

**AAVANTIKA GAS LIMITED**  
(A JOINT VENTURE COMPANY OF GAIL & HPCL)

CITY GAS DISTRIBUTION PROJECT IN INDORE,  
UJJAIN, PITHAMPUR & GWALIOR

REQUEST FOR QUOTATION  
FOR

Procurement of WhatsApp Business Solutions Services

RFQ No.: AGL/56/IT/WhatsApp Business Solutions/09/2024

ISSUE DATE: 04.09.2024

Schedule of RFQ submission at AGL Head Office and other details:

**Important Dates**

RFQ Issue Date	<b>04.09.2024</b>
Pre-Bid Meeting at AGL HO	<b>10.09.2024 at 11.00 Hrs</b>
Last Date & Time of Submission of RFQ	<b>20.09.2024 at 16.00 Hrs</b>
Date & Time of Opening of Priced bid	<b>20.09.2024 at 16.30 Hrs</b>
For Query / Clarification <b>CONTACT PERSON at Aavantika Gas Limited:</b> 1) Mr. Himanshu Nigote, Ch Mngr: Mobile – 92000 16005 / Email: <a href="mailto:himanshunigote@aglonline.net">himanshunigote@aglonline.net</a> 2) Mr. Himanshu Shrivastava, Mngr, Mobile – 9131099726 / Email: <a href="mailto:himanshu.s@aglonline.net">himanshu.s@aglonline.net</a> 3) Mr. Anurag Singh Thakur, Engineer: Mobile – 86006 90470 / Email: <a href="mailto:anurag@aglonline.net">anurag@aglonline.net</a> <a href="mailto:cp@aglonline.net">cp@aglonline.net</a> 0731-4222520	

**RFQ (Pages 1 to 5) along with Annexure-1 (Scope Of Work and Special Conditions) and Annexure-2 (SOR)**

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**RFQ for Procurement of WhatsApp Business Solutions Services**

Aavantika Gas Ltd. (AGL) is a Joint venture of GAIL & HPCL for implementation of City Gas projects in Indore, Ujjain, and Pithampur & Gwalior. AGL is in to distribution of natural gas for transportation, industrial, commercial and domestic consumers.

At present, AGL is serving more than 1.5 lacs domestic customers in DPNG segment. Due to rapid expansion of AGL business it is need of the hour to provide real time DPNG bills to the commissioned bill customers through social media platform such as WhatsApp.

AGL is intended to procure WhatsApp Business Solution Services to inform customers promptly regarding their account related activities.

**1. BRIEF SCOPE OF WORK:**

**REFER ANNEXURE-1 FOR DETAILED SCOPE OF WORK**

Brief Scope of Work for WhatsApp Business Solution Services

Sr.No	Description	Quantity Required
1.	One Time Set up of WhatsApp Business Solutions including the configuration of approved templates by AGL, development, configuration, Integration and implementation of WhatsApp Business Solutions functionality on WhatsApp Platform and for entire contract duration including Installation/ Development/ Set-up Charges/API's Development- Integration with existing software's	LUMPSUM
2.	Supply of WHATSAPP TRANSACTIONAL CATEGORY PACK SERVICES (Platform Fees/Subscription Cost/Cost for operation & maintenance and customization of WhatsApp Business API Platform for 12 months)	12 Months
3.	1000000-Ten Lacs WhatsApp API Messages (Initiated by AGL/Users)	10,00,000 Nos

**2. EVALUATION METHODOLOGY:**

- Evaluation shall be done on lowest basis at least cost to the Owner
- If the quoted amount of two or more L-1 ranked bidders are same, then bidder whose turnover as per last filed ITR is more will be considered for award.

**3. SUBMISSION OF QUOTATION:**

PLEASE SUBMIT YOUR MOST COMPETITIVE QUOTATION IN **SEALED ENVELOPE** COMPLETE WITH ABOVE DETAILS IN SCHEDULES OF RATES(SOR) ATTACHED AS ANNEXURE-2 LATEST BY **20.09.2024 UPTO 16:00 HRS.**

**Quotation Opening Time: 20.09.2024 UPTO 16:30 HRS.**

**Quotation shall be submitted as under:**

- a. Covering Letter with Bidder's Offer Number (Reference Number).
- b. Sealed and Signed copy of RFQ and Annexures.
- e. Copy of bidder's GST registration certificate & PAN Card
- f. **Original copy of SOR (Annexure-1) with QUOTED prices. (Bidder should not modify the format)**

All the above are to be enclosed in a Sealed Master Envelope super scripted as – "QUOTATION – NOT TO BE OPENED" Name of the Work and Due Date and shall be submitted to –

**Contracts and Procurement Department**  
**Aavantika Gas Limited**  
**202 – B, 2nd Floor, NRK Business Park,**  
**Vijay Nagar Square, A.B. Road,**  
**Indore (M.P), Pin – 452010**  
**Contact No. 0731-4222520**

**3. CONTRACT AND DELIVERY PERIOD:**

**IMPLEMENTATION PHASE:**

The WhatsApp Business Solution Services Pack should be delivered to AGL within 08 weeks from the date of issue of the order of award of work.

