

**Government of West Bengal
Office of the District Magistrate
New Administrative Building
Rishi Bankim Sarani, Barasat
North 24 Parganas
Kolkata-124**

SECTION-I

NOTICE INVITING TENDER

NIT No: G-16015/1/2013-GEN/176102

Dated:2 /02/2021

Properly sealed tenders (Packing PVC tape/Sealing wax) are invited from Kolkata based eligible, reputed, and bonafide maintenance providers / agencies capable of providing comprehensive onsite annual maintenance (AMC) of **HIPATH 3800 Series VoIP Communication Switch, Open stage 15 HFA VoIP handsets and other accessories of SIEMENS** make as mentioned in the annexure of Bid document for period of 1 year (one) on two envelope system.

Bid has to be submitted on TWO -ENVELOPE basis, First envelope (technical Bid) should carry the filled format as per Section-II, Section-III, Comply with TCC (Section-V), Section-VI. Tender Cost and EMD (Earnest Money Deposit) in the form of crossed demand draft is also to be enclosed in the Sealed Envelope-I. In absence of tender cost and EMD, tender will be summarily rejected. Price Proposal as per Section-VII is to be enclosed in the Sealed Envelope-II (commercial bid).

1. **Period of contract** : One year from the date of award of work.
2. **EMD** : Rs.5000/-(Rupees Five thousand only).
3. **Mode of payment** : Tender document can be downloaded from www.north24parganas.gov.in. The cost of the tender documents of Rs.500/- is required to be paid in the form of crossed DD drawn in favour of **"District e-Governance Society, North 24 Parganas"** payable at Barasat and enclosed to the tender documents. The EMD [Rs. 5000/-(Rupees Five thousand only)] is to be paid also in the form of Crossed Demand Draft drawn in favour of **District e-Governance Society North 24 Parganas' payable at Barasat** and enclosed to the tender documents.
4. **Tender documents** : **The Chairman, District e-Governance Society, North 24 Parganas.**
5. **Time & last date of Submission of Bid** : Hrs. 14:00 of 09-02-2021
6. **Time & Date Bid opening** : Hrs. 14:00 of 10-02-2021
7. It is mandatory that the intending tenderer shall be able to provide comprehensive onsite annual maintenance of items put to tender and hence they have to quote annual maintenance rate for all the items mentioned in annexure of Bid document, failing which the tender is liable for rejection.

8. The tender, which is not accompanied by the requisite EMD, shall be summarily rejected. Tender will not be accepted/ received after expiry date & time.

9. The rate should be exclusively for 'The Chairman, District e-Governance Society, North 24 Parganas'.

11. The technical and commercial bids should be in two separate sealed covers clearly marked as 'TECHNICAL BID' and 'COMMERCIAL BID'. The bid has to be accompanied by an Earnest Money Deposit (EMD) of Rs.5000/- (Rupees Five Thousand only) in the form of a crossed demand Draft in favour of 'District e-Governance Society, North 24 Parganas', Payable at Barasat.

➤ The TECHNICAL BID should include the name and address of the agency/company, annual turnover, details of past experience and the offices where they have been performing such duties along with the supporting documents/certificates. Technical Bids should not contain any commercial quotes.

➤ The COMMERCIAL BID should contain the comprehensive onsite annual maintenance rate against each item separately. The grand total of comprehensive onsite annual maintenance rate for all the items mentioned in annexure of Bid document will be considered for evaluation purpose.

➤ Technical and Commercial bids should be in clear words, categorically mentioning each and every terms. Any kind of ambiguous/obscure/unclear terms would lead the tender's bid being disqualified.

➤ Technical bids will be opened first to evaluate the technical specifications and documents provided by the bidders as mentioned in the section-III of tender, there after commercial bids of only technically qualified bidders will be opened. Bids declared as technically disqualified will be rejected.

