THE INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA, NEW DELHI

TENDER FOR
ENGAGEMENT OF TELECALLER AGENCY FOR
Telecalling corporates and members on behalf of
Committee for Members in Industry & Business of ICAI
at
premises of bidder

PART – I & II
(Technical and Financial Bid)

Cost of Tender : Free

Address for Communication

Acting Secretary
The Institute of Chartered Accountants of India
`ICAI Bhawan’ Indraprastha Marg New Delhi – 110002
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### PART – I
Technical Bid and Commercial Terms and Conditions

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ICAI invites sealed tenders in two bid systems i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound telecaller service providers for engagement as Telecaller Agency for telecalling corporates and members on behalf of Committee for Members in Industry & Business of ICAI to be located at the premises of bidder. The bidders should have sufficient experience of providing telecaller services to various Central Govt. Ministries/ Departments, Public Sector Undertakings, Autonomous/ Statutory Bodies, Banks, Multinational Companies, Educational Boards/ Universities etc.

PLEASE SUBMIT ALL DOCUMENTS INCLUDING PART-1 AND PART-II

| 1. | Name of the Work | Engagement of Telecaller Agency for telecalling corporates and members on behalf of Committee for Members in Industry & Business of ICAI to be located at the premises of bidder. |
| 2. | Availability of Tender | Tender Documents may be downloaded from ICAI website i.e. www.icai.org. |
| 3. | Cost of tender documents | Free |
| 4. | Submission of tenders | Sealed tender including both Part I and Part II must be submitted in Two sealed covers as per Instructions to Tenderers on or before 21st August, 2020 upto 5.00 P.M. |
| 5. | Earnest Money Deposit | Rs. 25,000/- (Rupees twenty five thousand only) shall be furnished along with the sealed tender by way of Demand Draft issued by a scheduled Bank in favour of ‘Secretary, The Institute of Chartered Accountants of India’ payable at New Delhi, failing which the bid will not be considered as valid. |
| 6. | Date of opening the Technical Bid (Cover-1) | The Technical bids shall be opened on a date and time to be decided as per discretion of ICAI, and bids will be opened at the appointed date and time even if bidders are not present. In the event, the specified date of bid opening is declared as a holiday for ICAI, the bid shall be opened on the next working day at the specified time and location. |
| 7. | Date of opening Financial bid (Cover-2) | After evaluating the Technical bids on ICAI parameters, the Financial bids of successful bidders shall be opened on same date or any other date in the discretion of ICAI as notified even if bidders are not present. In the event, the specified date of bid opening is declared as a holiday for ICAI, the bid shall be opened on the next working day at the specified time and location. |
| 8. | Validity of Tender | Tender shall be valid for 90 days for acceptance from the date of opening of Technical bid. |
| 9. | TDS (Income Tax) | As applicable |
10. **Security Deposit**

The Successful Bidder shall furnish to the ICAI, within 7 days from the date of notification of award of contract, a security deposit of Rs. 50,000/- in the form of Bank Guarantee with the validity of twelve months from a Nationalised/ Scheduled Bank in favour of the Secretary, The Institute of Chartered Accountants of India. On furnishing of Security Deposit by the successful bidder to ICAI, the earnest money deposit will be returned to the bidder.

11. **Amount in words**

Bidders shall write amount in numbers and in words, in case of any discrepancy, amount in words shall be considered as final and binding on both parties.

**Note:**

- ICAI reserves all rights at any time to reject any tender/ bid at any stage and/or time fully or partly for whole process and/or for particular contractor and also reserves all rights at any time to add, alter, modify, change, edit & delete any condition at any stage and/or vary all or any of these terms and conditions or replace fully or partly for whole process and/or for particular contractor or vary all or any of these terms and conditions or replace without assigning any reasons whatsoever. In this regard, the decision of ICAI shall be final and binding on all the participants.

- ICAI reserves right to reject any or all tenders/ bids and the entire tender process without assigning any reason whatsoever.

- Canvassing in any form in connection with the tender is strictly prohibited and the tender submitted by the bidder which resorts to canvassing is liable to be rejected.

- ICAI or its representatives shall not entertain any bidder during the period of the selection of agency is in process.

- ICAI reserves the right to verify the particulars furnished by the tenderer/ bidder, independently.

- In no case, the request of bidders for change or modification in any terms and conditions related to payment shall be entertained.

- ICAI reserves the right to modify any condition of Tender documents at any time. ICAI can also issue corrigendum to this tender by notifying the same at www.icai.org.

- ICAI reserves the right to award contract in full or in part to one or more bidder/ agency without assigning any reason, whatsoever.

- ICAI also reserves the right not to accept the lowest bid.
DEFINITIONS
DEFINITIONS

For the purpose of this tender / contract, unless there is anything repugnant in the subject or context, the following terms shall have the meanings as defined against each.

1. “Bid” means the offer submitted by the Bidder in response to this tender Document.
2. “Bidder” or “Tenderer” means the company/ firm engaged in the business of supplying manpower on contract basis.
3. “Contract” means the Contract to be entered into between the Institute of Chartered Accountants of India (ICAI) and successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications, addenda thereto.
4. “Contractor” means the successful Bidder entering into contract with the ICAI.
5. Contract Documents shall include the Notice Inviting Tenders, the Eligibility conditions, the Articles of Agreement, the General Conditions of Contract, the Appendices, the Priced Quotation, type of manpower, and requirements pertaining to the work and any addenda thereto. All sections of this Contract Document are to be read together. Further, such correspondence between the ICAI and Contractor as admitted by the ICAI before award of work and thereafter shall also form part of contract documents.
6. “Requirements” shall mean the requirements referred to in the type of manpower and any modifications of such requirements approved in writing by the ICAI officials and such other requirements as may from time to time be furnished or approved in writing by ICAI officials.
7. “GCC” mean the General Conditions of Contract for Bidding.
8. “ICAI” means the Institute of Chartered Accountants of India.
9. “ITB”: shall mean Instructions to Bidders.
10. ”Law” or ”Legislation”: - shall mean any Act, notification, bye-laws, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or Regulatory Authority or their instrumentalities.
11. “Notice in writing” or written notice shall mean a notice in writing, typed or printed characters, sent by the ICAI (unless delivered personally or otherwise) proved to have been received by registered post to the last known private or business address or registered office of the Contractor and shall be deemed to have been received by them when in the ordinary course of post it would have been delivered.
12. “NIB” means Notice Inviting Bids from well-established and reputed agencies/ service provider for engagement as telecaller agency on the terms and conditions as stipulated in the tender documents.
13. “Party” means ICAI or Bidder individually and “Parties” shall mean ICAI and Bidder collectively.
14. “Security Deposit” shall mean the interest free, refundable and replenishable security deposited by the Tenderer with ICAI

