



**Inviting Quotations for  
“Selection of a Supplier / Bidder / Agency for Providing SMS  
Gateway Service Solution to MEDA office”**

**Issued By**

**Maharashtra Energy Development Agency (MEDA)**

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## Quotation for SMS Gateway Services to MEDA

### Invitation for Quotation

Maharashtra Energy Development Agency invites proposal for “Selection of a supplier/ Bidder/ Agency for Providing SMS Gateway Services Solution to MEDA office”.

Supplier / Bidders / Agencies are advised to study this quotation document carefully before submitting their proposals in response to the SMS gateway service quotation Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Please note that the interested parties will have to access the MEDA website [www.mahaurja.com](http://www.mahaurja.com) and get participate in the process before due date.

MEDA shall not be responsible for delay in submission of quotation by supplier / Agencies /bidder due to any reason. For this, supplier / Agencies / bidders are requested to send the complete quotation proposal well in advance.

### Events and Dates

a)

**Table: Key Events and Date**

<b>Sr. No</b>	<b>Information</b>	<b>Details</b>
1.	<b>Quotations Download Start Date</b>	From 02/08/2023 To 10/08/2023, Time: 05:00 PM.
2.	<b>Quotations submission Last date (deadline)</b>	Up-to 10/08/2023, Time: 05:00 PM.

**Place: Pune**  
Date: 02/08/2023

**Additional Director General,  
MEDA, Pune**

## Quotation for SMS Gateway Services to MEDA

### About MEDA

Maharashtra Energy Development Agency (MEDA), Pune is Govt. of Maharashtra (GoM) institution, working as a Nodal agency under Ministry of New & Renewable Energy (MNRE), Govt. of India for development & promotion of renewable energy sources in the State. MEDA is also promoting use of renewable energy and energy conservation through various awareness programmes in all sectors. Govt. of Maharashtra has notified MEDA as “Designated Agency” for implementation of Energy Conservation Act, 2001 & related schemes in the State. MEDA is committed to explore the resources such as Wind, Bagasse Cogen, Hydro, Biomass, Geothermal and Wave which are clean and eco-friendly in nature.

### Qualification of the Bidder

#	Pre-Qualification Requirements	Documents to be submitted
1.	The Bidder/supplier/Agency shall be: <ul style="list-style-type: none"><li>• A Company registered in India under the Companies Act OR</li><li>• An LLP firm registered under The LLP Act since last 3 years, OR</li><li>• A partnership firm registered under Partnership Act, in India since last 3 years</li></ul>	<ul style="list-style-type: none"><li>• Certificate of Incorporation / Registration, OR</li><li>• LLP firm registered certificate, OR</li><li>▪ A partnership deed duly registered under the Partnership Act</li></ul>
2.	The Bidder / supplier / Agency shall have an average annual turnover of overall business of minimum INR 15,00,000 (Fifteen Lacs) for last three financial years.	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years & Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant for average annual Turnover for last 3 financial years.
3.	The Bidder / supplier / Agency shall have experience of <ul style="list-style-type: none"><li>a. Providing SMS Gateway services to at least 3 Govt. Offices in the state of Maharashtra. Having completed similar services in other government</li></ul>	<ul style="list-style-type: none"><li>• Copy of Work Order</li><li>• Copy of Completion Certificate issued by client</li><li>• Completion Certificate (for ongoing projects) from the client in case of on-going project</li></ul>

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#	Pre-Qualification Requirements	Documents to be submitted
	departments shall be an added advantage.	• The supporting documents shall mandatorily mention the value of project and duration of the contract.
4.	The Bidder shall have a valid GST number as on last date of submission.	Copy of GST registration certificate signed by Bidder's authorized signatory
5.	The Bidder shall have a valid PAN number as on last date of submission.	Copy of PAN registration certificate signed by Bidder's authorized signatory

### Note:

A) All the scanned/photo copies of certificates/documents attached with the response should be stamped and signed by authorized person of the Bidder / supplier/ Agency otherwise the quotation is liable to be treated as INVALID. Also need to produce original certificates / documents during scrutiny stage, if asked by concerned Authority.

B) In case, Bidder / supplier / Agency has misrepresented or submitted any fraudulent information, samples, etc. regarding qualification criteria, the quotation of the corresponding Bidder / supplier / Agency would be rejected.

### Submission of Quotation

Quotation response documents are to be prepared & submitted as per instructions in quotation document.

1. All the pages of the quotation document must be sequentially numbered. Any deficiency in the documentation may result in the rejection of the Bidder / supplier / Agency Proposal.
2. Bidder / supplier / Agency shall submit their quote including taxes applicable.

### Costs & Currency

The bids must be made in Indian Rupees only. Prices quoted by the Bidder shall be final (inclusive of all taxes, duties, license fee and other costs).

