



## **BEML LIMITED**

(A Government of India Mini Ratna Company under Ministry of Defence)

"BEML SOUDHA " 23/1, 4<sup>TH</sup> Main, S.R. Nagar, Bangalore 560027

Phone : 080 22963245 / 22963315. FAX: 080 22963283.

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**TENDER No: 6300029186**

**Date: 04/09/2019**

### **TENDER DOCUMENTS**

**REQUEST FOR QUOTATION FOR SMS GATEWAY CONNECTIVITY SOLUTIONS.**

**Last date for submission of the bid is 11/09/2019 before 2.00 PM**

**For BEML LTD**

**For Pre issue Co-ordination Please,**

**Asst. General Manager  
Corporate Materials**

**AGM (IT)**

**BEML Limited,  
Corporate Office,  
BEML Soudha, 23/1, 4<sup>th</sup> Main, SR Nagar,  
Bangalore – 560027**

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"BEML SOUDHA " 23/1, 4<sup>TH</sup> Main, S.R. Nagar, Bangalore 560027

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### Introduction

### General Information

BEML LTD is a leading public sector undertaking under the Ministry of Defense for manufacturing a wide range of mining, earthmoving, railways and defense truck & equipment.

BEML LTD has manufacturing divisions in Bangalore, Mysore, KGF and Palakkad with Head Quarters at Bangalore and Regional offices and District Offices across India.

### Eligibility Criteria

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	A) The bidder should be a Proprietorship firm duly registered (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR B) A company registered under Indian Companies Act, 1956 OR C) A partnership firm registered under Indian Partnership Act, 1932.	- Copy of valid Registration Certificates  - Copy of Certificates of incorporation
2.	Financial Turnover from IT/ ITeS	Annual Turnover from IT/ ITeS during each of the last three financial years, i.e., from FY 2013-14 to 2015-16 (as per the last published audited balance sheets) of the bidder, should be Rs. 350 + crores.	Audited balance sheet OR CA Certificate with CA's Registration Number & Seal AND As per Annexure-xx
3.	Technical Capability	The Bidder must have successfully implemented either project of similar nature in India during last five financial years i.e. 2010-11 to 2014-15 from the date of submission of bid document: a) One project work of call handling of minimum 25 crore transactions in one year; OR b) Two project work of call handling of	Work Order + Duly certified documentary proof with respect to number of transactions of call handling through IVRS & SMS based system for their internal as well as external customers.

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
		<p>minimum 13 crore transactions in one year;</p> <p>OR</p> <p>c) Three project work of call handling of minimum 8.5 crore transactions in one year;</p>	
4.	Technical Capability	<p>The Bidder shall have following minimum capacity: SMS Gateways&gt;20000 TPS, USSD&gt;1000 TPS, IVR&gt; 1 Lac channels. Bidder should also have scrubbing facility to remove DND registered user and user basis preferences.</p>	<p>Bidder to provide duly certified documentary proof with respect to number of transactions of call handling through IVRS &amp; SMS based system for their internal as well as external customers and bidder should have all in house capability to support mentioned communication channels.</p>
5.	Tax registration and clearance	<p>The bidder should have a registered number of:</p> <p>i. GSTN ii. Income Tax / Pan number.</p> <p>The bidder should have cleared his VAT/ CST dues up to 31st December 2015 to the Government.</p>	<p>Copies of relevant certificates of registration</p>
6.	Mandatory Undertaking	<p>Bidder should: -</p> <p>a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons;</p> <p>b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the</p>	<p>A Self Certified letter as per Annexure-xx: Self-Declaration.</p>

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
		<p>commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p> <p>c) not have a conflict of interest in the procurement in question as specified in the bidding document.</p> <p>d) comply with the code of integrity as specified in the bidding document.</p>	
7.	Mandatory Undertaking	Bidder should not have been declared as NPA (Non-Performing Asset) / bankruptcy by any of the financial institution in India.	Certificate from Bank/ Auditor to be submitted.
8.	Bidder's Capability	The Bidder shall be a Telecom Service Provider registered with (Telecom Regulatory Authority of India) TRAI and Should have UASL license. The bidder should have telecom operation directly or through TRAI approved telecom operator in all circles outlined for locations in India as on the due date of tender.	Copy of valid registration certificate with TRAI and UASL license with the list of telecom circles allowed operation. Agreements with other Telecom operators for operating in their circles.