Words importing persons include firms and Corporations, words importing the singular only also include the plural and vice versa where the context requires.
SECTION - 1

INSTRUCTIONS TO BIDDERS
INSTRUCTIONS TO BIDDERS

1. SUBMISSION OF BID

1.1 Bidders should go through the Tender documents & should offer the Tender in wax/ tape sealed cover comprising of two sealed Packets, namely Technical Bid (Packet – I) and Financial Bid (Packet-II), together placed in a third wax/ tape sealed cover super-scribing “Tender for engagement of telecaller agency for CMI&B”. The Last Date of submission of duly filled in bid is 21st August, 2020 up to 5.00 P.M. The Technical Bids will be opened on a date and time to be decided by ICAI at its discretion, in the ICAI Bhawan, Indraprastha Marg, New Delhi – 110 002 in the presence of the prospective bidders, if they wish to be present. If they wish to be present, they will have to produce Authorization Letter from the agency/ firm/ company before the Tender Committee. As per new normal, the opening of bids could be held by virtual mode. A pre-bid meeting will be held on 13th August, 2020 at 4.00 P.M. in the ICAI Bhawan, Indraprastha Marg, New Delhi – 110 002 either by physical presence or virtual mode as decided by Tender Committee. The Financial Bid of the Successful Bidders, who have been found technically qualified, will be opened at a later date and before opening they will be intimated separately. For any query, please write to us at cmib@icai.in and ranga@icai.in or call at 011-30110430. After you submit the bid, please inform at above email IDs.

1.2 "Technical Bid – Packet I“ should contain the following documents:

1. D.D. of prescribed amount for Earnest Money as specified herein.
2. Copy of the Registration of the firm/ company with Central/ State Government Department/ Organization.
3. Power of Attorney in favour of authorized signatory of the Bidder
5. Latest Trade License certificate.
6. Credentials for providing tele caller- services on outsource basis to various Central Govt. Ministries/ Departments, Public Sector Undertakings, Autonomous/ Statutory Bodies, Banks/ Multinational Companies/ Educational Boards/ Universities etc.
7. Annexure I to Annexure III.

1.3 “FINANCIAL BID – Packet – II” should contain only the Financial Bid and the rates shall be quoted in the prescribed format only. No cutting and or overwriting will be allowed. Any Financial Bid with Cutting and or Overwriting will be disqualified.

1.4 The Bids received in "sealed cover only“ shall be accepted up to 5.00 P.M. on 21st August, 2020. The sealed envelope containing the Bid documents shall be addressed to The Acting Secretary, The Institute of Chartered Accountants of India, ‘ICAI Bhawan’, PB No. 7100, Indraprastha Marg, New Delhi – 110 002 or be dropped in the tender box kept at Ground Floor, Security Control Room, ‘ICAI Bhawan’, Indraprastha Marg, New Delhi – 110 002. Bids received late i.e. after the expiry of the closing date & time shall not be entertained.

1.5 Submission of Bid shall bind the bidder to accept all terms and conditions specified in the Tender documents.

1.6 ICAI intends to fully evaluate the Technical and Commercial submissions, therefore, Bidder is advised to furnish the complete and correct information required for evaluation of his Bid. If the information/ documentation forming basis of evaluation is found incomplete/ incorrect, the same may be considered adequate ground for rejection of the bid.
2. ICAI reserves the right to waive any formalities thereof without assigning any reason whatsoever and shall not bind it to accept the lowest Bid.

3. ICAI reserves the right to terminate the contract in case the performance of the tenderer is found to be unsatisfactory at any time, which may be decided by ICAI in its sole discretion.

4. Finalization of any bid is the sole discretion of the ICAI. ICAI reserves the right to cancel/ reject any proposal with/without assigning any reasons.

5. Bid without signature in declaration and at all other places and other documents mentioned in Technical Bid and Financial Bid and not accompanied by the prescribed EMD shall be rejected summarily.

6. The Bid document is non-transferable.

7. Bid shall be valid for 90 days for acceptance from the date of opening of the tender.

8. Conditional Bid shall be rejected.

9. In case of any interpretational issues in this tender, the decision of the ICAI shall be final.

10. ICAI reserves all right to ask for or to provide any clarifications, changes after the release of this tender.

11. ICAI reserves the right to cancel the tender process even after the receipt of bids and in such case the EMD would be returned without any interest to the bidding parties.

12. Although the details presented in this Tender Documents consisting of conditions of contract, scope of work etc. have been complied with all reasonable care, it is the Bidder's responsibility to ensure that the information provided is adequate and clearly understood. Bidder shall examine the Tender documents thoroughly in all respect.

13. All the pages/documents of the quotation/bid shall bear the dated signature of the tenderer. All the entries by the tenderer shall be in one ink & legibly written. Any over-writing corrections & cuttings shall bear dated initials of the tenderer. Corrections shall be made by writing again instead of shaping or over-writing.

14. Rates shall be quoted both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words will be taken as final. No amendment of quoted rates in “Financial Bid” shall be permitted after opening of the Bid.

15. In case of delay in commencement of telecalling services as required by ICAI, appropriate penalty may be levied.

16. Mere submission of sealed quotations with EMD shall not confer to any person any right to participate in selection process.

17. ICAI reserves the right to modify the requirement or any other condition at any time.
18. ICAI reserves the right to cancel, reject any proposal with/ without assigning any reasons.

19. The successful bidder, within 7 (seven) days of acceptance of the tender/ issuance of Letter of Intent (LOI), shall enter into a formal Agreement with ICAI.

20. In case of failure in submitting EMD in the prescribed manner and the documents enumerated above, the Financial Bid shall not be opened and the Bid shall be deemed to be rejected.

21. Tenderer may download the Tender Documents from the ICAI website www.icai.org.

22. ICAI reserves the right to split the work and award it to more than one suitable agency/ service provider.

23. The agency should provide at least 6 months satisfactory services completion certificate of similar type of work from at least 3 Govt./ PSU/ Statutory Bodies/ Banks/ Multinational Companies/ Educational Boards/ Universities etc.

24. The initial engagement with bidders shall be for a period of six months, subject to review of performance every three months, and based on the services of the bidder, it can further be extended.
SECTION - 2

ELIGIBILITY CRITERIA
ELIGIBILITY CRITERIA

Eligible Bidder shall be a company/ firm having their registered office in India and must be incorporated or registered under any of the following Acts - The Companies Act, 1956/ 2013 or The Partnership Act, 1932 or LLP Act or the relevant law.

The Bidder should have at least five years of experience and satisfactory performance of providing telecaller services to Central govt Ministries/ Departments, Public Sector Undertakings, Autonomous/ Statutory Bodies, Banks, Multinational Companies/ Educational Boards/ Universities etc. The reputation/track record of the bidder will be subject to verification by ICAI. The Bidder should submit the satisfactory Performance report of working experience from their clients from Central Govt. Ministries/ Departments, Public Sector Undertakings, Autonomous/ Statutory Bodies, Banks, Multinational Companies/ Educational Boards / Universities etc.

The Bidder should have a team of ten (10) specialists in telecalling work with excellent communication skill in English and Hindi. It is to be understood that the callers will be speaking with very high level officers of the rank of CEOs and CFOs of big corporations, therefore, excellent command over English language and most courteous approach is utmost essential.

The minimum average annual turnover of the Bidder during the last three (3) financial years ending on March, 2020 should not be less than Rupees twenty five lakhs from similar services.

The Bidder should have PAN, GST, ESI, PF Registrations and should have license under The Contract Labour (Regulation and Abolition) Act, 1970 (proof in this regard may be attached).

The Bidder should not have been blacklisted or debarred by Central govt Ministries/ Departments, Public Sector Undertakings, Autonomous/ Statutory Bodies, Banks, Multinational Companies/ Educational Boards/ Universities etc. during last 5 years. The firm/ agency shall furnish an undertaking to this effect on its letter head duly signed by authorized person of the firm/ Agency/ company.

The Bidder should have an office in Delhi/ NCR.

Non-compliance with any of the aforementioned conditions by the bidder shall amount to non-eligibility and such tender shall be summarily rejected.
SECTION – 3

GENERAL CONDITIONS OF CONTRACT (GCC)
GENERAL CONDITIONS OF CONTRACT

1. APPLICATION
These general conditions shall apply to the extent that provisions in other parts of the Contract
do not supersede them. For interpretation of any clause in the Tender, the interpretation/clarification of the ICAI shall be final and binding on the Agencies.

2. TENDER CLARIFICATIONS
During pre-qualification and technical evaluation of the Proposals, ICAI may, at its sole discretion, ask Bidders for clarifications on their proposal. The Bidders shall respond within the time frame prescribed by ICAI. Any word used in singular shall have the connotation of plural as well.

3. AMENDMENTS IN TENDER
ICAI may, for any reason whether at its own initiative or in response to the clarification requested by the prospective Bidder, issue amendment in the form of addendum during the Bidding period and subsequent to receiving the bids. Any addendum thus issued shall become part of the Tender document and Bidder shall submit ‘original’ addendum duly signed and stamped in token of his acceptance. For addendum issued during the Bidding period, Bidder shall consider the impact in his Bid. For addendum issued subsequent to receiving the Bids, Bidder shall follow the instructions issued along with addendum with regard to submission of impact on quoted price/ revised price, if any.

4. DISQUALIFICATIONS
ICAI may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has: Submitted the Proposal documents after the response deadline; Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements; Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinate delay in completion of contractual obligations or financial failures, etc. in any work in the preceding three years; submitted a proposal that is not accompanied by required documentation or is non-responsive; Failed to provide clarifications related thereto, when sought; Submitted more than one Proposal; Declared ineligible by the Government of India or any other body for corrupt and fraudulent practices or blacklisted and submitted a proposal with price adjustment/ variation.

5. PREPARATION OF PROPOSAL
The bidder shall comply with the following related information during preparation of the Proposal-

The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Proposal. The Proposal shall be typed or written in indelible ink (if required) and shall be signed by the Bidder or duly authorized person(s) to bind the Bidder to the contract. The authorization letter shall be supported by written power of attorney and shall accompany the Proposal. The covering letter shall be on the letter head of the Bidder.

Bidders are not permitted to modify, substitute, or withdraw proposals after its submission.

6. SUBMISSION, RECEIPTS AND OPENING OF PROPOSALS
Technical & Financial Bids must be enclosed in separate sealed envelopes. During the course
of evaluation of Bids, as well as during the period of contract, the ICAI has the right to carry out a due diligence in a manner relevant to understand the facts.