### Right to accept any quotation and to reject any or All Quotations

MEDA, reserves the right to accept or reject any quotations, and reject all quotations at any time prior to award work, without thereby incurring any liability to the affected supplier/ Bidder (s) / agencies or any obligation to inform the affected supplier / Bidder (s) / agencies of the grounds for the Purchaser's action.

### Data Ownership

All the data created as the part of the project would be owned by the purchaser. Successful supplier / Bidder (s) / agencies shall take utmost care in maintaining security, confidentiality and backup of this data.

## Quotation for SMS Gateway Services to MEDA

### Quotation Format

To,  
MEDA  
Pune

**Subject: SMS Gateway Services Solution.**

Dear Sir,

Please find here with our best offers for SMS Gateway Service Solution to MEDA office, which is to be used for website and web portals of MEDA office. The details of SMS plan/ pack/ bundle are as follows.

Sr No	Particulars	SMS Bundle (Qty)	Rate per SMS/ including all taxes	Validity
1.	SMS gateway service solution for website and web portals of MEDA. (SMS bundle 1000 no's to 5000000 no's)	1000		
2.		2000		
3.		5000		
4.		10000		
5.		16500		
6.		25000		
7.		30000		
8.		50000		
9.		60000		
10.		100000		
11.		125000		
12.		200000		
13.		250000		
14.		500000		
15.		510000		
16.		1000000		
17.		2500000		
18.		5000000		

#### **Terms and conditions are as follows:**

- 1] The price is inclusive of all SMS gateway integration services with MEDA web portals or website.
- 2] We will supply SMS gateway integration manual, source code of API along with all API details.  
(As per Annexure –I)
- 3] We will indemnify to top up MEDA SMS account as and when SMS top up / recharge done.
- 4] We are offering per SMS basis single rate for all SMS bundle from 1000 no's to 5000000 no's.
- 5] Mode of payment: NEFT /RTGS/Online.
- 6] We will supply tax invoice to MEDA for every top up / recharge done.

Thanking you,

Yours faithfully,

## **Quotation for SMS Gateway Services to MEDA**

### **A. General Terms and Conditions**

1. Quotation should be submitted with clear understanding of terms & conditions, the nature of job/ scope of work etc.
2. Quotation should be submitted in the format attached & signed by authorized signatory with forwarding letter (in enclosed format) on letter head of agency.
3. Quotation should be submitted including GST & all taxes / charges. No any extra taxes will be paid by MEDA.
4. Quotation should be submitted in self address sealed envelope & written name of work on right top corner of envelop.

### **B. General Instructions**

1. Work should be completed strictly under the supervision of MEDA.
2. MEDA will not be responsible for any loss occurred during execution of work.
3. For any disputes arise in this regard decision of Director General, MEDA will be final.
4. MEDA has rights to cancel any quotation or cancel all quotation without assigning any reasons thereof.

### **C. Opening of sealed offers & finalization of Agency**

1. Quotations will be opened in front of MEDA's authorities. Agency will be finalized on low cost basis.
2. Agency will be intimated in due time for carrying out the work.

### **D. Terms of Payments**

1. TDS whichever is applicable will be deducted by MEDA.
2. No interest will be payable on the payment due by MEDA.
3. No any payment will be paid by MEDA for incomplete & unsatisfactory work.
4. Penalty will be charged for delayed clause 0.5 % per day on total cost of work.

## **Quotation for SMS Gateway Services to MEDA**

**Annexure –I**

### **SMS Gateway Service Solution Scope of Work**

1. The SMS gateway service solution should enable MEDA to send text messages from centralized web-based portal and HTTPS-based API to Mobile Phones of end users or stakeholders for website or web portal of MEDA. The SMS gateway service solution should allow sending SMS independent of the end users or stakeholder's Mobile operator.
2. The SMS gateway service solution should allow sending SMS messages having up to 1600 characters.
3. The SMS gateway service solution should be able to generate min. 4-8 digits random OTP and send it from API through top-priority OTP SMS route and API's must be provided to further validate the OTP entered by the user.
4. The SMS gateway service solution should support the scheduling of SMS to be sent at a future date and time - up to a year into the future.
5. The SMS gateway service solution should allow end-users to send TRAI's DLT approved SMS without any restriction of template / pre-defined pattern.
6. Duplicate checks feature must be there to avoid duplicate messages being sent to mobile numbers.
7. The SMS gateway service solution should not require any enrolment / white listing of individual / bulk mobile nos. for receiving SMS through the web portal.
8. The SMS gateway service solution should be able to maintain customized groups for SMS.
9. The SMS gateway service solution should support Multilingual SMS messages in English / Marathi / Hindi / Unicode Text Message.
10. The SMS gateway service solution should support End-to-End encryption of SMS text between MEDA and the operator.
11. The SMS gateway service solution shall support retry sending SMS at least three times in the next 06 hours for all the SMS in case of the recipient is unreachable or network failure etc.

### **API & Integration**

1. The SMS gateway service solution should provide HTTP and HTTPS XML/JSON-based API support for Transactional SMS, OTP SMS, and Voice call services to enable any integration with our internal applications (Website, Web portal, Web application, ERP Applications, etc.)
2. The SMS gateway service solution should be able to generate min. 4-8 digits random OTP and send it from API through top-priority OTP SMS route and API's must be provided to further validate the OTP entered by the user.

## **Quotation for SMS Gateway Services to MEDA**

3. Provided API should be capable of sending SMS and Voice calls from multiple user accounts.
4. Provided API should have the parameters for inputting TRAI's DLT approved Principal Entity ID and approved content template ID.
5. Bidders / supplier should provide the API's integration document with each parameter.
6. The SMS gateway service solution should provide API for sending SMS to individual / bulk separated by “,”.
7. The SMS gateway service solution should provide API for pre-scheduling SMS to individual / bulk separated by “,” up to a period of one year ahead.
8. The SMS gateway service solution should provide an API for getting SMS and Voice call reports.

### **Reporting**

1. The SMS gateway service solution provider shall provide a Web-based portal to view different reports. The following report should be provided as part of the SMS gateway service solution:
  - a. Delivered Message Report
  - b. Failed Message Report
  - c. Expired Message Report
  - d. Overview Report showing Delivered/Failed/Pending/Expired statistics
  - e. Any other customized report
2. The web-based console should have Real-time Message Tracking Facility.
3. The SMS gateway service solution provider shall provide a Web-based console to view different reports. Following report(s) should be provided as part of the solution:
  - a. Delivered Message Report
  - b. Failed Message Report
  - c. Expired Message Report
  - d. Overview Report showing Delivered/Failed/Pending/Expired statistics
  - e. Analysis of failed/delayed SMS/voice calls with the clear-cut reason for the delay with a timestamp.
4. The web-based console should have Real-time Message Tracking Facility.
5. Daily, weekly, and monthly consolidated reports should be sent through email to the designated person of MEDA. Also, it should be available to download in Excel/CSV/PDF formats at any time.
6. Each user should be able to view its report. Campaign-wise reports should be filtered.
7. The SMS gateway service solution should provide verifiable message delivery status with the date and time stamp. Non delivery information should be available with reasons.



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### **Support & Maintenance**

1. A 24\*7\*365 support desk with dedicated no. and e-mail id shall be informed to MEDA for SMS gateway service solution-related support and escalation of the issue. A unique request no. shall be generated for case / request lodged on the portal or through e-mail.
2. The SMS gateway service solution provider shall provide an escalation matrix for 24X7 supports.
3. The SMS gateway service solution should be secure, reliable, and available at all times. The SMS gateway service solution provider shall intimate by E-Mail/Phone about scheduled downtime 12 Hours in advance with some alternative solutions.
4. Manuals (soft/hard copy) shall be provided to MEDA carrying out day-to-day operational and administrative operations.
5. The SMS gateway service solution must be accessible online 24\*7. Response of the system in terms of reliability and availability should be uniform on holidays, festival days, peak hours, etc.
6. Any scheduled downtime to be intimated in advance to MEDA.
7. The SMS gateway service solution should not provide any restriction of Static Public IP or OTP validation for logging to the portal or for service through API.

### **User Administration & Management**

1. The SMS gateway service solution should be able to maintain multiple contact groups with import feature from CSV / EXCEL files etc.
2. The SMS gateway service solution should provide facility to Create, Modify, Delete and Manage groups and their members.
3. The SMS gateway service solution should have the facility to directly import the TRAI's DLT approved templates and selecting them in the portal for sending SMS/Voice calls.
4. A super user-id shall be made available for user administration, viewing reports centrally, and assigning authorization to site users.
5. Bidder should also provide user interface software for administering the SMS & Voice calls system and also for sending messages by users directly using the interface provided. The user interface should preferably be browser-based and compatible with all commonly-used web browsers.

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### **Other Terms & Conditions**

1. No hardware shall be provided by MEDA for deployment/installation.
2. Web-based portal should be independent of browser/OS and it should work seamlessly irrespective of any upgrade in browser/OS in future.
3. SMS and Voice call both should be OTP & Transactional not Promotional.
4. No premium charges for sending SMS and Voice calls on holidays, festival days, and peak hours shall be applicable.
5. Bidder shall ensure confidentiality of information of MEDA's business and the bidder is required, to enter into a Non-disclosure agreement with MEDA.
6. Bidder shall maintain all required approvals from TRAI for SMS & Voice Call-related transactions. If requested the same can be shared with MEDA.
7. Bidder will ensure that during the contract period, all relevant TRAI regulations for SMS & Voice Call-related transactions are met and adhered to. It is the responsibility of the bidder to indemnify MEDA on any issues arising out of TRAI regulations.