### NDA and SECURITY

The service provider shall not disclose any information pertaining to BEML LTD. The password/ encryption keys/ other secrets should be kept confidential. Service provider should provide the list of personnel handling the passwords/ encryption keys/other secrets. They should adhere to the security policies established by BEML LTD.

The service provider shall not tap/view/modify/route it to third party/disclose any Information that is being communicated through the VPN network by BEML LTD under any circumstances.

The service Provider shall execute a Non-Disclosure Agreement with BEML LTD before starting the project if the project is awarded.

### Documentation

The service provider should provide complete documentation of the network architecture, design document, troubleshooting procedure, escalation matrix and contingency plan to BEML LTD. The SP should enter into an SLA agreement before the submission of Invoice for any payment



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### General Guidelines

#### 9.1 Vendor Contact

Any **Technical queries** related to this RFP and Formal Quote should be addressed to

##### **The Asst. General Manager (Corporate Materials)**

BEML LTD  
BEML Soudha, 23/1, 4<sup>th</sup> Main  
S R Nagar  
Bangalore-560 027  
Phone: 91-080-22963245  
Email: purchase@purchase.beml.co.in

#### 9.2 Turnkey approach

The contract is one in which the network vendor delivers, installs, implements and passes an acceptance test, training and documentation.

#### 9.3 False and misleading statements

If, in the opinion of BEML LTD, a Quote contains false or misleading statements of references that do not support a function attribute capability or condition as contended by the vendor, it might be rejected.

#### 9.4 Clarification of quote

BEML LTD reserves the right to obtain clarification of any point in a service providers quote or to obtain additional information necessary o properly evaluate a particular quote. Failure of vendor to response to such a request for additional information or clarification may result in rejection of a vendor's quote.

#### 9.5 Responsiveness

Quotes should respond to all requirements of this RFP to the maximum extent possible. Service Providers are asked to clearly identify limitations or exception of the requirements inherent in the proposed system. Alternative approaches will be given consideration if that approach clearly offers increased benefits to BEML LTD.

#### 9.6 Delivery and implementation schedule.

The bidder must include a realistic delivery and implementation schedule in terms of weeks following contract signing. Tasks to be performed by the vendor as well as by BEML LTD should be specifically stated and included in the schedule. The service provider shall install the equipments and provide the required bandwidth **within 3 weeks** time from placing the Order by BEML LTD.

The service provider should test the connectivity within **Five weeks** from the date of PO and should be ready to put the network for live operation within 2 weeks from there on i.e. the network should be live **within 7 weeks** from the PO date.

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### 9.7 Bid Evaluation

The evaluation of the bids will be based on

- Solution offered by the service provider and suitability to BEML LTD
- Service Level Guarantee offered by the service provider
- Service providers capability to implement such projects
- Experience of the service providers in similar projects
- Implementation and support plan

### Bid Submission Process

You are required to submit bid in three parts viz. **Pre-Qualification bid, Technical bid and Commercial bid**. BEML may at its sole discretion amend the bidding documents at any time prior to the deadline for submission of bids. However in case of such amendment, the bid submission date may be extended at the discretion of BEML. Amendments made prior to submission of bid will be provided in the form of corrigendum to the bidding documents and will be posted on the BEML website.

BEML LIMITED invites tender from Manufacturers per following details:

Note: To participate in this e- tender you should have Valid Class 3 Organization digital signature with Signing and encryption.

Vendors willing to participate in the tender may contact through e-mail: [admin.srm@beml.co.in](mailto:admin.srm@beml.co.in) to obtain the user name & password for submitting the bids.

In case of any queries relating to bid submission, you may send the same by e-mail to [admin.srm@beml.co.in](mailto:admin.srm@beml.co.in) or you may contact BEML SRM Team on phone no. 080-22963269/141.

The last date for submission of the bid is on **or before 11/09/2019 @ 14.00hrs.**

This Tender consisting of three parts:

**Part A** – Pre-Qualification Bid i.e. Submission of EMD (Earnest Money Deposit) through Manual Mode

**Part B** – Technical Bid i.e. Submission of Technical Bid (Through e-mode on BEML SRM system)

**Part C** – Commercial Bid i.e. Submission of Price Bid (Through e-mode on BEML SRM system)

**PART A – Pre-Qualification Bid (Submission of EMD) and Integrity Pact through Manual Mode.**

#### 1. **Earnest Money Deposit (EMD):**

EMD amount of Rs. 3,000/- can be paid online or can be submitted in the form of Demand Draft / Banker's Cheque.

Online Payment of EMD amount can be made as mentioned below:

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- i) Open the following link:  
<https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=9359>
- ii) Read the terms & conditions, tick the acceptance box and click on Proceed.
- iii) In 'Select State' dropdown, select All India and click on the Go button.
- iv) In 'Select Payment Category', select EMD/ Tender Fee.
- v) Enter details of payment, details of Bank Account for refund and click on Submit to make the online payment of the required EMD amount of Rs. 3,000/-.

Please ensure that online payment of EMD amount is made well ahead of the EMD Submission Date & Time mentioned in the Tender.

Payment of EMD amount through DD / Banker's Cheque :

- a) EMD in the form of Account Payee Demand Draft (DD) / Banker's Cheque for Rs. 3,000/- (Rupees Three thousand only) drawn in favor of BEML Ltd, Bangalore payable at Bangalore.
- b) **The above said Demand Draft DD / Banker's Cheques/ EMD Exemption Certificate / Online payment shall be submitted in Sealed envelope duly superscribing the Bid Invitation No. 6300029186 dated 04/09/2019, Closing date 11/09/2019 Time 14:00 Hrs at the top of the envelope. The words "PRE-QUALIFICATION BID" shall also to be written in bold letters at the top of the envelope. The name and address of the bidder shall be printed or written legibly on the left hand bottom corner of the envelope.**

Please attach the details duly filled-up for refund of EMD amount in the following format along with the DD / Banker's Cheque for EMD:

Bank Name	
Branch Name	
City	
Account No.	
IFSC Code	
Beneficiary Name	

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**The above sealed envelope (Demand Draft DD / Banker's Cheques/ EMD Exemption Certificate / Copy of Online payment) has to reach the address as mentioned below on or before the closing date & time of the tender.**

Asst. General Manager (Corporate Materials)

BEML LIMITED., Room No.1  
BEML SOUDHA, 23/1, 4<sup>th</sup> Main,  
S.R. Nagar,  
Bangalore – 560 027  
KARNATAKA, India

Alternatively it can also be dropped in the Tender Box which is kept in Room No.1, Ground Floor, BEML Soudha, SR Nagar, Bangalore-560027.

- c) Bidders exempted from Earnest Money Deposit (EMD) shall submit exemption certificate from competent authority.

Note: Bidder shall ensure that their EMD (DD)/EMD Exemption Certificate/Online payment is dispatched well in advance so that it reaches this office before the time and date stipulated. Requests will NOT be entertained for late receipts.

### **General Instructions with regard to EMD:**

- a) Quotation submitted online without submission of EMD/EMD Exemption Certificate in-time will not be considered.
  - b) EMD submitted in any other form will not be accepted and the offer is liable to be rejected.
  - c) EMD lesser than Rs. 3,000/- will not be accepted and the quotation is liable to be rejected.
  - c) EMD of technical disqualified bidder's will be returned. EMD of successful bidder will be released after supply and installation.
  - d) EMD does not carry any interest on return.
  - e) EMD will be forfeited if any firm withdraws the tender submitted or refuses to execute the order for reasons whatsoever.
  - f) EMD in the form of online payment is to be made before the bid closing date and time. EMD in the form of DD / Banker's Cheque or NSIC certificate, MSME Certificate (firms claiming EMD exemption) etc to be submitted through courier/post in a sealed cover, super scribing the bid number and closing date, address etc. before the bid closing date. Failure to do so will result in rejection of the bid.
  - g) Tender shall be opened on closing date **i.e 11.09.2019 @ 15.00hrs**
  - h) No responsibility will be taken for postal or non-delivery/non receipt of EMD/firms claiming EMD exemption.
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### **PART B – Submission of Technical Bid (Through e-mode on BEML SRM System)**

Please upload the following documents in the Collaboration Folder in the system as part of Technical Bid.

The following documents signed with company seal are to be scanned and uploaded in the collaboration folder:

1. General Data in respect of your company as per Annexure ‘A’
2. Undertaking as per Annexure ‘B’
3. Undertaking as per Annexure ‘C’
4. Technical Specification as per Annexure ‘D’
5. Special Conditions arising out of implementation of GST as per Annexure ‘E’
6. Technical Compliance Sheet to be uploaded Annexure ‘F’

#### **Note:**

1. Technical bid will be opened first subject to receipt of original DD/Exemption Certificate for EMD.
2. The vendors must ensure that the documentary proofs to substantiate clauses above are given, without which the bid is liable to be rejected.
3. Relevant documents are to be meticulously uploaded by the bidder and the bid will not be considered if any of the documents is not uploaded.
4. Please ensure that no price details are mentioned in the technical bid (attachments to the Collaboration Folder). Offers with price details in technical bid (under part B) will not be considered and their offer will be rejected.

### **PART C – Submission of Price Bid (Through e-mode on BEML SRM system)**

**Commercial Bid:** Price bid to be submitted as per the format by clicking on **Item Data** tab in SRM.

Please enter the prices in item data in the system. Applicable GST details or any other commercial details may be entered under bidder’s remarks against each item.

Bidder has to quote basic price and applicable GST in the item data column. Applicable GST can be selected from the dropdown box. In case any applicable GST are not available in the dropdown box, the same may be clearly mentioned along with the % in the #Bidders remarks#.

The Commercial bids of only technically qualified bidders approved by BEML Limited shall be opened subsequently.



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<b>Terms and Conditions</b>
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The quotation should be complete in all respects and free from ambiguity.

Price should be quoted in Indian Rupees only

FAX / EMAIL quotations not accepted

Indicate all applicable GST and duties separately

Indicate the warranty period

The above should include cost of bandwidth, Last Mile, Modems/ CPE/ Routers to provide V.35 or Ethernet connectivity end to end.

**Payment terms:** Payment will be made in arrears on completion of each quarter of service.

**Validity of quotation:** 90 days from the date of opening of the tender.

**Insurance:** Freight, forwarding charges to your account.

**You are requested to indicate the warranty period for the items supplied**

BEML reserves the right to increase the quantity at the same price, terms and conditions during the pendency of the contract.

**Right of Buyer:** BEML reserves the right to accept or reject any bid in part or full without assigning any reason which shall be binding on the bidder

**Termination:** BEML shall exercise the option to terminate the contract within one month notice in the event of Non-Performance/Poor Performance and en-cash the EMD. BEML also reserve the right to review and modify the contract at any point of time during the contract period.

**Liquidated Damages:** If the Supplier exceeds any agreed delivery date (s) or period(s), purchaser shall levy LD for such delay @0.5% per week (7days) and part thereof, subject to a maximum of 5% of the value of the delayed portion of the Purchase Order. GST at the applicable rates shall be charged extra on the LD so recovered.



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**Risk Purchase Clause:** In the event of Non Performance of the order, BEML reserves the right to avail the services from alternate source at the bidder risk and cost apart from recovery/encash of EMD/PBG.

Canvassing by tenderers in any form including unsolicited letters on tenders submitted or Post tender corrections shall render their tender liable for rejection.

Incomplete offers are liable for rejection.

Offers not confirming to the above terms are liable to be ignored.

### **Kindly Note:**

- a) If taxes are not mentioned separately in the item data/bidders remarks, it will be considered as the price quoted is inclusive of GST.
- b) If validity of the offer is not mentioned in the bidder's remarks, it will be considered as per terms and conditions of the tender enquiry.
- c) If payment terms is not mentioned in the bidders remarks, it will be considered as per terms and conditions of the tender enquiry
- d) If minimum deliver schedule is not mentioned in the bidder's remarks, it will be considered as per terms and conditions of the tender enquiry.



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**TENDER No: 6300029186**

**Date: 04/09/2019**

**Annexure –‘A’**

General Data in respect of your Company (i.e company profile).

