

National e-Governance Division

Request for Empanelment (RFE) of Agencies for Messaging Campaign for Digital India Week



Electronics Niketan,
4th Floor, 6 CGO Complex,
Lodhi Road, New Delhi 110003, INDIA

National e-Governance Division (NeGD)

Electronics Niketan, 4th Floor, 6 CGO Complex,
New Delhi 110003

Request for Empanelment (RFE) of Agencies for Messaging Campaign for Digital India Week

The Department of Electronics and Information Technology (DeitY), Government of India has formed the National e-Governance Division (NeGD) as an autonomous business division within Media Lab Asia, under the Ministry of Communications and Information Technology, Government of India, for supporting and assisting DeitY in the programme management of National e-Governance Plan (NeGP) and supporting the coordination of the Digital India programme.

NeGD invites RFEs from reputed agencies for empanelment as Mobile Messaging Campaign agencies (hereinafter referred to as 'agency'/'agencies') as detailed in this document on subsequent pages. Empanelment, in itself, is no guarantee of subsequent award of work. Empanelment will be for a period of one year from the date of empanelment.

The proposals must be submitted at the NeGD New Delhi office in one sealed envelope marked as 'Application for the Empanelment of Mobile Messaging Campaign Agencies' along with the EMD. The name and contact details of the bidder should be clearly mentioned on all the envelopes. The sealed envelopes should reach NeGD by 14-May-2015, by 3:00 PM, addressed to: Sr. General Manager, National e-Governance Division (NeGD), 4th Floor, Electronics Niketan, 6 CGO Complex, New Delhi 110003.

Bidders may contact Sr. General Manager (A&C), NeGD at 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-110003, for any clarification on the RFE before 30-April-2015 by post or through email (pranjal.kalita@negp.gov.in, sunil.sharma78@gov.in).

The notice will be uploaded on the website. The empanelment will be carried out as per the evaluation mechanism of this RFE.

NeGD reserves the right to reject any or all of the responses to this RFE without assigning any reason. NeGD takes no responsibility for delay, loss or non-receipt of response to RFE.

Important dates

1	Last date for submission of written queries (email or post)	30-April-2015
2	Pre-bid meeting	5-May-2015
3	Release of clarifications/ addendum	7-May-2015
4	Last date for submission of RFE response	14-May-2015 (by 3:00 PM)
5	Selection of agency/ agencies	20-May-2015

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SECTION I: BACKGROUND

Approved by the Government of India, Digital India is an ambitious programme to ‘transform India into a digital empowered society and knowledge economy’.

