

Enquiry no: 4502000008 / 06.05.2020
ANNEXURE B - TECHNICAL TERMS & CONDITIONS OF THE CONTRACT

The vendor shall comply to all the below terms and conditions.

SNo	Terms & Conditions of the Contract	Yes/No	Remarks
1	SMS Gateway Service Provider shall provide the facility to send transactional SMS with accuracy for a period of two years from the date of start of contract.		
2	The SMS Gateway Service Provider shall ensure a minimum package of fifty thousand SMS per year.		
3	The SMS Gateway Service Provider should ensure 24x7 support from date of start of the contract.		
4	The SMS Gateway Service Provider shall abide all security guidelines of TRAI and shall update BHEL Piping Centre, Chennai as and when any change in TRAI guideline affects SMS transactions of BHEL.		
5	The SMS Gateway Service Provider shall have redundant SMS Gateway architecture to ensure High Availability (24x7) of SMS service and shall ensure a service availability of 99%.		
6	The SMS Gateway Service Provider shall ensure that messages shall be delivered with corporate id BHEL.		
7	The SMS Gateway Service Provider should ensure that the messages shall be delivered to both DND and NON DND registered users.		
8	The SMS Gateway Service Provider shall provide a robust tracking system to track the delivery of SMS and shall ensure SMS delivery report with proper acknowledgement (status code).		
9	The SMS Gateway Service Provider shall ensure a SMS delivery time of 4 to 5 seconds.		
10	The SMS Gateway Service Provider shall ensure delivery of SMS to all locations in India without any exception.		
11	The SMS Gateway Service Provider shall be able to allocate a minimum throughput of 10 SMS/sec to BHEL.		
12	The SMS Gateway Service Provider shall provide a user friendly online interface to manage, monitor and view logs on SMS Gateway service. The web management portal should have a wide range of reports on SMS sending status, date wise SMS send/delivery report, account usage reports, etc. to monitor the performance as per requirement of BHEL.		

Enquiry no: 4502000008 / 06.05.2020
ANNEXURE B - TECHNICAL TERMS & CONDITIONS OF THE CONTRACT

The vendor shall comply to all the below terms and conditions.

SNo	Terms & Conditions of the Contract	Yes/No	Remarks
13	The SMS Gateway Service Provider shall ensure following protocols/ interfaces for sending and receiving SMS messages. 1. HTTP 2. HTTPs (HTTP + SSL encryption) 3. XML over HTTP/ HTTPs 4. SMTP 5. FTP 6. SMPP		
14	The SMS Gateway Service Provider shall extend support in solving any issues that arise integrating BHEL's application with the APIs defined in Point No. 13 above.		
15	The APIs (Application Programming Interfaces) provided by SMS Gateway Service Provider shall have to be well documented and provided to BHEL for reference.		
16	SMS Gateway Service Provider shall not publish/append any advertisement in the SMSs sent by BHEL.		
17	SMS Gateway Service Provider shall sign a Non Disclosure Agreement (NDA) in BHEL prescribed format.		
18	The SMS Gateway Service Provider shall provide a direct support and shall not involve a third party sub contract for support and service.		