



INFORMATION FOR BIDDERS

Bid Announcement Ref:

Bid Number: ASND/GA/IUL/2024/9

Bid Submission Date: 14th March 2024, 1000hrs

Bid Submission Address: AASANDHA CO. LTD.
FEN BUILDING, 3RD FLOOR,
AMEENEE MAGU, MALE'

Aasandha Co. Ltd. is seeking bids for the items specified in this document. Interested bidders are invited to submit their proposals for the supply of the items as instructed in this document. Please ensure that all submissions comply with the instructions. Failure to comply with the instructions may result in disqualification of the bid.

Section A: Local SMS for Maldives

- **Project completion duration: 10 Days**, delivery timeline over this will be disqualified.
- The provider must have a local technical support team available to provide prompt assistance when needed. The technical support personnel should be accessible for in-person support, if required, to address critical issues promptly and effectively.
- The vendor must specify the legal status of the organization/Firm (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now exists (Must meet minimum criteria)
- The vendor should specify the number of organizations/installations where proposed or similar service is installed by the bidder and shall submit proof of supply of same product to other organizations within last 3 years. (Bidder should submit purchase orders and letter from the organization mentioning successful implementation.)
- The vendor must be legally registered and certified by the Communication Authority of the Maldives (CAM) for providing SMS services within the region.
- The product must demonstrate a commendable uptime track record by providing a comprehensive service status page that offers real-time information on system availability, performance metrics, and any ongoing incidents or maintenance activities.
- The product must incorporate robust security measures, including but not limited to Multi-Factor Authentication (MFA). It should comply with industry-standard security protocols and encryption practices to ensure the confidentiality and integrity of transmitted data.
- The provider must be willing to enter into a mutually agreed-upon SLA that outlines performance targets, uptime guarantees, support response times, and escalation procedures.
- The product should offer the ability to upgrade or downgrade subscribed package easily and without tedious administrative processes. Changes to subscription plans should take effect immediately or within a reasonable timeframe without disrupting service continuity.
- The application should provide real-time login alerts to notify users of new device logins via email whenever a new device is used to log in to their account. Alerts should include details.
 - Device type
 - Location
 - Timestamp
 - IP Address
- The REST API should support token-based authentication mechanisms to authenticate and authorize API requests. The admin user should be able to easily obtain an API key using the application.
- The REST API should support JSON (JavaScript Object Notation) as the primary data interchange format for request and response payloads.
- Access controls should be implemented at the API level using scopes to enforce fine-grained access permissions. Each API endpoint should be associated with specific scopes that define the level of access granted to the API key
 - The API should support operations such as
 - Sending message to multiple recipients on a single request
 - Retrieving message delivery statuses
 - Querying message history
- The API should provide endpoints for managing contacts and retrieve sender IDs

- The API should provide clear and consistent error messages and HTTP status codes to indicate the outcome of API requests. Standardized status codes such as 200 (OK), 400 (Bad Request), 401 (Unauthorized), 404 (Not Found), and 500 (Internal Server Error) should be used to convey the result of API operations.
- Comprehensive API documentation should be provided to guide developers on how to use the API effectively. Documentation should include detailed descriptions of endpoints, request and response formats, authentication procedures, error handling, and usage examples.

1. Local SMS for Maldives		
1.1	Local SMS for Maldives	<ul style="list-style-type: none"> • Rate for 500,000 SMS per Month • Additional Charge After 500,000 SMS • Period: 1 Year

