

### Bid Document

Bid Details	
<b>Bid End Date/Time</b>	21-07-2022 15:00:00
<b>Bid Opening Date/Time</b>	21-07-2022 15:30:00
<b>Bid Offer Validity (From End Date)</b>	65 (Days)
<b>Ministry/State Name</b>	Gujarat
<b>Department Name</b>	Science And Technology Department Gujarat
<b>Organisation Name</b>	Gujarat Informatics Limited (gil)
<b>Office Name</b>	Western Zone
<b>Item Category</b>	Custom Bid for Services - One Time Set up Cost of Whatsapp including procurement of Mobile Number for GILDST the configuration of approved templates by DSTGIL development configurationIntegrationand implementation of Chatbot functionality on Whatsapp.. , Custom Bid for Services - Cost for operation maintenance and customization of Whatsapp Business API Platform and chatbot solution for 36 months , Custom Bid for Services - 1000000Ten Lacs Charges for Whatsapp Message Initiated by DSTGIL , Custom Bid for Services - 1000000 Ten Lacs Charges for Whatsapp Messages Initiated by User , Custom Bid for Services - Next lot of services in batch of 10 service and maximum up to 3 lot
<b>Contract Period</b>	3 Year(s)
<b>Past Experience of Similar Services required</b>	Yes
<b>MSE Exemption for Years of Experience and Turnover</b>	No
<b>Startup Exemption for Years of Experience and Turnover</b>	No
<b>Document required from seller</b>	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Bid to RA enabled</b>	No
<b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
<b>Evaluation Method</b>	Total value wise evaluation

**EMD Detail**

Advisory Bank	HDFC Bank
EMD Percentage(%)	2.00
EMD Amount	100000

#### ePBG Detail

Advisory Bank	HDFC Bank
ePBG Percentage(%)	10.00
Duration of ePBG required (Months).	36

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### Beneficiary:

MD

western zone, Science and Technology Department Gujarat, Gujarat Informatics Limited (GIL),  
(Sachin Gusia)

#### Splitting

Bid splitting not applied.

#### MSE Purchase Preference

MSE Purchase Preference	No
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1. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

2. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

#### Additional Qualification/Data Required

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1655729323.pdf](#)

**Instruction To Bidder:**[1655729330.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1655729336.pdf](#)

**Scope of Work:**[1655729340.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1655729343.pdf](#)

**Service Level Agreement (SLA):**[1655729346.pdf](#)

**Payment Terms:**[1655729350.pdf](#)

**Penalties:**[1655729359.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1655729421.pdf](#)

**GEM Availability Report ( GAR):**[1655729426.pdf](#)

**This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-**

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
b) Technical Evaluation	100	70	<a href="#">View file</a>	Yes

Total Minimum Passing Technical Marks: 70

#### Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
08-07-2022 15:00:00	Gujarat Informatics Limited Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan Sector - 10 A, Gandhinagar - 382010 Gujarat.

#### **Custom Bid For Services - One Time Set Up Cost Of Whatsapp Including Procurement Of Mobile Number For GILDST The Configuration Of Approved Templates By DSTGIL Development ConfigurationIntegrationand Implementation Of Chatbot Functionality On Whatsapp.. ( 1 )**

#### Technical Specifications

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	One Time Set up Cost of Whatsapp including procurement of Mobile Number for GILDST the configuration of approved templates by DSTGIL development configurationIntegrationand implementation of Chatbot functionality on Whatsapp Platform and OS
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

#### Additional Specification Documents

**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Jasvantkumar Kanjibhai Makwana	382010,Block no.2, 2nd Floor, Karmayogi Bhavan, Sector10A, Gandhinagar, GANDHINAGAR, 382010	1	N/A

**Custom Bid For Services - Cost For Operation Maintenance And Customization Of Whatsapp Business API Platform And Chatbot Solution For 36 Months ( 1 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Cost for operation maintenance and customization of Whatsapp Business API Platform and chatbot solution for 36 months
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Jasvantkumar Kanjibhai Makwana	382010,Block no.2, 2nd Floor, Karmayogi Bhavan, Sector10A, Gandhinagar, GANDHINAGAR, 382010	1	N/A

**Custom Bid For Services - 100000Ten Lacs Charges For Whatsapp Message Initiated By DSTGIL ( 1 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	1000000Ten Lacs Charges for Whatsapp Message Initiated by DSTGIL
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Jasvantkumar Kanjibhai Makwana	382010,Block no.2, 2nd Floor, Karmayogi Bhavan, Sector10A, Gandhinagar, GANDHINAGAR, 382010	1	N/A

#### Custom Bid For Services - 1000000 Ten Lacs Charges For Whatsapp Messages Initiated By User ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	1000000 Ten Lacs Charges for Whatsapp Messages Initiated by User
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

#### Additional Specification Documents

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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Jasvantkumar Kanjibhai Makwana	382010,Block no.2, 2nd Floor, Karmayogi Bhavan, Sector10A, Gandhinagar, GANDHINAGAR, 382010	1	N/A

### Custom Bid For Services - Next Lot Of Services In Batch Of 10 Service And Maximum Up To 3 Lot ( 1 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Next lot of services in batch of 10 service and maximum up to 3 lot
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Jasvantkumar Kanjibhai Makwana	382010,Block no.2, 2nd Floor, Karmayogi Bhavan, Sector10A, Gandhinagar, GANDHINAGAR, 382010	1	N/A

### Buyer Added Bid Specific Terms and Conditions

#### 1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to

increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

## 2. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of GUJARAT INFORMATICS LIMITED payable at GANDHINAGAR.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

## 3. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of GUJARAT INFORMATICS LIMITED payable at GANDHINAGAR.

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

## 4. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name Gujarat Informatics Ltd Account No. 50100247366022 IFSC Code HDFC0000190 Bank Name HDFC Bank Ltd Branch address Sector-16, Gandhinagar .

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

## Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---