



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

TENDER NOTICE

Ref. IT/BULKSMS-2020-21/08

August 10, 2020

Tender to provide Bulk SMS (Transactional & Voice) Services

The Institute of Cost Accountants of India proposes to avail Bulk SMS (Transactional & Voice) services and accordingly sealed quotations are invited for **Bulk SMS for a contract period of one year, which may be extended on annual basis for further period of five (5) years on the same rate / price and terms & conditions subject to satisfactory performance.**

Reputed and reliable vendor rendering the SMS (Transactional & Voice) service are invited to offer their Rate to provide Bulk SMS (Transactional & Voice) services on annual basis as per details given below -

1. Scope of Work :

- i. A secured web based interface to be provided on the bulk SMS server of the bidder 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.
- ii. The bidder should configure the service such that the SMS should go to the recipient in the name of the Institute **(like ICMAIN)**.
- iii. Provision of accounting and controlling the undelivered SMS should be made available.
- iv. Bulk SMS software / Web Based Interface should facilitate the provision of sending dynamic SMS.
- v. Bulk SMS software / Web Based Interface should facilitate the HTML codes formation and updating the same.
- vi. 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.

2. Eligibility Criteria :

- i. List of existing clients with complete contact details to whom similar kind of services have been provided in last 5 years, value of business, concerned person's name & his / her telephone no. **(Please attach full details)**.
- ii. Bidder should have their own Short Message Service Centre (SMSC) functioning in any state owned Telecom service Providers since past 3 years and should have direct tie up/arrangements with minimum two telecom service providers/operators of services within India. **Need to enclose necessary document.**
- iii. Need to have at least one govt. operator (BSNL/MTNL) enlisted. **Need to enclose necessary document.**
- iv. Bidders shall have PAN, TAN, GST registration.
- v. Details of –
 - a. Manpower available - Technical & Non-technical.
 - b. Collaborations with other parties
 - c. Turnover of the company should be at least Rs.1.0 crore per annum for last 3 financial years. **(Please attach supporting documents)**
 - d. Escalation matrix for lodging the complaint during the utilization of services.



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- e. Brochure of the software product with detailed specifications/manuals etc.

All the above related documents are to be submitted in the form of Password Protected PDF File named as 'Technical Bid' along with duly filled, signed and stamped Annexure-'A' format & Signed Tender Document.

Interested vendors may contact Shri Biplob Chaki, Dy. Director (IT- Kolkata), on any Working Day (Monday - Friday) during office hours 10.30 a.m. – 5.00 p.m. Contact details: email id: it.dd1@icmai.in, Phone no.: 033-40364241; at their own cost.

3. Instructions for bidders :

- i. The rates to be offered should include all charges viz. installation of software, training and support for the contract period.
- ii. Taxes as applicable will be paid extra.
- iii. 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.
- iv. The required specifications desired by the Institute are mentioned in the Scope of Work. However, vendors are also welcome to quote for richer specifications, which will be considered at the sole discretion of the Institute.
- v. Bidders shall bear all costs associated with the preparation and submission of its bid.

4. Terms & Conditions :

- i. The bidder/s should adhere with all seriousness to the time schedule provided by the Institute.
- ii. Financial bids of only those bidders will be opened who have qualified in the technical bid analysis.
- iii. The Institute does not guarantee any minimum quantity of SMS to be sent per period.
- iv. The price quoted by the bidder should remain valid for 90 days.
- v. Period of Contract – “ONE YEAR” and may be extended for further five (5) years at same rate, terms & conditions on mutual agreement of parties.
- vi. If a firm quotes NIL charges/consideration/abnormal charges, the bid shall be treated as unresponsive and will not be considered.
- vii. Canvassing in any form in connection with the contract is strictly prohibited.
- viii. Bidder 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.
- ix. L1 will be decided based on the amount quoted in annexure B, rate per SMS.
- x. Institute reserves the right to extend the last date for receipt of bids at its own discretion.
- xi. Once the supply order is placed, it will be the vendors' responsibility to make the project functional. Any additional cost incurred for completing the project and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.
- xii. The Bidder shall not sub-contract the mentioned work to any organization, person, firm or its franchise without the prior approval of the Institute.
- xiii. Presentation: Before finalization of the contract, the selected bidder may be requested to provide a demo panel with a minimum quantity of 500 SMS without any charges. Upon testing to the level of satisfaction, final order will be given.



