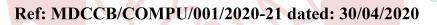**MANDYA DISTRICT CO-OPERATIVE CENTRAL BANK LTD.**

REQUEST FOR PROPOSAL

For Procurement of SMS GATEWAY, SMS Bulk Service and VMN Missed Call Service for The Mandya District Co-operative Central Bank ltd., Mandya.

Ref: MDCCB/COMPU/001/2020-21 dated: 30/04/2020

Chief Executive Officer
Head office, post Box No. 14, Market Road, Mandya 571401, Karnataka State. India
Phone : (08232)-226010 /226011
Email: cbs.mandya.karnataka@gmail.com, it.sec@mandyadccbank.com
Website: www.mandyadccbank.com

Section: 1 Preface

About this document

The purpose of this document is selection of an Agency /Vendor for providing SMS Gateway (Push & Pull) Service in Mandya DCC Bank for sending SMS to the customers / defined individual/groups from application developed under CBS (Core Banking System).

Bidders are advised to study and examination of this document with full understanding of its implications. This RFP document is not transferable.

Calendar of Events:

Sl.No	Items	Descriptions
1	Tender Reference Number	MDCCB/COMPU/001/2020-21 30/04/2020
2	Cost of Tender Document (Non Refundable)	Rs.2,360/- (Rs.2,000 + 360@18% GST) ***Way of DD in the name "Chief Executive Officer, The Mandya DCC Bank Ltd.,"** along with the submission of Bid. DD Number & Date: **If RFP cost is not submitted with the bid then bids of that vendor will be rejected.**
3	Last date of submission of tender	14/05/2020, before 5.00pm
4	Revised Last date of submission of tender	12/06/2020, before 5.00 pm
5	Date of tender opening. (Technical and Commercial)	15/05/2020, before EOD @Head Office Mandya DCC Bank Ltd., Mandya.
6	Revised Date of tender opening. (Technical and Commercial)	15/06/2020, before EOD @Head Office Mandya DCC Bank Ltd., Mandya.

7	Place for submission, opening of tender and address for communication (Via Post / Courier, Muddam or e-mail)	Chief Executive Officer The Mandya District co-op central bank ltd., Head office, post Box No. 14, Market Road, Mandya 571401, Karnataka State. India Phone : (08232)-226010 /226011 e-mail: cbs.mandya.karnataka@gmail.com, it.sec@mandyadccbank.com Website: www.mandyadccbank.com
8	Eligible Bidders	The bidders qualifying the eligibility criteria mentioned under the RFP document shall be termed as Eligible Bidders and shall be eligible for opening of their financial proposal

Technical Specifications

a) The Vendor shall deliver the following documents to the Bank for every software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs (Computer Based Training), system configuration documents, system/database administrative documents, debugging/diagnostics documents, test Procedures etc.

b) The vendor shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis (RCA) Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Services as and when applicable.

c) The Vendor shall also provide the MIS reports as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Vendor to the Bank, free of cost in timely manner.

Scope of Work

a. MDCCB requires Short Messaging Service (SMS) Solution to be hosted by the service provider to generate SMS for MDCC Bank customers for value added

service related messages etc. At present average 1.3 lacs SMS/month transactions (Approx.) is being done which is likely to be increased in future.

b. Any Integration required for providing this facility will have to be done by the service provider.

c. The system should support all features based on the following functional blocks:

  a. Session Management
  b. Application Management
  c. Interface Management in form of web portal
  d. Service Definition Module
  e. MIS and Reports

The Push SMSes will be for following category:

SMS Category	Delivery time	Existing Volume(Average)	Estimated Volume(March 2021)	Estimated Volume(March 2022)
High Priority SMSes	Within 15 Sec	4000 (per day)	6500 (per day)	10000 (per day)

The following conditions for Push Message – gateway application Web GUI should also be fulfilled:-

a. The application must allow scheduling of messages. There must be configuration options to allow automatic rescheduling of messages that could not sent in a working day.

b. The application must be able to support multiple upload formats like CSV, excel, XML and via a Web UI.

c. The application must have the ability to create and manage groups. Further, it must be possible to send messages to groups directly without having to enter the individual numbers again.

d. The application must support the creation of user defined message templates.

e. Application & MIS should open on popular browsers.

f. There should be facility for sending SMS to individual numbers or groups. It should also include creating of groups and creating SMS service for each of the groups.

Bidder's Eligibility Criteria

Bidder's meeting the following criteria is eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.

Commercial:

Sl. No	Eligibility Criteria	Document to be submitted
1	The Bidder must be an Indian firm / Company / Organization registered under applicable Act in India	Copy of the certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office
2	Bidder should have experience of minimum two years in providing the SMS service	Copy of the order and / or Certification of completion of the work. The Bidder should also furnish user acceptance report
3	Client reference and contact details of customers for whom the Bidder has executed similar Projects	1. 2. 3.

Note: Tender document cost is to be paid along with the submission of bid, if RFP cost is not submitted then bid of that vendor will be rejected.

Bidder's Details

1	Name of the Firm / Company	
2	Name and Designation of Authorized Signatory	
3	Communication Address	
4	Office Phone No: Mobile No:	
5	Fax: E-Mail ID:	
6	GST registration Number: PAN Number:	
Particular Details of the Bidders Representative'		
7	Name of the Contact Person: Designation: Phone No: Mobile No: E-Mail ID:	
8	Bank Details for payment Process Bank Account Number: IFSC code of the Bank Branch: Name of The Bank: Name and Title of the account: Name and Address of the bank branch:	

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to   comply with them.

2. The rates quoted by me are valid and binding upon me for the entire period of contract and period of extension,

Authorized Signatory (signature in full):_____

Name and Title of Signatory: _____

Company Rubber Stamp: _____

Commercial Details

1. SMS Gateway and SMS Bulk Service:

Product/Service	Per SMS Cost
SMS Bulk Service	

Note: Delivery of HTTP API License and Send Smart License fee is responsible of vendor

2. **VMN(Virtual Mobile Number) Missed call Service:**

Product/Service	Amount in Rs.
VMN(Virtual Mobile Number) Missed call Service	

General Terms and Conditions:

1. Bank will make an Agreement with selected Vendor for 2 years.
2. Outgoing SMS will be deducted from the existing SMS package.
3. Specifications as per the techno commercial proposal.

4. Delivery will be immediately.
5. Validity of the Missed call is unlimited.
6. Validity of the bulk SMS is unlimited.

Payment Terms and Conditions:

1. Price Exclusive of all taxes. Bank will deduct TDS as per the Government rule.
2. Payment will be made on quarterly basis.
3. Payment will be processed after receiving the invoice.

Compliance with IS Security Policy:

The vendor shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

1. Responsibilities for the data and application privacy and confidentiality.
2. Responsibilities on system and software access control and administration.
3. Custodial responsibilities for data, software, hardware and other assets of the bank being managed by or assigned to the vendor.
4. Physical security of the facilities.
5. Physical and logical separation from other customers of the vendor
6. Incident response and reporting procedure.
7. Password policy of the bank.
8. Data Encryption/protection requirements of the bank.
9. In general, confidentiality, integrity and availability must be ensured.