

Inquiry no. GIPL/Ltd/Bulk Email Solutions/26-27/02,

Date:-29.07.2026

Dear bidder,

GIPL is a leading Total Solution Provider for IT/ITeS services to Government of Gujarat and its Corporations/ Boards. We are ISO 9001:2015 certified organisation and a subsidiary of Gujarat State Petroleum Corporation Ltd. (A Govt. of Gujarat Undertaking). Guj Info Petro Limited (GIPL) has been providing various IT related Services, IT Project Consultancy as a Total Solutions Provider / Nodal Agency to Government of Gujarat and its Corporation / Boards, Educational Institutions etc. since more than 20 years. GIPL also offers robust IT infrastructure for hosting of mission critical applications at its data centre located at Infocity, Gandhinagar.

GIPL is looking forward to select bidder for providing services of “**Transactional Email Services** for GIPL and GIPL’s Client” as per the detail mentioned below.

In this regard, you are requested to submit your **competitive quotation** for "**Transactional Email Services for GIPL and GIPL's Clients**" on or **before 05/08/2026 at 3:00 PM** in a **password-protected PDF** format by email to GIPL. We will inform you to submit / share password before 30 minutes of Bid opening.

The commercial quotation shall be submitted in the following format:

General information for bidders

Company Name	Guj Info Petro Limited
Address	2 nd Floor, Block-15, Sector- 11, Udhyog bhavan, Gandhinagar Kind attention :- Chief Project Officer
Website	www.gipl.in ; www.gipl.net
Main Services	IT/ITeS including Data Centre solutions

A. Commercials:

Sr. No.	Description	Unit Rate per Email	GST in %	Tax Amount.	TOTAL Amt. With Taxes
	Transactional Email Services	(A)	(B)	(C)=A x B/100	(D)=A+C
<u>1.</u>	0-5,00,000 Lakhs				
<u>2.</u>	5,00,000-25,00,000 Lakhs				
<u>3.</u>	25,00,000-50,00,000 Lakh				
<u>4.</u>	50,00,000-10,00,00,000 Lakh				
<u>5.</u>	1,00,00,000 Cr. & above				

B. Eligibility Criteria

- 1. The bidder must have an established Sales/Service Office located in Ahmedabad or Gandhinagar, Gujarat, which has been continuously operational for a minimum period of three (3) years as on the tender floating date.**
- As documentary evidence of the office's existence and operational status for the prescribed period, the bidder shall mandatorily submit copies of any of the following documents along with the bid: Property Tax Bill, Electricity Bill, Telephone Bill, or a Valid Lease Agreement. The submitted document(s) must clearly demonstrate that the office has been operational for more than three (3) years as on the tender floating date. **Failure to furnish satisfactory proof shall render the bid liable for rejection.**
- The Vendor must have valid PAN and GST registration.
- The Vendor should have no record of being black-listed by any Government/ Public Sector/ Multinational/ National companies. (Self-declaration Certificate as per **Annexure-B** enclosed herewith)
- Evaluation will be based on Bidder's eligibility, the most competitive, and the lowest rate quoted by the participating and eligible bidders.
- Any clarifications desired by any Vendor in connection with any part of this proposal may be sought as per contact details below.

<u>Name of Contact Person</u>	<u>Contact email ID</u>
Manoj Patel	mpatel@gipl.net

Period of Bulk Email Services Contract period: - for 1 year.

Scope of work as per - Annexure- A attached

Terms & Conditions

- Bidder needs to quote composite rate i.e. CGST + SGST + CESS or IGST + CESS as the case may be. Any changes in Govt. Taxes / Duties would be applicable as on actual at the time of invoice processing.
- Necessary statutory deductions, in accordance with rules as applicable, may be deducted at source by GIPL from the above quoted amount.
- The quoted rate is inclusive of all lodging, boarding, travelling charges as may be required during the tenure of execution of the project.
- GIPL reserves the right to cancel this requirement without assigning any reason.
- Bidder should provide 24 X 7 Technical Support is compulsory.

