

Intelligent Communication Systems India Ltd. (ICSIL)

Information Technology Division



Request for Quotation

For

“Bulk SMS Service”

RFQ Reference Number: ICSIL/04A/291/Bulk SMS/Vol I/2016-17

Dated: 22-12-2016

Closing Date & Time for Proposal Submission 05-01-2017 at 03.00 PM

Intelligent Communication Systems India Ltd. (ICSIL)

Okhla Phase III, New Delhi 110020

Telephone: +91-11-26929051, 26830338

E-mail: software@icsil.in

Website: <http://www.icsil.in>

Request for Quotation

Intelligent Communication Systems India Ltd. (ICSIL) is a joint venture of Telecommunication Consultants India Ltd. (TCIL), a govt. of India enterprise, under Ministry of Communications & IT and Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), an undertaking of Delhi government. From 1987, the year of its inception, it has provided exemplary service in the IT sector, specializing in providing complete solutions in computerization, networking and telecommunication. With a well-focused vision and a global mission, ICSIL look at greener pastures across the globe.

ICSIL invites Sealed offer from Bulk SMS service providers, for providing Bulk SMS service as per specification mentioned at Annexure B. Agencies are requested to submit Annexure A, Annexure B and Annexure C in sealed envelope, latest by **Thursday January 05, 2017, 03:00 p.m** with Superscription of ICSIL/04A/291/Bulk SMS/Vol I/2016-17 in a tender box kept at Reception, Intelligent Communication Systems India Ltd., Okhla Phase III, New Delhi- 110020.

1. RFQ Notifications

Name of the Project Work	Bulk SMS Service
RFQ Ref. No. & Date	ICSIL/04A/291/Bulk SMS/Vol I/2016-17, 28-11-16
Availability of RFQ document	ICSIL Website
Nature of RFQ	Open
Submission of RFQ	tender box kept at Reception, Intelligent Communication Systems India Ltd., Okhla Phase III, New Delhi- 110020
Date of issue of RFQ	22-12-2016
Contact Person	Mr. Ravi Tripathy
Email id for clarifications on RFQ	software@icsil.in
Last date & time for submission of RFQ	05-01-2017 at 3.00 PM
Opening of RFQ	05-01-2017 at 3:30 PM
Award Criteria	Lowest Price Quotation (L1) among technically qualified agencies.

2. VALIDITY PERIOD OF OFFER

- Validity period of the offer must be for three (3) months from the date of Opening of Price Quotation.

3. PERFORMANCE SECURITY: A Performance Security @10% of the total bid value shall be provided by the successful bidder within 1 Week from the date of issue of LOI (Letter of Intent)/PO. The Performance Bank Guarantee shall be valid for a period of One Year.

4. DELIVERY SCHEDULE

The vendor has to complete the work within a period of 1 week at Office Address of ICSIL, effective from the date of receipt of work order , failure to do will attract penalty @ Rs.250-/ per day.

5. SUPPORT

The proposal of the vendors will include minimum of **One Year Onsite Support**, Any upgrade in Software system will be provided free of cost by the agency.

6. PENALTY FOR LACK OF SERVICE SUPPORT

ICSIL expects proper service support during warranty period. The system/products should be set right within 24 hours of reporting the complaint. In case the system /product are down for more than 2 working days and no substitute is provided by the agency, a penalty of Rs. 250.00 per day may be charged. If such case reported four times in a year, ICSIL may terminate the contract and replace the faulty system and make good the proportionate loss from performance bank guarantee.

7. PAYMENT TERMS:

80% after implementation and go live of SMS System

20% after successful completion of warranty period

Company Profile to be submitted on letter head of Company

S.No	Particulars	Description
1	Name & address of the Company / Organization	
2	Registration No. of Company / Organization	
3	Date of incorporation of Company / Organization	
4	PAN No. of Company	
5	Service TAX Registration No. & Date	
6	VAT/CST number	
7	Telephone Nos	
8	e-mails	
9	Website Address	
10	Type of Organisation	
11	Particulars of Managing Director/CEO/Proprietor/ Managing Partner	
12	Particulars of Contact Person	
13	Location of Other Offices in Delhi and Other Parts of India	
14	Average Annual Turnover of the Company/Organization for last three financial years	
15	Quality Certificate /ISO-9000 Series (Please specify)	
16	Any other Quality Certificate (Please specify)	
17	Any other relevant information that Applicant Bidder may like to mention	

Requirement of Transactional SMS Facility

S.N.	Particulars Required	Offered Particulars	Compliance (Yes/No)	Deviation if any
1	Qty. 1,20,000 (Transactional SMS)	Please Specify		
2	Validity of SMS Pack:- 2 Years	Please Specify		
3	No of Characters per SMS	Please Specify		
4	Web based Interface (Yes/No)	Please Specify		
5	Compliance with TRAI Guidelines for Bulk SMS	Please Submit Undertaking		

Financial Bid Format

S. No.	Unit Cost i.e. Cost per SMS	Qty. (no. Of Transactional SMS in available SMS Packs)	Total Cost of SMS Pack with Qty.	Service Tax	Total Cost of SMS Pack including all taxes
(a)	(b)	(c)	(d=b*c)	(e)	(f=d+e)
1	-	-	-	-	-

Notes:-

- I. Please enclose Service Provider detail and sample report.
- II. Please enclose certificate from Telecom Regulatory Authority of India (TRAI).
- III. The quantities mentioned here are suggestive, payment will be made as per actual.
- IV. L1 (Lowest Price Quotation) will be decided on the basis of Grand Total i.e. on f.