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- xiv. The Institute may, for any reason whether at its own initiative or in response to the clarification requested by the prospective bidder, issue amendment in the form of addendum during the bidding period and subsequent to receiving the bids. Any addendum thus issued shall become part of bidding document and bidder shall submit the addendum duly signed and stamped in token of his acceptance.
- xv. The bidder should submit this tender document in the form of password protected PDF file, duly signed and sealed on all pages. together with the technical bid (Annexure A)
- xvi. Institute reserves the right to modify the quantity included in the schedule of requirements at any time after acceptance of tender without a notice. The bidders shall have no claim to any payment of compensation.
- xvii. Institute reserves the right to repudiate the contract and entrust the work to any other third party in the event of breach of terms and conditions of this agreement or in the event of unsatisfactory performance observed by the Institute.
- xviii. Institute may ask clarifications if any during the evaluation and the bidders are expected to respond. Lack of response from them will enable the Institute arrive at its own decision about such bids.
- xix. The Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the engaged personnel of the contracting Firm.
- xx. The work executed by the vendor should be to the satisfaction of the concerned officer where work was executed. If the same is not found satisfactory, the firm will have to do the job again at its own cost. The decision of the concerned officer and of the Institute in this regard will be final and unassailable and binding on the vendor.
- xxi. Upon being selected as the successful bidder and being awarded the Order, the bidder is expected to reply to all queries/ complaints that may be raised by the Institute from time to time.
- xxii. 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.
- xxiii. Support Services: Support Services should be made available to the Institute on 24x7 basis by the vendor.
- xxiv. 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.
- xxv. The participating bidder has to submit this tender document signed and sealed on each page, together with Technical Bid, as acceptance of the terms and conditions mentioned herein.
- xxvi. The order will be placed for the best interest of the Institute.

5. Payments :

- i. No advance payment will be made. Payment will be made after completion of satisfactory supply and submission of invoice / bill in hard copy. Taxes will be extra as applicable.
- ii. The payment will be made in electronic mode only within 30 days of submission of bills.
- iii. 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 of the preceding month. The invoice must be accompanied with the detailed SMS delivery report (day wise) to justify the bill.



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6. Submission of Bids :

Tenders duly signed by the bidder shall be sent in two separate password protected PDF file. Both the password protected PDF file should be sent as per the online modalities mentioned below on or before **04:00p.m., August 31, 2020.**

Online Modalities

- i) The interested bidder would send both the Technical Bid & Financial Bids through email to the Convener (finance.dd2@icmai.in) of the Tender Committee as mentioned in the Tender Documents.
- ii) The Bid would be in the form of a scanned PDF file properly named as Technical & Financial in the bidder letter head, duly sealed & signed by the bidder.
- iii) The file(s) would be password protected for opening.
- iv) Complete official address of the bidder along with the contact details must be mentioned in the body of the email, while sending the bid to the Convener.
- v) All emails received after the cut-off date and time of the Tender Document shall be treated as void.
- vi) After the cut-off date and time of the Tender Document, password for opening the Technical Bid only shall be sent to the Convener of the Tender Committee through email by the bidder. **Password to be sent only when communicated for the same.**
- vii) Upon technical evaluation done by the committee internally, the Convener will request only to the technically qualified bidders for the password of opening the Financial Bid.
- viii) No hard copy Tender would be entertained.
- ix) Any further correspondence related to tendering would be done through email only.

TENDER COMMITTEE



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Annexure – ‘A’

FORMAT OF TECHNICAL BID

Sl.No.	Details requested	Provided details
1.	Name of the Firm/Company	
2.	Registered office/business address Telephone/Mobile Number Email address	
3.	Name of Contact Person(s)	
4.	Address in Kolkata Telephone/Mobile Number Email address Name (s) of the contact person(s)	
5.	Year of Incorporation/Constitution	
6.	GSTN (Attach copy of GST registration)	
7.	Turnover last 3 years	A) F.Y. – Rs. B) F.Y. – Rs. C) F.Y. – Rs.
8.	Work Experience (submit at least 3 testimonials from associated clients)	1. 2. 3. 4. 5.
9.	Any other relevant information	
10.	Online submission of Bids	The Convener – Tender Committee Email – finance.dd2@icmai.in

Signature of bidder:

Seal:



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Date: _____

Annexure – 'B'

FORMAT OF FINANCIAL BID

- The Bidders are requested to quote only one flat rate per Voice SMS and per Transactional SMS containing Normal or Special or Unicode or Combination Characters, irrespective of quantity/ slab of SMS or any other parameters as per the format mentioned below.
- There should not be any restriction on the quantity of SMS to be sent for a particular period or any validity/ expiry period of the SMS.

OR

- There should not be any minimum guaranteed quantity of SMS to be sent for a particular period or any validity/ expiry period of the SMS.

Sl.No.	Rate per SMS
1.	<p>Rate per SMS (Transactional – containing Normal or Special or Unicode or Combination Characters)</p> <p>Rs.</p> <p>In words..... paisa</p>
2.	<p>Rate per SMS (Voice) per pulse rate (30 seconds)</p> <p>Rs.</p> <p>In words..... paisa</p>

Applicable tax rate:.....%

Signature of bidder:

Seal:

Date: