

Notice inviting quotation for Bulk email service

Quotations are invited from the service providers* of bulk email service. This service is required by the Board to send automated emails / bulk emails from Spices Board web applications.

Eligibility criteria

The service provider shall have minimum 1 year of experience in providing IT related services.

Documents required to be submitted to prove eligibility criteria

(a) Work order along with copy of invoice.

or

(b) project completion/work satisfaction certificate from the client.

Required features of Bulk email service:

General

- APIs, SMTP Relay, and Webhooks
- Delivery Optimization Tools
- Dynamic Template Editor
- Insightful Analytics
- Guaranteed Response Times on Ticket & Chat Support
- Deliverability Insights
- SMTP and API
- Interactive API Docs
- Setup Guide
- Comprehensive Client Libraries

Trusted Deliverability & Performance

- Purpose-Built Mail Transfer Agent
- Globally Distributed Architecture
- Rely on our cloud-based, redundant infrastructure with a 99.999% uptime.
- Reputation & Delivery Visibility
- Suppression Management
- Domain Authentication (SPF/DKIM)
- Universal Links

Actionable analytics

- Real-Time Analytics
- Deliverability Insights
- Engagement Tracking
- ISP Feedback Loop Data

- Advanced Statistics
- 3 days Searchable Email Activity

Productive collaboration

- API Key Permissions
- Dynamic Templates

Privacy and Security

- Two-Factor Authentication
- IP Access Management
- TLS Encryption
- SOC 2 Type II Certification
- GDPR Compliance
- Event Webhook Security

Scope of Work and Terms and Conditions

- Service Provider shall possess the technical expertise, ability, experience, resources and infrastructure to render all the services.
- Service Provider shall ensure 99 % uptime for its E-Mail Service and expressly excludes the planned downtime. The uptime calculation will be done on quarterly basis.
- Service Provider shall give advance notice of at least 48 hours for any planned activities between 00: 00 Hrs to 6:00 a.m. which affects the E-Mail service.
- Service Provider shall not use the data of Board or details of email and/or recipient for any purpose other than sending it to the intended recipient and it shall not be shared with any third party.
- Service Provider shall provide the service to the Board for the entire service period as per the work order and if Service Provider wishes to withdraw from the service it shall be intimated in advance to the Board in writing by giving 3 months notice period, failing which a penalty of 5% of the total contract value (Total service cost of entire service period as per the contract excluding GST) shall be payable to the board by the service provider.
- If the service offered by the service provider is not satisfactory, board reserves the right to terminate the service by giving one month notice.
- Online support must be provided by Service Provider on 24X7 basis
- Service provider shall provide (a) primary point of contact and escalation matrix with email ids and phone numbers for raising service requests and complaints as applicable for any unresolved issues
- The service is initially required for a period of 5 years.

Payment Terms

Payment shall be arranged at the end of each quarter subject to satisfactory service. The invoices shall be submitted at the end of each quarter. There will not be any advance payment.

Price bid shall be submitted in the following format.

No.	Item	Total Cost in INR
a	Cost for 25,000 email per month (incl GST) for the first year	
b	Cost for each 10,000 additional email (incl GST) for the first year	
c	Cost for 25,000 email per month (incl GST) for the second year	
d	Cost for each 10,000 additional email (incl GST) for the second year	
e	Cost for 25,000 email per month (incl GST) for the third year	
f	Cost for each 10,000 additional email (incl GST) for the third year	
g	Cost for 25,000 email per month (incl GST) for the fourth year	
h	Cost for each 10,000 additional email (incl GST) for the fourth year	
i	Cost for 25,000 email per month (incl GST) for the fifth year	
j	Cost for each 10,000 additional email (incl GST) for the fifth year	

Formula used for bid evaluation: $a+b+c+d+e+f+g+h+i+j$

Proposal shall be submitted in sealed envelope, superscribing the words “ **Quotation for Bulk email service**”, through Speed Post/Registered Post/by Hand to reach the following address on or before **4th July 2022 3:00 PM**.

Deputy Director (EDP)
Spices Board, Sugandha Bhavan,
NH ByPass, Palarivattom, Cochin - 25
Tel: +91 -484 -2333603
E-mail: jjesh.das@nic.in

Quotations will be opened at 3:30 pm on the same day at committee room of Spices Board Head Office, Cochin. Any participants who wish to witness the opening of quotations, can do so.

It is estimated that the cost of the above work is less than Rs.2.5 lakh . Hence, quotations are invited as per the provisions under GFR 155.

Deputy Director (EDP)

(Hindi version follows)

** Service provider include seller/supplier/bidder/contractor, any authorized agents, as per the context and as described in the work order.*