Bidders should go through the Tender documents & should offer the Tender in wax/ tape sealed cover comprising of two sealed Packets, namely Technical Bid Packet - I & Financial Bid Packet - II, together placed in a third wax/ tape sealed cover super-scribing "Tender for engagement of telecaller agency for CMI&B". The Technical Bids will be opened on a date and time to be decided at the discretion of ICAI in the ICAI Bhawan, Indraprastha Marg, New Delhi 110002 in the presence of the prospective bidders, if they wish to be present. If they wish to be present, they will have to produce Authorization Letter from the organization before the Tender Committee. The Financial Bid of the Successful Bidders, who have been found technically qualified, will be opened at a later date and before opening they will be intimated separately.

All quotations and subsequent correspondence should be sent to the address given below:

The Acting Secretary of the Institute of Chartered Accountants of India, “ICAI Bhawan”, Indraprastha Marg, New Delhi – 110 002

7. **DEADLINE FOR SUBMISSION OF PROPOSALS**

Proposals from Bidders, complete in all respects must be received by ICAI at the address and by the date specified in the Tender.

8. **SUFFICIENCY OF TENDER**

Bidder must get acquainted with the proposed work and requirements, type of manpower, conditions of contract, services and other tender documents carefully before tendering. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders. In case of any discrepancies or uncertainty concerning anything contained in the tender documents, the bidder shall obtain the ICAI’s clarification and quote his rates accordingly. No claim for additional payment shall be entertained, if the bidder fails to comply with this requirement.

No extra charges consequent upon any misunderstanding or otherwise shall be allowed.

The bidder must, prior to submitting his tender, make local and independent enquiries and obtain complete information as to the matters and things referred to or implied in the tender documents or having any connection therewith, and must consider the nature and extent of all the probable and possible situations or interferences to or with the providing of telecaller services on outsource basis, and must examine and consider all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and ancillary thereof affecting the execution of the contract and which might influence it in making its tender.

The bidder shall be deemed to have full knowledge of the office and requirements whether or not he actually inspects them. The bidder shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rates and costs quoted in the Quotation, which rates and costs shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for providing of telecaller services on outsource basis as envisaged in the tender.

Obtaining necessary NOCs/ approval/ sanctions from concerned statutory authorities by bidder is included in the scope of contract. No extra payment shall be made in these regards by
ICAI.

The tender shall be filled in, signed with all particulars, completed and submitted by one duly authorized to do so and he has to satisfy the ICAI that he is competent and authorized to enter into a legally binding and valid contract.

The bidder is requested to study the tender document in detail and familiarize himself with all its conditions, before quoting the rates and any request for revision of rates or terms and conditions shall not be entertained in this regard.

Tender documents shall be filled in neat & legible writing, sealed & signed on each page. Over writing must be avoided. In case of overwriting, the same shall be signed by the Contractor at each place.

No queries shall be entertained by the ICAI or officials appointed by ICAI regarding the process of selection, and the ICAI’s decision in this regard shall be final and binding on the prospective contractor.

The ICAI reserves the right to modify/ alter any of the conditions of the tender document by providing an Addendum/ Corrigendum.

The right of acceptance of a tender shall vest with the ICAI, which does not bind itself to accept the lowest tender, and reserves with it the authority to reject any or all the tenders received, without assigning any reason. All tenders, in which any of the prescribed conditions is not fulfilled or are incomplete in any respect, are liable to be rejected.

9. EARNEST MONEY DEPOSIT/ SECURITY DEPOSIT

9.1 The bid must be accompanied by Earnest Money Deposit (EMD), interest free, for the amount of Rs. 25,000/- (Rupees Twenty Five Thousand only) in the form of a Demand Draft only drawn on any Nationalized / Scheduled Bank in favour of ‘Secretary, The Institute of Chartered Accountants of India’, payable at New Delhi. **EMD is to be submitted by all bidders including those who are registered under MSME.**

9.2 If the bidder after submission of Tender revokes his bid or modifies the terms and conditions thereof during the validity of his bid, except where the ICAI has given opportunity to do so, the EMD of the bidder, in such case be forfeited.

9.3 ICAI may, at any time, cancel or withdraw the invitation to bid without assigning any reason and the Earnest Money Deposit submitted by Bidder shall in such case be refunded to him/it.

9.4 The Successful Bidder shall furnish to the ICAI, within 7 days from the date of notification of award of contract, a security deposit of Rs. 50,000/- (Rupees fifty thousand only) in the form of Bank Guarantee with the validity of twelve months from a Nationalised/ Scheduled Bank in favour of the Secretary, The Institute of Chartered Accountants of India. On furnishing of Security Deposit by the successful bidder to ICAI, the earnest money deposit will be returned to the bidder. In the event of non-compliance of any terms and conditions of the contract and non-performance of the contract, the total Security Deposit of Rs. 50,000/- (Rupees fifty thousand only) will be forfeited. Otherwise, the Security Deposit will be refunded after one (1) month of the closure/ termination of the contract after adjusting pending dues/ recovery, if any. No interest shall be paid on the amount of Earnest Money and Security
Deposit.

10. INDEMNITY
10.1 The Service Provider shall keep ICAI indemnified against all actions, suits and proceedings and all and any costs, charges, expenses, loss or damage incurred, suffered, caused to/sustained by ICAI by reason of infringement of intellectual property rights of third party or any default or breach or lapse or negligence or non-observance of any rules, regulations, laws, byelaws etc. or non-performance or any non-payment by/on behalf of Service Provider.

10.2 The Service Provider shall, at its own expense, defend, indemnify, and hold ICAI harmless for damages, liabilities, claims, losses, costs, demands, suits, actions, and reasonable expenses (including but not limited to reasonable attorneys' fees and settlement costs) (collectively, "Damages") arising out of or related to any third party suits or claims brought against ICAI (i) arising out of or related to the Service Provider's violation of any applicable laws, gross negligence, or wilful misconduct, or (ii) arising out of or related to any physical damage to property, or personal injury or death, caused by Service Provider or any of its Affiliates, officers, directors, and employees.

10.3 If any action in any court of law is brought by a third party against ICAI or any of its representatives /officers for the failure or neglect on the part of Service Provider to perform any acts, matter, covenants or things under the Contract, or for any damage or injury caused by the alleged omission or negligence on the part of Service Provider, its agents/representatives or employees, Service Provider shall in all such cases be responsible and indemnify and keep ICAI and/or its representative/officers harmless from all losses, damages, expenses or decrees arising out of such action.

11. NO LIABILITY
That in any event, the ICAI shall owe no responsibility or liability of any kind arising out of or incidental to the performance of duties by the employees or otherwise, at the office of ICAI or outside the said office, including any liability due to any accident or injury or death caused to or suffered by any employee of service provider or any other health or medical liability or compensation all of which shall be the sole responsibility of service provider.

In case of any loss that might be caused to ICAI due to any lapse on the part of service provider or its employees discharging assigned duties and responsibilities, the same shall be borne by service provider and in this connection, the ICAI shall have the right to deduct appropriate amount from the bills of service provider to make good such loss to ICAI. In case of frequent lapses on the part of service provider or the employees deployed by service provider, the ICAI shall be within its right to terminate the Contract forthwith without assigning any reason whatsoever and/or take such other action, as it may deem fit.

12. STATUTORY COMPLIANCES
That the service provider shall be wholly and exclusively responsible for payment of wages/salary to the employees engaged by it in compliance of statutory obligations under all related legislations as applicable to it from time to time including The Code on Wages, 2019, The Employees’ Provident Fund and Miscellaneous Provisions Act, 1952, The Employees’ State Insurance Act, 1948, etc. and ICAI shall not incur any liability for any expenditures whatsoever on the employees engaged by the service provider/agency on account of its statutory obligations. The service provider/agency shall require providing particulars of EPF, ESI of its employees engaged in the ICAI whenever called for. The Agency/Service Provider should have valid Registration under PF Act, ESI Act etc. and also valid license under The Contract
Labour (Regulation and Abolition) Act, 1970.

The service provider shall timely disburse the wages to its personnel without any further deductions/recovery whatsoever for any reasons. The service provider shall submit a certificate on its letter-head each month along with its monthly bill certifying that it has paid to its employees’ wages for the previous month as per latest Govt. Laws/regulations and remitted the ESI subscription and EPF contribution and other statutory remittances/contribution accordingly.

The service provider shall at its own cost and initiative fully comply with all applicable laws of the land and with all applicable by-laws, rules, regulations and any other provisions having the force of law, made or promulgated or deemed to be made or promulgated by any government, government agency or department, municipal board or any other government or regulatory body etc. and shall provide all certificates of compliance therewith as may be required by such applicable laws, by-laws, rules, regulations and orders etc. The service provider shall assume full responsibility for discharging of all statutory obligations such as wages, Leave Salary/ Leave Encashment, allowances, compensations, EPF, Bonus, Gratuity, ESI, etc. as are applicable relating to employees deployed in the offices of ICAI. The cost or the dues for the employees of the service provider deployed by it/him for telecaller services, in terms of compliance of the following statues shall be borne by the service provider and the ICAI shall have no liability in regard thereto. In particular, the service provider shall ensure compliance inter-alia with the following enactments:

- The Code on Wages, 2019
- The Employees Provident Fund Act, 1952
- The Contract Labour (Regulation and Abolition) Act, 1970
- The Payment of Gratuity Act, 1972
- The Employees’ State Insurance Act, 1948
- The Child Labour (Prohibition and Regulation) Act, 1986
- The Maternity Benefit Act, 1961

13. TERM
The period of contract shall initially be for a period of six (6) months from the date of execution of contract subject to review of performance every three (3) months and may be extended, at the discretion of ICAI, depending upon the satisfactory performance of the contract.

14. TERMINATION
Either party may terminate the contract, without assigning any reason, by giving thirty (30) days’ notice in writing to the other.

The ICAI may, by giving fifteen (15) days advance written notice to the Service Provider, terminate the contract in the following circumstances:

- for Default to perform obligations under the Contract or if the services are not as per the specifications/satisfaction of the ICAI or in the event of non adherence to time schedule by the Service Provider.
- becomes incapable of or unable to perform the Contract; death or dissolution of Service Provider or commencement of liquidation or winding up proceedings or appointment of a Receiver or insolvency of the Service Provider;
- Service Provider assigns or sub-lets the work under the contract without the prior written permission from the ICAI;
- Service Provider violating any of the terms and conditions of the contract;
However, the termination notice may be revoked provided the Service Provider rectifies the default within notice period to the satisfaction of the ICAI. No consequential damages shall be payable to the Service Provider in the event of such termination.

15. **CONSEQUENCES UPON TERMINATION**
In the event of termination of contract, no liability whatsoever shall exist on the part of ICAI on account of the termination of the contract.

16. **ARBITRATION**
All disputes or differences between the parties arising out of or in connection with the terms and conditions of Tender document or contract arising thereunder including but not limited to its existence, validity, interpretation, application, termination, performance and enforcement or alleged breach shall, in the first instance, be resolved by the parties amicably, failing which the dispute shall be referred to the sole arbitrator to be appointed mutually by the parties. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. The seat of Arbitration shall be at Delhi and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the arbitrator shall be final and binding upon both the parties. All arbitral awards shall be in writing and shall state the reasons therefor. The expenses of the arbitration as determined by the arbitrator shall be shared equally by the parties.

17. **JURISDICTION**
Subject to the arbitration clause, any dispute between the parties arising out of this tender/Agreement shall be subject to the jurisdiction of the Courts at New Delhi only.

