

**REQUEST FOR PROPOSAL (RFP)  
TO  
PROVIDE  
INTEGRATED SOLUTION FOR  
STUDENTS' SUPPORT SERVICES  
(INCLUDING ONLINE ADMISSION MANAGEMENT)**

**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA**



**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA  
12, Sudder Street, Kolkata - 700016  
Phone: +91 0334036-4753/4036-4763/4036-4755**

**Website: [www.icmai.in](http://www.icmai.in)**

The Institute of Cost Accountants of India (Statutory Body under an Act of Parliament) (herein after referred as "Institute") intends to streamline the Students' Support System (including Online Admissions Management) keeping with the trends in the current Indian scenario. The Institute intends to implement the above in cooperation with organization having adequate expertise and experience in the field. Therefore, only qualified organizations having capabilities to manage end-to-end operations are encouraged to submit their proposals/bids.

The complete set of bidding documents can be downloaded free of cost from the Institute's website: [www.icmai.in](http://www.icmai.in)

The Service provider who is capable of executing the tasks indicated in the RFP may submit their proposals in ONLINE MODE ONLY in the manner as prescribed in the RFP on or before 5PM of 26<sup>th</sup> November, 2020 at the following mail address: [tender1@icmai.in](mailto:tender1@icmai.in)

The Tender offer should be submitted in two separate mails containing the offers in password protected documents. Subject of mail for technical bid '**OFFER FOR PROVIDING INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT) - TECHNICAL BID**'.

Subject of mail for commercial bid '**OFFER FOR PROVIDING INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT) - COMMERCIAL BID**'.

**EARNEST MONEY DEPOSIT (E.M.D):**

The intending bidders should submit EMD of Rs 1,00,000 through bank transfer (NEFT) directly to the Institute's Bank Account and share the transaction detail at the mail address provided above. Bank Account Details:

- a) Name of the Bank: Punjab National Bank
- b) Branch Name & Address: New Market, Kolkata – 700087.
- c) Nature of Bank Account: Current Account
- d) Bank Account No.: 0093002109030025
- e) IFSC Code: PUNB0009300

Proposals are liable to be rejected for the following reasons–

- (i) Absence of E.M.D
- (ii) Rate quoted are not as per the Prescribed Format. (Annexure 2)
- (iii) Incomplete, unsigned, unstamped, illegible or Void for ambiguity/uncertainty.
- (iv) Containing incorrect/unsubstantiated information.
- (v) The decisions of the Institute in regard to the deviation being material or not shall be final and binding.

**DISCLAIMER**

- 1) All information contained in this RFP subsequently provided are in good faith. This RFP is not an agreement or an offer by The Institute of Cost Accounts of India to the prospective applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation and submission of their applications pursuant to this RFP.
- 2) This RFP includes statements, which reflect various assumptions and assessments arrived at by The Institute of Cost Accounts of India in relation to the selection of the Service provider. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require.
- 3) The Institute of Cost Accountants of India accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon the statements contained in this RFP.
- 4) The Institute of Cost Accountants of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP, without assigning any reason or providing any notice and without accepting any liability for the same. It is the bidder's responsibility to view the updated information from the Institute's website.
- 5) The issue of this RFP does not imply that The Institute of Cost Accountants of India is bound to select an applicant or to appoint the selected applicant, as the case may be. The Institute of Cost Accountants of India reserves the right to cancel this request for RFP and/or invite afresh with or without amendments to this request for RFP, without any liability or any obligation for such request for RFP and without assigning any reason. Information provided at this stage is merely indicative.

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## **PART - A**

### **BACKGROUND**

#### **1. OVERVIEW**

The Institute of Cost Accountants of India (erstwhile The Institute of Cost and Works Accountants of India) was first established in 1944 as a registered company under the Companies Act with the objects of promoting, regulating and developing the profession of Cost Accountancy. The Institute of Cost Accountants of India is a premier, dynamic, vibrant professional institution actively associating itself in industrial and economic development of the nation. The Institute of Cost Accountants of India set up by an Act of Parliament to develop and regulate the profession of Cost Accountancy in the country.

