

BID NOTICE



Maharashtra State Electricity Distribution Company Limited

Tender No: CGM(IT)/SMS/2022-25/2

Ver. : 1.0

Date: 25.08.22

Chief General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites online bids from eligible bidders for “**Tender for Providing SMS services to MSEDCL for the period of 3 years**”. The entire bidding document is available on MSEDCL e-Tendering Website <http://etender.mahadiscom.in> as per the date indicated below. Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL’s website & E-Tendering site only. Prospective bidders are therefore requested to regularly check the websites for any updates.

TENDER ESTIMATE: Rs. 72,55,38,576/-

TENDER FEE: Rs. 29500/- (incl. 18% GST) via ONLINE PAYMENT ONLY (Non-Refundable).

BID SECURITY (EMD): The bid must be accompanied by Bid Security for an amount equal to Indian **Rs. 72,55,380** (Seventy-Two Lakh Fifty-Five Thousand Three Hundred and Eighty only) for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only. The bid security can be paid online or through an Unconditional Bank Guarantee from any Nationalized/Scheduled Bank in favour of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details in Tender Document (RFP).

The BG should be submitted to this office on or before the submission date and time.

Calendar of Events Event	Date and Time
Begin Sale of RFP	25.08.2022
Date and Time of Pre Bid Meeting (Online)	05-09-2022 at 15.00 Hrs.
Date and Time for Submission of Bids	21-09-2022 at 17.00 Hrs.
Date and Time of Bid Opening	21-09-2022 at 17.30 Hrs.

VC link for Pre-Bid Meeting: <https://meet.google.com/jqs-ayge-zxi> OR <http://bit.do/smsstender> OR <https://tinyurl.com/smsstender>

BRIEF SCOPE:

- Providing all types of SMS services along with their response on an immediate basis to Maharashtra State Electricity Distribution Co. Ltd, for the period of three years.
- Voice bases SMS for Outbound Calling campaigns.
- Compliance with all the directives/circulars of the Department of Telecommunication (DoT)/TRAI.
- Provision of DLT enabled services and compliance of all the requirements of operators/TRAI/DoT.
- Provision of real-time dynamic Dashboard and Reports to view SMS delivery status.

ELIGIBILITY CRITERIA:

1. The bidder must be a Company registered in India under the Companies Act 1956 or Companies Act 2013, or Firm registered with the Registrar of Firms and societies in India that fulfils the eligibility criteria. No consortium or sub-contracting is allowed.
2. The bidder should have an average annual Turnover of Rs. 21.76 Crore and above for the last three audited financial years.
3. The Bidder having a similar type of business must have a positive Net Worth in each of the last three audited financial years.
4. The Bidder should have experience of a minimum of 5 years in the area of SMS Services meeting one of the following conditions during the last 5 years in India:
 - a. One similar completed work order having annual Contract value of Rs 19.34 Crs.
 - b. Two similar completed Work orders having annual Contract value of Rs.12.09 Crs each.
 - c. Three similar completed Work Orders having annual Contract value of Rs. 9.67 Crs each.
5. Bidder should be an Official DLT Registrar with any of the Telecom Operator to handle and manage all the core aspects of DLT Platform compliances and Technology.
6. Bidder should have self-owned SMSC (Short Messaging Service Center) setup with SMS Gateway and having capacity of at least 5000 TPS (Transaction Per second).
7. The SMSC should have multiple connectivity with minimum 3 different Telecom service providers.
8. The bidder should have ISO/IEC 27001 (Information security management) certification.
9. The bidder should have minimum CMMI Level 3 certification.
10. The bidder's solution should be certified for security audit from a CERT-IN Empaneled Agency.
11. The Bidder should have successfully implemented/ implementing SMS service solution in at least one Power Utility / Telecom Company / Nationalized or Scheduled Bank in India.
12. The bidder should not be currently blacklisted by any Central /State Govt. departments / Public Sector Undertaking.

Important Note:

If Bidder has not participated in any tender of MSEDCL in the past, then it should go through 'Vendor Registration manual' for **WORKS** Tenders available on e-Tender portal and create the '**Contractor**' **Account** for participating in Works tender at [e-Tender portal](#) which can be created at **no cost**. Vendor manuals for Registration & Bid Submission can be found at MSEDCL's eTender Portal ([Download Section](#)). Bidder will be solely responsible for any mistake in account creation/wrong category. After creation of account, kindly go through 'Bid Submission manual' for Works Tender to understand the procedure of uploading Bids on e-Tender portal. Please note that Bidder has to purchase the tender (by paying Bid Fee) before submitting their Bid.

Chief General Manager (IT),
MSEDCL, Prakashgad, 4th Floor
Plot No G-9, Prof. A. K. Marg, Bandra (East),
Mumbai 400 051
sms@mahadiscom.in

Pre-Bid Query Format

(Kindly submit Pre-Bid queries as per the below format in MS Excel (xls or xlsx format) file only. Queries not as per the format shall not be considered.)

Tender for providing SMS services to MSEDCL

Tender no. CGM(IT)/SMS/2022-25/2

Name of the Company:

Name of Key Person:

Key Person Contact details:

Mobile:

Email:

Tender Purchased: YES/NO

Pre-Bid Queries:

Sr. no.	RFP Section / Subject	RFP Clause	Query

Note:

- Any modifications to the Bidding document which may become necessary as a result of pre-bid conference/pre-bid queries shall be made by MSEDCL exclusively by issuing Addendum and not through the clarifications of the pre-bid conference.
- It is to be noted that Pre-Bid Queries must be sent within **one day** after the Pre-Bid meeting in the *above-prescribed format only*. Any query sent afterwards shall not be entertained.
- Pre-Bid queries should be sent on sms@mahadiscom.in only. Other modes of communications shall not be accepted.
- MSEDCL is not bound to reply to all the queries.
- Replies of Pre-Bid Queries shall be published on MSEDCL e-Tender website.