Section B: International SMS

- **Project completion duration: 10 Days**, delivery timeline over this will be disqualified.
- The provider must have a local technical support team available to provide prompt assistance when needed. The technical support personnel should be accessible for in-person support, if required, to address critical issues promptly and effectively.
- The vendor must specify the legal status of the organization/Firm (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now exists (Must meet minimum criteria)
- The vendor should specify the number of organizations/installations where proposed or similar service is installed by the bidder and shall submit proof of supply of same product to other organizations within last 3 years. (Bidder should submit purchase orders and letter from the organization mentioning successful implementation.)
- The vendor must be legally registered and certified by the Communication Authority of the Maldives (CAM) for providing SMS services within the region.
- The product must demonstrate a commendable uptime track record by providing a comprehensive service status page that offers real-time information on system availability, performance metrics, and any ongoing incidents or maintenance activities.
- The product must incorporate robust security measures, including but not limited to Multi-Factor Authentication (MFA). It should comply with industry-standard security protocols and encryption practices to ensure the confidentiality and integrity of transmitted data.
- The provider must be willing to enter into a mutually agreed-upon SLA that outlines performance targets, uptime guarantees, support response times, and escalation procedures.
- The product should offer the ability to upgrade or downgrade subscribed package easily and without tedious administrative processes. Changes to subscription plans should take effect immediately or within a reasonable timeframe without disrupting service continuity.
- The application should provide real-time login alerts to notify users of new device logins via email whenever a new device is used to log in to their account. Alerts should include details.
 - Device type
 - Location
 - Timestamp
 - IP Address
- The REST API should support token-based authentication mechanisms to authenticate and authorize API requests. The admin user should be able to easily obtain an API key using the application.
- The REST API should support JSON (JavaScript Object Notation) as the primary data interchange format for request and response payloads.
- Access controls should be implemented at the API level using scopes to enforce fine-grained access permissions. Each API endpoint should be associated with specific scopes that define the level of access granted to the API key
 - The API should support operations such as
 - Sending message to multiple recipients on a single request
 - Retrieving message delivery statuses
 - Querying message history
- The API should provide endpoints for managing contacts and retrieve sender IDs

- The API should provide clear and consistent error messages and HTTP status codes to indicate the outcome of API requests. Standardized status codes such as 200 (OK), 400 (Bad Request), 401 (Unauthorized), 404 (Not Found), and 500 (Internal Server Error) should be used to convey the result of API operations.
- Comprehensive API documentation should be provided to guide developers on how to use the API effectively. Documentation should include detailed descriptions of endpoints, request and response formats, authentication procedures, error handling, and usage examples.

1. International SMS		
1.1	International SMS	<ul style="list-style-type: none"> • Rate per SMS (International) • Countries (Please specify per SMS rate for each Country or Operator where applicable) • Period: 1 Year

Instructions to Bidders

General Instructions

Key events and dates

The following schedule will apply to this bid but may change in accordance with the organization's needs or unforeseen circumstances. All changes will be uploaded to the Company web site "aasandha.mv."

- Bid Submission Date: - 14th March 2024, 1000hrs
- The bid proposal must be valid through 90 days from the date of submission.

Vendors must send their Company name, contact person name, Email and number to tender@aasandha.mv before **10th March 2024, 1500hrs** to register for the Bid submission. Aasandha company will send a web meeting link to the provided email address for bid submission.

The vendor can send the bid document during the web meeting via email to tender@aasandha.mv . Upload to cloud storage (Google Drive, Dropbox, OneDrive) and provide us a link via email if the bid document size is above 20MB. The vendor's bid document will NOT be accepted if the vendor is not registered for the submission or did not attend to the submission meeting.

Communication

Applicable terms and conditions herein shall govern communications and inquiries related to this bid between Aasandha Company Limited and vendors.

Inquiries, questions, and requests for clarification are to be directed via email to tender@aasandha.mv cc tech@aasandha.mv

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this bid process.

Aasandha Company Limited will respond to requests for clarification and queries on the RFP, received no later than one working day before the bid submission date set forth above.

Qualified Bidders

Any single firm (sole proprietorship, partner, company, joint venture, or other legal entity registered in the Republic of Maldives) is eligible to participate.

Vendor's Understanding of the Bid

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Aasandha Company Limited as necessary to gain such understanding. Aasandha Company Limited reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Aasandha Company Limited reserves the right to determine, in its sole discretion, whether the vendor has been shown such understanding. That right extends to the cancellation of the award if

an award has been made. Such disqualification and cancellation shall be at no fault, cost, or liability whatsoever to the Aasandha Company Limited. Aasandha Company Limited reserves the right to cancel bids for a specific section without canceling other sections. Sections will be evaluated independently of each other; Bids will be evaluated section by section and will be awarded as such. Sections will not be split up to be awarded to multiple vendors – a single vendor will be selected for each section.