The Institute, as a national accounting body, is founder member of International Federation of Accountants (IFAC), Confederation of Asian and Pacific Accountants (CAPA) and South Asian Federation of Accountants (SAFA).

The Institute, as a part of its obligations, regulates the profession of Cost and Management Accountancy, enrolls students for its courses, provides coaching facilities to students, organizes professional development programmes for members and undertakes research in the field of Cost and Management Accountancy. The Institute pursues the vision of cost competitiveness, cost management, efficient use of resources and a structured approach to cost accounting as the key drivers of the profession. The Institute is the 2nd largest Cost & Management Accounting body in the world and the largest in Asia, having approximately 5,00,000 students and 85,000 members all over the globe. The Institution headquartered at Kolkata operates through four regional councils at Kolkata, Delhi, Mumbai and Chennai and 110 Chapters situated at important cities in the country as well as 10 Overseas Centres. The Institute is functioning under the overall administrative jurisdiction of Ministry of Corporate Affairs, Government of India having its headquarters at "CMA BHAWAN" 12, Sudder Street Kolkata - 700016.

## 2. GENERAL TERMS AND CONDITIONS

- The Contract is to commence from the date of signing the Contract with the Service provider and shall continue initially for a period of **three years** unless it is curtailed or terminated by the Institute owing to deficiency of service, substandard of quality, breach of contract, reduction or cessation of the requirement of work. However, the contract may be extended for another **two years** with the same terms, price, and conditions if the Institute is satisfied with the performance of the Service provider. The Service provider should hand over all the documents in whatever format pertaining to the Institute upon completion / termination of the contract.
- The Service provider should have minimum 5 years of experience in this field with adequate manpower and establishment
- The Service provider should have experience to serve PSU/Govt. Bodies/ Universities/ Institutes of repute
- The Service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Service provider/Contractor without the prior written consent of the institute.
- The selected Service provider must provide the necessary SOP, student guidelines, process flowchart and other user manual needed for the Admission management system and Student support system.
- The Service provider will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
- Financial bids of only those bidders who are technically qualified shall be evaluated. At the time of opening of Technical bids, the potential bidders may be called at the meeting by the concerned tender committee.
- The agreement can be terminated by either party giving 3 (three) months' notice in advance. If the service provider fails to give three months' notice in writing for termination of the agreement, performance guarantee submitted by the service provider shall be forfeited in favour of the Institute.
- Institute may ask documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
- The quoted rates offered will be valid for a period of 90 days.
- Before award of contract, all original documents may be checked by the Institute and at that time attested photo copies are required to be furnished.
- The Cost of Tender Document is NIL. The tender document may be downloaded from the website for use.
- The terms and conditions (i.e. all the pages of Bid documents) must be signed by authorized signatory, with date and full name and scanned documents of the same to be

submitted over the mail as mentioned in the RFP.

- Any payment that may be made by the Institute in respect of the work done in terms of the RFP shall be subject to income-tax and any other applicable taxes deductible at source at the rate in force from time to time.
- The shortlisted vendors may have to make a presentation before the concerned committee before their final selection and signing of the contract.

### 3. SCOPE OF WORK

Students will be located anywhere in India along with remote places and overseas location also. To streamline the Students Support System of the Institute (including Online Admission Management) following services are required from the service provider:

#### **Admission Management System**

- Optimization of student enquiries on the institute's website
- Digital marketing to increase the number of lead flow
- Setting up an enquiry capture process – Website, chatbots, telephonic enquiries etc.
- Result Oriented Program Promotions and Professional Counseling Services using trained counselors
- Set up a Cloud IVR system for the process
- Every call coming in should get automatically recorded
- Application generation along with fee payment and collection of necessary documents from the students
- Creating a technology platform to handle student communication through email and sms
- Creating provision for Document verification of the students
- Online Admission processing as per the Institute's policies (System generated via SMS/ Mail/ App)
- On verification of the documents by the Institute, generating the Enrollment No. and ID card along with Username & Password (Login id). Communication to be generated by system to the student through email and SMS
- Creating a system to provide reports and other dashboards to the institute
- Creation of office space with all requisite furniture and computers (with connectivity etc) for the counseling team

#### **Tele-counseling**

- Service provider will provide dedicated telephone number/numbers for Tele-counseling
- Tele-counselors will operate from the location allotted by the service provider only
- Inbound calls to be received and outbound calls to be done on 24 X 7 basis
- The calls are to be recorded automatically in standard voice format, each call to have a unique identification tag while storing the data
- The Institute may ask for recorded version of certain calls, if required.
- All the calls need to be monitored continuously for quality and consistency purposes



- Relationship to be built with the students in favour of the Institute
- Tele-counselors will be polite and courteous during inbound and outbound calls
- Dedicated persons to be allotted to receive calls as priority service
- The work will also involve outgoing calls to the prospective students as and when required
- Performance of calls may be evaluated with a minimum Standard Conversion Rate of 5%
- The service provider will also be responsible for providing the services with high element of integrity and confidentiality. The vendor is expected to provide its services without causing any damage to the reputation of the Institute

### **Student Care and Grievance Handling Centre**

- Set up a dedicated helpline with adequately trained staff for responding student queries
- Maintaining a record of student complaints/queries/grievances
- Set up a query resolution and escalation process
- Setting up online/telephonic counseling and program advising services for interested students
- On-boarding of the admitted students and handholding them during induction
- To give immediate response in case of charge back items

### **Reports & Data Analytics**

- The service provider should provide multiple reports as per the needs of the Institute
- MIS on real time basis to be provided to the Institute with a given format, so that the Directorate of Studies can have the access on the performance of the Counselors
- The service provider shall also make a provision for various data capture and analytics with a view to improve quality indicators for the student support systems

**Any other tasks related to the above may be assigned from time to time.**

#### **4. OVERVIEW OF TECHNOLOGY INFRASTRUCTURE REQUIRED**

The project envisages centralized cloud-hosted core application consisting of a Online Admission Management System and Student Information System. The hosting Infrastructure should include necessary servers as required in the data centre together with other network infrastructure including firewalls, switches and storage. The infrastructure should include UPS and Power Generators to ensure uninterrupted power. The service provider should select the IT infrastructure and hosting environment that is best suitable for the proposed solution. The infrastructure and hosting should ensure highest level of security for the data and reliability of the services offered to students. The Institute will not be providing any IT infrastructure or software.

#### **5. SOFTWARE REQUIREMENTS**

The broad software requirements are listed below. The service provider will however be required to provide all software that is necessary for provisioning the services envisaged in the proposal.

- The automation should be web based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server
- Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.
- The system should work on the latest version of the proposed RDBMS based database systems.
- Integration of the core application with a payment gateway and messaging gateways.
- Document management integrated with the admission management system
- Development of web portal for online enquiry, admissions, fees payment

#### **6. IMPLEMENTATION SCHEDULE**

The project must be implemented and launched in 4 weeks' time from the date of signing the contract ensuring that the system will be operational before the next admission cycle commences. Consequently, the Institute invites proposals only from experienced Tenderers who have implemented such projects earlier and have the necessary software, content and other components ready.

#### **Notes**

1. The Institute reserves the right to change any clause mentioned above under intimation to all concerned.
2. Prospective bidder requiring any technical clarification on the RFP may post their query to the Institute to the mail:- tender1@icmai.in

## **7. PERIOD OF CONTRACT**

The Contract is to commence from the issuing date of engagement letter to the Service Provider and shall continue initially **for a period of three years** unless it is curtailed or terminated by the Institute owing to deficiency of service, substandard of quality of service, breach of contract, reduction or cessation of the requirement of work. However, the Contract may be extended for another two years with the same terms and conditions if the Institute is satisfied with the performance of the Service Provider.

