

# **TENDER DOCUMENT**

## **Tender for Webinar Platform**

Last Date of Submission : 1<sup>st</sup> November, 2018 upto 3:30 pm



**THE INSTITUTE OF COST ACCOUNTANTS OF INDIA**

**CMA BHAWAN, 3, INSTITUTIONAL AREA, LODHI ROAD, NEW DELHI-110003**

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**The Institute of Cost Accountants of India**  
(Statutory body under an Act of Parliament)  
**CMA Bhawan, 3 Institutional Area, Lodi Road, New Delhi**  
Website: [www.icmai.in](http://www.icmai.in)

July 31, 2018

**Ref.No.: Tender/2018-19/02/IT-02**

**Chapter – 1: Notice inviting Tender**

**Subject: Tender for providing Webinar Platform**

|   |                                     |  |
|---|-------------------------------------|--|
| 1 | Date of Announcement of Tender      | October 11, 2018   |
| 2 | Last date for submission of         | November 1, 2018 till 03:30 P.M  |
| 3 | Date of Opening of Technical Bid    | November 1, 2018   |
| 5 | Address of Submission               | Tender Box, 3 <sup>rd</sup> Floor, CMA Bhawan, 3 Institutional Area, Lodi Road, New Delhi-110 003.                           |
| 6 | Mode of Submission of EOI documents | By hand or through post/courier so as to reach before the due date and time.   |
| 7 | Contact Person/s                    | Shri Ashish Tewari,<br>Joint Director, IT, ICAI<br>(Phone 011-24666106)<br>(Mon-Friday) during Office Hours (9.30 – 5.00 pm) |

The Institute of Cost Accountants of India is a statutory body set up under an Act of Parliament. The Institute imparts education and conducts qualifying examinations for Cost & Management Accountants and regulates & develops the Cost Accounting Profession.

The Institute invites sealed quotation for the following:

| Sr. No. | Item             | Qty  | Description   |
|---------|------------------|--|---|
| 1.      | Webinar Platform | Two simultaneous rooms for 500learners for a period of three years | Hiring of Webinar Platform for conducting web based seminar / classes. For detailed feature refer to <b>Technical Specifications / Webinar Features</b> of Tender document. |

1. The last date of the submission of quotation is **October 30, 2018 3:30 PM.**
2. The bidder should sign each and every page of this document and attach it with the bid document.

3. The bids are invited in two bid system, a separate sealed technical bid (Format as given in 'Technical Bid Format' with necessary enclosures to prove the technical eligibility as per 'Instruction to Bidders' and sealed Financial bid (Format as given in Financial Bid Format). The two separate sealed bids (Technical & Financial) should be placed together in a single envelop superscribed with "Tender/2018-19/02/IT-02/Webinar Platform" must be dropped in the tender box at the address mentioned below:  
The Convener, Tender Committee  
The Institute of Cost Accountants of India  
CMA Bhawan,  
3rd floor, 3 Institutional Area,  
Lodhi Road, New Delhi – 110003
  
4. The work order for Webinar Facility would be awarded initially for a period of one year, which can be extended for two more years on yearly basis at the same rate and same terms and conditions subject to satisfactory performance and mutual agreement.

**Convener - Tender Committee**

## **Chapter – 2: General Terms and Conditions**

1. The Institute of Cost Accountants of India does not bind itself to accept the lowest tender and reserves the right to reject or partially accept any or all of the tenders received, without assigning any reason.
2. Tenders, who do not fulfill all or any of these conditions or are incomplete in any respect, are liable to summary rejection without assigning any reason.
3. Tenders incorporating additional conditions are liable to be rejected.
4. Canvassing in any form in connection with tenders is strictly prohibited and the tenders submitted by the Agency who resort to such canvassing are liable to rejection on this ground alone.
5. Purchase order will be communicated to you by email.
6. Taxes shall be paid as applicable and quoted by the vendor.
7. The delivery charges (if any) should be included in the price quoted. No extra charges would be payable for delivery.
8. Conditional / Incomplete bids would be rejected.
9. The successful bidder shall have to perform the contract within 14 days of placing the Purchase order otherwise the firm shall be liable to a penalty as may be decided by the competent authority of the Institute.
10. For clarification, please contact Joint Director (IT) at 011-24666106 during the validity time for receipt of quotations

## **Chapter – 3: Instructions to Bidders**

### **Pre-qualification criteria for the Bidders**

The Eligible bidder should satisfy the below mentioned criteria and should submit valid Documentary evidence for the below mentioned points:

1. The Bidder should be a company registered in India (Attach a copy of Certificate).
2. The Bidder should be in business of supplying and installing servers for at least 5 years.
3. The bidder should have an average turnover of 5 crores or above during audited financial years 2015-16, 2016-17 and 2017-18 and submit the copy of the audited annual accounts for these years along with the copy of PAN No and GSTIN No.
4. The bidder should have supplied and installed the servers in at least two organizations (preferably in Govt. Departments/Ministries/PSU/Autonomous bodies) during the last three years. Detail of such projects and references to be provided.
5. The bidder must be the manufacturer / authorized dealers / sales partner of the quoted product. A copy of authorization letter from the manufacturer is required in case the bidder is authorized dealer / sales partner.

### **General Instructions**

1. **Taxes:** The percentage of all the taxes, duties, levies, must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of all taxes.
2. Any bid received after the last date & time for receipt of the given in the Tender Document will be rejected.
3. The quoted rates of offer will be valid for a period of 90 days.
4. Work order will be communicated to successful bidder by email.
5. Taxes shall be paid as applicable and quoted by the vendor.
6. The statutory tax deductions on the payment made by the Institute would be done as per the prevalent Tax laws of Government of India.
7. The bidder should sign each and every page of this document and attach it with the bid document.
8. The committee reserves the right to reject any/ all quotations without assigning any reason there for.

9. For any further clarification/information please contact Shri Sumit Saxena, Sr. Officer, IT (Phone 011-24666123) on any Working Day (Mon-Friday) during Office Hours.
10. The delivery charges and installation Charges (if any) should be included in the price quoted. No extra charges shall be payable for delivery.
11. Conditional / Incomplete bids shall be rejected.
12. The financial bid should strictly be in the format specified in the tender document.
13. All disputes regarding interpretation of the contents of the Tender or its implementation shall be resolved by Mutual discussion/reconciliation in good faith by the party and The Institute of Cost Accountants of India.
14. This Tender shall be governed by the laws of India for the time being in force and subject to exclusive jurisdiction of Courts at Delhi.
15. It is not obligatory on the part of the management to accept the lowest offer. Management may summarily reject any or all the offers against the tender without assigning any reason to the bidders participating in the tender.
16. Vendor shall ensure getting proper license /permission from the concerned authorities wherever applicable.

## Technical Specifications / Webinar Features

### 1. Key Features Required

- a. Web based classroom platform (Supporting latest versions of all the browsers such as Internet Explorer / Chrome / Mozilla / Safari). App for mobile devices (Android, iOS, Windows) would be preferred.
- b. Live Audio and Video Streaming
- c. Facility to use whiteboard
- d. Integration with presentations (PDF/Word/Excel formats)
- e. Chatting Facility for Presenter & Attendees
- f. Desktop / Screen Sharing Facility
- g. Facility to record the session (Recording to be made available for download as a video file in addition to providing web based link for viewing the recording)
- h. Facility to control the audio and video of the attendees
- i. The platform should be able to run on devices such as Desktops / Laptops / Tabs / Mobile Phones (It must support latest versions of Windows, IOS, Android, Linux etc.)
- j. 24\*7 Technical support on phone/ chats etc
- k. Ability to conduct the Poll / Survey

### 2. The vendor should provide Administrator Control Panel with following features/facilities:

- a. Facility to schedule a class in advance by providing details in form such as date of class, timings of class, Topic of class, Presenter/Faculty etc and access the weblink for the following:
  - i. Presenter Link
  - ii. Attendee Link
  - iii. Recorded class link
- b. Facility to upload the Presentation's in PDF/Word/Excel formats before the commencement of the class.
- c. Facility to extend the live class
- d. Ability to download the report of list of attendees along with their entry and exit timings
- e. Provision to optionally record the class
- f. Facility to download the video recording
- g. Facility to cancel the scheduled class

### 3. Facilities for Presenter :

- a. Ability to upload the presentation in PDF/Word/Excel formats
- b. Ability to navigate the uploaded presentation during the live class
- c. Ability to view the list of students during the live class
- d. Ability to use white board for explaining the problem
- e. Ability to extend the live class
- f. Ability to conduct the Poll / Survey
- g. Ability to share desktop for any software demonstration from his laptop/desktop

### 4. Facilities for Attendees :

- a. Ability to view the webinar including audio, video, presentation and white board
- b. Raise queries through chat mode (if required through Audio & Video as per the permission granted by the Presenter)



## Technical Bid Format

PLACE:

DATE:

Covenor (Tender Committee)  
The Institute of Cost Accountants of India  
3, Institutional Area, Lodhi Road  
New Delhi -110003

Dear Sir,

1. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and conditions of this tender document.
2. All information and documents as required to be submitted and Instructions to tenderers are enclosed.

| <b>Description</b>  | <b>Provide details</b> | <b>Compliance Yes/No</b> |
|---|------------------------|--------------------------|
| Year of Incorporation/ Establishment<br>(Enclosecopy of Certificate of Incorporation, Memorandum of Article, Partnership deed etc.)                         |                        |                          |
| PAN No. (Enclosecopy)   |                        |                          |
| GSTIN (Enclosecopy)   |                        |                          |
| TAN/ TIN No (Enclosecopy)   |                        |                          |
| Complete Address (with Phone, Mobile, Email of the contact person)  |                        |                          |
| Whether executed same kind of services at Govt. Departments/ Ministries/ PSU/ Autonomous bodies during last three years ending March 2018. (attach proof)   |                        |                          |
| Turnover of last three consecutive years<br>(It should not be less than INR50Lakhs per year, enclose a copy of the audited annual accounts for threeyears.) |                        |                          |
| Web based Platform  |                        |                          |
| Audio and Video Streaming   |                        |                          |
| Integration with presentations (PDF/Word/Excel formats)   |                        |                          |
| Extension of Live Class   |                        |                          |
| Chatting Facility for Presenter & Attendees   |                        |                          |
| White board for presenter during live class   |                        |                          |

|   |  |  |
|---|--|--|
| Screen Sharing Facility   |  |  |
| Ability to conduct the Poll / Survey  |  |  |
| Ability to download attendee list   |  |  |
| Ability to record the session (Recording to be made available for download as well as through web based link) |  |  |
| Ability to control the audio and video of the attendees   |  |  |
| Webinar platform is able to run on devices such as Desktops / Laptops / Tabs / Mobile Phones                  |  |  |
| Whether supports latest versions of Windows, IOS, Android, Linux etc.   |  |  |
| Provide details of 24*7 Helpdesk support with the Escalation procedure and matrix for customer complaints.    |  |  |
| Whether providing Admin Panel as indicated in Technical Specifications / Webinar Features above               |  |  |
| Whether providing Facilities for Presenter as indicated in Technical Specifications / Webinar Features above  |  |  |
| Whether providing Facilities for attendees as indicated in Technical Specifications / Webinar Features above  |  |  |
| Whether attached the brochure / technical documents providing details of webinar platform                     |  |  |
| RTGS & Bank Account Details   |  |  |

\*Please note that failure to attach document would disqualify the technical bids.

**Format for Financial Bid**

| <b>Description</b>   | <b>Price Quoted (In INR)</b> | <b>Taxes</b> | <b>Total</b> |
|--|------------------------------|--------------|--------------|
| Webinar Platform for conducting web based seminar / classes as per details in Technical Specifications / Webinar Features<br><br>Two simultaneous rooms for 500 learners for a period of three years |                              |              |              |
| <b>Grand Total</b>   |                              |              |              |
| <b>Terms &amp; conditions (if any)</b>   |                              |              |              |

**Signature:**

**Name of the Authorized Signatory:**

**Name of the Company/Firm:**

**Contact No.:**

**Seal of the Company/Firm:**