



**THE INSTITUTE OF
COST ACCOUNTANTS OF INDIA**
(STATUTORY BODY UNDER AN ACT OF PARLIAMENT)
CMA BHAWAN
12, SUDDER STREET, KOLKATA – 700 016.

Telephones : +91-33- 2252-1031/1034/1035
+ 91-33-2252-1602/1492/1619
+ 91-33- 2252-7143/7373/2204
Fax : +91-33-2252-7993
+91-33-2252-1026
+91-33-2252-1723
Website : www.icmai.in

TENDER NOTICE

Ref. No.: TC(IT)/02/2018

28th February, 2018

Subject: Rate Contract of Bulk SMS (Transactional) Services

The Institute of Cost Accountants of India proposes to avail Bulk SMS services and accordingly sealed quotations are invited for bulk SMS services as mentioned below:

1. The sealed quotations are to be submitted in prescribed format on your business letter head duly stamped and signed and dated on each page as their unconditional acceptance to the terms prescribed by the Institute. Details/supporting documents wherever applicable, if attached with the quotation should be duly authenticated by the vendor/s. No overwriting shall be accepted unless authenticated with full signature of the vendor/s.
2. The sealed quotations addressed to **Convener – Tender Committee**, may be sent at the Institute's address mentioned above either by Registered Post/Speed Post/by dropping in the quotation box placed at ground floor of the Institute Headquarters and it should reach on or before **4.00 P.M. of March 21, 2018** duly superscribed with **"Rate Contract of Bulk SMS (Transactional) Services"**. The Institute shall not be liable for any postal delay. Quotation received after the stipulated date and time will not be entertained.
3. Prices quoted should be inclusive of all charges viz. installation of software, training and support for the contract period.
4. Implementation plan for the activities of the project should be mentioned clearly in the proposal. In case of delay beyond fifteen days from the stipulated period, Institute may at its discretion cancel the order and arrange the same from the next bidder on the panel/open market at the sole risk, cost and responsibility of the vendor.
5. The payment will be made on monthly basis based on actual usage of bulk SMS services. The payment will be made on receipt of the invoice. The invoice must be accompanied with the detailed SMS delivery report to justify the bill.
6. Vendor rendering the **SMS (Transactional) Services** shall provide the complete set of technical and operation manuals, if required for the implementation of the service under reference to the satisfaction of the Institute.
7. The require specifications desired by the Institute is mentioned in the Scope of the Work. However, vendors are also welcome to quote for richer specifications, which will be considered at the sole discretion of the Institute.
8. The Bulk SMS (Transactional) Rate Contract is for the period **01/04/2018 to 31/03/2019**.
9. **Confidentiality & Restriction of Data Sharing** – Vendor should ensure that the data of the Institute should be maintained confidential and should not be shared to anybody and not used for any commercial or any other purpose.
10. **Support Services:** Support Services should be made available to the Institute on 24x7 basis by the vendor.
11. **Reports and Analysis:** In case of any kind of issues / queries in connection with the sending of SMS, the vendor will help to resolve the same by providing detailed report to the Institute. In case required, the vendor may have to present the details with justification to the top management of the Institute.



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VENDOR DETAILS

1. Name and complete address of the Tendered & Company
2. Tele/Fax/E-mail/Cell No. of the Tendered Company
3. Contact person's name telephone No.
4. Details of registered office, if any, along with contact person's name and tele. No.
5. Legal status i.e. public / private limited / any other along with documentary evidence.
6. Composition of Directors/ Partners etc.
7. Income-Tax registration number along with documentary evidence.
8. Sales Tax registration number along with documentary evidence.
9. List of existing clients with complete contact details to whom similar kind of services have been provided in last 3 years, value of business, concerned person's name & his telephone no. (Please attach full details)
10. Please indicate in full the following details:
 - a) Manpower available - Technical & Non-technical
 - b) Collaborations with other parties.
 - c) Turnover of the company for last 3 financial years. (Please attach supporting documents)
 - d) Escalation matrix for lodging the complaint during the utilization of services.
11. Brochure of the software product with detailed specifications/manuals etc.



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SCOPE OF WORK

1. A secured web based interface is required on the bulk SMS server of the vendor through which the bulk SMS can be done by the Institute at its convenience. Provision of bulk SMS software should be a part of this **mentioned web based interface**.
2. The vendor should configure the service such that the SMS should go to the recipient in the name of the Institute (like **ICMAIN**).
3. Provision of accounting and controlling the undelivered SMS should be made available.
4. Bulk SMS software / Web Based Interface should facilitate the provision of sending dynamic SMS.
5. Bulk SMS software / Web Based Interface should facilitate the html codes formation and updating the same.
6. Bulk SMS software / Web Based Interface should facilitate the provision of MIS reports as under:
 - a. Details of bulk SMS released during a particular period.
 - b. Total time taken to execute a bulk SMS.
 - c. Details of mobile number failed to deliver along with reasons.
 - d. MIS report showing number of failed message

The Tenderer is requested to quote the rates of Bulk SMS (Transactional) in the format mentioned below:-

Sl. No.	SMS (Transactional) Credit Slabs	Maximum number of Characters allowed in one SMS (Transactional)	SMS (Transactional) Rate (A)	Taxes (B)	Total Value (A+B)	Validity Period

Terms & Condition:

1. All payments will be made through Electronic Mode to the Bank Account of the selected Tenderer. Please mention Bank Details [(i) Name of the A/C., (ii) A/c.No., (iii) Type of A/c., (iv) Name of the Branch with address, (vi) IFS Code No. and (vii) MICR No.] in the Quotation.
2. The price quoted by the Tenderer should remain valid **for a period of three months** from the date of submission of tender.

For any further clarification/information please contact Shri Biplob Chaki, Dy. Director, IT, ICAI on any Working Day (Monday to Friday) during Office Hours.

The Institute is not bound to accept the lowest offer and reserves the right to cancel any or all the Tenders without assigning any reason thereof.

CONVENER - TENDER COMMITTEE
(from Rs.2.5 Lakhs to Rs.25 Lakhs)