## **8. REQUIRED MANPOWER**

The Service Provider should deploy the following manpower for the said job:-

- (a) One Supervisor
- (b) At least 4 Counselors

**Note:** The above no. of staff may be varied as per the volume of work

## **9. STATUTORY COMPLIANCE**

The Bidder shall be responsible for complying with all the applicable laws/bye laws/regulations in force from time to time and shall bear all statutory liabilities with respect to the staff engaged by it for performance of the Contract. The bidder shall also obtain all necessary permissions/ certificates/NOCs for execution of the work on behalf of Institute from the Statutory/Government bodies.

## **10. DISPUTE & JURISDICTION**

1. All disputes regarding interpretation of the contents of the Agreement or its implementation shall be resolved by Mutual discussion/reconciliation in good faith by the Service provider and The Institute of Cost Accountants of India.
2. This Agreement shall be governed by the Laws of India for the time being in force and subject to exclusive jurisdiction of Courts in Kolkata.

**11. TERMINATION OF CONTRACT**

1. The Service Provider becomes incapable of or unable to perform the Contract
2. The Service Provider assigns or sub-lets the work under the contract without the prior written permission from the Institute
3. If at any time, it is found that any of the information/document provided by the Service Provider is false;
4. However, the termination notice may be revoked if the service provider rectifies the drawbacks/defaults within notice period to the satisfaction of the Institute. No consequential damages shall be payable to the Service Provider in the event of such termination.
5. Either party may terminate the contract by giving 3 months advance written notice without assigning reason subject to completion of assigned job.
6. The Service Provider should hand over all the documents in whatever format pertaining to the Institute upon completion/termination of the contract.

## PART - B

### INSTRUCTIONS TO THE BIDDERS

#### 12. ELIGIBILITY CRITERIA FOR THE BIDDER

The bidder should meet the following basic eligibility criteria:

- Only those organizations/Firms who have successfully completed implementation of such services in totality (including creation of IT Infrastructure and Software, Student Admission system, Student service infrastructure, etc.), for at least 10 Indian Universities/Institutions of repute (of which, at least two must be Govt. organization) can apply.  
(Note: Participating firm must supply relevant documents about eligibility of the participant)
- Bidder must be a company incorporated in India Under Companies Act 1956.
- The Bidders Turnover should be above Rs. 200 Crores for each of the last three years. (Group turnover will be accepted for subsidiaries) (attach audited Balance Sheet & P&L Statement)
- Bidder should have experience of providing the similar services for at least 5 years with experience at Pan India level.
- The bidder should have managed and provided support to at least 2 Lakh students enrolled in University/Institute Pan India basis during its operational lifecycle.
- Bidder should provide a minimum of 10 client references where similar services, of this stature have been provided. (Attach Client Project Brief & Proof of Project Completion)
- The Bidder should have the following Certifications (copies of documents needed):
  - Information Security Standards ISO/IEC 27001:2005 Certified (Mandatory)
- Should not have been blacklisted by any Firm/Organization/School/Board/University/Institution or any Government organization and no legal case pending in the court of law against the Service provider and an undertaking in this regard should be submitted along with the bid.

### 13. SUBMISSION OF REQUIRED DOCUMENTS IN SUPPORT OF ELIGIBILITY

The technical bid for this assignment should be along with the following mandatory documents:

S. No.	Documents Need to be Submitted	Relevant Details	
		Y	N
1	Documentary evidence in support of being a Company registered under Companies Act		
2	Documentary evidence in support of having the Bidders Turnover being above Rs. 200 Crores (Group turnover for subsidiary companies will be accepted) (attach audited Balance Sheet & P&L Statement)		
3	Documentary evidence in support of experience of working with at least 10 reputed Indian Universities/Institutions (of which, at least two must be Govt. organization)		
4	Documentary evidence in support of having providing the similar services for at least latest 5 years of operation with experience at Pan India level		
5	Documentary evidence of managing and providing support to at least 2 Lakh students enrolled in University/Institute Pan India basis during its operational lifecycle		
7	PAN Card-Details should be submitted with proper attestation		
8	GST Registration Number- Details should be submitted with proper attestation		
9	TIN-Details should be submitted with proper attestation		
10	Documentary evidence in support of having quality certification such as ISO 9001 and ISO 27000		
11	Mention setup time required by the vendor once the Engagement Letter is issued	.....days	

**14. SELECTION CRITERIA (POINT ALLOCATION) WILL BE AS FOLLOWS  
(TECHNICAL BID ANALYSIS):**

Sl. No.	Eligibility criteria	Maximum Marks	Parameters	
1	Certifications: ISO 9001 and ISO 27000	20	Having one of the two certifications	10
			Having both the certifications	20
2	Documentary evidence in support of experience of working with at least 10 Indian Universities/Institutions of repute (of which, at least two must be Govt. organization)	30	For 10 Universities/Institutes	10
			From 11 to 16 Universities/Institutes (1 point per University/Institute)	16
			More than 16 Universities/Institutes (2 points per University/Institute – Max. 30 marks)	30
3	Documentary evidence of managing and providing support to at least 2 Lakh students enrolled in University/Institute Pan India basis during its operational lifecycle	20	For 2 Lakh students	10
			From 2 Lakh - 5.0 Lakh students	15
			For more than 5.0 Lakh students	20
4	Turn over for each of the last three years (2016-17, 2017-18 & 2018-19) (Group turnover will be accepted for subsidiaries)	30	Above Rs. 200 Crore to Rs. 300 Crore	10
			Above Rs. 300 Crore to Rs. 600 Crore (1 point per additional 50 Crore)	16
			Above Rs. 600 Crore (2 points per additional 50 Crore – Max. 30 marks)	30
Total		100		
<b>Minimum Qualifying Marks - 60</b>				

\*documentary evidence wherever required, scanned copies have to be submitted with the technical bid.

a) The Technical Proposals will, in the first instance, be examined by the Institute to ascertain fulfillment of eligibility criteria and submission of required documents in support thereof. Bidders who fulfill the eligibility criteria and have submitted all required

documents in their Technical Proposal may be invited to make presentations on their Technical Proposal on a date/time to be specified and conveyed by the Institute. The Institute / Evaluation Committee may seek clarifications from the bidders and the bidders are expected to respond / provide the information/ clarifications within the stipulated time. The failure to provide the information may lead to disqualification of the bidder.

b) Financial Evaluation would be made on **lowest (L1) basis** on the basis of service charges quoted by the Tenderer /Applicant.

## 15. CONFIDENTIALITY

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any confidential information relating to the services or the Institute's operations without the prior consent of the Institute. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder.

## 16. FINANCIAL TERMS AND CONDITIONS

1. Financial Evaluation would be made to the shortlisted vendors who have qualified in the Technical evaluation on lowest (L1) basis, i.e. on the basis of service charges quoted by the Tenderer/Applicant

2. In case, tie is observed in the price bid, the applicant with greater experience since commencement of the entity and the bidder with shortest setup time, will be considered for the award of contract, if otherwise eligible

3. Earnest Money amounting to Rs. 1,00,000/- that has been submitted will be converted into security deposit

4. The EMD amount of unsuccessful bidders will be returned within 30 days, on completion of the tendering process without any interest.

5. The successful bidder would be required to execute Bank Guarantee to the extent of 10% of the value of the contract from any Commercial Bank. The bank guarantee should be valid up to sixty days beyond the expiry of contract period.

The Institute shall have the right to invoke the Bank Guarantee if the party contravenes or breaches any of the terms and conditions of the tender document/Work Order / Contract.

The Security Deposit shall not bear any interest. The Bid security should be refunded to the successful bidder on receipt of Performance Security/Bank Guarantee.

6. No advance payment would be made. Payment for the services would be released within 30 days of receipt of invoice on monthly basis.

