

AAVANTIKA GAS LIMITED

(A JOINT VENTURE COMPANY OF GAIL & HPCL)

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

REQUEST FOR QUOTATION
FOR

RFQ for Subscription of Bulk Email Solution

RFQ No.: AGL/66/IT/Bulk Email Solutions/09/2025

ISSUE DATE: 30.09.2025

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

Important Dates

RFQ Issue Date	30.09.2025
Last Date & Time of Submission of RFQ	14.10.2025 at 16.00 Hrs
Date & Time of Opening of Priced bid	14.10.2025 at 16.30 Hrs
For Query / Clarification CONTACT PERSON at Aavantika Gas Limited: 1) Mr. Varender Sharma, Ch Manager: Mobile – 9888925792 / Email: varender.sharma@aglonline.net 2) Mr. Himanshu Shrivastava, Mngr, Mobile – 9131099726 / Email: himanshu.s@aglonline.net 3) Mr. Anurag Singh Thakur, Engineer: Mobile – 86006 90470 / Email: anurag@aglonline.net cp@aglonline.net 0731-4222520	

RFQ (Pages 1 to 5) along with Annexure-1 (SOR)

Prepared By :

Reviewed By :

Verified By :

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 business process, SAP S/4 HANA ERP system has setup to generate invoices of Industrial and commercial customers.

AGL is intended to subscribe the bulk email solution services for I&C customers to send bulk email invoices through Email with attached invoice and JTR pdf files. Approximately 3000 Emails will trigger each month for sending bulk invoices to customers.

1. SCOPE OF WORK:

Vendor will perform following activities :

- a. Vendor will provide Email setup details in SAP for SMTP integration.
- b. Vendor will support and assist AGL IT team for configuration of email services in SAP SMTP setup.
- c. Vendor has to whitelist all the customer email ids (AGL will share list of email addresses) at their mail server to ensure, bulk emails will not go in spam/junk folder of customers.
- d. Vendor needs to ensure Email services should work uninterruptedly on monthly basis.
- e. Vendor will provide 10 GB per month Email Plan to AGL on subscription basis for three years.
- f. Vendor will provide admin portal and login credentials to AGL IT Dept. with Dashboard to check, generate the day wise reports of email sent, failed and bounced etc.
- g. **Proof of concept-** vendor needs to complete successful POC work with SMTP based integration in SAP S/4 HANA system hosted on private cloud.
- h. In case, Vendor fails to successfully complete the POC work, AGL reserves the right to reject the vendor and take any decision in the best interest of AGL.

2.A QUALIFICATION CRITERIA:

Bidder should be an OEM/Authorized partner for providing Bulk Email Solution services.

If the bidder is OEM, then bidder shall submit self-certification, along with the bid, that the bidder is OEM for providing bulk email solution services as per SOR in India.

In case, bidder is an authorized partner by OEM, Bidder has to submit a valid certificate on the letter head of OEM that Bidder is authorized partner of OEM for providing bulk email solution services as per SOR in India as on the date of submission of bids.

2.B 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 Audited Financial Statement is more will be considered for award.
- In case, Vendor fails to successfully complete the POC work, AGL reserves the right to reject the vendor and take any decision in the best interest of AGL.

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-1 LATEST BY **14.10.2025 UPTO 16:00 HRS.**

Quotation Opening Time: 14.10.2025 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.
- c. Copy of bidder's GST registration certificate & PAN Card
- d. **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

4. CONTRACT PERIOD AND SETUP COMPLETION PERIOD:

Setup Completion period shall be 07 days from Order issuance date, Including SITC(supply, installation/configuration, testing, commissioning), subscription, work of Email solution.

Contract period shall be 03 years from the Order issuance date.

5. PRICE REDUCTION SCHEDULE (PRS):

In case, the vendor fails to complete the work/services within stipulated period then unless such failure is due to force majeure, there will be reduction in contract price @ ½% for each week of delay or part thereof subject to maximum of 5% of Order Value (Excluding Taxes and Duties). In case of delay, the invoices shall be submitted after deducting the price, as above, due to delay. However, PRS shall not be applicable, in case the delay is for the reasons beyond Contractor's control, to be established by OIC (Officer-in-charge).

PRS for Interruption in Bulk Email sending services :-

In case, vendor fails to provide the Bulk Email services during the contract period of 03 years. PRS shall be applicable on per day basis of Penalty of 0.01 Percent of PO value on annual basis.

6. PAYMENT TERMS:

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

- a. 100% (GST Compliant) Invoice value with taxes and duties will be paid within 07 working days, after successful configuration of Bulk Email solution and integration with SAP ERP system in duplicate for annual renewal of subscription.
- b. Vendor has to submit invoice in advance for renewal of each year subscription of bulk email services.
- c. Payment of Invoices will be certified by OIC (Officer-in-charge).

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.

7. DEFECT LIABILITY PERIOD:

The Email solution and its associated items supplied by Vendor will be under manufacturer standard warranty period. The vendor shall replace/repair the Email solution and its associated accessories supplied by them during defect liability period. The Vendor warrants that the items supplied are meeting the specified requirement and will replace/rectify/repair any defective supplied item as per the instructions from Owner (AGL).

8. 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.

9. 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;
 - 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.