12. The AMC rates quoted should be legible. Pencil entries and over written entries shall be rejected.

13. The offers which do not conform to the conditions laid down in the tender notice shall not be considered.

14. The Chairman, District e-Governance Society, North 24 Parganas reserves the right to disqualify such bidders who had a record of not meeting the contractual obligations against earlier contracts entered into with the authority.

15. The Chairman, District e-Governance Society, North 24 Parganas may also change or extend the date and time of opening of the tender without assigning any reason whatsoever.

16. The Chairman, District e-Governance Society, North 24 Parganas reserves the right to reject any or all the quotation(s) received without assigning any reason thereof.

16. The bidder should quote the rates after proper inspection at the premises of District e-Governance Society, North 24 Parganas (Office of The District Magistrate & District Collector, North 24 Parganas) at any working day between 10.30 AM to 5.30 PM on or before 08-02-2021.

17. Chairman, District e-Governance Society, North 24 Parganas reserves the right to increase / decrease the scope of work of AMC.

18. The contract shall be awarded to the lowest bidder on the basis of the grand total of the AMC rates quoted against all the items.

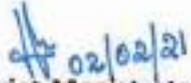
19. Rates quoted should be in Indian currency and should be inclusive of all charges. Taxes, including service tax, Duties etc. as applicable should be shown separately for each item of work and should be marked 'NIL' if not being charged separately. Any ambiguous quote on these accounts shall render the tender liable to be rejected. Tenders not complete in all respect are liable to be rejected.

20. Any corrigendum or update related to this tender will be published in North 24 Parganas the district website <http://north24parganas.gov.in> only. Bidders are requested to visit the North 24 Parganas district website regularly for any corrigendum/update regarding this tender.

21. In case bidder has any query they can contact to the person mentioned below.

Contact person:

Sri Ritam Jha, WBCS(Exe.)
Officer in Charge, IT Department &
Member, District e-Governance Society, North 24 Parganas
Phone: 03325846281 Email Id: itnorth24@gmail.com


Addl. District Magistrate (Dev)
&
Member Secretary, District e-Governance Society
North 24 Parganas

NIT No. G-16015/1/2013-GEN/176102/1(9)

Dated: 2 /0 /2021

Copy forwarded for information and wide circulation to:-

1. The AEO, Zilla Parishad, Zilla Parishad, North 24 Parganas.
2. The DL&LRO, The District Cashier, North 24 Parganas.
3. The OC, IT, North 24 Parganas.
4. The NDC to place the tender in the Notice Board of Nezarath Section
5. The DIO, NIC to host in the district website '<http://north24parganas.gov.in>'.
6. The DNO, NREGS, North 24 Parganas.
7. The DPO, SSA, North 24 Parganas.
8. The CA to the DM, North 24 Parganas.
9. The CA to the ADM (G)/ ADM (LR)/ADM (T), North 24 Parganas.


Addl. District Magistrate (Dev)
&
Member Secretary, District e-Governance Society
North 24 Parganas

SECTION-II

BID FORM

To,

**The Chairman, District e-Governance Society
New Administrative Building
Rishi Bankim Sarani, Barasat
North 24 Parganas
Kolkata-124**

Sir,

Having examined the conditions of contract & specification including addenda No..... the receipt of which is hereby duly acknowledged, I/we the undersigned, offer for comprehensive onsite annual maintenance (AMC) of HIPATH 3800 Series VoIP Communication Switch, Open stage 15 HFA VoIP handsets and other accessories of SIEMENS make as mentioned in the annexure of Bid document, (*) in conformity with, conditions of contract & specification.

We undertake, if our Bid is accepted, to execute the work in accordance with specifications, time limits, terms & conditions stipulated in the tender document.

If our Bid is accepted, we shall submit the securities as per the conditions mentioned in the contract.

We agree to abide by this Bid for a period of 120 days from the date fixed for Bid opening (Qualifying Bid) and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal Agreement is prepared & executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed & prepared so as to prevent any subsequent alteration & replacement.