7. If at any point of time during the period of contact, it is observed by the Institute that the services rendered by the Contracting Service provider are not to the satisfaction of the



Institute or any terms of contract are violated, the Institute reserves the right to terminate the contract with immediate effect without any notice or compensation thereof.

8. In case of breach of any of terms and conditions mentioned in this tender document or contract, the Institute will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 25% of the work value. An agreement between the Institute and the vendor shall be signed on Stamp Paper of Rs. 100/- within 15 (Fifteen) days of award of work/issue of Engagement Letter for three years (36 months) and the offered rates shall remain unchanged for the period of the contract and no upward escalation in rates shall be allowed; with an option to extend it further for two years on same terms, conditions and rates.

**ANNEXURE -1****17. TECHNICAL BID / INFORMATION SHEET**

**(To be filled in and submitted by the applicant along with scanned copies of documents in support of the information furnished by the applicant)**

<b>INFORMATION SHEET</b>			
<b>Sl. No.</b>	<b>Particulars</b>	<b>Information to be furnished by the Applicant</b>	<b>For use By Institute</b>
1	Name of the Tenderer/Applicant Relation with Company		
2	Address of Head Office / Regd. office with telephone no. Fax no. E-Mail. etc.	Address : Tel No. with STD code: Fax no. with STD Code: E-mail address : Contact Persons with designation & also Mobile Number	
3	Address of the other offices/branches in Kolkata, Telephone no. fax no. E -Mail address etc.	Address : Tel No. with STD code: Fax no. with STD Code: E-mail address : Contact Persons with designation: (i) (ii)	
4	Ownership pattern (i.e. proprietary concern/ Partnership firm / Pvt. Ltd. Co. / Public Ltd Co. etc.(with documentary evidence)		
5	Detailed profile of the organization		
6	Certified copies of all statutory compliance certificates		
7	Professional Tax R C No		
8	Registration No.		
9	Income Tax PAN		
10	GST no.		
11.	CIN No. In case of limited company		

12.	Bank Details		
13.	Empaneled as Service Provider with at least 10 Universities/Institutions as mentioned in the eligibility criteria (with documentary evidence)	(i) Names of Universities/Institutions: (a) (b) (c)	
14.	Address of any office/infrastructure at Kolkata equipped with all modern facilities.	Address:	
15.	Whether agreeable to at least 45 days credit payment		
16.	Separate self-declaration as to the authenticity of the information/documents		
17.	Setup Time required once contract is finalized		

**MANDATORY DOCUMENTS TO BE SUBMITTED ALONG WITH ANNEXURE – 1**

- a) Last three years Audited Profit & Loss A/c and Balance Sheet
- b) Last three years Income tax return
- c) Last three years' Service tax/GST return.
- d) Copies of credentials from clients

Date \_\_\_\_\_

Place \_\_\_\_\_

\_\_\_\_\_  
**Signature /Authorized Signatory**

**Note:**

- 1) Self-attested copies of certificates / documents in support of the information provided above are must and shall have to be annexed with this RFP.
- 2) The Institute reserves the right to reject any incomplete application without showing any reason.
- 3) The Institute reserves the right not to empanel any party even on fulfilling the eligibility criteria or postpone or cancel the process of empanelment or terminate the empanelment of any party at any time for the Institute without assigning any reasons in this regard.

**ANNEXURE -2****18. FINANCIAL BID FORMAT****For Integrated Solution for Students Support Services (Including Online Admission Management) for The Institute of Cost Accountants of India**

Prices should be quoted in INR (Price quoted should be inclusive of all applicable taxes)

S No	Commercial Criteria	Service Provider's Quote per month (Amount in Rs.)
1	Charges for setting up of Integrated Solution System for Students Support Services (Including Online Admission Management) and responsibility of managing day-to-day operations of entire solution for The Institute of Cost Accountants of India. (Initially 4 Counselors and a Supervisor to be involved. This may be increased in future based on the future requirements of the Institute)	
2	Applicable Taxes ____ %	
3	Total rate per month (1 + 2)	