Proposal Requirements

Qualification Criteria

The bidder must have been in the service of this nature/IT solution for the past five (3) years in relation to supply, configuration, and commissioning of IT solutions.

Aasandha Company Limited shall confirm that the following legal documents and information have been provided in the bid. If any of these documents or information is missing, the offer shall be rejected.

- Company Registration Certificate

- GST Registration Certificate

Bid Format

Executive Summary: A summary of the bidder's document and approach to the installation of systems of this kind, identifying any unique or distinctive features of the system of interest to the evaluators based on the needs specified in this document.

Bidder or Partner(s) overview and profile: The bidder must provide basic information on the bidder and any partners participating in the tender. This information should include, but not be limited to, the history of the organization, its experience and its experience in the IT field, technical capabilities, experience implementing similar architecture, the size of implementations, and success stories. This section should also explain any partnering arrangements that have been made to respond to the proposal.

Proposal: Proposal shall be submitted in the following format and include the following information.

- A detailed description of proposed equipment/services, including the manufacturer part numbers, the scope of work and the financial proposal shall be submitted (*valid for a period of 90 days from date of submission of the bid*). The following should be included:
 - Bid Form
 - Price Schedule Form
 - Terms and Conditions
 - Bill of Quantities – Including manufacturer part numbers and descriptions
- Unless otherwise specified, the bidder shall quote entirely in Maldivian Rufiyaa, **including** all government taxes.
- The bidder should provide approach and reference to the successful implementation of similar projects and should include descriptions of project implementations they have completed. The mentioned project references must consist of names and contact information of the respective clients so that Aasandha Company Limited can contact and verify the project summaries. Must provide Experience Form.
- A bidder that does not manufacture or produce the goods and services it offers to supply shall submit the Manufacturer's Resale Authorization Letter, to demonstrate that it has been duly authorized by the manufacturer of the goods to resell these goods and services in the Republic of Maldives.
- **Team Composition:** It is mandatory that the bidder maintain the required technical team as deemed suitable based on the requirements and milestones. However, Aasandha Company Limited expects that the bidder would have allocated the following team compositions having specific skill sets and professional experience. Importantly, it is expected that the bidder will maintain necessary resources on-site during crucial stages of the project that requires closer interaction with Aasandha Company Limited during installation, configuration, integration, training, testing, etc. The bidder **MUST** have at

least one (1) full-time brand professional certified engineer under its payroll. The bidder shall attach the professional certificate of the engineer for reference. The bidder shall submit the following documents:

- Certification copies of the relevant training
 - Employment letter from that organization
 - ID Card OR passport copy of the engineer
 - Contact information of the staff and supervisor
- Evidence of the bidder's financial, technical and organizational capability and experience to perform the contract.

 - Any other pertinent information the bidder may wish to submit

Delivery and Installation

If at any time during the performance of the contract, the successful bidder or its subcontractor(s) should encounter conditions impeding timely delivery of the agreed solution(s) and implementation of services, the bidder shall promptly notify Aasandha Company Limited in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the vendor's notice, Aasandha Company Limited shall evaluate the situation and may at its discretion extend the vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. Counting of delivery dates will start on the day the bid is awarded, and the award letter is handed over to the vendor, inclusive of letter handover day.

The delivery period should be stated in calendar days, inclusive of weekends and public holidays (not only working days). If the delivery deadline falls on a working day (Sunday-Thursday) latest delivery time should be 4:00 pm. If the delivery deadline falls on a public holiday delivery deadline will be extended to the next working day at 4:00 pm without penalty. Vendors who bid must agree for free doorstep delivery to any location in Male'. Failure to deliver within a set deadline will result in the following penalties.

1. If the total cost of the bid is less than 1,000,000.00, **Liquidation Damage=CP*0.005*LD** will be deducted per day, starting on the date after the delivery deadline date.
2. If the total cost of the bid is more than 1,000,000.00, **Liquidation Damage=CP*0.0025*LD** will be deducted per day, starting on the date after the delivery deadline date.
3. If the liquidation damage is more than 15% of the CP, Aasandha Company can terminate the contract.