Dated this day of.....

Signature of Authorized Signatory..... In
the capacity of.....
Duly authorized to sign the Bid for and on behalf of

Witness.....

Address.....

Read, understood & complied with
Signature of the Tenderer

*Strikeout whichever is not applicable

SECTION-III

TENDERER'S PROFILE

General

1. Name of the tenderer/firm (In Block Letters) _____

2. Name of the person submitting the tender whose photograph is affixed Shri/Smt. _____
_____ (In case of proprietary/Partnership firms, the tender has to be signed by
Proprietor/Partner only, as the case may be)

3. Address of the firm
.....
.....
.....

4. E-mail Address.....

5. Tel No. (With STD Code) (D)Fax).....(R)..... Mobile:

6. Registration & incorporation particulars of the firm:

- a) Proprietorship
- b) Partnership
- c) Private Limited
- d) Public Limited

(Please attach attested copies of documents of registration/incorporation of your firm with the competent authority as required by business law)

7. Name of Proprietor /Partners/ Directors.....
.....

8. Income Tax Registration / PAN, Professional Tax
(Copy of IT registration / PAN, latest Professional Tax clearance certificate, ITR of last 3 (three)
Assessment Year need to be attached)
.....

9. VAT Registration if applicable :
(Copy of VAT registration certificate and latest VAT return certificate need to be attached)

10. Trade License if applicable :
(Copy of latest Certificate need to be attached)

11. Service Tax:
(Copy of Service Tax registration certificate and latest Service Tax Return need to be attached)

12. Details Infrastructure and List of at least 5 Professionally Qualified personnel with
experience in maintenance/servicing of VoIP Switching System on the rolls of firm
/agency (The bidder should enclose the records, duly self-certified, in support of their bonafide):

13. Annual Turn Over of firm/agency in last three (3) FY from supply and maintenance of VoIP Switching system and similar type of business: (Copy of last three years audited balance sheet and profit and loss account from supply and maintenance of VoIP Switching System and similar type of business and should have been profitable [in section –VI]).

14. Authorization from OEM/OEMs for Items to be kept under AMC.

Note: In the absence of any of the aforesaid documents, the bids shall be rejected.

I/We hereby declare that the information furnished above is true & correct.

Place:

Date:

Signature of tenderer/Authorized signatory.....
Name of the tenderer.....

Read, understood & complied with
Signature of the Tenderer

SECTION-IV

Instructions to Vendors

Submission of Proposals (Methodology)

The Proposal shall be submitted in two separate envelopes – Part-I covering the Technical and Qualification aspects herein after referred to as 'Technical Proposal' and Part II covering only the price schedules herein after referred to as the 'Commercial Proposal'. The two parts should be in two separate covers, each super-scribed with the name of the Project (Proposal for as well as "Technical Proposal" and "Commercial Proposal" as the case may be. Documents comprising the Technical Proposal Envelope, should: (a) Comply with the TCC (Section-V)

(b) Be accompanied by duly filled in Proposal Form Section-II, Section-III, Section-VI the forms must be duly signed by the vendor along with supporting documents as mentioned.

Any Technical Proposal not containing the above will be rejected.

Any Technical Proposal containing any price information will be rejected.

Documents comprising Commercial Proposal Envelope should be:

(a) Full price for comprehensive onsite annual maintenance (AMC) of HIPATH 3800 Series VoIP Communication Switch, Open stage 15 HFA VoIP handsets and other accessories of SIEMENS make (Section-VII). Each copy of the Proposal should be in two parts, as mentioned below.

The vendors shall seal the "Technical Proposal" and "Commercial Proposal" separately and the same shall:

(i) be addressed to **The Chairman, District e-Governance Society, North 24 Parganas** at the address given and

(ii) bear the Name " Comprehensive onsite annual maintenance (AMC) of HIPATH 3800 Series VoIP Communication Switch, Open stage 15 HFA VoIP handsets and other accessories of SIEMENS make for **The Chairman, District e-Governance Society, North 24 Parganas**" and a statement: "DO NOT OPEN BEFORE 10.02.2021".

(Strike out whichever is not applicable)

Proposals must be received by the **The Chairman, District e-Governance Society, North 24 Parganas** at the address specified, no later than the date & time specified in Tender.

SECTION –V
Terms & Conditions of Contracts (TCC)

1. In the interpretation of the contract and the general and / or special condition governing it, unless otherwise required: -
 - a) The term 'Contract' shall mean the invitation to tender, the instructions to tenderer, the acceptance of the tender, particulars thereafter defined and those general and special conditions as may be added.
 - b) The term 'Contractor' shall mean the person, firm or company with whom the order for providing AMC Services is placed and shall deem to include the contractor's successors (approved by the customer), representatives, heirs, executors and administrators unless excluded by the contract.
 - c) 'Contract value' shall mean the sum accepted or the sum calculated in accordance with the rates accepted by or on behalf of the District e-governance Society, North 24 Parganas.
 - d) The term Customer shall mean District Magistrate & Chairman, District e-governance Society, North 24 Parganas.

The Annual Maintenance Contract (AMC) shall start from the date on which the charge of the maintenance contract is taken over by the agency. The contract shall be valid for a period of one year initially which can be extended for another term of one years on the same rates and existing terms and conditions with mutual consent of parties and at the discretion of The Chairman, District e-governance Society , North24 Parganas . District e-governance Society, North 24 Parganas will have exclusive right to terminate the contract at any time by giving one month's notice.

2. Person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry, it appears that the person so signing has no authority to do so, the Chairman, District e-governance Society, North 24 Parganas may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.
3. Contractor is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in tender.
4. On acceptance of the tender, contractor shall within the period of 15 (fifteen) days, deposit as performance security, a sum equivalent to 10% of the estimated AMC of the contract. The amount of earnest money may be adjusted towards Security Deposit, for fulfillment of the terms and conditions of the contract. District e-governance Society , North24 Parganas shall be entitled to forfeit the Security Deposit or any part thereof without prejudice to any other remedies provided in the contract or available under the law for non-performance or failure to satisfactorily perform the contract as per terms and conditions. The security shall be in the form of Crossed Demand Drafts payable at Barasat in favour of ' District e-Governance Society, North 24 Parganas'. No interest shall be payable on Security Deposit/ Performance guarantee.
5. If the contractor fails to provide the security deposit within the period specified/granted such failure will constitute a breach of the contract and the office District e-Governance Society, North 24 Parganas shall be entitled to make other arrangements at the risk and expense of the contractor whereby the contract shall be awarded to the next eligible bidder in order and forfeiture of the earnest money shall be effected.
6. On due performance and completion of the contract in respects, the Security Deposit will be refunded to the contractor without any interest after deducting downtime and other

charges, having remained unrealized, if the same cannot be realized from the contractor's pending bills.

7. Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor the District e-Governance Society, North 24 Parganas shall be entitled to recover such sum by appropriating, in part or whole the security money deposited by the contractor and/or by deduction from the pending bills of the contractor. When there remains a balance of the total sum to be recovered, it shall be deducted from any sum due to them or which at any time thereafter may become due under this or any other contract with the District e-Governance Society, North 24 Parganas. Should this sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the customer on demand the remaining balance due along with interest at the rate of 24% PA from the date when the first demand is made till the date of actual payment for each day of delay.
8. The District e-Governance Society, North 24 Parganas may at any time, by notice in writing, summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-
 - a) If the contractor being an individual or firm, such individual or any partner in the contractor's firm as the case may be, is at any time adjudged insolvent or has a receiving order or orders for administration of his estate being made or any proceedings for liquidation or composition under any law of insolvency being or not for the time being in force or has made conveyance or assignment of his effects or enter into any arrangements or compromise with his creditors for suspend payment or if the firm be dissolved under any law which governs it or which is otherwise for the time being in force; or
 - b) If the contractor being a company registered under any law for the time being in force, passes a resolution for winding up or the court passes any order for the liquidation of the affairs of the company or that any Liquidator, Receiver or Manager is appointed for the management of the affairs of the company; or
 - c) If the contractor commits any breach of this contract or any other direction of the customer issued from time to time not otherwise specifically provided in this contract, the customer can terminate the contract without compensation to the contractor which shall be without prejudice of its right to claim the damages which it may have suffered due to such breach of contract or of the direction issued by the customer.
9. In the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is not specially provided for by these or the special conditions, the same shall be referred to the sole arbitration as per the decision of the Chairman, District e-governance Society, North 24 Parganas, as per Arbitration & Conciliation Act, 1996.
10. That no person other than the Chairman, District e-governance Society, North 24 Parganas or the person appointed/approved by him should act as arbitrator.
11. Upon every such reference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.
12. Subject as aforesaid to the Arbitration & Conciliation Act, 1996 and the rules there under, any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. Work under the contract shall, if reasonably possible, continue during the arbitration proceeding so as to ensure continuity of the business of the customer, other than the ones which are subject to arbitration, shall normally be withheld on account of the arbitration proceedings unless it is considered necessary to do so to cover the quantum of amount likely to be recoverable from the Tenderer.

13. The venue of arbitration shall be at Office of District Magistrate & Chairman, District e-governance Society, North 24 Parganas.
14. For the purpose of the contract including arbitration proceedings there under, the Chairman, District e-governance Society, North 24 Parganas or an officer authorized by him, shall be entitled to exercise all the rights and powers of the customer.
15. The agency shall not sublet, transfer or assign the contract or any part thereof without the written permission of the Chairman, District e-governance Society, North 24 Parganas. In the event of the contractor contravening this condition, Chairman, District e-governance Society, North 24 Parganas shall be entitled to place the contract elsewhere on the contractor's account at his risk and cost and the agency shall be liable for any loss or damage, which District e-governance Society, North 24 Parganas may sustain in consequence or arising out of such replacement of the contract, apart from forfeiture of the Security Deposit and / or invoking the Bank Guarantee given for due performance of the contract, for such breach. The Chairman, District e-governance Society, North 24 Parganas or the Competent Authority of the District e-governance Society, North 24 Parganas may grant such permission for substitution subject to any further conditions as it may deem necessary on the existing as well as the proposed contractor and both of them shall be bound to comply with such further condition as may be imposed.
16. No interest shall be paid on the Earnest Money Deposit and the Performance Guarantee deposited by the firm. EMD of the unsuccessful bidders shall be returned after award of the contract to the successful bidder. No correspondence/request for withdrawal of the same shall be entertained before the award of the contract to the successful bidder.
17. The rate quoted shall remain in force for the full period of contract. No demand for revision of rates on any account whatsoever shall be entertained during the tenure of the contract. Any increase or decrease of taxes, duties or prices of components, etc. will not affect the AMC rates during the entire period of AMC.
18. The AMC shall be comprehensive includes preventive as well as corrective maintenance of all items as mentioned in the bid [Section -VII]. The maintenance contract shall cover replacement of a part or all parts including plastics body or parts by the contractor free of cost, as and when required. The replacement of all defective parts with good quality and OEM branded parts will be done by the contractor without any extra used/repaired parts of any other brand from any other source are not acceptable.
19. In case of need to replace any item/component, the contractor shall provide OEM make genuine parts/components of similar or higher configurations.
20. Contractor shall produce the Cash Memo's/Certificate/Document in proof of providing genuine OEM make components to replace the faulty ones on demand.
21. Contractor shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning of the components/items/software under AMC and any violation of any legal requirement by the contractor in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the contractor, failure to do so would lead to consequences aforesaid and the contractor will keep the corporation/customer indemnified against any liability which may arise on this account.
22. During the validity of the contract, the contractor will render preventive maintenance services of the equipment's at the frequency of at least once in every quarter. The equipment's will be thoroughly repaired, tested and kept in working condition all the time. In case the item is idle for replacement of the parts, the company will replace the parts in reasonable time which in any case will not be more than 24 hours from the registration of complaint.