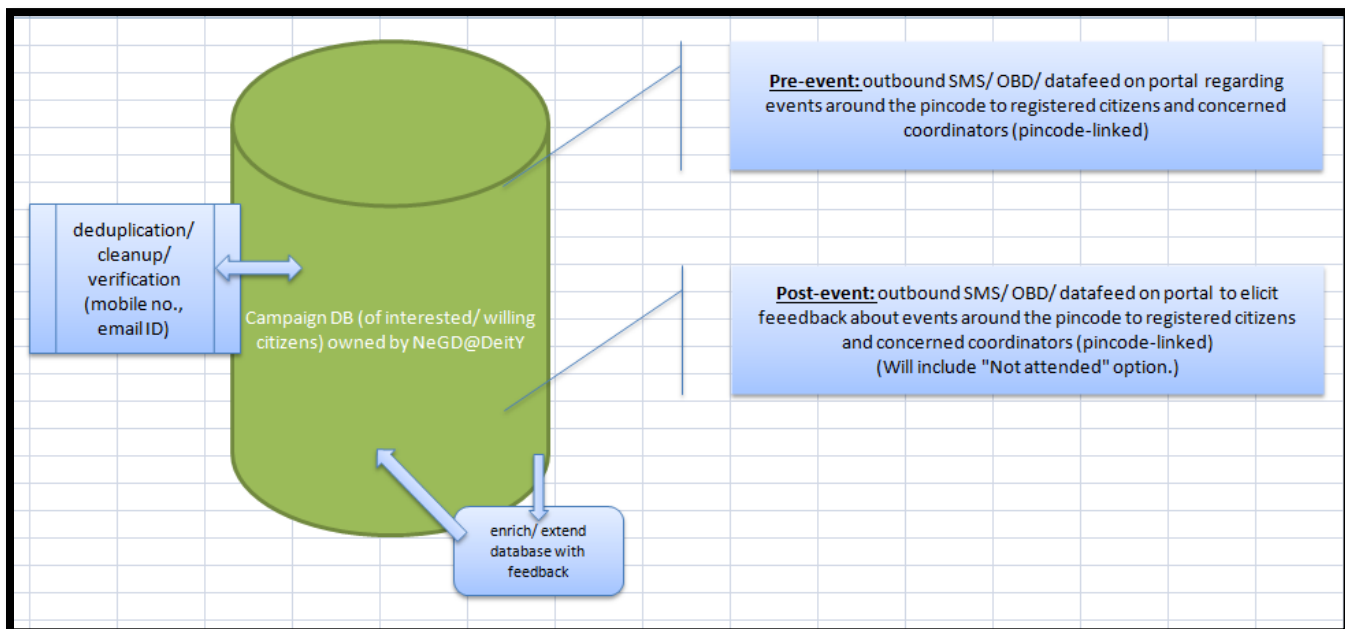
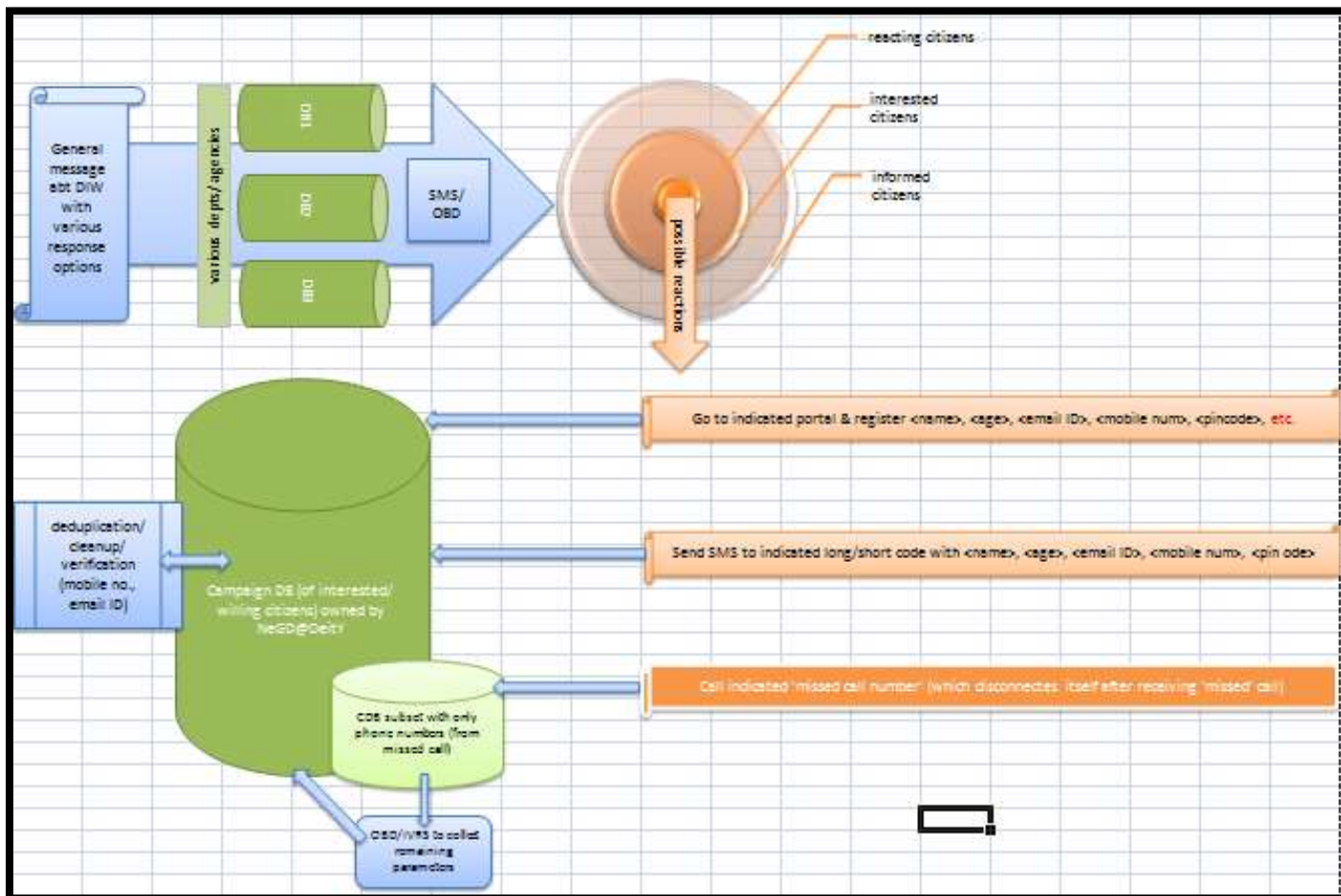
The focus is on being transformative to realize
“IT (Indian Talent) + IT (Information technology) = IT(India Tomorrow)”.

