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| Tender Notice for Bulk SMS Voice/ Text of Merrygold Health NetworkIFB No. HLFPPT/ IN/ Dec. 14-15 Dated: 11.Dec 14 Hindustan Latex Family Planning Promotion Trust is a trust promoted by HLL Lifecare Ltd; A Government of India Enterprise invites bids for the following.1. We require **Bulk SMS Voice/ Text of Merrygold Health Network** in Rajasthan.

**For Tender details, please visit our site** [www.hlfppt.org](http://www.hlfppt.org)/tender.htmlThe sealed bids for the above will be received in the office of Hindustan Latex Family Planning Promotion Trust, B-14/A, Sector 62, Noida, Uttar Pradesh-201307 Telephone Nos.: 0120-4673600, 4231060/1/2**Last Date & Time of accepting of Bid 30.12.2014 till 2.00 pm** **Venue of opening of bid** : **Hindustan Latex Family Planning Promotion Trust,**  **B-14/ A, Sector 62, Noida-201307, Uttar Pradesh.** **Telephone Nos.: 0120-4673600, 4231060/1/2** |
| **Bid need to be addressed to :****Finance Manager**Hindustan Latex Family Planning Promotion Trust,  B-14/A, Sector 62, Noida,  Uttar Pradesh-201307 Telephone Nos.: 0120- 4673600, 4231060/1/2 |

HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST

 HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST

HLFPPT\MGHN-MERCK\RAJ\2014-15\01 Date: 11/12/2014

To,

**Request for Proposal**

**Scope of work: Bulk SMS Voice/ Text of Merrygold Health Network.**

HLFPPT is implementing Merrygold Health Network for reduction of Maternal Mortality Ratio in high focus districts of Rajasthan from March 2013. Branding is one of the important area for creating brands image and visibility in hospital environment. We require **Bulk SMS Voice/ Text of Merrygold Health Network** in Rajasthan.

**Location: All Districts of Rajasthan,**

**Terms and conditions**

(To be enclosed with technical bid)