23. If system is to be taken to the Service Station/Workshop for repairs etc. with the permission of the Chairman, District e-governance Society, North24 Parganas the company will provide standby system. The Chairman, District e-governance Society, North24 Parganas will not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
24. Contractor will attend to all the calls from District e-governance Society, North24 Parganas on all working days. The urgent, immediate and unavoidable calls are also to be attended before and after the usual office time and even on holidays. However, the reasonable time would be allowed for the specific jobs on the merits of the jobs. Chairman, District e-governance Society, North24 Parganas reserves the rights to decide any job as urgent or unavoidable depending upon the nature of the job. The Service Provider is liable to take the maintenance job in the holidays due to urgency of work/instruction of the Chairman, District e-governance Society, North24 Parganas.
25. Contractor should ensure 99.99% uptime in respect to VoIP Switching system, VoIP handsets and other accessories to be covered under AMC.
26. All maintenance/repair/programming work has to be attended within 24 hours of the registration of complaint by the competent authority. The down-time penalty charges, if not rectified within 24 hours, shall be Rs. 300/- per day per item subject to maximum of 25% of quarterly AMC payment.
27. In case of failure of contractor to rectify any of the defects within 7 days, Chairman, District e-governance Society, North24 Parganas may get the same rectified at the cost and risk of the agency.
28. If contractor repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs of their cost and risk, District e-governance Society, North24 Parganas may terminate the contract of the agency forthwith and may forfeit the security deposit.
29. In case of failure in Quarterly Preventive Maintenance (Clause 22 above), a penalty by way of 10% of total amount due for that quarter may be levied.
30. Contractor shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.
31. District e-governance Society, North24 Parganas reserves the right to reject any or all the bids and cancel the tender without assigning any reason thereof.
32. All call will be registered by designated persons of District e-governance Society, North 24 Parganas through mobile or e-mail to be provided by contractor at the beginning of AMC. Contractor need to confirm registration of complaint through e-mail/sms with call docket no. once complaint lodged by customer. Contractor should provide call escalation matrix containing details of the person indicating their rank, email, mobile no for each level of escalation. Contractor shall maintain proper service call sheet which will be duly signed by the Service Engineer and the User of the equipment for which call is registered.
33. A schedule for the quarterly monitoring visit as a part of the preventive maintenance service should be developed at the beginning of the year and this should be got approved from competent authority. The approved preventive maintenance schedule is to be strictly followed.
34. Payment will be made on a quarterly basis after the completion of the AMC for that quarter and the submission of bill. Payment will be made only after certification for the satisfactory work done by the service provider after deducting downtime charges/penalties if any.
35. No other charges like transportation, fare etc. for providing the services, will be payable.
36. Contractor shall depute well-qualified and experienced Service Engineer with minimum three year of experience in servicing and maintenance of VoIP Switching System, Handsets of Siemens make for attending to the routine maintenance related complaints. Besides, the agency shall provide any other expert Engineer from time to time as may be required, for assistance