It is an umbrella programme that covers multiple government ministries and departments. It weaves together a large number of ideas and thoughts into a single, comprehensive vision so that each of them is seen as part of a larger goal. Each individual element stands on its own, but is also part of the larger picture. Digital India is to be coordinated by DeitY and implemented by the entire government. Information on Digital India is available at www.deity.gov.in

The formal launch of the Digital India programme is proposed to be carried out over a weeklong event—“Digital India Week (DIW)”—at multiple levels with multiple partners and stakeholders including government ministries/ departments, industry, school & academic institutions, gram panchayats, civic bodies/ ULBs, civil society/ citizens, etc.

NeGD will manage and run messaging services to support the DIW and follow-up activities, as broadly illustrated below.

Broad illustration of the proposed messaging campaign to support DIW and follow-up activities:



(Please see Annex-II for a bigger illustration.)

SECTION II: DESCRIPTION OF OVERALL CONCEPT

1. NeGD (through the partner agency) will have a fully functioning solution including messaging systems/ gateways etc. which can handle both push and pull messaging across SMS, IVRS-OBD and over data connections.
2. Various government departments and agencies have their respective databases of citizens with contact details such as name, age, email address, mobile number, postal address, etc.
3. A general message about DIW will be created by NeGD and shared (post approval by competent authority) with the aforementioned departments and agencies in different formats/ using different channels including datafeed, SMS, and voice (recorded). This general message may have different variants for different formats/ channels, and will urge the recipient to participate in DIW and register (name, age, email address, mobile number, pincode) in one of the following ways:

Visit the specified portal and register, OR

Submit particulars through SMS to the specified mobile number (which may be a long or short code), OR

Call the specified “missed call” number (with a follow-up process from NeGD’s side to call these numbers back to complete the registration process).

4. The various departments/ agencies will broadcast this message to their respective contacts through their respective systems. Post-broadcast, there shall be a segment of targeted audience that is both informed about DIW, and willing to participate, and who will also respond in one of the ways specified above.
5. In addition, NeGD will also supply a target audience list to its partner agency to which the partner agency will send out the aforementioned message through the channel/s as finalized in consultation with NeGD.
6. All incoming citizen responses (through portal, SMS, OBD/IVRS) will converge to NeGD’s system, resulting in a progressively populating “Campaign Database (CBD)”, which too would be owned by NeGD.

Note: NeGD will also provide an auto-response message to the participating departments/ agencies to use in case the contacted citizen replies back to them instead of reaching the NeGD database by replying through one of the specified systems.

7. The partner agency will perform de-duplication (based on a combination of fields such as mobile number and pin code) and cleanup (junk inputs etc.) of CBD, as a continuous process.

8. In reference to de-duplicated/ clean data, the system will send out the most suited auto-response to each incoming message through the same channel as used by the citizen during registration (except for those using the “missed call” service).
9. The auto-response message, again in reference to the de-duplicated/ clean data, will also include a secondary part (in those cases where required) to address the verification aspects for the email ID and mobile numbers, by appropriately directing recipients to do the needful. In OBD callback, this secondary part will be also be carried through voice recording for those cases in which required. This part is essential in increasing the assurance level that the email IDs and mobile numbers received in the system are genuinely held by the responding citizen.
10. Thereafter, as per the schedule provided/ approved by NeGD, the partner agency will reach out to the registered citizens with follow-up messages (in different formats/ channels for different sets of user-citizens (including mandatory datafeeds on portal at all times), as finalized in consultation with NeGD, through sender IDs (for email, SMS, voice) that are duly whitelisted as required under bulk-messaging regulations in the country, at two times (not counting auto-responses):

Pre-event: Information about the event location closest to a citizen’s pin code.

