



# THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)  
12, SUDDER STREET, KOLKATA – 700 016

Telephones: +91-33-2252-1031/34/35  
+91-33-2252-1602/1492/1619  
Fax: +91-33-2252-1723/7993/1026  
Website: [www.icmai.in](http://www.icmai.in)

## TENDER NOTICE

Ref. No.: Tender/LPC/2018-19

December 5, 2018

### Subject: Annual Rate Contract of Bulk E-Mail Services

The Institute of Cost Accountants of India proposes to avail Bulk-emailing services and accordingly sealed quotations are invited from reputed vendors having capacity and proven track record for bulk email services as mentioned below.

1. Tenders duly signed by the Tenderer shall be submitted into two parts in separate sealed envelopes super-subscribing Technical bid and Financial bid. Both the envelopes should be put into a third envelope super-subscribing with “**Annual Rate Contract of Bulk E-mailing Services**” (Bid Reference – Tender/LPC/2018-19 Dated 05/12/2018) and addressed to “The Convener, Local Purchase Committee, The Institute of Cost Accountants of India, CMA Bhawan, 12, Sudder Street, Kolkata – 700016”. The tender shall be submitted positively on or before **4.00 p.m. of December 11, 2018** to Sucharita Chakroborty/Moumita Das of the Institute at 12, Sudder Street, Kolkata – 700016. The tenders have to be submitted within the date & time mentioned in the Tender Notice and The Institute shall not be held liable for any postal or any other delays. Tenders received after the stipulated date & time will be liable to be summarily rejected without giving any reason.
2. 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. First the techno-commercial bid will be opened for technical evaluation. Financial bid will be opened only for those who qualify the techno-commercial bid.
3. Prices quoted should be inclusive of all charges viz. installation of software, training and support for the contract period.
4. The Tenderer /Agency should have a minimum experience of five years in this field or similar type of services and have executed at least two similar works during the last three years. Supporting documents / work orders may be submitted in this regard.
5. 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.
6. The payment will be made on monthly basis based on actual usage of bulk emailing services. The payment will be made on receipt of the invoice. The invoice must be accompanied with the detailed email inbox delivery report to justify the bill.
7. Vendor rendering the **E-mailing 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.
8. 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.
9. **The Rate Contract of Bulk E-mailing Services is for a period of one year and thereafter, if the services are found to be satisfactory, the contract may be renewed at the discretion of The Institute of Cost Accountants of India on year to year basis for a maximum period of three years, as per same rate and terms & conditions. However, if the service is not found satisfactory, the Institute reserves the right to terminate the contract without assigning any reasons thereof.**



# THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)  
12, SUDDER STREET, KOLKATA – 700 016

Telephones: +91-33-2252-1031/34/35  
+91-33-2252-1602/1492/1619  
Fax: +91-33-2252-1723/7993/1026  
Website: [www.icmai.in](http://www.icmai.in)

10. 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.
11. Support Services: Support Services should be made available to the Institute on 24x7 basis by the vendor.
12. Reports and Analysis: In case of any kind of issues / queries in connection with the send/receive of mails, 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.

## 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.



# THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)  
12, SUDDER STREET, KOLKATA – 700 016

Telephones: +91-33-2252-1031/34/35  
+91-33-2252-1602/1492/1619  
Fax: +91-33-2252-1723/7993/1026  
Website: [www.icmai.in](http://www.icmai.in)

## SCOPE OF WORK

1. A secured web based interface is required on the bulk mailing server of the vendor through which the bulk mailing can be done by the Institute at its convenience. Provision of bulk mailing software should be a part of this mentioned web based interface.
2. The Bulk Email Panel provided by the vendor for sending mails should be able to take minimum 1 Lac. Email address at a time for a single mail campaign from the very first day of its operation and inbox delivery rate should be above 99%.
3. The vendor should configure the service such that the mails should go to the recipient in the name of the Institute (from email [noreply@icmai.in](mailto:noreply@icmai.in)).
4. Provision of accounting and controlling the bounced back and return emails should be made available.
5. Bulk mailing software / Web Based Interface should facilitate the provision of sending dynamic mails.
6. Bulk mailing software / Web Based Interface should facilitate the attachment of multiple documents as well as image files.
7. Bulk mailing software / Web Based Interface should facilitate the preparation of contents in the form of mixture of texts and images. Further it should facilitate the html codes formation and updating the same.
8. Bulk mailing software / Web Based Interface should facilitate the provision of MIS reports as under:
  - a) Details of bulk mails released during a particular period.
  - b) Total time taken to execute a bulk email.
  - c) Details of email ids failed to deliver along with reasons.
  - d) MIS report showing number of failed message

Sl. No.	Rate per Email [A]	Taxes [B]	Total Value C=[A+B]

### 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 Bank, (v) 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.

CONVENER – Local Purchase Committee