



# WEST BENGAL STATE COUNCIL OF TECHNICAL & VOCATIONAL EDUCATION AND SKILL DEVELOPMENT

(A Statutory Body under Government of West Bengal Act XXVI of 2013)

Department of Technical Education, Training & Skill Development, Government of West Bengal  
Karigari Bhavan, 4<sup>th</sup> & 5<sup>th</sup> Floor, Plot No. B/7, Action Area-III, Newtown, Rajarhat, Kolkata – 700 160

Memo no. WBSCTVESD/TED/2021-2022/0917

Dated : 07.06.2021

## Re Notice Inviting Tender (Re NIT)

**Subject :** “Seeking sealed Re Tenders for Bulk SMS Services for WBSCT&VE&SD “

The Competent authority of the Council [for the sake of brevity hereinafter referred to as WBSCT&VE&SD invites sealed quotations for Bulk SMS Services for WBSCT&VE&SD. Bonafide & reputed bidders having experience in similar field for providing the messaging service of more than 50 thousand at one go, for past 5 five years are hereby requested to submit tenders as per the specification given. The bidders will also have the option of submitting bid vide [Email-wbsctvesd.procurement@gmail.com](mailto:Email-wbsctvesd.procurement@gmail.com). Bid in any form should be submitted before 3PM of 14<sup>th</sup> July, 2021. EMD as required will have to be submitted in original before opening of bid document.

### Scope of Work:

1. Quantity: 25 Lakh SMS Pack.
2. The Notice should be issued through SMS within 48 hours of placement of specific order or less depending on the urgency of the order.
3. No limit on the number of Bulk SMS's and also on number of character in SMS.
4. 24X7X365 days online support shall be provided.

### Submission of Bid:

The intending bidders shall have to deposit their rates in the tender box placed in the office. Two envelopes containing “Technical Bid” & “Financial Bid” in one sealed envelopes mentioned above should be submitted super-scribing “Bid for Bulk SMS Services ” in the Tender box located at 4<sup>th</sup> Floor WBSCT&VE&SD office. The bid should be addressed to the CAO, WBSCT&VE&SD at above mentioned address on or before 14<sup>th</sup> June , 2021 at 3.00 p.m. This office shall not be responsible for any delay in postal transit. No bid shall be accepted after the due date and time. Detailed NIT along with financial bids will be available at [www.webscte.co.in](http://www.webscte.co.in). Corrigendum and addendum, if any, will only be available in that website. In view of prevailing lock down situation in the state due to outbreak of COVID-19 (pandemic), scan copy of bid documents can be submitted along with all necessary technical and financial documents with stamp and signed on Email – [wbsctvesd.procurement@gmail.com](mailto:wbsctvesd.procurement@gmail.com) on or before 14<sup>th</sup> June , 2021 at 3.00 p.m. Earnest Money has to be submitted in draft before opening of bid documents on or before 14<sup>th</sup> June , 2021 at 4.00 p.m.

**The Bid will be valid for a period of 15months from the date of issuance of Letter of Acceptance.**


Tender will be opened on the same day at 4<sup>th</sup> floor of Karigari Bhavan at 4: 30 PM. Any participating bidder or his/her authorized representative (authorized in writing by the tenderer) may remain present when

### Terms and Condition :

- 1) Envelope for Technical Bid is to be submitted along with the Bid:
  - i) Self attested copy of Valid Trade License
  - ii) Self attested copy of PAN Card of Company
  - iii) Self attested copy of Professional Tax Clearance Certificate
  - iv) Self attested copy of GST Registration Certificate and Income Tax Registration Certificate
  - v) Certificate of Credential of Similar Kind of Work from the previous /existing Institutions in support of eligibility Clause
  - vi) Last three years Income Tax returns and last three years Audit report of the Company.
- 2) An EMD amounting Rs. 5,000/- ( Rupees Five Thousand only) is to be submitted in form of Demand Draft favouring WBSCT&VE&SD payable at Kolkata. Bid Document of unsuccessful bidders will be released 10 days after the issuance of Acceptance of Bid letter.
- 3) Selected vendor has to deposit Rs. 50,000/- as Performance Bank Guarantee from a scheduled nationalized Bank only within one week of the acceptance of Bid. The Performance Guarantee will be valid till 180- days after the expiry of the Bid Period.
- 4) The Work Order will be issued on obtaining of Performance Guarantee.
- 5) Rate should be quoted @ per SMS basis for a slab of upto 5000 onwards and each subsequent slab of 5000 thereon as per format provided. Taxes will be calculated as per prevailing rate as notified by the Government from time to time.
- 6) Vendor should preferably have a City office in Kolkata.
- 7) The Council reserves the right to cancel any or all the tenders if so required without assigning any reason thereof.

### Penalty Cause :-

- (a) Debarment from participation in next tender processes of the Council reserves the right to declare a firm/ Company blacklisted for five years due to the following reasons:
- i) If the supplier fails to submit the Bank Performance Guarantee within the stipulated time/ with draws from agreement after being the "Lowest Quoted Bidder"
  - ii) Failure in delivery of SMS within stipulated time.
- (b) Financial Penalties for deficiencies in services/supplies during the period of the tender and its subsequent extensions:
1. For, any delay in the execution of deliverable services: (Partial execution will not be considered as delivery in full.)-1% of the Bill value for first time offence or the net worth of delivery not made as per quoted rate whichever is higher.
    - a. First time offence: If orders are not executed as per the schedule provided by the Council - one day's delay at any stage of delivery of SMS -1% of the Bill value for first time offence.
    - b. Second time offence OR every subsequent day's delay OR one day's delay occurring at any subsequent stage of delivery of SMS - 5% of the total value of the order will be deducted from the billed amount.
    - c. Third time or each subsequent offence OR every subsequent day's delay OR one day's delay occurring at any subsequent stage of delivery of SMS - 15% of the total value of the order will be deducted from the billed amount.
    - d. For firms who fail the execution of delivery of SMS - the whole Performance Bank Guarantee will be forfeited and the firm and its principals will be debarred from participation in tenders of this Council for the next five years.
    - e. The Tender will automatically pass on to the next higher bidder with demurrages charged on the Vendor

  
Chief Administrative Officer,  
WBSCT&VE&SD

**Annexure- I**  
**APPLICATION FORM**

**To**

The Chief Administrative Officer,  
West Bengal State Council of Technical & Vocational Education & Skill Development.  
Karigori Bhavan, 4<sup>th</sup>& 5<sup>th</sup>Floor,  
Plot No. B/7, Action Area-III, Rajarhat, Newtown, Kolkata-700 160

**Sub:-** Notice Inviting Tender for Providing SMS Services at WBSCT&VE&SD

**Ref:-** N.I.T. Novide Memo no. ----- Dated : -----

Madam,

Having examined the pre-qualification documents , I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of ----- in the capacity of -----duly authorized to submit the order.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of

Firms for Application and for completion of the contract documents is attached herewith.

We are interested in providing the personnel services mentioned in the Bill of Quantities.

We understand that:

- (a) Tendering Authority can amend the scope & value of the contract bid under this project.  
(b) Tendering Authority reserves the right to reject any/all applications without assigning any reason thereof.

RATES SHOULD BE QUOTED AS PER THE FOLLOWING TABLE (Grand Total of rate quoted should not exceed Rs. 5 Lakhs) [ Rate is valid for a period of 1 Year]

Sl. No	Description	No. of unit	Rates Offered in Rupees	GST in Rs.	Grand Total Amount in Rs.
1.	Bulk SMS Pack – 5 Lakhs	Lumpsum			
2.	Bulk SMS Pack – 10 Lakhs	Lumpsum			
3.	Bulk SMS Pack – 15 Lakhs	Lumpsum			
4.	Bulk SMS Pack – 20 Lakhs	Lumpsum			
5.	Bulk SMS Pack – 25 Lakhs	Lumpsum			

**Date :** \_\_\_\_\_

**Signature of applicant including title  
& capacity in which application is made.**

# Service Level Agreement

## Form of Contract

This SERVICE LEVEL AGREEMENT (hereinafter called the "Contract") is made on the ..... day of the month of ....., YEAR, between, on the one hand, West Bengal State Council of Technical and Vocational Education & Skill Development (WBSCT&VE&SD), Karigari Bhavan, 4<sup>th</sup> & 5<sup>th</sup> Floor, Plot No. B/7, Action Area-III, Newtown, Rajarhat, Kolkata-700 160 (hereinafter called the "Client") and, on the other hand, .....NAME OF ORGANIZATION, ADDRESS(hereinafter called the "Vendor").

Whereas:

Provider is providing a Mobile Messaging Platform that delivers SMS messages to mobile handsets, Telecom Infrastructure solutions, and Managed Services.

## Scope of Work:

Quantity: Providing 25 Lakh Bulk SMS Pack.

## Quoted Price:

Sl. No	Description	No. of unit	Rates Offered in Rupees	GST in Rs.	Grand Total Amount in Rs.
1	Bulk SMS Pack – 25 Lakhs	Lumpsum			

## Scope of work/Service Level Agreement (SLA):

- 1) "\*\*\*\*\*" masking (SENDER ID) shall be provided in all alert/transactional SMS.
- 2) No limit on the number of Bulk SMS's and also on number of character in SMS.
- 3) Content of all transactional SMS shall be checked by the service provider.
- 4) 24X7X365 days online support shall be provided. In case of any exigency you shall ensure your availability at our office within 24 hours.
- 5) Price shall remain FIRM till completion of contract.

## Payment Terms:

100% payment shall be released within 30 days of submission of monthly bills. SMS delivery report has to be submitted along with the bills.

**Billing Basis:** Half yearly

## Confidentiality & Non-disclosure:

- a) In the event of a Contract, the Contractor shall agree (unless otherwise required by law) that it shall not disclose to any other person information classified as proprietary, sensitive or confidential in nature.
- b) The obligations of confidentiality undertaken during the Contract shall continue for the term of the Contract and for a period of 1 (one) year after the termination of the Contract.

**Penalty Cause :-**

(a) Debarment from participation in next tender processes of the Council reserves the right to declare a firm/ Company blacklisted for five years due to the following reasons:

- i) If the supplier fails to submit the Bank Performance Guarantee within the stipulated time/ with draws from agreement after being the "Lowest Quoted Bidder"
- ii) Failure in delivery of SMS within stipulated time.

(b) Financial Penalties for deficiencies in services/supplies during the period of the tender and its subsequent extensions:

1. For, any delay in the execution of deliverable services: (Partial execution will not be considered as delivery in full.) -1% of the Bill value for first time offence or the net worth of delivery not made as per quoted rate whichever is higher.

a. First time offence: If orders are not executed as per the schedule provided by the Council - one day's delay at any stage of delivery of SMS -1% of the Bill value for first time offence.

b. Second time offence OR every subsequent day's delay OR one day's delay occurring at any subsequent stage of delivery of SMS - 5% of the total value of the order will be deducted from the billed amount.

c. Third time or each subsequent offence OR every subsequent day's delay OR one day's delay occurring at any subsequent stage of delivery of SMS - 15% of the total value of the order will be deducted from the billed amount.

d. For firms who fail the execution of delivery of SMS - the whole Performance Bank Guarantee will be forfeited and the firm and its principals will be debarred from participation in tenders of this Council for the next five years.

e. The Tender will automatically pass on to the next higher bidder with demurrages charged on the Vendor

For and on behalf of **WBSCT&VE&SD** (the Client).

---

[Authorized Representative]

**Chief Administrative Officer, WBSCT&VE&SD**

For and on behalf of .....

---

[Authorized Representative]

.....