Post-event: Solicit feedback about the event attended

11. Interested registered citizens will provide feedback in a manner similar to that followed during registration using one of the various options/ channels. The de-duplication/ cleanup/ verification/ auto-response for each incoming message will continue alongside, and the database will be enriched with the additional feedback fields.
12. Partner agency will provide NeGD with access to MIS/ reports 24x7 (and also an admin module).
13. Volume estimates: While the initial outreach to citizens will be through individual departments’ own databases as well as also through other promotional/ marketing initiatives during DIW (including advertisements), given that the mobile number will be a key (and mandatory) field for the messaging campaign, the mobile subscriber base in India is the most suitable parameter for arriving at estimated volumes.

Estimated mobile penetration in India: Over 90 crores

Estimated number of reacting citizens: 5-12 crores

Note. Agency must ensure data privacy and security as per due process.

SECTION III: SCOPE OF WORK (Empanelled Agency/Agencies)

In reference to the broad illustration above, NeGD will empanel agencies with capabilities as broadly outlined below.

Activity/ Task		Within scope of Campaign Agency?	
Creation of general message (in various media) for DIW		No	NeGD will provide
Broadcasting the first general message		Yes	Various departments will broadcast to their subscriber bases Partner agency will broadcast this to the list provided by NeGD
Handling citizen response	Create “campaign database” (CDB)/ application and interfaces	Yes (with NeGD)	Ownership of CBD and its data will lie with NeGD at all times
	Citizen-response portal frontend	Yes	
	Portal backend	Yes (with NeGD)	
	Incoming SMS longcode/ shortcode	Yes (with NeGD)	
	SMS gateway	Yes (with NeGD)	
	Incoming email ID	Yes (with NeGD)	
	Missed-call number	Yes	
	OBV/IVRS to callback citizen reacting through missed call	Yes	
	CDB de-duplication/ cleanup (before push messaging)	Yes	Ongoing process
	Auto-response/ reply to each incoming message (standard “Thank You” message as approved by NeGD and with verification steps as and where required)	Yes	Using the same channel used by citizen to register (except “missed call” for which there need not be any auto-reply)
Sender IDs for pushing messages over email, SMS, voice		Yes (with NeGD)	Sender IDs must be whitelisted for bulk messaging
Creation of “event location” message for registered citizens		Yes (with NeGD)	NeGD will provide the template. Agency’s system will automate the template fill-up as per pin code, etc.

Broadcast of message to citizens registered in CBD about event-location/s closest to their PIN codes (using different channels: portal/app/datafeed, email, SMS, OBD)		Yes	NeGD will approve choice of channels across sets of citizens
Creation of “feedback sought” message for registered citizens		Yes (with NeGD)	NeGD will the template. Agency’s system will automate the template fill-up as per pin code, etc.
Broadcast of message to citizens registered in CBD inviting feedback about events		Yes	
Handling citizen feedback	Through various channels (portal, SMS, voice, email, etc.) with OBD for “missed calls” etc. and with de-duplication/ cleanup/ auto-response/ verification steps as required	Yes	
MIS, analysis/ reports for various activities		Yes	NeGD will be able to access the online Reports module developed by the partner agency at all times and request both synchronous/ standard reports as well as custom/ asynchronous reports