1. The bidders shall furnish an Earnest Money Deposit (EMD) of Rs 25,000/-(Rupees Twenty Five Thousand only) in the form of Demand Draft in favour of “Hindustan Latex Family Planning Promotion Trust“, payable at New Delhi. It should be attached with technical bid.
	1. Non-payment of EMD will make the bidders liable for disqualifications.
	2. The bidders cannot withdraw after bidding; the EMD will be forfeited if bidder denies entering into agreement for **Bulk SMS Voice/ Text of Merrygold Health Network**.
	3. EMD of unsuccessful bidders will be returned within the period of 45 days after the award of contract without any interest.
	4. EMD will be returned to the awarded party on receipt of the performance security deposit.
2. The bidder must have an average annual turnover of Rs. 30 Lac per annum. The audited financial statements along with turnover certificate of last 3 years duly certified by Chartered Accountant should be provided along with the technical bid.
3. The applying firm must have PAN (Permanent Account Number) and registered with the VAT/CST/Service Tax, etc. and the documents for the same is to be attached.
4. Bidders should provide brief profile of their work experience for the last three years along with the evidences of work done earlier with the client list. Certificate/ documents evidencing past work for the last 3 years should be enclosed.
5. Execution/implementation plan will be provided by HLFPPT at the beginning of the work. In case of delay/ disruption of the activity implementation/execution the penalty will be levied.
6. HLFPPT reserves the right to accept /reject/ select one or more agency and to annual the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.
7. The tender will be appraised by internal committee formed by HLFFPT management.
8. HLFPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed Services or for delay of each day until actual delivery or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLFPPT may consider termination of the contractand can forfeit the security amount.
9. In case of delay on the part of HLFPPT in providing the approvals the time of service delivery will be extended by equal number of days.
10. Content / Message etc shall be provided by HLFPPT on Award of Contract.
11. **Documents required to release the payment:**
	1. Bill / Invoice mentioning Permanent Account Number and Service Tax Registration No.
	2. Documentary proof of the deliverables as per work order.
	3. Any other detail as required by the activity, as mentioned in the work order.
12. Selection of agencies would be done by the committee on the basis of Evaluation for Technical 70% marks & Financial 30% marks.
13. Agencies who will obtain 70% marks or more in Technical evaluation would be considered for opening of financial bids.
14. Technical Evaluation of the agencies would be done on the following basis-
	1. Past Experience with HLFPPT / Govt. Agency / NGO / Development Sector with supporting documents like copy of work order or performance certificate from the client.
	2. Past experience in undertaking the applied tender activities.
	3. List of clientele.
	4. Company Profile & infrastructure suitable for implementing the applied activities.
	5. Turn over Financial Status.
15. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
16. Final Selection of the agencies would be done on the basis of total marks obtained in the Technical & Financial Evaluation.
17. HLFPPT reserves the right for extending or curtailing any activity at any point of time (if required) as per programme requirement.
18. Management Reserves the Right to award the work to more than one Agency as per requirement.
19. Management reserves the right to issue multiple work order from time to time for any activity to the selected agencies (as per requirement).
20. HLFPPT management reserves the right to change (*increase or reduce*) the numbers/units as per its sole discretion and requirement.
21. The agency needs to submit ‘Technical Bid’ & ‘Financial Bid’ separately in sealed envelopes by super scribing as ‘Technical Proposal for \_\_\_\_\_\_\_\_ (Activity Name) and ‘Financial Proposal for \_\_\_\_\_\_\_\_ (Activity Name).
22. Bids received after the specified date and time for receipt of bids should not be considered.
23. Agencies would not be allowed to further subcontract, partial/full of the work will be assigned to them.
24. The rate quoted will be inclusive of all Taxes/Levies/other charges etc.
25. The rate quoted by the agency needs to valid for a period of one year from the date of financial bids.
26. HLFPPT reserves the right to award the work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions. Management reserves the right to award the work to more than one agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.
27. The successful bidder/bidders is/are required to execute a Performance security in the form of Bank Guarantee for an amount of 5% of the Purchase Order. This bank guarantee shall be valid up to 60 days after the completion of contract period. The Bank Guarantee shall be assigned in favour of Hindustan Latex Family Planning Promotion Trust. If the successful bidder does not provide the performance security deposit, the bidder will stand disqualified and the EMD may be forfeited.
28. Any RFP with inadequate information and those which do not meet the eligible criteria or received after the closing date will not be considered.
29. The RFP should be sent with capability statement with company profile & infrastructure suitable for implementing the applied activities.
30. The bidder has to submit along with his technical bid a copy of the terms and Conditions (all pages) and the technical bidding format duly filled, signed by the authority and stamped on all pages indicating their unqualified acceptance.
31. The Agencies should also submit an undertaking (Annexure-3) duly signed & Stamped.

## We agree and abide by all terms and conditions as mentioned above including the validity of the offer

**Utmost confidentiality of the data provided shall be maintained.**

HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST

B 14 A, Second floor, Sector 62, Gautam Budh Nagar, NOIDA- 201307, U.P. Tel: 0120-4231060, Fax: 0120-4231065,

E-mail: info@hlfppt.org

Website [www.hlfppt.org](http://www.hlfppt.org/)

# Bulk SMS Voice/ Text of Merrygold Health Network of Merrygold Hospitals

##### Annexure- 1: Technical Bid Format

##### Location (Rajasthan): Urban/ Semi Urban/ Tehsil/ Block

|  |  |  |
| --- | --- | --- |
| **S.no.** | **SPECIFICATION (TECHNICAL)** | **AGENCY’S REPONSE** |
| 1 | The content for Voice SMS & Text SMS would be provided by us. |  |
| 2 | There should be no deviation in Voice and Text than the approved format. |  |
| 3 | Approved Duration and Text size of the Voice/ Text SMS or other sizes as agreed mutually. |  |
| 4 | Delivery report along with list of Voice and Text SMS to be submitted as proof at our jaipur office |  |
| 5 | The work has to execute within the specified time as agreed upon otherwise penalty clause will be invoked. |  |
| 6 | Whether agency is geared up to complete the work within specified time please give details of infrastructure available |  |
| 7 | Past experience of the agency in the work of Rural advertisement/Media Implementation would be given preference. Please give details |  |
| 8 | Details of the major clients. |  |
| 9 | Management reserves the right to award the work to more than one agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters. |  |
| 10 | Constitution of the agency whether Proprietor ship/Partnership/Company. Give details of Proprietor/ Partner/Directors. |  |
| 11 | For how many years the agency is engaged in similar line of activities. |  |
| 12 | Registration certificate with Service Tax Department need to be submitted along with the technical quotation. |  |
| 13 | Penalty clauses will apply as per the company’s policy, as per terms of the work order: the decision of the HLFPPT/Project Management shall be final and binding in this regard. |  |
| 14 | Name of firms engaged in similar line of activity wherein party/ proprietor/partner/ Director are having business interest |  |

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Please Note:-

**1. Form must be completed in all respects, incomplete forms are liable to be rejected.**

**2. The form must be duly signed and sealed.**

**3. The form must be submitted on or before due date and time.**

**4. If applying for more than one activity then the form for each activity must be submitted separately.**

HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST

B 14 A, Second floor, Sector 62, Gautam Budh Nagar, NOIDA- 201307, U.P. Tel: 0120-4231060, Fax: 0120-4231065,

E-mail: info@hlfppt.org, Website: www.hlfppt.org

# Bulk SMS Voice/ Text of Merrygold Health Network of Merrygold Hospitals

##### Annexure-2: Financial Bid Format

I am submitting below the lowest quotation for the above after understanding completely the technical specifications and other terms and conditions relating to time frame, quality as spelled out in the Bid document..

|  |  |  |
| --- | --- | --- |
|  | **SPECIFICATIONS (FINANCIAL)** | **AGENCY’S RESPONSE** |
| 1 | Agency will quote the rates as per following-* Basic rate per sms or package.
* Taxes or any other charges.
 |  |
| 2 | The rates quoted will be inclusive of all taxes/ Levies/ Octroies etc. |  |
| 3 | TDS as applicable will be deduced as per I.T. rules. |  |
| 4 | Payment shall be made after completion of the job & delivery of items as per work order. |  |
| 5 | The payment will be done through Local Cheque / NEFT/ RTGS. |  |
| 6 | Penalty clauses will apply as per the company’s policy, as per terms of the work order: the decision of the HLFPPT/Project Management shall be final and binding in this regard. |  |

Please Note:-

**1. Form must be completed in all respects, incomplete forms are liable to be rejected.**

**2. The form must be duly signed and sealed.**

**3. If applying for more than one activity then the form for each activity must be submitted separately.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Particulars** | **Duration of voice / Text SMS** |  **Validity** | **Rate (incl. of all Taxes) (per 1000)** |
| **Voice SMS (1000 and multiple of 1000)** | 30 seconds  |   |  |
| **Text SMS (1000 and multiple of 1000)** | 160 character |   |  |

Important Note-

* SMS will be done as per approved text given by HLFPPT.
* The rates quoted shall be valid for 1 year from issue of work order.
* Quantity may be very +/- 10% as per requirement.
* Envelop should mention Quotation for “**Bulk SMS Voice/ Text of Merrygold Health Network**”

It is requested to quote your lowest rates for the same in prescribed time limit.

**Annexure -3**

**Undertaking from Vendors.**

This has reference to the RFP published in the News Paper and website of HLFPPT on 11/12/2014. In response to the RFP, we have submitted our technical & financial bids on…………. .at your office ………………………………………………………………. In connection with the above bids, we hereby declare as under:-

i- That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

ii- That we have submitted the bids in the name of M/S…………………….......................and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.

iii- We herby undertakes that in case of any violations to the above declarations at any stage of the contract , HLFPPT reserves the sole right to cancel the contract and recover the full value of the contract from us.

For and on behalf of ……………..

(Authorized Signatory with company seal /Stamp.)