18. **FORCE MAJEURE**
That the obligations of the service provider shall be subject to ‘Force Majeure’.

For the purpose of this clause, ‘Force Majeure’ means an event beyond the control of the service provider and not involving the service provider’s or its personnel’s fault or negligence and not foreseeable. Such events may include, but are not restricted to civil disturbance, riots, earthquakes, tempest and flood.

If a Force Majeure situation arises, the service provider shall promptly notify ICAI in writing of such conditions and the cause thereof. Unless otherwise directed by ICAI in writing, the service provider shall continue to perform its obligations under the Contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In case the performance of any obligations under the tender/Agreement is prevented or delayed beyond a period of 15 days due to any Force Majeure event, the ICAI shall have the option to terminate the Agreement.

19. **RELATIONSHIP**
In performing the terms and conditions of the tender/Agreement, service provider shall at all times act as an Independent Contractor. The Agreement does not in any way create a relationship of principal and an agent between ICAI and service provider. Service provider shall not act or attempt or represent itself as an agent of ICAI.

The Contract does not in any way create a master and servant relationship between the
employees of service provider and ICAI. Under no circumstances, the service provider’s employees shall be considered as employees of ICAI or shall such relationship be considered to exist. The ICAI does not owe any responsibility or obligation towards the personnel engaged by the Contractor.

20. ASSIGNMENT
The Service Provider shall not assign/ sub-let the work or any part thereof or all or any of its rights or obligations herein to any person without the prior written consent of the ICAI. Such consent, even if provided, shall not relieve the Service Provider from any liability or obligation under the contract.

21. CONFIDENTIALITY
The service provider and its employees shall not disclose any ICAI’s confidential information to anyone outside ICAI and use such information only in connection with the service provided to ICAI. The Service Provider should give a declaration as regards maintaining confidentiality of data provided to him. The Service Provider should disclose his process for maintaining confidentiality of data.

22. REPRESENTATIONS/GRIEVANCES
The service provider shall comply with all representations, grievances of the employees deployed by it. The service provider shall be solely responsible for all the claims of its employees and shall ensure that its employees do not make any claims whatsoever against ICAI. ICAI shall have no liability in this regard.

23. AWARD OF CONTRACT
The contract shall be awarded to the Service provider, by conveying acceptance of the proposal by ICAI through registered/speed post/courier/electronic mail. All the terms and conditions as stated in the Tender documents, Appendices and Acceptance conveyed by ICAI shall constitute the contract between the Service provider and ICAI.

24. SERVICE OF NOTICES
All notices and other communications required or permitted to be given under Contract shall be in writing and shall be delivered or sent by personal delivery, electronic mail, facsimile transmission or registered or certified mail (return receipt requested) postage prepaid to the relevant Party addressed as herein below or as may from time to time be notified in writing by such Party to the other no less than 15 days’ in advance. The notices and communications sent in such manner shall, unless the contrary is proven, be deemed to have been duly received on the date of personal delivery, two business days following delivery upon confirmation of transmission by the sender’s electronic mail device or ten business days following mailing by registered or certified mail (return receipt requested postage prepaid).

25. FORECLOSURE OF CONTRACT IN FULL OR IN PART
If at any time after acceptance of the tender, the ICAI decides to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the services to be carried out, it shall inform the service provider in writing to that effect and the Service Provider shall have no claim to any payment or compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the services in full but which he did not derive in consequence of the foreclosure of the whole or part of the services under the contract.

26. CONTROL AND SUPERVISION
The service provider/ agency shall have full control over the employees deployed by it. It
shall give necessary guidance and directions to its personnel to efficiently carry out the assigned duties and shall ensure that the employees deployed by it shall not act in any manner so as to cause any nuisance or annoyance to ICAI, its members, staff, corporates and any person connected with ICAI in any capacity.

27. **PAYMENT TERMS**

The Service Provider shall raise the bill by 7th of the succeeding calendar month duly supported by details of calls made as per format given in Annexure IV. The ICAI, on verification of the same, shall release the amount to Service Provider within 21 days from the receipt of bill. However, the payments to Service Provider would be strictly based on the Certification by the ICAI that the services provided by Service Provider are satisfactory. Any deficiency in service will be dealt as per the terms of the contract and penalty will be levied accordingly.

On failure of Service Provider to comply with the requirements of CMI&B, the Bank guarantee submitted by Service Provider shall be invoked and no further amount shall be paid to Service Provider until a fresh/ renewed Bank Guarantee to the extent of Rs. 50,000/- is furnished.

28. **VERIFICATION**

The personnel deployed by the Agency/Service Provider should not have any Police record/criminal cases against them and they should be deployed after police verification. The Agency/Service Provider should make adequate inquiries about the character and antecedents of the personnel whom they are engaging.

29. **OTHER TERMS & CONDITIONS**

All services shall be performed as per the requirement. The service provider shall immediately withdraw/replace such employees who are not found suitable by ICAI for any reasons, if such request is made.

The employees of service provider shall not claim any benefit/compensation/absorption/regularization of services from ICAI under the provision of the Industrial Dispute Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other labour law.

The employees of service provider shall not divulge or disclose to any person, any details of ICAI, its data, operational processes, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature.

The employees of service provider should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of ICAI. The service provider shall be responsible for any act of indiscipline or discourteous behaviour on the part of employees deployed by him.

The service provider shall be contactable at all the times and messages sent by E-mail/SMS/Phone etc., from the ICAI to the service provider shall be acknowledged immediately on receipt and on the same day. The necessary compliance as mentioned in the communication from ICAI shall be made by the service provider immediately.

The personnel of the agency/service provider shall render their sincere services during any kind of natural calamities to their best extent. The personnel must not in any way act against the interests of the ICAI.