Section IV: ELIGIBILITY CRITERIA

- 1) The bidder must either be registered with Telecom Regulatory Authority of India (TRAI) or must have a tie-up with an agency registered with TRAI.
- 2) The bidder should be incorporated in India. A Certificate of Incorporation (COI) is required to be produced by the bidder. A Service valid Tax registration certificate is also required. Consortium of companies is not allowed in this tender.
- 3) The bidder shall have fully functional office / branch office in Delhi / NCR with adequate professional staff to handle large messaging campaigns.
- 4) The bidder should be in existence in India at least for last three years and should mention its scope of work including previous business transacted.
- 5) The bidder should be in the business of providing value added services (VAS) over telecom network/SMS/IVRS etc. Should have implemented at least 2 integrated messaging projects with minimum revenue of Rs. 25 lakhs each.
- 6) The bidder should have an average annual turnover of at least Rs. 10 crore cumulative during the last three financial years (from VAS and telecom/IT projects) and it should be supported by audited annual financial statements / balance sheets for above mentioned period.
- 7) The company should not have been barred / blacklisted / disqualified by any regulator / statutory body / Government / Body in India & abroad. An explicit disclosure must be made to this effect in a separate letter head of the company.
- 8) The bidder must have sufficient resources and technical capability to push out large messaging bursts (through whitelisted email, SMS, IVR/OBD, data-feed etc) on a daily/ weekly basis, and also to capture all incoming (pull) responses from citizens, in large numbers, on a daily/ weekly basis. The bidder shall ensure high availability. If at any stage, higher than normal volume is required to be handled, the bidder should be able to, on demand, scale-up the throughput.
- 9) At the least, the bidder must have the capacity to carry out, track/ record, collect, process and analyse, messaging transactions on a daily basis in the range 50 lakhs to 1 crore. The platform must have done minimum 20 crore transactions in a given month on all channels or any one channel.
 - a. Delivery times shall also be evaluated where applicable. Delivery should be as close to realtime as possible.
 - a. Previous implementation of the number of live services will be evaluated across all channels mentioned above.
 - b. Previous experience of handling multiple channels across live access code (short code and/ or long code) will be evaluated.
 - c. Push abilities (SMS and OBD) will be evaluated through a sample

provided by NeGD. The bidder must be able to create groups/ communities for targeted messaging.

- d. As far as possible, outsourcing is to be avoided. However, in certain cases, it may be allowed if and when approved by NeGD.

3.2.2 The bidder must have multilingual support across all messaging channels (SMS, IVRS/OBD, email, portal front-end) and the platform should support pushing multilingual messages. (Should fully support UNICODE compliant messaging.)

3.2.3 The bidder must have pan-India reach/ connectivity in terms of mobile subscribers in the country across all telecom service providers across all telecom circles, for both SMS and voice, in the country.

3.2.4 The bidder must have capability to segregate mobile numbers on the basis of their home circles, and must also be ready to work out similar solutions as and when national (full) mobile-number-portability comes into force.

3.2.5 The bidder must be able to provide support 24x7x365.

3.2.6 The bidder must provide MIS & reporting, etc. in consultation with NeGD. The ownership of this data and MIS will lie with NeGD at all times. The bidder will make provisions for future migration of the same to any other system/ agency as and when desired by NeGD, which may be from time to time.

Note :-Documentary proof is essential for all the above clauses without which the proposal will be rejected. A checklist is provided below.

	Description	Details
1.	TRAI Registration	TRAI Registration certificate of bidder or the agency with which it has a tie-up
2.	Head office/Branch office in Delhi/NCR With complete address and telephone number	Submit support document (Address proof/Electricity bill/Lease agreement etc)
3.	Certificate of Registration & Nature of Business	The firm should possess and furnish certificate of registration/ incorporation. It should also provide the PAN & Service Tax registration. Submit relevant documents.
4.	Should have implemented at least 2 integrated messaging projects with minimum revenue of Rs. 25 lakhs each.	Submit work order/completion certificate of clients

5.	Annual turnover (from VAS services) cumulative over last 3 FYs (min. 10 crores)	Submit the audited balance sheet till FY 2013-14 certified by CA
6.	Has the agency been blacklisted/debarred/suspended/banned from business dealings by any Ministry/Department of State/Central Government/PSU as on date of filling the responses of this RFE	Submit the declaration duly signed by authorised signatory on letterhead
7.	Prior experience of large messaging solutions and daily/monthly transaction capacity	Testimonials / client certificates Reports Access link to be shared by the bidder
8.	Multilingual support	To be demonstrated live as and when required by NeGD during the empanelment process
9.	Connectivity	To be demonstrated live as and when required by NeGD during the empanelment process
10.	MIS and reporting	Sample to be presented

Section V: INSTRUCTIONS TO BIDDERS

5.1 Earnest Money Deposit (EMD)

The bidder is required to submit EMD in the form Bank Guarantee valid for one year or Demand Draft (DD) in favour of Media Lab Asia-NEGD of amount **Rs.5 lakhs**.

EMD should be kept in the outermost envelope with the cover letter. Application without EMD will be rejected. EMD shall be returned after selection process is over except for the selected agencies.

The EMD amount of vendor will be forfeited if vendor withdraws his offer during the process of empanelment.

