

Intelligent Communication Systems India Ltd. (ICSIL)
*(Joint Venture of TCIL – A Govt. of India Enterprise & DSIIDC – An
Undertaking of Delhi Govt.)*
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<http://www.govtprocurement.delhi.gov.in>.

Request for Proposal

REF NO: ICSIL/IVR/2013-14

Dated: 09-06-2014

1. GENERAL

- 1.1 Intelligent Communication Systems India Ltd. 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.
- 1.2 ICSIL invites offer for selection of vendor for providing IVR Solution.
- 1.3 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the ICSIL. Any notification of preferred bidder status by ICSIL shall not give rise to any enforceable rights by the Bidder. ICSIL may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of ICSIL.
- 1.4 This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2. Tender Time-line is as under:-

Sl. No	Description of activities	Tenders Time-lines
1	Last date for submission of online Bid	24/06/2014 by 3:00 PM
2	Date and Time of opening of Technical Bid	24/06/2014 by 3:05 PM
3	Opening of Financial Bill	To be informed later on

3. ELIGIBILITY CRITERIA:

- 3.1 The bidder should have Income Tax PAN in its name and copy of the same must be enclosed in the Technical Bid.
- 3.2 A self certificate that the bidder has not been black listed by any department of the Central/State Government in the past three years, is to be submitted in the Technical Bid.
- 3.3 The bidder should be registered with Service Tax Department. Please attach proof of valid Service Tax Registration Certificate.
- 3.4 The bidder should be registered with VAT Department. Copy of valid VAT Registration Certification must be submitted in the Technical Bid.
- 3.5 Turnover : The average annual turnover of the company should be minimum Rs. 20 lakhs (Rupees Twenty lakhs only) during the last three Financial Year i.e 2011-12, 2012-13 & 2013-14
- 3.6 The bidder should be an in the business of Information Technology and working in providing IVR solutions and should have executed at least three similar work order out of which at least one in Govt. Department /PSU prior to March 2014.