

**REQUEST FOR PROPOSAL
For
Procurement of SMS Services**

SHCIL Services Limited

RFP REFERENCE NUMBER: SSL/SMS/2017-18/001

**DATE: 13 June, 2017
FOR
Procurement of SMS Services**

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of SHCIL Services Limited is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by SHCIL Services Limited to any party other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SHCIL Services Limited makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SHCIL Services Limited may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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1) Bid details and Important Dates

Name of Organization	SHCIL Services Limited
RFP Reference No.	SSL/SMS/2017-18/001
Requirement	Procurement of SMS Services
Date of issue of RFP document (Web / Advertising)	13/06/2017
Last date for submission of bid documents	30/06/2017 on or before (05.00 PM)
Date and time of Pre-Bid Meeting	16/06/2017 11.00 AM
Contact Person and Email Id	Mayur.patil@shcilservices.com Gaurav.srivastava@shcilservices.com
Address for submission of bid	Administration Department SHCIL Services Ltd. SHCIL House, Plot No-51, TTC Industrial Area, MIDC, Mahape, Navi Mumbai- 400710

2) Objective of RFP:

SHCIL Services Limited (SSL) invites proposals from interested firms for selection of vendor for Procurement of SMS Services.

3) Scope of Work/Due Diligence:

The bidder is expected to examine all instruction Forms, Terms, Conditions and Specifications in this RFP. The bid shall be deemed to have been made after careful study and examination of this RFP with full understanding of its implications. The bids should be precise, complete with all details required as per this RFP documents. Failure to furnish all or any information required by this RFP or non submission of Bid not as per RFP requirements will be at the bidder's risk and may result in the rejection of the bid. The decision of SSL in this regard will be final, conclusive and binding.

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4) Eligibility/ Technical Criteria

Sr.No	Clause	Document(s) to be submitted by vendors (Bidders)
1	The Vendor (Bidder) should have office in Mumbai/Navi Mumbai/Bangalore	Certificate of Incorporation
2	The Vendor (Bidder) should have executed at least (3) three orders of Bulk SMS services not less than Rs. 1 Crore per year within the last three years.	A self Declaration by the bidder mentioning customer name and contact details.
3	The Vendor (Bidder) should have at least 3 clients preferably from financial / NBFC / broking sectors	List of Customer Name ,Address, Contact person, Telephone Nos, Email address
4	Acceptance of all the Terms and conditions with Service level Agreement	A self declaration by the bidders of this RFP
5	Integration with Broking relating application software mainly LD back office	Self declaration by the bidder

5) Clarifications regarding RFP Document:

Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, gap(s) or discrepancy in the RFP Document, they should forthwith refer the matter to SHCIL Services Limited for necessary clarifications.

- Any clarification required for queries on this RFP should be obtained via Telephone /email.

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- SHCIL Services Limited shall not be responsible for any external agency delays.
- SHCIL Services Limited reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- At any time before the deadline for submission of bids / offers, SHCIL Services Limited may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- All bidders who have received this RFP document shall be notified of the amendment by phone or e-mail, and all such amendment(s) shall be binding on them.
- SHCIL Services Limited reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on SHCIL Services Limited.
- SHCIL Services Limited reserves the right to amend / modify/ alter / cancel / postpone / pre-pone the RFP without assigning any reasons.

7) BID PREPARATION AND SUBMISSION:

Bidder should submit an envelope containing two sealed envelopes:

(1) Eligibility Criteria/Technical

(2) Commercial Bid.

1) Techno-Commercial Bid envelope

- The Bidder will submit Technical and Commercial Bids in **separate** sealed and stamped envelope by mentioning “Technical Bid” & “Commercial Bid” on the envelopes.
- The Bidder should quote only in the format given (Technical and Commercial Bid for Network Security Appliances AMC)
- There should not be any hidden /Conditional cost in the Bids and in the events of their presence in the Bid; the Bid is liable to be rejected.

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- No indication pertaining to price or commercial Terms should be made on the envelopes. If any price indications are made, then the Bids may be rejected.
- No open ended /conditional bid shall be entertain and are liable for rejection.
- The Bidder will submit their support locations with escalation matrix.

8) Submission of the Bid:

- The Technical and Commercial Bid should be submitted in non-window envelope. The envelope should be submitted in a sealed cover, super scribed with the RFP reference number, due date, name of Bidder, etc. Technical and commercial Bid should be complete in all respects and contain all information asked for.
- The offer should be valid for the period of 90 days from the date of submission of Bid
- The Vendor (Bidder) shall fulfill all statutory requirements as prescribed by law an all Regulatory notices. The Vendor (Bidder) shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify SSL against all such liabilities, which are likely to arise out of the agency's failures to fulfill such statutory obligations.
- The Vendor (Bidder) shall be solely responsible either for any injury, damage, accident to the workman employed by the vendor (Bidder) or for any loss or damage to the equipment/property in areas of work as result of negligence/carelessness of its deployed resources.
- No request for any further extension of the above deadline shall be entertained. Delayed and /or incomplete Bid shall not be considered.
- All employees engaged by the Vendor (Bidder) shall be comprehensively insured for accidents and injuries by the vendors (Bidder) at his cost.

9) Evaluation of Bid:

SHCIL Services Limited will evaluate the bids submitted by the bidders under this RFP. It is SHCIL Services Limited discretion to decide at the relevant point of time. The eligibility bid submitted by the vendor (bidder) will be evaluated as per the Eligibility criteria set forth in the RFP. The vendor (bidder) needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Non-compliance of any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of SHCIL Services Limited would be final and binding on all the bidders. SHCIL Services Limited may accept or reject an offer without assigning any reason thereof. The bidder is required to comply with the requirements mentioned in the RFP.

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Non-compliance of this RFP may lead to disqualification of a bidder, which would be at the sole discretion of SHCIL Services Limited.

9) Rejection of Bid

SHCIL Services Limited reserves the right to reject the Bid if,

- The Bid is incomplete as per the RFP requirements
- Any condition stated by the Bidder is not acceptable to SHCIL Services Limited.
- If the RFP and any of the terms and conditions stipulated in this document are not accepted by the Bidder.
- Required information is not submitted as per the format given.
- Any information submitted by the Bidder is found to be untrue / fake / false.
- The Bidder does not provide, within the time specified by SHCIL Services Limited the supplementary information / clarification sought by SHCIL Services Limited for evaluation of the Bid.
- SHCIL Services Limited shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. SHCIL Services Limited may abort the entire process at any stage, thereby without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for its action.
- Proposals received after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.
- SHCIL Services Limited reserves the right to modify or terminate this RFP at any time prior to the execution of a definitive contract. SHCIL Services Limited may also reject any and all bids without providing reason or justification for such rejection or to not award a contract as a result of this RFP.
SHCIL Services Limited shall be under no obligation to accept the lowest or any other offer received in response to this RFP. SHCIL Services Limited further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability,

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capabilities, track records, reputation among users and other similar credentials of a vendor. When SHCIL Services Limited makes any such rejection, SHCIL Services Limited will not be bound to give any reason and/or justification in this regard to the vendor.

10) Payment Terms:

The payment will be released after submission of invoice on monthly basis.

- a) AMC charges will be paid on yearly basis.
- b) All applicable taxes payable extra at actual.
- c) Applicable TDS, Cess, etc.will be deducted from the payment(s).

11) Period of Service:

The Service level agreement / period of Service will be for three years.

12) Terms and Conditions:-

- i) The vendor should provide the tracking of SMS through User login Id & Password
- ii) The vendor should provide immediate SMS delivery facility / SMS on priority facility of Transactional / Promotional to the high net worth clients.
- iii) The vendor will be reconsidered if the services are found unsatisfactory or not up to the mark. However, the second best bidder for availing SMS facility will be considered.