Sl. No.	Description	To be Filled and/ or documents to be uploaded
1	Name of Bidder	
2	Company Address  Telephone no: Contact Person Mobile No. e-mail ID.	
3	Bank account numbers with Banker's Name, Address & Contact Number:	Bank account number :-  Bank Name :-  Address :-  IFSC code:
4	PAN Number	
5	GST Number	
6	Description of Business & Business background	

I / we hereby certify that all the information given above is factual.

Signature with date of Authorized signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Firm's Seal: \_\_\_\_\_



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**TENDER No: 6300029186**

**Date: 04/09/2019**

**Annexure –‘B’**

### UNDERTAKING

This is to certify that \_\_\_\_\_ (Name of the Firm) has not been banned / black listed / debarred from Trade by any Central /State Govt. Dept. / Autonomous Institution / PSUs in India.

I / we hereby certify that all the information given above is factual.

Signature with date of Authorized signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Firm's Seal: \_\_\_\_\_



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**TENDER No: 6300029186**

**Date: 04/09/2019**

**Annexure –‘C’**

### UNDERTAKING

To:

The Asst. General Manager (Corporate Materials),

M/s. BEML LTD

Bangalore-27

Dear Sir,

Having examined the Bid # **6300029186** dated 04/09/2019 the receipt of which is hereby duly acknowledged, we, the undersigned, hereby confirming that we read, understood and accepting all the terms & conditions available in the tender. Further, we indicate that upon selection, we will execute the assignment as per the tender terms and conditions.

Signature with date of Authorized signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Firm's Seal: \_\_\_\_\_

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Annexure –‘D’

### TECHNICAL SPECIFICATIONS FOR SMS GATEWAY SOLUTIONS

Sl. No.	Functionalities	Yes/No	Remarks
1.	The applications hosted in CUSTOMER should be able to use the gateway to send / receive SMS from any part of the globe and from any SMS service provider. There should be a standard set of tools and APIs which can then be interfaced with the application either through http GET/POST mechanism or any other standard mechanism. The solution offered must provide a good reporting of SMS deliveries and preferably a real-time delivery report.		
2.	The solution provided must have an Interface to the SMTP gateway of CUSTOMER. This implies that, the existing messaging services of CUSTOMER should be able to integrate with the SMS gateway to send / receive SMS. Gateway software should support SMTP protocol along with SMPP protocol.		
3.	The gateway must have a mechanism to send bulk SMS's to predetermined list of numbers. A programmable interface should be available using which NIC can get the reports on bulk SMS.		
4.	SMS Push: Applications can use SMS Push Client to Push Messages through the Gateway. SMS Client should support multiple languages such as C , Java, PHP, .Net, Active X for ASP integration etc.		
5.	Logging: Access logs containing message identity, operation (push, submit, Deliver), timestamp, parameters (phone number, URL, message, message Length), status. Debug log controllable by admin with multiple debug levels. Protocol trace must also be viewed.		
6.	SMS Gateway should support two way messaging through push, pull mechanism along with Email2SMS, SMS through SMPP, HTTP,JSON and HTTPS.		
7.	Error-Messages: Administrator definable error-messages		
8.	Other features should include application activation using URL's.		
9.	The solution provider shall provide all the API's in detail and also provide relevant documentation to enable the application developers to integrate. As a handholding to the solution provided, the bidder must help integrate at-least two applications to the SMS gateway for both receive and for sending. One of them will be Messaging services, and the other can be agreed upon by mutual discussion between the solution provider and CUSTOMER. API's should cover all platforms (such as oracle, Mysql, NoSql, Postgres etc.). Ability to integrate with multiple ODBC compliant databases.		
10.	Application should have the provision to send logs to a central logging server. If required SMSC logs also.		
11.	Application logs enabled in the server housed in HQ, should contain details of		