CP: Contract Price, LD: Late Duration

Submission of Bids

- Vendors must send their Company name, contact person name, email and number to tender@asandha.mv before the bid registration deadline to register for the Bid submission.
- Aasandha company will send a web meeting link to the provided email address for bid submission.
- The vendor's bid document will NOT be accepted if the vendor is not registered for the submission.
- The vendor can send the bid document during the web meeting via email to tender@asandha.mv. Upload to cloud storage (Google Drive, Dropbox, OneDrive) and provide us a link via email if the bid document size is above 25MB.

Additional Information

- a) Detailed scope of work must be submitted with the tender document.
- b) Certificate copies and reference letters may need to be verified by contacting the relevant parties. Therefore, please provide contact information with certificate copies and reference letters.

Evaluation and Comparison of Bids

- **Clarification of Bids:** To assist in the examination, evaluation, comparison, and post-qualification of the bids, Aasandha Company Limited may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder in respect to its bid and that is not in response to a request by Aasandha Company Limited shall not be considered. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by Aasandha Company Limited in the evaluation of the proposals.
- **Responsiveness of Bids:** If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by Aasandha Company Limited and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.
- **Technical Evaluation of Bids:** Aasandha Company Limited shall evaluate the technical aspects of the bid submitted in accordance with the RFQ, to confirm that all requirements specified in the RFQ, have been met without any material deviation or reservation.
 - Sections will be evaluated independently of each other. Bids will be evaluated section by section and will be awarded to the highest qualified bidder of each section.

Evaluation Criteria

- **Price: 100 points**

- Each bidder's price is used to identify their relative position on a 0 – 100 price scale. This is done by allocating the lowest priced qualified bid 100 points and scaling-down the remaining bidder's score in relation to this, based on the price proposed by the bidder.

Price percentage = $100 \times (\text{lowest price} / \text{quoted price})$

BID FORM
Section 1/2/3 (Specify)

Description of works:	SMS Service
Bid to:	Aasandha Company Limited
Address:	Fen Building 3rd Floor, Ameenee Magu, Mahchangoalhi, Male', 20375, Republic of Maldives

Having examined the conditions of Contract, technical specifications, drawings and bill of quantities for the execution of above named works, I/we the undersigned, offer to construct and maintain the whole said work in conformity with the said conditions of Contract, technical specifications, drawings and bill of quantities for the sum of **MVR:** _____
(_____).

We undertake, if our Bid is accepted, to commence the works within seven (7) calendar days of receipt of the letter of award and to complete whole of the works in the Contract within _____
(_____) calendar **days**.

We agree to abide by this bid for a period of Ninety (90) days from the date of submission of the proposal, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period. We understand that you are not bound to accept the lowest or any Bid you receive.

Unless and until a formal agreement is prepared and executed, this bid, together with our written acceptance thereof, shall constitute a binding contract between us.

Yours faithfully,

Signed _____

In the capacity of _____
Duly authorized to sign bids for and on behalf of _____

(Company Name & Stamp)

Date: _____

Name & Address of Signatory

Name: _____

Address: _____

Tel No.: _____

Email: _____

Price Schedule Form

Section #:

Description:

Total Price inc. GST (MVR):

Delivery Period:

****Note:** Successful Bidder shall provide cost information by completing the information above, indicating the estimated amount of time and cost of completing the project.

Bill of Materials

Item	Manufacturer Part Number	Item Description	Qty

Installation Schedules

Item	Description	Quantity	Delivery in Days	Installation and Commissioning in Days	Total Delivery and Installation Scope in Days

Note: In addition to the above info, the bidder should provide detailed implementation schedules, including site preparation details. The client can use their own format.

Form of Qualification Information

a) Experience

Works of similar nature completed over the last 3 years

Experience Form:

Customer	Project Details	Value	Year of Completion
Organization {....}	Products {.....}	MVR {.....}	Year {.....}
Contact Person {....}	Services {.....}		
Email {....}			
Phone {....}	Agreement No {.....}		