An undertaking by the agency/service provider of compliance of all the terms & conditions.
mentioned above should be placed in the Technical Bid, clearly mentioning that the agency/service provider/Contractor shall be liable for all Statutory Obligations and the ICAI shall not be liable for any obligation during and after the period of Contract.

The service provider’s personnel shall not claim any benefit/compensation/absorption/regularization of services in ICAI. An Undertaking from the personnel deputed to this effect will be required to be submitted by the service provider to ICAI.
Section - 4

SCOPE OF WORK
SCOPE OF WORK

I. Telecalling to be made by Telecaller agency to Corporates

→ CMI&B will send email to Corporates asking them to update us with names and contact details of CFO and HR head so that
  • they can be approached for recruitment requirements of CAs.
  • they can be requested to come forward for CFO and HR meets
  • they can be requested to send nomination for awards

→ CMI&B will share with the telecaller agency data base containing name of Company, name of contact person and available telephone number and email ID and ask the agency -
  • to update the database and excel sheet
  • On the basis of updated data, office will write to the corporates and ask telecaller agency to pursue the matter with the Corporates.
  • to request the Corporates for –
    o registering in Job Portal or for placement programme, as the case may be.
    o registering for CFO Meet / HR Meet
    o sending nomination for different categories of awards

II. Telecalling to be made by Telecaller agency to inactive members

→ CMJ&B will send email to inactive members i.e. members who have not renewed their membership for more than a year and will inform them of the benefits of continued membership. Office will also inform them the procedure for renewal of membership.

→ CMI&B will share above data with telecaller agency containing name and contact number of such inactive members and ask them to request them to renew membership as per procedure given by office.

III. Telecalling to be made by Telecaller agency to persons not enrolled into membership after passing final examination

There are two categories of such persons:
  • Those who registered for campus
  • Those who did not register for campus

Those who registered for campus have given a declaration that they will enrol into membership.

Therefore, CMI&B will send two differently worded emails to above category of persons informing them of the benefits of membership, and ask them the reason for not enrolling as member and also reminding the first category of persons that they have given a declaration to ICAI. CMI&B will also inform them how they can complete Advanced GMCS by virtual mode (applicable only
for old final course students or students who have converted from old to new or those who had appeared in old course exam any time)

CMI&B will share data of above members with the telecaller agency containing name and contact number of both category of persons separately and will request them to enrol into membership.

**Follow up action by Telecaller Agency**

Agency will submit daily report as per formats stipulated by CMIB Secretariat in respect of all above calls made. The Format is given in Annexure IV.

This daily report will be analysed by CMIB Secretariat and further directions will be given to Agency and also matter will be taken up with the person/ organisation responding to our emails and telecalls.

Payment will be released to the Agency at the end of each month on the basis of effective calls made.

-x-
**ANNEXURE – I**

**TECHNICAL BID (PACKET-I)**  
*(On Original Letter Head of the Bidder)*

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>To be filled up by the Tenderer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Agency</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>(a) Details of EMD:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Amount</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Date</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payment confirmation</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Date of Establishment of the Agency (Proof to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Detailed office Address of the Agency with office Telephone Number, Fax Number and Mobile Number. (Proof to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>PAN Number. (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>GST Registration Number (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Provident Fund Registration Number (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>ESI Registration Number (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Professional Tax Registration Number (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>States Registration Numbers (Copies to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Shop &amp; Establishment Number (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Trade License Registration Number (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Proof of Labour License along with contract existing clients (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Annual Turn Over of last 3 years i) ii) iii)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Copy of the Income Tax Return/ Certified copy of Audited Balance Sheet from Chartered Accountant to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Present database of the specialists in telecaller services (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Non Relation Certificate (Certificate to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Whether the Agency has been blacklisted by any Govt. Organization/ any Organization (Declaration Certificate to be enclosed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>Proof of Existence of the Agency/ Firm for the last 5 years</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>19</td>
<td>Any other Registration (if any), (Copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Names and designation of Authorized persons eligible to enter into contract. (Power of Attorney/ Affidavit in favour of person signing the papers to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Name of contact person for conveying any information along with telephone numbers in absence of authorized person mentioned above.</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Copy of the undertaking of Compliance of all terms &amp; Conditions</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Performance Certificate (Attested Copies) issue by the client to the tender (Which should have minimum rating of satisfactorily) for the last three years should be signed by clients authorized signatory and it should also be further signed by tendered along with the seal of the Firm/Agency.</td>
<td></td>
</tr>
</tbody>
</table>

(Signature of Authorized Person)

Place:  
Name:  
Date:  
Designation:  
Office Seal:  
Business Address:
ANNEXURE – II

DECLARATION - A
(On original Letter Head of the Bidder)

The Acting Secretary,
The Institute of Chartered Accountants of India (ICAI) ICAI Bhawan,
Indraprastha Marg, New Delhi – 110 002

Dear Sirs,

Sub: Tender for engagement of telecaller agency for CMI&B

Having examined the Tender Documents, we, M/s ___________ offer our proposals for engagement of telecaller agency for CMI&B and are in full conformity with the said Tender document. We have read the provisions of Tender documents and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

I/ We herewith enclose the following demand draft:

(i) Earnest Money of Rs. 25,000/- (Rupees Twenty Five Thousand only) by Demand Draft no........... dated .......... drawn on ......................... Bank

In the event of this tender being accepted, I/We agree to enter into and execute the necessary contract required by you within 7 days from the date of issue of Letter of Intent. I/We do hereby bind myself/ ourselves to forfeit the aforesaid Earnest Money Deposit of Rs. 25,000/- (Rupees twenty five thousand only) in the event of our refusal or delay in signing the Contract. I/ We further agree to abide by the terms and conditions as stipulated in the tender documents.

I/ We agree to keep our tender open for 90 (Ninety) days from the date of opening of tender.

I/ We enclose the completed tender documents duly signed under two separate sealed envelopes.