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Sl. No.	Functionalities	Yes/No	Remarks
	SMS delivered to other operators (end-to-end SMS delivery). This implies that if for e.g. the application is from Operator A, SMS delivery status to an Operator B subscriber should be reflected in the logs. This would be required for the purpose of auditing.		
12.	Provision of failover of an onnet traffic to offnet traffic with configurable retry attempt both for bulk SMS and high priority SMS.		
13.	Hardware sizing to handle 5 cr. SMS/day and scalable up to 10crores SMS/day. Mention sizing for both servers and storage for online reporting of two months.		
14.	Platform should adhere to all the TRAI and UCC guidelines as existing today and be able to support amendments from time to time.		
15.	Cross channel support is required.		
16.	Integration with existing CUSTOMER services such as Email gateway.		
17.	Capping the number of SMS that an application can send with alerts to admin/other users over mail and SMS. The alert timelines should be configurable i.e. 7 days prior to ending of limit etc. This feature should be per application specific.		
18.	List of error codes which will be payable by the users with valid justifications.		
	<b>PUSH SERVICES</b>		
19.	HTTP API, XMI API, SOAP, SMTP API, SMPP API and DB API should be provided to send SMS.		
20.	Should be able to deliver or drop as per NDNC white listing.		
21.	Must support at least 5000 char length English and Unicode message.		
22.	Real time delivery report notification to user.		
23.	Session maintenance for Bulk SMSs. Mention session time out.		
24.	If using HTTP API, then POST method must be used and phone number, sender ID and all parameter which are passed must be properly validated. Specify maximum number of destination numbers in one http post API.		
25.	Messaging support - Must support Normal and Unicode Messaging for facilitating messaging in Indian languages in single API.		
26.	Ability to send Flash, WAP (URL & Text).		
27.	The API should have capability to take message in any Indian language, and transmit the message in the same language. User should not be forced to convert or map Indian language to their respective corresponding Unicode.		
	<b>PULL SMS SERVICE</b>		
28.	Should handle PULL with keyword and without keyword.		
29.	Should work on 10 digit VMNs and Short code.		
30.	Should support multi part SMS over PULL service.		
31.	Pull queue management in case of Queue capacity overflow, by throttling per user/keyword, operator/VMN with alert mechanism		
32.	Automatic alert and recognition of single point of failures.		
33.	Life cycle management of SMS pull service with comprehensive reporting and		



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Sl. No.	Functionalities	Yes/No	Remarks
	log management.		
34.	Support multipart PULL SMS		
35.	All the Indian language keyword and SMS should be supported.		
36.	Support for data service in the SMS. PULL Service can be availed through instant messaging applications such as WhatsApp also.		
	<b>Email to SMS service</b>		
37.	Should support all white-listed domains.		
38.	SMS should not contain HTML tags.		
39.	Should be able to integrate with different MTAs (CUSTOMER email service) and handle all email headers in order to properly convert email to SMS.		
	<b>Graphical User Interface (Feature should be supported by API also)</b>		
40.	GUI must be SSL compliant.		
41.	Configurable authentication mechanism like LDAPs, DB etc. The flexibility of selecting the user repository.		
42.	GUI should provide single console for user/group management, reporting system, configuration and log management and basic SMS functionalities like Send Bulk SMSs, send single SMSs, send single SMS to multiple numbers, send multiple messages to multiple numbers etc.		
43.	GUI must support downloads/uploads different file format like xls, xlsx, csv, text for different activities like user management, log management, sending bulk SMS etc.		
44.	Authentication and authorization must follow 3-tier hierarchy. For ex: - User cannot see groups created by another user but admin can see all users under him. Similarly super admin can have overall authority.		
45.	Advanced level flexible search option such as search current queue, logs, and users by using meta queries like between two dates, timestamp, IP, sender ID, combinations of these parameter etc.		
46.	Credit management - ability to allocate/de-allocate credits to different user. For example allocate or de-allocate TPS assigned to users/applications dynamically.		
47.	GUI should have ability to define priority and routing of user.		
48.	Ability to manage users (create/delete/deactivate).		
49.	Ability to control users with service (email2SMS, API, File Upload UI) permissions.		
50.	Ability to assign user access such as Groups, Templates e.g. admin creates groups and assign a user to use it.		
51.	Ability to send single SMS to multiple mobile numbers or multiple SMS to multiple mobile numbers by uploading the information via excel sheet or notepad on a UI (CSV features to be supported). The same facility must be made available through APIs as well.		
52.	Ability to create multiple templates for sending SMS via UI as well as through API. The template must support both normal and Unicode SMS. Template must also work on API.		

