



QUOTATION NOTICE

(Ref. No. PSOU/S&P/331 dated 7/1/26)

Sealed Quotations are invited for “*Business WhatsApp Chatbot, OTP SMS, Text SMS (Transactional)*” through Registered-post/Speed Post/Courier up to 21-01-2026 till 4:00pm as per the specifications and prescribed format given below duly signed and stamped.

| Sr. No. | Description | Quantity | Rate Per Msg (Rs.) | Total Amount (Inclusive of all taxes) |
|---------|---------------------------|------------|--------------------|---------------------------------------|
| 1. | Business WhatsApp Chatbot | 1,00,000/- | | |
| 2. | OTP SMS | 2,00,000/- | | |
| 3. | Text SMS (Transactional) | 3,00,000/- | | |

Specifications:

Business WhatsApp Chatbot:

- Meta-approved verified account with Green Tick
- Life time validity plan
- Intelligent Chatbot/Flow Integration
- Auto-responder messages for instant replies
- Send up to 1,000 messages in one attempt
- Supports international messaging (via Panel & API)
- Send Images, Videos, Documents
- API Integration for outgoing & incoming messages
- Real-time sent, seen & delivery reports in portal
- Direct incoming message replies in portal
- Ability to send messages to Groups
- Add multiple Agents with third-party access
- Rich media support including:
- Button message
- Dynamic messages (with PDF)
- Catalog messages

OTP SMS:

- Life time validity plan
- All types of Notification messages.
- Individual user portals
- Delivery Time: 24 X 7
- All Number Delivery

- API Integration for automation messages
- Delivery reports
- DLT Approved 6 Character Alphabetic Sender id and template Delivery
- Dedicated Support & Service
- Delivery in 30 seconds

Specifications:

Text SMS (Transactional):

- Life time validity plan
- All types of Notification messages
- Individual user portals
- Delivery Time: 24 X 7
- All Number Delivery
- API Integration for automation messages
- Delivery reports
- DLT Approved 6 Character Alphabetic Sender id and template Delivery
- Dedicated Support & Service

Terms and Conditions:

1. The sealed quotations completed in all respects mentioning the subject "*Quotation for Business WhatsApp Chatbot, OTP SMS, Text SMS (Transactional)*" must reach to **The Registrar, Jagat Guru Nanak Dev Punjab State Open University, C-28, Lower Mall, Patiala** on or before **21-01-2026 till 4:00pm** through Registered post/Speed post/Courier.
2. The bidder shall strictly abide time schedule given by University for delivery of the material/items as per work order.
3. Validity of the bid is 90 days from the date of opening quotation.
4. Selected bidders are strictly prohibited for subletting the assigned work/work order.
5. Incomplete and conditional Quotation will not be accepted.
6. The Registrar, Jagat Guru Nanak Dev Punjab State Open University, Patiala reserves the right to cancel the bid without assigning any reason.
7. Copy of PAN No. (PAN Card) & GSTIN of firm must be attached.
8. Payment shall be made in Indian rupees on Final acceptance & after verification by the specified consignees and their issue of clearance & acceptance certificates to the satisfaction of the authority.
9. If the material is not delivered on or before the due date the competent authority will have the right to deduct 2% of the total bill for every weeks default, no extension time will be permitted. The decision of the University shall be binding on the bidder in this regard.
10. No advance payment will done for this quotation. Full payments shall be made to the seller after completing installation and commissioning of the product.
11. Your quotations may be accepted in part or whole.
12. The firm should not be debarred/blacklisted by any government department of the state.
13. The quotations not strictly in accordance with the above conditions are liable to be rejected without considerations.

14. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator i.e. the Registrar JGND PSOU, Patiala. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1996 or by statutory modification re-enactment thereof for the time being in force. Such arbitration shall be held at Patiala. TDS is applicable as per income tax rules.

15. Rates should be F.O.R. and should include all taxes in r/o supplies.

16. The sealed quotation papers should be superscripted as "*Quotation for Business WhatsApp Chatbot, OTP SMS, Text SMS (Transactional)*" on the top of the envelop carrying quotation papers.



SB/W
Registrar
07/01/26