Further I/ We agree upon as below:

I/ We, the undersigned, hereby offer to undertake the cited work at the respective rates quoted by me/us in the Financial Bid in strict accordance with the contract conditions and instructions issued/ to be issued by ICAI and/ or their representatives, from time to time.

I/We undertake to comply with the requirements, as required by ICAI from time to time, within the stipulated period as mentioned in the tender documents.

I/We further agree that within seven days of issue of intimation of acceptance of my/our tender, I/We shall be bound to furnish Security deposit of Rs. 50,000/- (Rupees fifty thousand only) in the form of Bank Guarantee. I/ We also agree that the written intimation of acceptance by ICAI in this regard, shall constitute a binding agreement between ICAI and me/us, whether such formal contract is or is not subsequently entered into. I/ We also agree that our contract shall stand cancelled and also you shall be at liberty to forfeit the Earnest Money
Deposit and Security Deposit in case I/We do not commence the work within 15 days of intimation of acceptance of my/our tender.

I/We shall not assign the contract nor shall I/We sublet any portion of the contract, except with prior written consent of ICAI.

I / We accept that you are neither bound to accept the lowest tender nor bound to assign any reason for rejecting or returning of my / our Tender.

Thanking you,

Yours faithfully,

(Signature of Authorized Person)

Place:  
Date:  
Address:  
Signature:  
Name:  
The Acting Secretary,
The Institute of Chartered Accountants of India (ICAI) ICAI Bhawan, Indraprashta Marg, New Delhi – 110 002

Dear Sirs,

Sub: Tender for engagement of telecaller agency for CMI&B

We are not involved in any major litigation that may have an impact on compromising the delivery of services or affect in providing the services as required under this tender.

We have not been black-listed by any Central/ State Government/ Public Sector Undertakings/ Autonomous Bodies under Central/ State Government/ Multinational Companies/ Educational Boards/ Universities/ Any Other Organization during last 5 years.

(Signature of Authorized Person)

Place:  
Name : 

Date:  
Designation:  
Office Seal:  
Business Address:
SECTION - 5

CHECK LIST
CHECK LIST

The following documents shall be placed in an envelope and it should be wax sealed and super-scribed, as “Technical Bid for engagement of telecaller agency for CMI&B of ICAI” (Packet-I).

1. Duly completed, signed Tender Form.
2. Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees twenty five thousand only).
3. Notice Inviting Tender
4. Terms and Conditions of the Tender duly signed by the Tenderer.
5. Annexure I to IV duly filled in & signed should be enclosed with Technical Bid.
6. Registration No. of the Firm/ Agency (Attach Attested Copy of Certificate).
7. PAN Card of the Firm/ Agency (Attach Attested Copy of PAN Card), GST Registration No.
9. ESI No. of the Firm/Agency (Attach Attested Copy of Certificate).
10. The details of the annual Turnover for the last three years should be furnished on their letter head duly signed by the Authorized Signatory and should be verified by submitting the copy of Income Tax Returns of the respective Financial Years.
11. Copies of Work Order(s) issued by Tenderer’s clients.
12. Performance Certificate (Attested Copies) issued by the clients to the tender (which should have minimum rating of satisfactory) for the last Five (5) years should be signed by client’s authorized signatory and it should also be further signed by tenderer along with the seal of the Firm/ Agency.
13. Financial Bid as specified herein must be submitted in separate wax sealed envelope and it should be super-scribed as “Tender for engagement of telecaller agency for CMI&B (Packet – II)”.
14. Both separate wax sealed envelopes (Technical Bid – Packet-I and Financial Bid- Packet-II) may be placed in a single large envelope super-scribed as “Tender for engagement of telecaller agency for CMI&B” and it should also be wax sealed.

Signature of the Tenderer with Seal of the Firm/ Agency
Financial Bid
(To be enclosed in a separate sealed envelope)

The bidder shall quote rates as per the following format:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Minimum number of personnel that will be engaged for calling work</th>
<th>Minimum number of effective calls that will be made per day (From Monday to Saturday)</th>
<th>Rate to be charged per effective call</th>
<th>GST shall be paid as admissible.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of the authorized signatory of the agency
Official Seal/ Stamp

Date:
Place:
# ANNEXURE IV

## FORMAT OF DAILY REPORTING BY TELECALLER AGENCY

### I. Calling to be made to Corporates

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date of calling</th>
<th>Time of calling</th>
<th>Name of organisation called (Will be provided by ICAI)</th>
<th>Name of the person called (Will be provided by ICAI)</th>
<th>Contact number (Will be provided by ICAI)</th>
<th>Updated name of contact person (to be provided by caller agency)</th>
<th>Updated designation of contact person (to be provided by caller agency)</th>
<th>Updated contact number of contact person (to be provided by caller agency)</th>
<th>Response of called person (to be provided by caller agency) / Remarks of caller agency</th>
</tr>
</thead>
</table>

### II. Calling to be made to inactive members

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date of calling</th>
<th>Time of calling</th>
<th>Name of person called (Will be provided by ICAI)</th>
<th>Contact number (Will be provided by ICAI)</th>
<th>Name of organisation where the person is engaged (to be provided by caller agency)</th>
<th>Designation of person called (to be provided by caller agency)</th>
<th>Response of called person (to be provided by caller agency) / Remarks of caller agency</th>
</tr>
</thead>
</table>

### III. Calling to be made to persons not enrolled into membership after passing final examination

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Date of calling</th>
<th>Time of calling</th>
<th>Name of person called (Will be provided by ICAI)</th>
<th>Contact number (Will be provided by ICAI)</th>
<th>Name of organisation where the person is engaged (to be provided by caller agency)</th>
<th>Designation of person called (to be provided by caller agency)</th>
<th>Response of called person (to be provided by caller agency) / Remarks of caller agency</th>
</tr>
</thead>
</table>