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Sl. No.	Functionalities	Yes/No	Remarks
53.	Ability to send SMS by uploading only the dynamic values via spreadsheet and appending it to the existing template.		
54.	Ability to view activity log on the UI. Every action done on the UI should be recorded for cross verification.		
55.	GUI should have the facility to schedule Message for later delivery. The API should also support scheduling.		
56.	Moderation facility in group SMS console. For example if a SMS is send to a moderated group, the group admin should get SMS alert and thereafter he can moderate.		
<b>Database / Repository Management</b>			
57.	The DB size should not affect the performance of SMS Gateway software.		
58.	Real time replication, clustering and backup of database.		
59.	There should be facility to archive old data online.		
60.	Database management system should support redundancy i.e. Automatic failover to backup server database.		
61.	Ability to restore Data from Backup Tapes.		
62.	Segregation of MIS from production Database. Operator SMSC logs/CDR if required		
63.	Web console to view, find, download and share reports for a range of dates, applications and services. Reporting should provide reports for PUSH, PULL, Schedules SMS, Block out SMS, Email2SMS and any other services provided to users. Must have advanced filter option such as but not limited to: Transaction-ID, Content, Date, Operator, error etc.		
64.	Should provide customized reports like detailed SMS delivery report, concatenated SMS delivery report, latency in SMS delivery etc., also support graphical representation like bar chart, pie chart etc.		
65.	Provision to export report to different file formats like excel, PDF, txt, csv.		
66.	Should provide graphical report per application as well as consolidated report of all the applications together.		
67.	Should be able to schedule the download for later time.		
68.	Ability to generate reports from archived data.		
69.	Dashboard option to view the current status of all the applications and groups.		
70.	APIs to send the reports back to the CUSTOMER application platform.		
71.	Multi-part SMS with delivery status of each part.		
72.	Multi part SMS report should be available as single message in reporting dash board.		
73.	The reporting panel should provide report for all the services provided like PUSH, PULL etc.		
<b>Support/Maintenance/Training</b>			
74.	Migration from existing system to new system.		

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Sl. No.	Functionalities	Yes/No	Remarks
75.	24*7 monitoring of server.		
76.	Provide training for level-1 maintenance.		
77.	Alert notification in case of delay/non-functioning of basic functionality of SMS Gateway (Vendor must maintain separate and dedicated SOS queue).		
	Performance Management		
78.	Regular tuning of different configuration files to achieve maximum performance and sharing of best practices in this regard.		
	Deployment should be in active-active mode		
79.	The deployment must be active-active with two nodes located at different geographical areas. In the event one site goes down the entire request is automatically handled by the second node.		

I / we hereby certify that all the information given above is factual.

Signature with date of Authorized signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Firm's Seal: \_\_\_\_\_



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**TENDER No: 6300029186**

**Date: 04/09/2019**

**Annexure-‘E’**

**Special Conditions arising out of implementation of GST**  
**(Which is to be signed and submitted along with the offer)**