5.2 Disqualification

NeGD may at its sole discretion and at any time during the evaluation of application, disqualify any bidder, if the bidder:

- (i) Submitted the application after the response deadline;
- (ii) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- (iii) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- (iv) Submitted an application that is not accompanied by required documentation or is non-responsive;
- (v) Failed to provide clarifications related thereto, when sought;
- (vi) Submitted more than one application on its own;
- (vii) Was declared ineligible/blacklisted by the Government of India/State/UT Government;

Section VI: EVALUATION AND EMPANELMENT PROCEDURE

NeGD will constitute an Evaluation Committee to evaluate the proposals submitted for detailed scrutiny. During evaluation of proposals, NeGD, may, at its discretion, ask the bidders for clarification on their applications. The process for empanelment is as given below-

6.1 Evaluation process:

Scrutiny of eligibility criteria for responsiveness to the RFE will be done by the Evaluation Committee to determine whether the documents have been properly signed, qualification criteria fulfilled and all relevant papers submitted and whether the response to RFE is generally in order. The Evaluation Committee can seek additional information from the bidders, if needed. The response to the RFE not conforming to requirements, financial turnover requirement, office location and past work record will be rejected.

6.2 Empanelment

Agencies shortlisted for empanelment will be required to sign an agreement with NeGD, accepting the terms and conditions laid down by NeGD. After signing of the agreement, no variation or modification in the terms of the agreement shall be made except by written amendment signed by both parties.

The empanelment shall be initially for 1 calendar year. NeGD reserves the right to extend the same on yearly basis. NeGD shall be free to curtail the empanelment at any time during the period of empanelment, without assigning any reason.

6.3 Allocation of Work

Mere empanelment with NeGD does not guarantee allocation of work.

Post-empanelment, work shall be allocated through a transparent mechanism, based on the nature, quantum, and timelines related to actual work. Final award of work shall be on L1 basis.

NeGD will not be liable to make any payment or amount on account of conceptualization/designing/solutions prepared by the agency but not selected for actual work. The agency should not have any objections to the said procedure and shall not dispute/claim any amount at any time in future.

NeGD may allocate work to more than one agency at a time.

6.4 Service Level Agreement (SLA) and Penalties

Selected agencies should be willing to enter into SLA and honour all penalty clauses which will be defined on the priority and severity of tickets and will be shared post empanelment and any issuance of Purchase Order. SLA and penalty clauses will be defined on the basis of key deliverables, application maintenance and technical support. The selected agency would also submit the necessary PBG equivalent to 30% of the work value, if and when work is given.

SECTION VII: OTHER TERMS AND CONDITIONS

The agency may be required to interact with other line ministries/departments of central/state government as and when required.

The client servicing team of the agency must be available to NeGD office, New Delhi as and when required by NeGD.

The agency is expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to NeGD's interest. Agency will maintain confidentiality on matters disclosed till proper instruction is issued for publication.

The agency should be able to execute order at short notices and even on holidays.

NeGD reserves the right for rejection of any/all applications without assigning any reason whatsoever. All decisions taken by NeGD would be final and no further representation in this regard will be entertained.

NeGD also reserves the right to employ any agency outside of the list of empanelled agencies.

SECTION VIII: GENERAL TERMS AND CONDITIONS OF AGREEMENT

The following terms and conditions are of a general nature, and are given here only for the information of the bidder.

Nativity

The organization must be incorporated in India as per details given under 3.1.

Relationship

- a) Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the "NeGD" and the "bidder". No partnership shall be constituted between NeGD and the bidder by virtue of this empanelment nor shall either party have powers to make, vary or release agreement obligations on behalf of the other party or represent that by virtue of this or any other empanelment a partnership has been constituted, or that it has any such power. The bidders shall be fully responsible for the services performed by them or on their behalf.
- b) Neither party shall use the other parties name or any service or proprietary name, mark or logo of the other party for advertising or promotional purpose without first having obtained the other party's prior written approval.

Right to rejection and Right to annulment

NeGD reserves the right to reject any request for empanelment and to annul the empanelment process and reject all such requests at any time prior to empanelment, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

No obligation

Empanelment with NeGD does not guarantee that any or all bidders shall be awarded any project / assignment as a result of this empanelment.

Fraud and Corruption

NeGD requires that the bidders engaged through this process must observe the highest standards of ethics during the performance and execution of the awarded project(s). The following terms apply in this context:

NeGD will reject the application for empanelment, if the bidder recommended for empanelment, has been determined by NeGD to having been engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive.

These terms are defined as follows:

- a)"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NeGD or any personnel during the tenure of empanelment.
- b)"Fraudulent practice" means a misrepresentation of facts, in order to

influence a procurement process or the execution of a contract, to NeGD, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive NeGD of the benefits of free and open competition.

c)“Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.

d)“Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of empanelment.

e)“Collusive practices” means a scheme or arrangement between two or more bidders with or without the knowledge of the NeGD, designed to establish prices at artificial, non-competitive levels;

NeGD will reject an application for award, if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, unfair trade, coercive or collusive practices in competing for any assigned project during the empanelment.

Confidentiality

Information relating to evaluation of application and recommendations concerning awards shall not be disclosed to the bidders who submitted the applications or to other persons not officially concerned with the process. The undue use by any bidder of confidential information related to the empanelment process may result in the rejection of their application.

Governing Language

All documents relating to agreement shall be written in English Language.

Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

Jurisdiction of Courts

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in New Delhi only.

Frequency of Empanelment

NeGD shall empanel agencies for one year. The empanelment duration may be extended by two years (one year at a time), at the sole discretion of NeGD on same terms & conditions.

Indemnity

The bidders will indemnify NeGD against any misuse of NeGD Name, Brand Name - DIGITAL INDIA and Logo. For any misuse of NeGD name and logo, the

bidder themselves will be held responsible. NeGD will take necessary legal and other actions for such cases. NeGD will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the bidder.

Termination / Withdrawal

- a. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving one month advance notice in writing to the other party.
- b. NeGD reserves the right to withdraw/ terminate empanelment of bidder in any of following circumstances:
 - (i) Bidder becomes insolvent, bankrupt, resolution is passed for the winding up of the bidder' organization
 - (ii) Information provided to NeGD is found to be incorrect;
 - (iii) Empanelment conditions are not met within the specified time period;
 - (iv) Misleading claims about the empanelment status are made;
 - (v) Clear evidence is received that empanelled agency has breached copyright laws/ plagiarised from another source;
- c. If the agency does not execute the contract to the satisfaction of the NeGD then the NeGD may invoke any or all of the following clauses.
 - (i) Forfeit the Performance Guarantee Amount
 - (ii) Terminate the contract without any liability of NeGD towards the empanelled agency.

Only one application

A bidder may only submit one proposal on its own. If a bidder submits more than one proposal on its own, both proposals shall be disqualified.

Amendment

At any time prior to deadline for submission of applications, NeGD may for any reason, modify this document. The amendment document shall be notified through website and such amendments shall be binding on all bidders.

Disclaimer

- (i) This RFE is not an offer by the NeGD, but an invitation to receive responses from eligible interested bidders as mobile messaging agencies for the NeGD. The NeGD will empanel limited bidders who fulfil the eligibility criteria. No contractual obligation whatsoever shall arise from this process.
- (ii) The evaluation shall be strictly based on the information and supporting documents provided by the bidders in the application submitted by them. It is the responsibility of the bidders to provide

all supporting documents necessary to fulfil the mandatory eligibility criteria. In case, information required by NeGD is not provided by bidder, NeGD may choose to proceed with evaluation based on information provided and shall not request the bidder for further information. Hence, responsibility for providing information as required in this form lies solely with bidder.

Binding Clause

All decisions taken by the NeGD regarding this contract shall be final and binding on all concerned parties.

Agency's Integrity

The Agency is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

Agency's Obligations

- a. The Agency is obliged to work closely with the NeGD's staff, act within its own authority and abide by directives issued by the NeGD.
- b. The Agency will abide by the job safety measures prevalent in India and will free the NeGD from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold the NeGD responsible or obligated.
- c. The Agency is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanour.
- d. The Agency will treat as confidential all data and information about the NeGD, obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the NeGD.

ANNEXURE I: DECLARATION (ON THE RESPONDENT'S LETTER HEAD)

DECLARATION

- i. I, _____ (Name & Designation) solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be debarred from empanelment.
- ii. I permit NeGD to inspect my records to ascertain the above facts.
- iii. I permit NeGD to cross check the above facts from any other source.
- iv. I or my authorized representative, if required by NeGD, would make a presentation before the duly constituted Committee at my own cost.
- v. I will abide by the decision of NeGD regarding empanelment.
- vi. I have read & understood the RFE and agree to all the terms & conditions stated therein.

