right to reject any tender without assigning any reasons therefore and the same shall not be questioned on any ground, whatsoever.
- (iii) Sub-contracting any part of the job mentioned in RFP document will amount to a breach of the contract. Such bidders would be disqualified and the bid would be summarily rejected.
- (iv) Time is the essence of the contract. Food and Supplies Department reserves the right to cancel the order placed on any bidder and assign the work to any one else at the risk and

cost of the aforesaid bidder in case of delay, non-compliance to specifications or any other valid reason.

23. Performance Guarantee cum Security Deposit:

The successful bidders shall have to submit a security deposit an amount of Rs. 1 lakh. (valid for TWO year) drawn on any Nationalized Bank/Scheduled Bank, within 7 days from receipt of offer. On the request of the successful bidder, the Earnest Money deposited by the successful bidder will be adjusted against the security deposit payable by the bidder. If the Security Deposit is not paid within time specified, the Earnest Money Deposit remitted by the bidder shall be forfeited. In such case, the Department shall be entitled to get the work executed from elsewhere and recover the consequential loss sustained from the bidder due to getting the work executed either through some other bidder or through the bidder selected through the process of re-tendering.

24. Currency of Payment:

All payments shall be made in Indian Rupees

25. Terms of Payment:

The payments in respect of the Services shall be made quarterly basis on submission of bills.

26. Government Levies & Taxes:

The price quoted will be **inclusive** of all applicable Government levies and taxes in force except GST. Any changes in the Taxation after acceptance of offer will be subsequently communicated and charged extra.

27. Termination:

The Food and Supplies Department may at any time terminate the Contract Agreement by giving a written notice to the bidder. Termination of contract will be without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to this Department.

28. Arbitration:

All disputes arising out of or in connection with the Agreement shall be attempted to be settled through good-faith negotiation between senior management of both Parties, followed if necessary (and only if agreed by the Parties) by professionally-assisted mediation. The dispute should be referred to a panel of three Arbitrators, with party choosing one Arbitrator who amongst themselves should decide upon the Third Arbitrator, to be the presiding Arbitrator. Each Party will bear its own costs in the mediation. The fees and expenses of the mediator will be shared equally by the Parties. In the event that negotiation or mediation does not result in a resolution of the dispute, the Parties shall proceed to binding arbitration in accordance with Arbitration and Reconciliation Act, 1996 .

The place of arbitration shall be at Kolkata. The language of the arbitration shall be English. If permitted by the applicable rules, limited discovery will be permitted in connection with the arbitration upon agreement of the Parties or upon a showing of substantial need by the Party seeking discovery. The arbitrator's decision shall follow the plain and natural meaning of the relevant documents and shall be final and binding. The arbitrator will have no power toward (i) damages inconsistent with the Agreement or (ii) punitive damages or any other damages not measured by the prevailing Party's actual direct damages, and the Parties expressly waive their right to obtain such damages in arbitration or in any other forum. All aspects of the arbitration will be confidential. Neither the Parties nor the arbitrator may disclose the existence, content or results of the arbitration, except as necessary to comply with legal or regulatory requirements. Each Party will promptly pay its share of all arbitration fees and costs and shall be responsible for its own attorneys' fees.

Notwithstanding the determination by the Parties to utilize arbitration as specified above for resolution of disputes arising out of or in connection with this Agreement, nothing herein shall preclude either Party from seeking and obtaining from a court of competent jurisdiction appropriate equitable relief, including without limitation, a temporary restraining order or other injunctive relief,

SECTION-III

ANNEXURES

Annexure I: Technical Proposal

(i) **Covering letter (on bidder's letterhead):**

To
The Secretary to the Government of West Bengal
Food and Supplies Department,
11-A Mirza Ghalib Street, Kolkata- 700087

Sub: Submission of Technical Proposal

Ref: RFP No.[] dated[] for selection of SMS SERVICE PROVIDER(S)

Dear Sir/Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to provide SMS SERVICE as required and outlined in the RFP.

I/We attach hereto our response to the technical requirements specified in the RFP.