6. The final decision however on selection of the Service provider will be at discretion of the competent authority of GIPL.
7. The implementation of this service should not require any IT hardware up gradation or new procurement leading to any additional expense for GIPL.
8. The bid should be valid for 180 days from the last date of submission of bids.
9. Payment Terms: - Bulk Email Services payment will release at the end of every quarter up to the contract period on submission of the invoice along with summary reports to GIPL.
10. Evaluation of quotation shall be based on the Total Cost to the Company. The quotation that complies with all of the requirements and offers the lowest price shall be selected. Any offer that does not meet the requirements shall be rejected.
11. GIPL at its sole discretion may execute an agreement with the successful bidder as and when required basis.
12. Any Work Order/engagement that will be issued as a result of this Inquiry shall be subject to the Terms and Conditions mentioned herein. This work order may be renewed for another one or two years as per the previous year rates subject to requirement of client.
13. Governing Laws & Jurisdiction: The resulting engagement shall be made under, and shall be governed by and construed in accordance with the laws of India and will be subject to exclusive jurisdiction of courts in Gandhinagar, Gujarat, India.
14. Limitation of Liability: The successful bidder agrees that it will indemnify GIPL and keep so indemnified against any and all claims, damages, demands or proceedings brought or made or alleged (or threatened to be brought or made or alleged) in any jurisdiction against GIPL or any losses, liabilities, costs, charges or expenses suffered or incurred by GIPL on account of negligence or default on the part of the successful bidder.

Thank you and we look forward to receiving your quotation.
GIPL TEAM.

Annexure-A

Transactional Email Service

1. Scope of Work

The scope includes:

- Setup and configuration of bulk email service
- Integration via SMTP/API
- Domain authentication (SPF, DKIM, DMARC)
- Monitoring dashboard access
- Log management and reporting

2. Technical Specifications

2.1 Dashboard

- Web-based centralized dashboard
- Real-time tracking of:
 - Emails sent
 - Delivery status
 - Failures and bounce rate
- Usage and consumption visibility

2.2 Detailed Logging

- Complete email transaction logs including:
 - Timestamp
 - Sender and recipient details
 - Message ID
 - Delivery status
- Logs available for audit and troubleshooting

2.3 Integration Support

The solution shall support integration with:

- PHP applications
- ASP.NET applications
- NodeJS applications
- Any SMTP/API compatible system

Protocol Support:

- SMTP (Ports: 587 / 465)
- Secure API

2.4 Reporting

The system shall provide:

- Daily/Monthly usage reports
- Bounce and failure reports
- Delivery performance reports

3. Support and Maintenance

- The bidder shall provide 24×7×365 support and maintenance services for the Bulk Email Service throughout the contract period.
- The scope shall include proactive monitoring, incident management, troubleshooting, and resolution of service-related issues.
- Support shall cover SMTP/API integration, domain authentication (SPF, DKIM, DMARC), email delivery issues, bounce management, and performance optimization.
- The bidder shall provide an escalation matrix and designated support channels, including email, telephone, and ticketing system.
- Regular software updates, security patches, and system maintenance shall be provided without disruption to the services.

ANNEXURE-B

FORMAT FOR SELF DECLARATION – NO BLACKLISTING CERTIFICATE

No:

Date: <DD/MM/YYYY>

To

Chief Executive Officer
Guj Info Petro Limited
Block No: 15, 2nd Floor,
Udyog Bhavan,
Sector -11,
Gandhinagar – 382 011,
Gujarat.

Ref: “Transactional Email Services for GIPL, Gandhinagar.

Dear Sir,

In response to the referenced **“Transactional Email Services for GIPL, Gandhinagar.**
as an owner/partner/director of _____, of _____
_____, I/ We hereby declare that presently our company/firm
_____ is having unblemished record and is not declared
ineligible for corrupt and fraudulent practices either indefinitely or for a particular period
of time by any State/Central Government/PSU.

We further declare that presently our company / firm
_____ is not blacklisted
/ banned / declared ineligible / declared having dissatisfactory performance / put on holiday
list / disqualified for reasons of corrupt and fraudulent practices by any State/Central
Government/ PSU on the date of Bid submission.

We further declare that presently our company / firm
_____ is not
blacklisted by any State/Central Government/ PSU for any IT/ITeS Goods and/or Services
as on the date of Bid submission.

Yours Sincerely,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Place: