



OFFICE OF THE
PRINCIPAL COMMISSIONER OF INCOME TAX – 34
ROOM NO.301, 3RD FLOOR, PRATYAKSHA KAR BHAVAN,
BANDRA KURLA COMPLEX, BANDRA EAST, MUMBAI – 400 051

No.Pr.CIT-34/Tender/2015-16

Date: 19-01-2016

TENDER DOCUMENT

SUB: Outsourcing of services in the nature of handling communication of Income Tax Department of Mumbai with potential tax payers – reg. –

The Principal Commissioner of Income Tax – 34, Mumbai on behalf of the President of India invites bids in sealed covers from reputed parties latest by 2 p.m. on 01.02.2016 for handling communication with tax payers as per following details:

<u>Mode of Communication</u>	<u>Expected No. of Tax Payers</u>
e-mail	2 lakhs
Mobile SMS (upto 320 Character)	6 lakhs
Printed letters (Envelopes ready for Speed post/dispatch)	2 lakhs

The hard copies of the tender notice / document may be collected in person from the O/o. ITO (HQ) to Pr. CIT-34, Mumbai, Room No 109, 1st floor, C-12, Pratayaksha Kar Bhavan, Bandra Kurla Complex, Mumbai – 400 051 during office hours.

2. The department will provide raw data containing the names and addresses / mobile numbers / email ids and will require the service provider to handle the communication with the tax payers in the manner in which the department desires and generate MIS report giving feedback on the responses of the tax payers on a weekly basis during entire contract period (from the date of award of contract till 31st March 2016).The interested parties are required to give a detailed write-up on the technology and manner of service provision in their quotations.

3. The bid shall consist of two parts – Technical Bid (As per annexure A) and Financial Bid (Annexure B). Both the bids are to be placed in two sealed envelopes (clearly superscribing “Technical Bid’ and “Financial Bid”) which in turn are to be placed

in one sealed cover. The Bids of all parties whose Financial Bid is not in a separate sealed cover or the rates quoted by them finds mention in their Technical Bid shall be rejected forthwith. All the information sought under the head 'Conditions' and 'Other Information to be supplied with Technical Bid' is to be given in Technical Bid while the price quoted by them will have to be mentioned only in the Financial Bid. The Financial Bids of only those parties shall be opened whose Technical Bids are found to be eligible, while the disqualified bidder's Financial Bid shall be returned unopened.

4. The Technical bid shall be opened at Conference Hall, 4th Floor, C-11, PrtayakshaKar Bhavan, Bandra Kurla Complex, Mumbai – 400 051 in the presence of one representative of each of the bidders who wishes to be present.

Terms & Conditions

The interested bidders must have experience of more than 3 years in carrying out the similar nature of work and ISO 27001 & ISO 9001 certified for data security and have a turnover of Rs.10 Crores or more. The bidder must be capable of data mining, data processing, communication handling and generation of MIS reports on the work carried out and responses on the communications being handled during the entire contract period on their own as per the following terms & conditions:

1. The work related to handling the communication should be completed in all respect within the following time frames
 - a) Email – within 4 days of providing of data.
 - b) SMS – within 4 days of providing of data.
 - c) Printed letters – within 7 days of providing of data.
2. In case the successful bidder expresses his inability to complete the prescribed work before the initiation of the work, the option may be given at the discretion of the Department to the next qualified bidder to complete work and so on at the rates quoted by the originally successful bidder.
3. If the allotted work is not completed by the successful bidder within the prescribed time limit, an amount of 10% of the bill amount may be deducted from the final payment to the successful bidder as penalty, at the discretion of the Department.
4. The name and telephone number of the Site Manager and Project Manager of the successful Bidder should be conveyed to Sh. R. K. Kedia, DDIT (I&CI), Mumbai, (the Nodal Officer of the Department for this project) for day to day coordination. The site from which work has to be executed being one of the offices of the Income Tax Department located at Mumbai will be intimated at the time of Award / Signing of the contract.

5. A demand draft of Rs. 50,000/- will be required to be enclosed with the bid as earnest money deposit. The demand draft is to be drawn in favour of ZAO, CBDT Mumbai. Any bid without EMD is liable to be rejected.
6. The successful bidder will have to furnish / sign a performance guarantee of an amount of Rs. One lakh only (As per format in Annexure 'C' of this Tender Document).
7. The decision of Tender Committee shall be final with regard to technical bids.
8. The Financial Bid shall be opened of successful technical bidder/s only.
9. The tender document containing terms & conditions duly signed, stamped and sealed, should be submitted along with the technical bid as evidence of acceptance of the same.
10. Tax at source shall be deducted at the rates applicable as per Section 194J of the I.T. Act at the time of payment.
11. The Income Tax Department will not pay any Advance to the successful Bidder for execution of the contract.
12. The Quotation should be sent in sealed envelopes superscribed as "*Quotation for Outsourcing of services in the nature of handling communication of Income Tax Department*" and should reach the office of the ITO (HQ) to Principal Commissioner of Income Tax – 34, Mumbai, Room No 109, 1st floor, C-12, Pratayaksha Kar Bhavan, BandraKurla Complex, Mumbai – 400 051 on or before 2 p.m. on 01.02.2016. Bids will be opened in the Conference Hall, 4th Floor, C-11, Pratayaksha Kar Bhavan, Bandra Kurla Complex, Mumbai – 400 051 in the presence of one representative of each of the bidders who wishes to be present on the same date at 04.00 P.M.
13. Any Additional number of the estimated quantity of communication beyond ten lac communication (upto 10%) will be as per the price bid for that mode of communication as per the financial bid of the successful bidder.

SUMANT SINHA

Pr. Commissioner of Income –Tax-34, Mumbai

Annexure A : Technical Bid

S.No.	Particulars	Details
1	Name of the Proprietor / Registered Firm / Company	
2	Address of the Concern (with Tel. No. Fax & E-mail)	
3	Contact Person(s) (with Mobile Number)	
4	Nature of business (Note to be annexed)	
5	Income Tax assessment particulars for the last three Financial years including copies of Returns of income. Audited Final Accounts of last three F.Yrs.	
6	Copies of ISO27001 & ISO9001 certificate related to Data Security	
7	Details of similar work done earlier(containing Name & Address of at least two parties where work has been done)	
8	Turnover in the past three years	
9	Details of Demand Draft as per para 5 of Terms and Conditions mentioned in tender document (DD should be annexed)	
10	Note on technology to be used and manner of provision of service. (preferably less than 300 words).	
11	Copy of the Tender Document duly signed and stamped as per para 9 of the Tender Document.	

Annexure B : Financial Bid

S.No	Nature of Communication	Rate (Rs.) (Both in Figures and in words also)
1	Name of the Proprietor / Registered Firm / Company	
2	Address of the Concern (with Tel. No. Fax & E-mail)	
3	Contact Person(s) (with Mobile Number)	
4	<u>Email:</u> <i>Rate for sending communication by e-mail (rate to be provided per piece of communication) exclusive of any statutory Taxes / Duties.</i>	
2	<u>SMS:</u> <i>Rate for sending communication by SMS (upto 320 characters per communication).</i>	
3	<u>Printed Letter:</u> <i>Rate per piece for one page communication printed (contents to be printed will be provided by the department) in A4 size paper to be placed in a window envelop bearing sender details printed (contents to be printed will be provided by the Department), duly pasted ready for dispatch through department of post, Government of India (All material costs should be included except Postal cost).</i>	

ANNEXURE – C
Performance Guarantee

To

The President of India

WHEREAS
(name and address of the supplier) (Hereinafter called "the supplier") has undertaken, in pursuance of contract no..... Dated..... to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of
..... (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of20.....

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

(Bank's common seal)