**Tax Indemnity clause**

1. The supplier of Goods / Services shall comply with all the procedural requirements and relevant provisions under GST Law so as to enable BEML Limited (BEML) to avail Input Tax Credit (ITC) in a timely manner. BEML has the right to recover tax loss along with consequential interest and penalty suffered by BEML due to any non-compliance of tax laws by the supplier. Any GST liability arising on the supplier on account of loss of GST credits for reasons such as failure of the supplier to provide the details for raising invoice with necessary particulars, delay in payment of consideration beyond stipulated time period and the interest thereon would be on the suppliers themselves and BEML shall not be liable to compensate the same.
  2. The supplier shall ensure that the Taxes which have been collected / with-held on behalf of BEML have been duly paid / will be paid to the Government account within the due dates specified under various Tax Laws in India and Rules made there under. It may please be noted that if BEML is not able to avail any tax credit due to any short coming on the part of the supplier (which otherwise should have been available to BEML in the normal course), then the supplier at his own cost and effort will get the short coming rectified. If for any reason the same is not possible, then the supplier will make ‘good’ the loss suffered by BEML due to the tax credit it lost in that transaction.
  3. Under the GST Law, any economic or tax benefit arising out of the implementation of GST is mandatory and required to be passed on to BEML by the supplier. Similarly, the benefits enjoyed by the supplier and other players in the supply chain are also required to be passed on to the supplier by them, which in turn shall be passed on to BEML by way of price reductions. The suppliers shall indemnify BEML against any direct or indirect loss arising out of not passing on the aforesaid benefits. As responsible suppliers of BEML, the responsibility to pass on the above benefits vests with the supplier and BEML reserve the right to seek the manner in which such benefits is passed on to BEML.
  4. Any amount paid to the suppliers including job-workers / sub-contractors shall be first attributable to the GST Tax charged in the invoice and the balance shall be considered towards the ‘value’ of supply of goods / services.
  5. Timely provision of invoices / Debit Note / Credit Note: The supplier has to timely provide invoice / Debit Note / Credit Note to enable BEML to claim tax benefit on or before stipulated time period as per GST Law. All necessary adjustment entries (Credit Note, Purchase Returns, Debit Notes) shall be made before September of the succeeding Financial Year.
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6. HSN for goods shall be specifically included to avoid disagreement on classification at a later stage.
7. BEML shall identify the Place of supply to enable to avail the GST credit at right location.
8. Advance payment if any made before supply of goods/services or raising of invoices, would attract GST. In case of receipt of advance, the supplier undertakes to raise the necessary statutory document. Further the supplier declares to raise the prescribed documentation governing the movement of goods.
9. Any known discount shall form part of terms of the agreement to enable Supplier / BEML to claim tax adjustment.
10. THREE copies of the invoices are mandatory and need to be provided by the suppliers and wherever the law requires, an Electronic Reference Number for each invoice should be provided. Further, the invoices for supplies shall clearly bear the GSTIN No. / UID No. along with purchase order number and date accompanied by despatch advice and date of packing list.
11. Wherever applicable, BEML has the right to deduct "Tax deducted at source" at the rate prescribed under the GST law and remit the same to the Government of India.
12. Any local levies and or other charges levied by any Central / State / Local authorities wherever applicable shall be extra and supplier shall be liable to discharge the same.
13. The supplier shall be responsible to issue documents required for movement of goods and the logistic partner shall not be liable for any loss arising due to confiscation of goods by government agencies on account of lack of proper documents, deficiencies in documentation or any wrong declaration.
14. Any Liability arising out of dispute on the tax structure, computation and payment to the Government will be to the Supplier's account.
15. Where the supply of goods / services are liable to GST under reverse charge mechanism, then the supplier should clearly mention the category under which it has been registered and also that "the liability of payment of GST is on the Recipient of Service".
16. The invoice should be clearly specified with any abatement, if any claimed or otherwise from the Taxable Value, while calculating the GST.
17. The Bid evaluation criteria will include but not limited to 'GST Compliance rating' when introduced and operational by GSTN. The Purchase Order shall be void, if at any point of time the supplier is found to be a blacklisted dealer as per GSTN rating system and further no payment shall be entertained.

**Place:**

**Date:**

**Company seal with signature**

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**TENDER No: 6300029186**

**Date: 04/09/2019**

**Annexure-‘F’**

**BIDDER HAS TO UPLOAD THE FOLLOWING TECHNICAL COMPLIANCE SHEET AS PART OF THE TECHNICAL BID**

Annexure	Particulars	Details to be uploaded by service Provider	Complied YES or NO
A	Brief Details about the firm (Company profile)	Please upload filled-in format as per <b>Annexure-A</b> in collaboration folder	
B	An undertaking as to be submitted stating that the bidder is not banned / black listed / debarred from Trade by any Central / State government department / Autonomous institutions or PSUs in India.	As per <b>Annexure-B</b> certified by the authorized signatory of the bid to be uploaded in the collaboration	
C	An undertaking has to be submitted by the bidders stating that they have read, understood and agree to all Tender terms & conditions.	As per <b>Annexure-C</b> certified by the authorized signatory of the bid to be uploaded in the collaboration	
D	Technical Specification for SMS Gateway Solutions	As per <b>Annexure-D</b> , to be signed and uploaded in the collaboration folder.	
E	Special Conditions arising out of implementation of GST Tax Indemnity clause	As per <b>Annexure-E</b> , to be signed and uploaded in the collaboration folder.	
	You should be a OEM Certified company	(please attach relevant document)	

Signature with date of Authorized signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Firm's Seal: \_\_\_\_\_