Signature of Tenderer with seal \_\_\_\_\_

Name: \_\_\_\_\_

Business address: \_\_\_\_\_

Tel. No. & Mobile No. \_\_\_\_\_

Email: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**PART – C****ONLINE MODALITIES****Online Mode of Submission of RFP and deposition of EMD**

Due to the current pandemic situation, the Tender Bid through Online (Email) mode shall be allowed by following procedure laid hereunder:

*i)* The interested bidder would send the Technical Bid or both Technical Bid & Financial Bid (in case of two bid system) through email to the Convener of the Tender Committee. As mentioned on page 02 of this RFP. The email id of the Convener of Tender Committee: **tender1@icmai.in**

*ii)* The Bid would be in the form of a scanned PDF file properly named as Technical & Financial bid vide Ref no: **'RFP FOR INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT)'** in the bidder letter head, duly sealed & signed by the bidder.

The subject line of the bidder email should contain the matter **'RFP FOR INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT)'**.

- a) Name of the Bank : Punjab National Bank
- b) Branch Name & Address : New Market , Kolkata – 700087.
- c) Nature of Bank Account : Current Account
- d) Bank Account No. : 0093002109030025
- e) IFSC Code : PUNB0009300
- f) A screenshot of such EMD transfer may be put in the PDF file (to be send online) as a mark of evidence towards EMD payment.

**iii) The file(s) would be password protected for opening. Both the technical and financial bids to be protected with password. Passwords are to be shared after cutoff date and time when communicated and for the bid (technical or financial) as mentioned in the respective communication. Bids with Passwords provided before cutoff date and time shall be rejected.**

*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 in the aforementioned email id.

*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 first. Technically eligible tenders only shall be asked for Financial Bid password and shall be sent to the Convener of the Tender Committee through a separate email by the bidder. For this purpose, the convener of the tender committee will send a request email to the respective bidder who submitted their bid.**

vii) No printed copy Tender would be entertained in this pandemic situation

viii) Any further correspondence related to tendering would be done through email only.

#### **Procedure for password protection of a PDF File**

1. Download the File from the website of the Institute from TENDER Menu bar.
2. Fill up the Form by providing required information and details with signature and company seal at appropriate places as instructed.
3. Make a scan of the total document in PDF format only.
4. Save the PDF file in your PC.
5. Open the PDF File
6. Click on the menu File -> go to Properties
7. Document Properties window will open
8. Click on the Security Tab
9. Choose Password Security from the drop down under Security Method
10. Password Security – Settings window will open
11. Select the check box Require a password to open the document
12. Put the desired password in the text box Document Open Password and click OK
13. Reconfirm the same password in the small pop up window.
14. Again Save the PDF file
15. Submit your tender by send the password protected PDF file as an attachment to your email with the details of the work as mentioned earlier through a mail to [trd.dd2@icmai.in](mailto:trd.dd2@icmai.in)

**Mail format to be forwarded with the scanned attachments (Technical Bid / Commercial Bid)**

To  
The Convener,  
Advertised Tender Committee,  
The Institute of Cost Accountants of India

Dear Sir,

We, the undersigned, offer to provide the **INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT)** for as required by your Request for Proposal dated [Date]. We are hereby submitting our Proposal in a Password Protected PDF format that includes a Technical Proposal and a Commercial Proposal subsequently in a separate mail.

We understand you are not bound to accept any Proposal you receive.

Thanking you,  
Yours sincerely,

Name

Address of Company Mail id.

Mobile no.

Subject lines:

**'OFFER FOR PROVIDING INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT) - TECHNICAL BID'**

(for technical bid offer)

**'OFFER FOR PROVIDING INTEGRATED SOLUTION FOR STUDENTS' SUPPORT SERVICES (INCLUDING ONLINE ADMISSION MANAGEMENT) - COMMERCIAL BID'**

(for commercial bid offer)