I/We confirm that the information contained in this response or part thereof, including the exhibits and other documents and instruments delivered or to be delivered to the F&S Department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the F&S Department in its bidding process.

I/We fully understand and agree to comply that, on verification, if any of the information provided here is found to be misleading or incorrect or fraudulent, our bid shall be liable to be rejected or the Notification of Award may be cancelled or the Contract may be terminated at the sole discretion of the F&S Department, as the case may be.

I/We unconditionally accept all terms and conditions set out in the RFP and also agree to

abide by this tender response for a period of 180 (one hundred eighty) days from the submission due date of submission of the bid.

I/We hereby declare that in case we are chosen as SMS SERVICE PROVIDER, I/we shall submit the PBG in the form and manner prescribed in the RFP.

I/We agree that you are not bound to accept any of the bids that you may receive. We also agree that you reserve the absolute right to modify all or any of the Deliverables specified in the bid.

Following are the particulars of our organization:

Sl.	Description	Details
1.	Name of the Company/LLP/Partnership Firm/Proprietorship Firm	
2.	Official Address	
3.	Year of Incorporation/ Registration	
4.	Corporate Identification Number/LLP Identification Number/Registration Number of Partnership Firm/ Proprietorship Firm	
5.	Phone No. and Fax No.	
6.	Corporate Address	
7.	Phone No. and E-mail ID	
8.	Website URL/Address	
9.	Brief Description of the Business	
10.	Name of mobile/SMS service provider(s) with whom the firm has tie up	
11.	Annual Turnover for the F.Y. 2019-2020 &2020-2021	
12.	Years (Calendar year)of Experience as SMS SERVICE PROVIDER	
13	Maximum number of SMS provided by the firm in a month	

Contact Details of the authorized representatives for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

It is hereby confirmed that I/We are entitled to act on behalf of our organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking You
Yours Faithfully

For *[Name of Bidder]*

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal and Sign]

[Business

Address]

(ii) Checklist for Technical Proposal:

The Technical Proposal should comprise of the following documents mentioned below and shall form part of the Technical Proposal .

Sl.	Documents to be submitted	Submitted(Yes/No)
1.	Covering letter for Technical Proposal as per format provided in Annexure I of Section III.	
2.	Covering letter for Financial Proposal as per format provided in Annexure II of Section-III.	
3.	Payment of EMD	
4.	Certificate of Incorporation or Registration Certificate or Trade licence, as may be applicable	
5.	Memorandum of Association and Articles of Association or LLP Agreement or Partnership Deed, as may be applicable	
6.	Copies of Work Orders/ Certificates showing that bidder is in the business of providing SMS gateway services for at least 3(three) years in any Government organization or PSU	

Sl.	Documents to be submitted	Submitted(Yes/No)
7.	Copies of Work Orders/ Certificates showing in how many Gov. organization /PSU the bidder is providing SMS gateway services	
8.	Copy of agreement with mobile service provider	
9.	Authorization letter from mobile service provider	
10.	Audited Financial Statements certified by Chartered Accountant /Audited Balance Sheets for the financial years 2018-2019, 2019-2020 and 2020-2021	
11.	Document showing maximum number of SMS the firm has scheduled at a time.	
12.	Document showing maximum number of SMS provided by the firm in a month	
13.	Copy of GST Registration Certificate	
14.	Copy of PAN	
15.	Copy of TAN	
16.	Documents declaring up to date GST .	
17.	Certificate by a practicing Chartered Accountant certified that the bidder has cleared upto date GST .	
18.	Statement of no-deviation as per format provided in Annexure-III of Section-III	
19.	Authorization Letter (as per format provided in Annexure-IV of Section-III)	
20.	Power of Attorney for the authorized representative signing the bid on behalf of the bidder	
21.	Notarized Affidavit on Non-Judicial Stamp Paper of INR. 100 (hundred)for declaration of no-blacklisting.	
22.	Any other document(s)	

Annexure II: Financial Proposal

(i) Covering letter (on bidder's letterhead):

To
The Secretary
Food and Supplies Department,
Government of West Bengal
11-A Mirza Ghalib Street, Kolkata - 700087

Sub: Submission of Financial Proposal

Ref: RFP No. [] dated [] for selection of SMS SERVICE PROVIDER(S)

Dear Sir/Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide SMS Gateway Service as required and outlined in the RFP.