**OPERATION PHASE:**

The Operation phase shall start after the completion of Implementation/ development phase. During this phase the vendor shall start their operation towards delivering their services as per the scope of services for a period of 12 months or till the WhatsApp Business Solutions Messages pack exists.

**4. Security Deposit / Performance Bank Guarantee:**

Within 15 days from the date of award of Order/LOI, the Bidder shall furnish Performance Guarantee/Security Deposit in the form of Bank Guarantee/DD/Cheque to the PURCHASER, for an amount equivalent to 10% of Order value (Excluding taxes & duties). Performance Bank guarantee shall be valid for a period of 3 months beyond the expiry of the operation phase.

**5. PAYMENT TERMS:**

Payments will be made to the vendor, after raising invoice post milestone achievement, in line with the below schedule:

- a. 100% payment of all types of one-time charges in Sr. No. 1 in SOR (development of WhatsApp Business Solutions) shall be released after their respective Go-Live.
- b. Payment for all types of O&M/Recurring Charges/Subscription Charges etc. in Sr. No. 2 in SOR shall be done on monthly post-paid basis.
- c. Session charges shall be paid as per actual consumption on monthly post-paid basis.

A single invoice for O&M charges and session charges shall be raised by the Service Provider.

- d. No advance payments shall be made to the vendor.
- e. Without service level Agreement and CPBG/DD/CHEQUE Deposit against security deposit, payment shall not be released.
- f. GST Compliant Invoice value with taxes and duties will be paid by AGL within 15 days after submission of invoice, in duplicate duly certified by EIC (Engineer-in-charge).
- g. Payment will be made by way of normal banking channels.
- h. AGL reserves the right to place order for increasing/credit the quantity (WhatsApp Business Solutions) up-to 50% of awarded PO/WO quantity at the same rates, terms and conditions within the contract period.

**MODE OF PAYMENT**

- a. Payment will be made by way of normal banking channels.
- b. Tax deduction at source

Purchaser will release the payment after off-setting all dues to the Purchaser payable by the seller under the contract. Deduction will be effected at source as per the law in force.

TDS if applicable may be deducted as per Income Tax Guidelines by AGL.

**6. APPLICABILITY OF LAW & JURISDICTION:**

The RFQ shall be governed and interpreted in accordance with the applicable laws of India and Courts at Indore (Madhya Pradesh) shall be exclusive Jurisdiction.

**7. OTHER TERMS & CONDITIONS:**

- a) The offer should remain valid for 2 months from the bid due date / extended due date of tender.
- b) The prices once quoted shall not be changed whether resulting or arising out of any subsequent technical / commercial clarifications sought regarding the bid and even if any deviation or exclusion may be specifically stated in the bid.
- c) Bidder is advised to quote strictly as per scope & terms and conditions of bid document and not to stipulate any deviation / exceptions.
- d) Purchaser reserves the right to accept or reject any or all bids received at its absolute discretion without assigning any reason, whatsoever.
- e) Bids complete in all respects should reach on or before the BID DUE DATE AND TIME. Fax / Telegraphic/ E-Mail bids shall be rejected.
- f) In absence of requisite documents requested by AGL in this Tender, AGL reserves the right to reject the bid without making any reference, what so ever, to the bidder.
- g) The bidder is advised to visit and examine the site of works and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing of the bid and entering into contract. The cost of visiting the site shall be at bidder's own expenses.
- h) At any time prior to the bid due date, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bid documents, by issuing corrigendum.
- i) Any corrigendum thus issued on AGL's website shall be part of the Bid documents and shall also be notified in writing by email to all available prospective bidders, who have earlier received the Bid documents. Prospective bidders shall promptly acknowledge receipt of each corrigendum by email to the Purchaser.
- j) The Purchaser may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the amendments issued.
- k) The bid shall remain valid for 2 months from the bid due date. Purchaser may reject a bid which is valid for a shorter period being non-responsive.
- l) Any bid received by the Purchaser after the deadline for submission of bid will be declared "Late" and rejected and may be returned unopened to the bidder at the sole discretion of the Purchaser.
- m) The Purchaser will open all bids in the presence of Bidders' representatives who choose to attend, at the time, on the date and place (as specified in IFB). The Bidders' representatives, who are present, shall sign a register evidencing their attendance, if so required by the Purchaser.
- n) During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.
- o) The Bidder whose bid is found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidders' representatives who are present shall sign a register evidencing their attendance.
- p) **ARITHMETIC CORRECTIONS**
  - I. The bids will be checked for any arithmetical errors as follows if any, will be rectified on the following basis:
  - II. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;
  - III. If there is a discrepancy between words and figures, the amount in words will prevail;

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- IV. If the bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited.
- q) Quotation received after the due date and time, are liable to be rejected. Quotations through Email / Telex / Fax / Photocopied are not acceptable.
  - r) Bidders must abide to follow all statutory norms and regulations & labor laws and comply with all as applicable.
  - s) Guaranty / Warranty certificate for all supplied items to be provided by the bidder.
  - t) After verification of the received final product, if any item found faulty or defective than the same will have to be replaced by the bidder without any additional cost implications.

**Please submit your most competitive Quotation in Sealed Envelope complete with above details in Schedule of Rates (SOR) attached as Annexure-2 latest by 20.09.2024 UPTO 16:00 HRS.**