- to Service Engineer, in case the latter are not able to intervene and solve any complaints.
37. The District e-governance Society, North24 Parganas shall have no liability, financial or otherwise, for any harm /damage/injury incurred by the manpower deployed by the Contractor in the course of performing AMC. Neither Contractor nor his workers shall have any claim on District e-governance Society, North24 Parganas for compensation or financial assistance on this account.
 38. District e-governance Society, North24 Parganas is at the full discretion to pre-informed visit(s) vendor's premises to check the capabilities of the vendor before and/or after award of tender.
 39. The company has to give 3 month's notice before cancellation of the contract. Contravention of the same would lead to forfeiture of performance guarantee / Security money along with all outstanding dues.
 40. The selected contractor shall have to sign on standard agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to begin AMC. All the terms and conditions of this tender document shall deem to have been part and parcel of the agreement.
 41. All the items under AMC shall be jointly verified by the contractor and the customer and conditions of the same shall be noted before the date of commencement of AMC.
 42. In case any items is found malfunctioning the same shall be pointed out to District e-governance Society, North24Parganas for rectification and the incumbent contractor shall submit estimate for their pre-AMC repairs. Necessary approval shall be granted by District e-governance Society, North24Parganas to the incumbent contractor for carrying out repairs of such items on cost basis as per estimate, and such items shall come under AMC forthwith after such repairs.
 43. At the time of termination of contract and of the contract period including extended period, if any, or otherwise, the agency shall tender back all the systems and peripherals and components under their AMC in good working condition failing which, the same would be got rectified at the agency's cost and risk and sum may be recovered from the unpaid bill or security deposit or in case the same being higher as per the terms of the contract entered between the parties.

SECTION –VI

Turnover and Profitability

Sl No.	Financial year	Profit	Loss	Annual Turn Over (supply and maintenance of VoIP Switching System and similar type of business)	Total Annual Turn Over
01	2019-20				
02	2018-19				
03	2017-18				

NB: Please attach copy of audited balance sheet and Profit / Loss Account as applicable

Date:

Place:

Signature of the Tenderer

Name

Address

SECTION -VII
SCHEDULE OF RATES

From

**To : The Chairman, District e-Governance Society,
North 24 Parganas**

**Sub : Comprehensive onsite annual maintenance (AMC) of HIPATH 3800 Series VoIP
Communication Switch, Open stage 15 HFA VoIP handsets and other accessories
of SIEMENS make.**

Ref : NIT No. _____ Dt. _____

Sir,

I/we have gone through the terms and conditions detailed in the tender notice referred above No. for comprehensive onsite annual maintenance (AMC) of **HIPATH 3800 Series VoIP Communication Switch, Open stage 15 HFA VoIP handsets and other accessories of SIEMENS make.** I/we are agreeable to all the terms and conditions mentioned therein. I/we shall also abide any other rules connected to the supply that may be enforced by you. The rates are furnished below which are inclusive of all taxes, packing, forwarding for destination.

Sl. No.	Name of item	Quantity	Rate of AMC in Rupees per unit including taxes if any (In figures & words)	Total AMC price in Rupees (In figures & words)
01	Siemens Hipath 3800 VoIP Communication Switch System	1 Nos.		
02	PRI Card along with 30 channel license	1 Nos.		
03.	VoIP handset Open stage 15 HFA along with licenses of Siemens make	206 Nos. [approx.]		
04.	HCL 42U Server Rack	1 Nos.		
GRAND TOTAL (in figures & words)				

N.B. Quantity of VoIP handsets may vary due to operational reasons and shall be jointly verified and taken on record for AMC. Any item(s) may be added / deleted later on during the period of contract on the basis of functionality and final AMC Value will be calculated accordingly as the quantity mentioned above is an approximate figure.

The evaluation among the successful bidders for L1 would be decided on the basis of **grand total** of all items as indicated above.

Yours faithfully,

Date:

Place:

Signature of the Tenderer
Name
Address

Read, understood & complied with
Signature of the Tenderer

SECTION - VIII

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Tender No. : _____

Subject : Authorization for attending bid opening on _____ (date) in the tender
of _____

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below.

Order of Preference Name Specimen Signatures

I

II

Alternate Representative

Signature of bidder or
Officer authorized to sign the
bid documents on behalf of the
bidder.

Note : One representative will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representative is not able to attend.

Read, understood & complied
with
Signature of the Tenderer