We hereby submit our Financial Proposal in the format as specified in the RFP.

We confirm that the information contained in this response or part thereof, including the exhibits and other documents and instruments delivered or to be delivered to the F&S Department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the F&S Department in its bidding process.

We fully understand and agree to comply that, on verification, if any of the information provided here is found to be misleading or incorrect or fraudulent, our bid shall be liable to be rejected or the Notification of Award may be cancelled or the Contract may be terminated at the sole discretion of the F&S Department, as the case may be.

We unconditionally accept all terms and conditions set out in the RFP and also agree to abide by this tender response for a period of 180 (one hundred eighty) days from the submission due date of submission of the bid.

We hereby declare that in case we are chosen as the SMS Gateway Service provider, we shall submit the PBG in the form and manner prescribed in the RFP.

We agree that you are not bound to accept any of the bids that you may receive. We also agree that you reserve the absolute right to modify all or any of the Deliverables specified in the bid.

It is hereby confirmed that I/We are entitled to act on behalf of our organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking You
Yours Faithfully

For *[Name of Bidder]*

[Authorized Signatory]
[Designation]

[Place]

[Date and Time]

[Seal and Sign]

*[Business
Address]*

(ii) BOQ Format:

Item	Rate per 1 (one) SMS including all taxes except GST (in INR)
Sending SMSs, triggered by the online system of the Department through this SMS Gateway to the beneficiaries.	

Notes: The same is inclusive of all taxes, surcharges, expenses and any other financial cost or implication save and except GST that shall be charged over and above the total consolidated financial bid.

(iii) Checklist for Financial Proposal:

The Financial Proposal should comprise of the following documents mentioned below in and shall form part of the Financial Proposal.

Sl. No.	Documents to be submitted	Submitted (Yes /No)	Documentary Proof (Page No.)
1.	BOQ as per format		

**Annexure III: Declaration of No Deviation
(On bidder's letterhead)**

To
The Secretary
Food and Supplies Department,
Government of West Bengal
11-A Mirza Ghalib Street, Kolkata - 700087

Sub: Declaration of no deviation from the terms and conditions of RFP

Ref: RFP No. [●] dated [●] for selection of SMS SERVICE PROVIDER(S)
Dear Sir/Madam,

I, *[Name of Authorized Signatory]*, as the *[Designation]* of *[Name of Bidder]* state that in the proposal submitted by us, there are no deviations from the terms and conditions as specified in the RFP.

This declaration is true to best of our knowledge and we accept and acknowledge that, the F&S Department may at its sole discretion disqualify our bid if it finds that the above-mentioned declaration is false.

Thanking You
Yours Faithfully

For *[Name of Bidder]*

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal and Sign]

[Business Address]

**Annexure IV: Authorization
Letter (On bidder's
letterhead)**

To
The Secretary
Food and Supplies Department,
Government of West Bengal
11-A Mirza Ghalib Street, Kolkata - 700087

Sub: Authorization letter in favour of *[Name of Authorized Representative]* to act on behalf of *[Name of Bidder]*

Ref: RFP No. [●] dated [●] for selection of SMS SERVICE PROVIDER(S)

Dear Sir/Madam,

This is to state that, *[Name of Authorized Representative]*, *[Designation]* is hereby authorized to act on behalf of *[Name of Bidder]* for all purposes in relation to the afore-mentioned RFP including participating in the submission of bids including the Financial Proposal and taking all decisions on behalf of *[Name of Bidder]* till the bidding process is completed.

The Power of Attorney in favour of *[Name of Authorized Representative]* has been duly submitted. The specimen signature of *[Name of Authorized Representative]* is as attested

below:

[Specimen Signature of Authorized Representative]
[Name of Authorized Representative]

Thanking You
Yours Faithfully

For *[Name of Bidder]*

[Authorized Signatory]
[Designation]

[Place]

[Date and Time]

[Seal and Sign]

[Business

Address]