SIGNATURE

Full name

Designation:

Email:

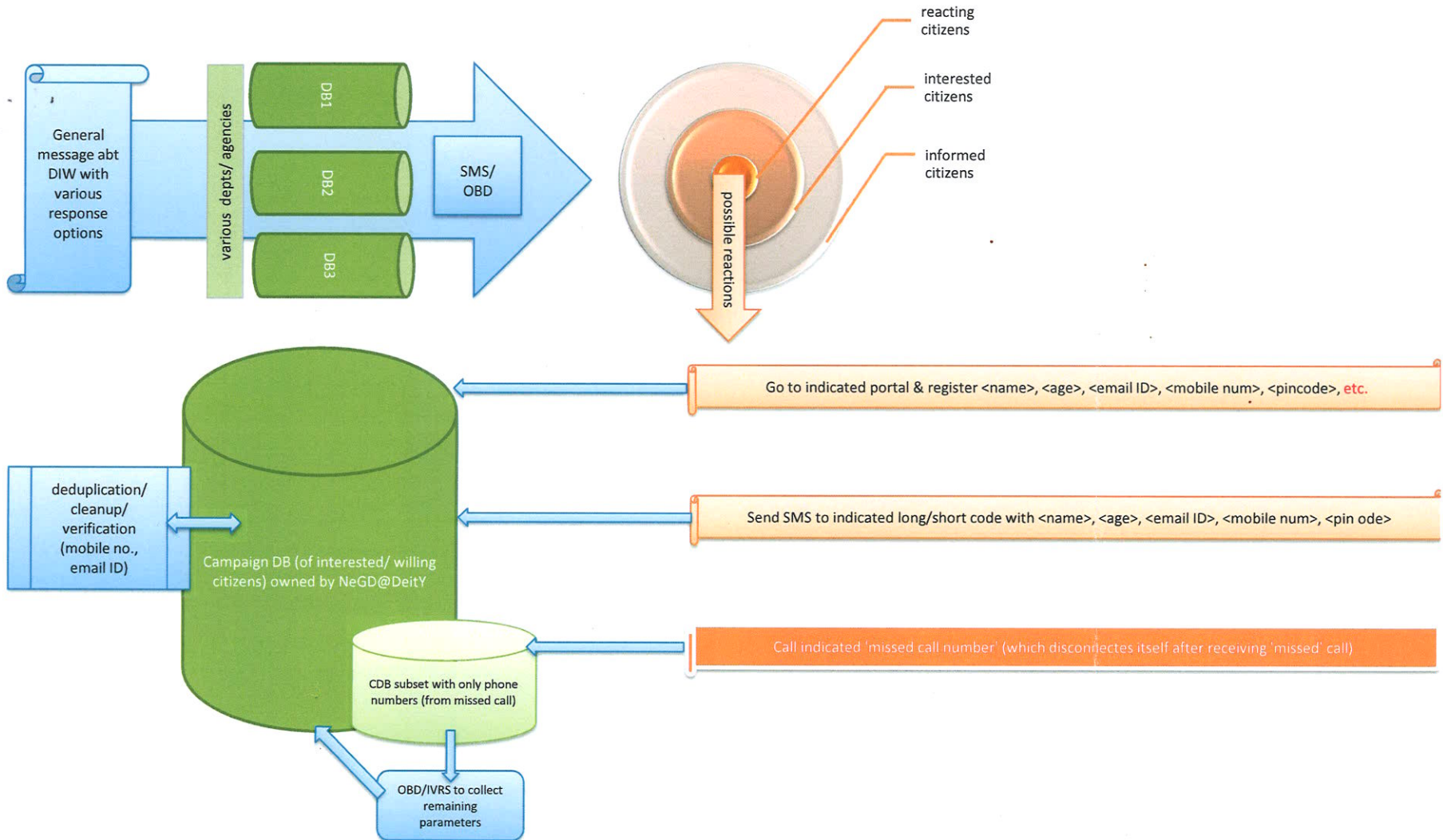
Phone/Mobile No:-

Date:

(Seal of organisation)

ANNEXURE-II

Tab1: Creation of Campaign Database



Tab2: Operations with the Campaign Database

