Kerala State IT Mission is an autonomous nodal IT implementation agency for Department of Electronics & Information Technology, Government of Kerala which provides management support to various IT initiatives of the Department.

M-Governance project involves the utilization of all kinds of mobile technology services using the concept of "always-on" connection for the delivery of government services to common people. As part of MGovernance project an SMS Gateway was established by KSITM in 2009 with an eSMS Portal which provides SMS services to Government departments and having more than 380 SMS accounts. Since the technology used in this platform has become obsolete, KSITM intends to have a new SMS platform for providing SMS services to citizens.

It is requested to seek proposals from companies in Start-up Mission for Setting up of Managed Mobile Service Delivery Platform, Implementation of SMS services with additional features like WhatsApp Business Solution and Google RCS Integration.

The proposals may include technical details and cost for:

Sl.No	Description
1	Setting up of Managed Mobile Service Delivery Platform and Implementation of SMS services
2	Hardware
3	Software Development

4	Support and Services for Managing the infrastructure and Mobile Service Delivery Platform
5	WhatsApp Business Solution and Google RCS Integration
6	Miscellaneous Expenses (if any)
7	Total Amount

- The Company is expected to develop a new SMS platform to be owned by Kerala State IT Mission and should provide Bulk SMS as per requirements.

- The SMS platform needs to be a Centralized one in which accounts can be created for various departments. It should have the options like

    - Admin System interface

    - Department web interface

- There should be a dedicated team to manage the SMS platform which includes user account creation, addition of SMS credits, support for DLT Registration, Header and Template uploading, solving SMS related issues etc.

- There should be provision to provide Bulk SMS as per the requirements of departments (users).

- The payment for SMS purchase could be made by individual departments directly to the Company. The SMS rates are to be standardized and the rates for SMS purchase will be based on an Order/Proceedings issued by KSITM Director.

- The Company should also provide support for Departments for their DLT Registration and uploading of the approved template/header reports in corresponding SMPP route.

Terms and conditions

1. The bidding company should have minimum 3 years of core experience in development and handling of SMS gateway
2. Company should have experience in handling DLT block chain platform (as per TRAI guidelines)
3. Company should coordinate and integrate gateways provided by telecom operators and third-party SMS vendors
4. The platform developed should be capable of integrating new messaging platforms like Whatsapp, Google RCS, Mi RCS.
5. Company should have a proven track record on SMS gateway business and should produce the following documents based on the request from the department- Agreement with telecom operators, Client list, Purchase orders etc
6. Company should provide the architecture of proposed platform
7. Company should provide 24x7 support