



भारत सरकार

**GOVERNMENT OF INDIA**

वित्त मंत्रालय, राजस्व विभाग

**MINISTRY OF FINANCE, DEPARTMENT OF REVENUE**

सेवा कर आयुक्त का कार्यालय-III

**OFFICE OF THE COMMISSIONER OF SERVICE TAX-III**

न्यूरी टावर्स, 2054 / I, द्वितीय एवेन्यू, अन्ना नगर, चेन्नई - 600 040

**NEWRY TOWERS, 2054/I, II AVENUE, ANNA NAGAR, CHENNAI - 600 040**

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सी. संख्या/ C.No. II/39/40/2017-Estt.

दिनांक/ Dated: 14.03.2017

**LIMITED TENDER ENQUIRY NO. 01/2017**

Sealed Tenders are invited by the Commissioner, Service Tax-III Commissionerate, Newry Towers, 2054/1, II Avenue, Anna Nagar, Chennai 40 from reputed firms engaged in sending 'Bulk Text SMS' and 'Bulk Voice SMS'.

2. The terms & conditions of the tender are enclosed as Annexure to this enquiry.
3. Quotations along with all relevant details & supporting documents should be submitted on or before 16.03.2017 (05.30pm.) in a sealed cover superscribed "Bids for providing Bulk SMS/VOICE service to Service Tax-III Commissionerate, Chennai". The bid shall be opened at 4.00pm on 17.03.2017 in the presence of bidders/representatives.
4. The Office of the Commissioner of Service Tax III reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.

**(D. VENKATESWARA REDDY)**  
**ADDITIONAL COMMISSIONER(P&V)**

## ANNEXURE-I

### TERMS AND CONDITIONS

1. The Service Tax-III Commissionerate, Chennai requires the services of firms engaged in providing Bulk SMS and Bulk Voice SMS service for sending Text SMS and Voice SMS to the existing Service Tax Assesseees who are about 30,000 in numbers.

### TECHNICAL BID

2. The Service Provider should have high experience in the field of providing Bulk Text SMS and Bulk Voice SMS service.
3. The tendering Companies/firms/Agencies are required to enclose photocopies of the following documents duly attested along with technical bid, failing which their bids shall be summarily rejected and will not be considered.
  - a) Registration certificate under State or Central laws for carrying out the business of providing Bulk Text SMS and Bulk Voice SMS service.
  - b) Copy of PAN card
  - c) Copy of the Income Tax return filed for the last three financial years.
  - d) Copy of the Service Tax Registration Certificate.
4. The above details along with other particulars have to be furnished in form Annexure-II with relevant documents as proof.

### FINANCIAL BID

5. The rate per Text SMS and the rate per Voice SMS (exclusive of service tax) should be quoted by the Service Provider in Annexure-III duly signed. No amount in excess of the quoted amount will be paid.

### GENERAL CONDITIONS

6. The Text SMS shall be sent to a minimum of 1,00,000 mobile numbers the list of which will be provided by the department for the successful bidders. The Voice SMS shall be sent to a minimum of 30,000 mobile numbers the list of which will be provided by the department for the successful bidders.
7. The service provided may be required to send Text SMS to additional numbers or to repeated numbers as may be decided by the department for which additional charges would be paid proportionally or as per the bidding amount.

8. The Service Provider should ensure that Text SMSs and Voice SMSs are sent to the numbers provided by the department within a half an hour after receipt of the mail forwarding such numbers.
9. The Service Provider should furnish details of numbers of Text SMSs and Voice SMSs sent after completion of the process.
10. The Technical and Financial Bids should be sealed in two separate envelopes. The envelope containing the technical bid should be properly marked as **TECHNICAL BID FOR BULK TEXT SMS/BULK VOICE SMS** in bold capital letters. Similarly, the envelope containing the financial bid should be marked as **FINANCIAL BID FOR BULK TEXT SMS/BULK VOICE SMS**. Both these sealed envelopes should be further placed in a third envelope which should be marked on the top in bold letters as **QUOTATION FOR BULK TEXT SMS/BULK VOICE SMS** and this envelope should be despatched to this office in sealed condition.
11. The Service Tax III Commissionerate, Chennai will not be responsible for the delay, loss or non-receipt of tender documents sent by post. Incomplete bids and bids received after the prescribed date and time shall be summarily rejected. Sub-contracting of the work of any sort will not be allowed.
12. The Service Tax III Commissionerate, Chennai shall reserve the right to accept or reject all or any of the bid in part or full without assigning any reasons whatsoever.
13. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement failing which the dispute shall be referred to Arbitration by the Assistant Commissioner (Admn.) and thereafter it will be subject to Chennai jurisdiction only. The Service Tax III Commissionerate, Chennai is entitled to withhold payments due to the Service Provider in case of any dispute till it is resolved.

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**ANNEXURE-II**

**TECHNICAL BID**

**TENDER FORM FOR PROVIDING SERVICE RELATING TO SENDING BULK TEXT SMS AND BULK  
VOICE SMS FOR SERVICE TAX III COMMISSIONERATE, CHENNAI**

Sl. No.	Particulars	To be filled by the tenderer
1.	Name of the Company/Firm/Agency	
2.	Date of establishment of the agency	
3.	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
4.	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed)	
5.	PAN/TAN Number (copy to be enclosed)	
6.	Service Tax Registration Number (Copy to be enclosed)	
7.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partner anywhere in India.	
8.	Length of experience in the field.	
9.	Experience in dealing with Govt. Department  (Indicate the names of the Department and attach copies of contracts order placed on the	

	agency)	
10.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance or the same, is attached.	
11.	Whether agency profile is attached	
12.	List of other clients.	
13.	Annual Turnover for the last 3 years	

**DECLARATION**

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge. I/We undertake that in case any deviation is found in the above statement at any stage, the company/firm/agency will be blacklisted and will not have any dealing with the Department in future.

(Signature of the Authorised Signatory with date and Seal)

**ANNEXURE-III**

**FINANCIAL BID**

1. Bid amount for one Text SMS for a minimum of 1,00,000 SMS  
(Exclusive of Service Tax) : Rs.
2. Bid amount for one Voice SMS for a minimum of 30,000 SMS  
(Exclusive of Service Tax) :Rs.

(Signature of the Authorised Signatory with date and Seal)

Name of the Registered Company/Firm/Agency:

Address of the Company  
(with Tel. No., Fax & E-mail)