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**Schedule1
Covering Letter for Proposal submission
(To be submitted on Company Letter head)**

Date:

To:
SHCIL Services Limited.
SHCIL House Plot No-51 TTC Industrial Area
MIDC Mahape Navi MUMBAI- Pin-400710

Dear Sir,

Sub: RFP for Procurement of SMS Service

We, the undersigned are duly authorized to represent and act on behalf of _____ (“**Bidder**”) in terms of the enclosed Board resolution. Having reviewed and fully understood all information provided in the RFP Document dated ___/___/_____) issued by SHCIL Services Limited, we [**Bidder Name**] are hereby submitting our Bid.

Our Bid is unconditional, valid and open for acceptance by SHCIL Services Limited up until 180 days from the last date of submission of the RFP.

We undertake that we shall make available to SHCIL Services Limited any additional information clarification it may find necessary or require to supplement or authenticate the Bid.

We hereby agree, undertake and declare as under:

- In the event that SHCIL Services Limited discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
- We undertake that in case there is any change in facts or circumstances during the Bidding process, and we are being disqualified in terms of the RFP, we shall intimate SHCIL Services Limited of the same immediately.
- We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bidding process in the past five years.
- We confirm that SHCIL Services Limited and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our advisors and clients regarding any financial and technical aspects.

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- We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by SHCIL Services Limited in connection with the selection of the Bidder or in connection with the Bidding process, in respect of the above mentioned Proposed Tie-up and the terms and implementation thereof.
- We understand that:
 - All information submitted under this Bid shall remain binding upon us.
 - SHCIL Services Limited may in their absolute discretion reject or accept any Bid or cancel the Bidding Process.
 - SHCIL Services Limited has the right to reject our Bid without assigning any reason
 - SHCIL Services Limited is not bound to accept any Bid that it may receive pursuant to the RFP.
 - We acknowledge that SHCIL Services Limited will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.
 - We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by SHCIL Services Limited from time to time at its sole discretion.
 - This Bid shall be governed by and construed in all respects according to the laws of India. Courts in Mumbai, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.

We confirm that we are complying with all requisite regulatory guidelines.

Name of the Bidder

Signature of the Authorized Person

Date

Name of the Authorized Person :-

Company rubber stamp/seal

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Schedule 2
Details of the Bidder / Vendor Profile
(To be submitted on Company Letter head)

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Vendor Profile

Sr.No.	Parameters	Details furnished by the bidder		Details of proof submitted
1.	Name of the firm/Company			
2.	Year of establishment			
3.	Names of the Partners/Directors			
	Addresses			
	Head Office			
4.	Contact person			
	a) Name			
	b) Telephone number			
	c) E-mail ID.			
5.	Financial parameters of vendor			
	Business Results	Turn over	Profit	
	Previous Year FY (Y1)			
	Y1 minus 1			
	Y1 minus 2			
	(Only company figures need to be mentioned. Not to include group figures)	(Mention the above amount in INR only)		

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6.	Details of the similar assignments executed by the bidder (vendor)		
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Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate SHCIL Services Limited to verify the correctness of the information.

Place:

Date:

Signature of authorized official, designation and stamp

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Schedule 3

**Compliance Statement
(To be submitted on Company Letter head)**

Subject: RFP for Procurement of SMS Services

Ref: RFP No. SSL/SMS/2017-18/001

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by SHCIL Services Limited We also agree that SHCIL Services Limited reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Item / Clause of the RFP	Compliance (yes/ no)	Remarks/Deviations (if any)
Objective of the RFP		
Scope of Work		
Eligibility / Technical Criteria		
Clarification to RFP Document		
Bid Preparation & Submission		
Right to alter RFP		
Payment Terms		
Compliance Requirements		
All other General Terms & Conditions in the RFP		
Annexures in the RFP		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with seal
Name & Designation

: