

Government of India
Ministry of Finance
Income Tax Department

WEST BENGAL

Aayakar Bhavan, Kolkata

Dated the 15th Feb 2011

To

Subject:- ONSITE Comprehensive Annual Maintenance Contract of Hardware (like PCs, Printers, UPS etc.) installed in the offices of **Income Tax Department**, (ITD) Kolkata, West Bengal.

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(Ad. CIT (CO))

NOTICE INVITING TENDERS

Sealed Tenders in prescribed forms are invited only from ASP (Authorized Service Providers) of HP / Lenovo by the Income Tax Department, Kolkata, West Bengal for comprehensive **Annual Maintenance Contract** of Hardware (like PCs, Printers, UPS etc) installed in the offices of the Department of Income Tax located in various offices of the Department in Kolkata and other locations in West Bengal. Since most of aforesaid Hardware is of HP make hence only Authorized Service Providers (ASP) of HP / Lenovo are eligible for this tender.

Name of work: Comprehensive Annual Maintenance Contract of hardware (like PCs, Printers, UPS etc) and software installed in the offices of the Income Tax Department, Kolkata, West Bengal (hereinafter referred to as the **Department**)

Contract Period: 3 years running contract w. e. f. the date of award of the contract.

The entities fulfilling the Terms and Conditions as prescribed below should submit their bids in sealed envelopes superscribed as “Quotation for Comprehensive on site AMC of Computer & Peripherals” and addressed to the **Commissioner of Income Tax (Computer Operations) / Kolkata, West Bengal**, P-7, Chowringhee Square, Kolkata-69. The Technical / Commercial bids should be in two separate sealed covers marked ‘Technical bid’ and ‘Financial bid’. The ‘Technical Bid’ will be opened first and only those entities, which fulfill the ‘Technical Terms and Conditions’, will be eligible for participating in the ‘Financial Bid’.

The tender document is available from Room # 3/79, 3rd Floor, Aayakar Bhavan, Kolkata from 17/Feb/2011 to 27/Feb/2011 between 11.00 hrs and 04.00 hrs. It may also be downloaded from the department’s website <http://www.incometaxindia.gov.in>. The tender document may be delivered in the Tender Box kept inside Room No. 3/79, 3rd Floor, Aayakar Bhavan, P-7, Chowringhee Square, Kolkata-69 by 28 / Feb / 2011 hrs till 11.00 hrs. The quotations will be opened by a Tender evaluation cum recommendation committee on the same day at 11.30 hrs, in the presence of entities’ representatives, if any.

TECHNICAL TERMS and CONDITIONS

1. The firm / company must be ISO 9001:2000 / BIS: 18000 / 14000 certified for AMC of Computers and its peripherals. (Hereinafter referred to as Vendor)
2. The entity must be a limited or a private limited company.
3. Letter of Authorization of HP / Lenovo declaring the bidder to be an **Authorized Service Provider**.
4. Earnest money equivalent of 5 % of the total AMC value in form of Bank Draft drawn in favour of ZAO, CBDT, Income Tax Department, Kolkata should be deposited. Cash and Cheque will not be accepted. Quotations received without earnest money shall summarily be rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if his / its quotations happened to be the lowest. The earnest money shall be forfeited, if the contractor fails to abide by the rules of this tender / terms of AMC
5. **Copies of 5 such Annual Maintenance Contracts received from Government and reputed private organization along with a client satisfaction certificate.**
6. *The vendor must be having annual turnover of minimum 1 (One) crore, during each of the financial year of the last 3 (three) years. Copy of the balance sheet duly certified by CA is to be enclosed with tender documents.*
7. The vendor should submit copies of I.T. return for the last the 3 (three) years.
8. The vendor should be registered with WB Commercial Tax Department for Works Contract Tax.
9. The vendor should submit the Copies of PAN, TAN and VAT numbers.
10. List of hardware and Network engineers on the payrolls of the vendor with qualification and experience in AMC esp. in HP / Lenovo PCs should be given.
11. The address of the workshop(s) with telephone number(s) and fax numbers(s) in Kolkata as other locations.
12. A general undertaking that all terms and conditions of this BID Document are acceptable in the format placed at Annexure-B to his document this needs to be signed by an authorized person of the applying vendor.
13. The bidders should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection. The Department shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late

or incomplete offers without assigning any reason whatsoever. The Department reserves the right to make any changes in the terms and conditions of the tender. The Department will not be obliged to meet and have discussions with any of the Bidders and or to listen to any representations. The offers containing erasures or alterations will not be considered. Technical details must be completely filled in. Correct technical information of the service being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. The Department may treat offers not adhering to these guidelines as unacceptable. Bidders are allowed to submit bids in consortium as specified in qualification criteria. Bidders are not allowed to subcontract in any manner without written approval from the Department.

14. Note:-

- (i) It is mandatory to submit documentary proof against each of the above 13 points of Technical Terms and Conditions.
- (ii) Unnecessary documents may be avoided / need not be attached.

FINANCIAL TERMS AND CONDITIONS

1. The Financial bid should contain the rate against each item separately. The systems to be maintained by the contractor include PCs, Printers, Scanners, DVD / CD Writers, UPS, Power Leads / Connecting Cables etc. of various makes / models. The rate for each item should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.
2. The vendor may quote rates for AMC for Printers and UPS only also, separately. Bid comparison will be made / done separately for Printers & UPSs. The Department reserves the right to grant this tender as a whole for the entire equipments mentioned at Annexure - A. To this bid and / or for UPSs separately. Decision of the Department would be final in this regard.
3. The rates quoted should also cover the maintenance of operating system software installation, installation of patches / drivers, pre-emptive actions against spread of virus etc. Pl also refer to para 2.17 of this document.
4. The rates should be inclusive of all type of taxes, duties, levies like Service Tax etc.

5. The vendor whose quotation is finally accepted shall have to deposit security money which will be sum of 10% of the total cost of annual contract in form of Bank Guarantee drawn in favour of ZAO, Income Tax Department, Kolkata, West Bengal.

Only the vendors meeting the above financial terms and conditions should apply in the Proforma placed at Annexure - A in a sealed cover. The vendor which fails to fulfill any of the above terms and conditions will be automatically disqualified for the purpose of tender.

GENERAL TERMS AND CONTIDIONS

A. For the purpose of this onsite AMC work following interpretation(s) would be made

- (a) Hardware – This would include the actual components / assemblies / Sub-assemblies of the PC i.e. the hard disk,, monitor , mouse, Keyboard, floppy disk, CD Rom, Zip disk drive, Teflon etc. This would also include the components / assemblies / sub-assemblies of peripherals and other accessories and Connectors / Cables / Cords and any other physical appliances required to run the computers etc.
- (b) Peripherals – This would include printers (Laserjet, Inkjet, Dot Matrix), Scanner, CD Writer, Modem, Speakers and any other unspecified but existing item in the Computer system.
- (c) Software – This would include, all the software related to Operating Systems, Application Software, device drivers and other unspecified bundled / non-bundled software required to run the components / peripherals / applications etc.
- (d) Service – This would include repair of faults (major or minor) and regular maintenance like running diagnostics tests to ensure if all the components are working fine / efficiently.
- (e) Consumables – This would include Printer Ribbon, Cartridges, Computer stationery, Printer–Heads, CMOS / BIOS battery cell etc.
- (f) Equipment – This would mean not only the hardware and the connected peripherals but also include the software(s) required to run it.

B. The Department has an intranet and most of the computer systems are also on LAN / MPLS-VPN / VSAT.

1. Scope of Work

The scope of work covers comprehensive annual maintenance of hardware (such as Computers, Printers, Scanners, DVD / CD Writer and UPS etc. of different make and model) and software installed in the Computer system in different offices of Department of Income Tax, West Bengal at different locations. The vendor shall re- install the OS – Windows™ 2000 Version 5, Service Pack 4 / Windows™ XP Pro with Service Pack 3, M.S. Office™ 2003/2007, JRE, and / or Upgrade OS whenever necessary. The Licensed CDs, DVDs are to be provided to the vendor by Department's Representative i.e. IBM-FMS.

2. Service Level Compliance Assurance:

2.1

(i) Minor faults immediately (Within 24 hrs. of receiving the complaint), minor faults defined as replacement of CMOS battery or installing additional software or installing / re-installing / upgrading device drivers etc.

(ii) Major faults within **5 days by replacement method**, with the available equipments / spares, major faults defined as those requiring new spares or hardware installation or re-installing OS and / or other bundled software, if necessary, on explicit and clear orders of ITO-Sys-II.

(iii) All faults, whether major or minor, should be repaired within 24 hours in the months of December and March. 50 PCs and / or 50 printers should be kept on stand-by mode for those months for replacement within 24 hours wherever necessary.

(iv) All the repairs and servicing of equipment shall be carried out on site at the place where it is located.

(v) In exceptional circumstance where the equipments / component(s) is /are to be taken to vendor's premises / service centre for repairs, stand-by arrangement will have to be made. The equipment being, taken to the workshop for repair would be at vendor's own risk and expenses.

(vi) The replacement of components, sub assemblies and assemblies shall be as per manufacturer's instructions under orders of ITO-Sys II. The parts so replaced would belong to the vendor.

(vii) Any damage or loss caused to the Computer(s), Printer(s), Server(s), Scanner(s) etc. or their parts due to negligence, mishandling shall be made good by the vendor either by payment in cash the prevailing market price of that items or by a new one (from **OEM**) of the same / higher make and specifications.

(viii) A declaration that all parts for carrying out the AMC shall be procured from a **Master Parts Reseller(s) of OEM Company**. In order to cross-check this point, the I.T.O. Sys-II may even sometimes ask the short-listed bidder to provide copy of invoice to ensure that only genuine spare parts are being procured from Master Parts Reseller and not from grey market.

(ix) The firm shall maintain the equipments and shall use genuine / original components for replacement wherever needed. Until and unless written orders of the AD Sys - I / II / I.T.O Sys - II are conveyed, the original configuration / specification / characteristics / features shall not be changed or modified under any circumstances.

(x) The vendor shall install / re-install / replace any hardware / software if and when the Department procures some additional items like peripherals / application tools / RAM / batteries etc.

2.2 The contract shall initially be for a period of **3 years from the date of signing of the contract**. The contract may be renewed for a further period of one year with same terms and conditions, if the Department is satisfied with the functioning of the vendor.

2.3 This tender is not transferable. Further clarification(s) if any, may be obtained the office of the Commissioner of Income Tax (Computer Operations).

2.4 The vendor shall inspect all items to ensure that systems to be put under this AMC are in working condition. Initial cost of defective parts / components of the systems found defective / non-functional shall be borne by the Department before these are handed over to the firm under comprehensive onsite AMC. Once the contract is entered between department and the vendor, no further cost towards such replacement of defective / worn-out parts will be given to the vendor except Comprehensive onsite AMC charges.

2.5 The vendor would be provided with comprehensive Asset Database containing all the details like – nature of hardware / its specifications / OS version installed / peripherals attached / whether networked / station / building / floor / room(s) / place where they are placed / located – by the Department's representative, i.e. IBM-FMS.

2.6 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of spare parts / assemblies / components, will be withdrawn from the maintenance contract. The decision of AD Sys - I / I.T.O. Sys-II regarding non-availability and obsolescence of technology and withdrawal of these items form the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

2.7 In case the contracting vendor is not able to accept the contract after it is awarded or if it is not able to do the work after accepting the contract such firm will be liable to pay the damage to Department including the cost which the Department will have to incur for getting such work done. The EMD of defaulting vendor would also be seized by Department.

2.8 The above act of backing out would automatically debar the vendor from any further dealing with Department and the security money for this would also be forfeited in favour of P&AO / ZAO.

2.9 The Department reserves the right to reject any or all the tenders. The Department reserves the right to award the contract on the basis of quotations for each item separately or collectively. The Department also reserves the right to award this AMC for all components and / or separately for Printers and / or UPSs.

2.10 The contract may be terminated summarily by this Department at any point of time by serving a 30 day notice with or without assigning any reason(s), if the work of the contracting vendor is found unsatisfactory during the currency of this contract. In this connection the decision of the CIT (CO), Kolkata, shall be final and binding on the firm.

2.11 The Department shall have right to inspect vendor's site to assess infrastructure before awarding the Comprehensive on site AMC and it may reject the contract given to the vendor in the event of Department's dissatisfaction about the vendor's infrastructure or otherwise. Decision of CIT (CO) would be final in this regard.

2.12 The Department reserves the right to increase or decrease quantities of contracted items any time. Accordingly charges would be increased / decreased on pro-rata basis.

2.13 It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Department after expiry of the contract.

2.14 PCs and printers installed in the Department are mostly of HP make. However a few items are of different make. (Please refer to Annexure-A)

2.15 The liability of the vendor under this maintenance arrangement shall be restricted to the Services covered in the scope of this agreement except for any penalties imposable due to the vendor's inability to maintain the required standard of service as mentioned in the para 4 of this agreement. The quantum of such penalties leviable by the Department and payable by the vendor for deficiency in service rendered during any quarter for any equipment under its maintenance shall be limited to 100% of the total maintenance charge payable for that equipment and receivable by the vendor for that quarter and to be computed in the manner set out in Clause 4.1 to 4.5 below. The vendor shall not be liable for any loss of data or software on storage devices as part of this maintenance agreement but reasonable efforts should be made by the vendor for recovery of data, if such data loss is a direct result of the Vendors' act.

3. Service (procedure and levels)

3(a) **Call logging procedure:** The Codesk, the IBM proprietary software, manned by IBM-FMS Help Desk personnel, from Room No.4 / 13A of Aayakar Bhavan, I. T. Department, Kolkata, will log all the complaints made and problems resolved with timeline. The IBM-FMS will inform the vendor online / through e-mail of all the calls logged in its End-of Day report or Mid-Day report (in case of urgent calls). The service engineers from vendor side shall attend to all the complaints received immediately as follows to be verified manually by IBM-FMS and / or reply E-o-D / M-D sync report from vendor side.

The standard call logging procedure along with the toll free number shall be provided to the Department or Department's representative i.e. IBM-FMS. Regional vendor office numbers with contact person details including respective email ids will be intimated to all the location offices of IT. In addition, the vendor shall provide "Escalation Matrix" to the Department's representative i.e. IBM-FMS. However intimation to the users regarding availability and arrival of service engineers from vendor side shall be the joint responsibility of the vendor and the Department or its representative i.e. IBM-FMS. The vendor will provide details of call logging and resolving status report monthly to the Department / IBM-FMS. The Department may verify this report with the data maintained by the service personnel of the IBM-FMS at the premises of different Nodal Offices of the Department.

3(b) **Response time:** The vendor has to maintain the response time for attending the complaint calls for maintenance services during the AMC period as given below unless directed otherwise by the users logging the calls:

(a)	For the locations where the vendor has its Service Center(s)/Franchise enlisted	Response Time: Within 4 (four) hours from the time of logging of call	KOLKATA, DURGAPUR / ASANSOL, MALDA / BAHRAMPUR, SILIGURI / JALPAIGURI, HALDIA / MEDINIPUR
(b)	For the locations where the vendor does not have its Service Centre(s) Franchise	Response Time: Within 24 (twenty four) hours from the time of logging of call	REST OF WEST BENGAL & PORT BLAIR

Calls shall be attended to on all working days when the offices of the Income Tax Department remain functioning i.e. normally from Monday to Friday between 9.30 a.m. and 6 p.m. For the months of December and March, calls should be attended on any day between 9.30 a.m. and 8 p.m.

3(c) **Assured up time / Allowable down time and penalties:** calls / complains should be resolved within Three (3) Business days (excluding the day call was logged and Saturday, Sunday & holidays) of logging any call by the Vendor. For delays in response as well as bringing back any equipment to working condition within such time, penalties shall be deducted from the AMC charges payable to the vendor in accordance with the provisions laid down in para 4.1 to 4.5.

To make it clear, if the equipment is not set right within the prescribed time limit, the period of delay for the purpose of imposition of penalty will be reckoned from the fourth day of logging of calls. Notwithstanding anything to the contrary, no penalty shall be leviable if the vendor provides a functional standby equipment of same or higher configuration till the re delivery of the equipment duly repaired.

3(d) **Submission of copies of call reports by vendor:** The vendor shall prepare comprehensive call report on a monthly basis against all calls attended by it during the quarter and clearly note down all details. The vendor shall provide the Department with a quarterly Service Level Compliance Report relating to all calls attended to by the vendor / its franchisees). However, the Department may call for, in suitable cases with reasons, the call reports for verification of the Service Level Compliance Report, if so desired. The penalties, if any, shall be based solely on the Service Level Compliance Report submitted by the vendor with necessary correction, if required, after verification of call reports.

Defective spare parts should be replaced by the vendor free of cost. Only spare parts of equal / higher specification / capacity should be used for replacing the defective components whether permanently or as a stop-gap measure while the defective component is being repaired. The newly installed components should be compatible to the rest of the system.

Besides the above a detailed report, mentioning the detailed configuration, model no and Sl. No. of each equipment spare parts taken away for replacement / repair or provided to replace an equipment / spare parts earlier taken away, should be handed over to the user concerned and copies of the same reports should be handed over to the Department or its representative, i.e. IBM-FMS, **if asked for**, with Service Level Compliance Report.

4. Penalty

4.1 Penalty shall be levied not only for delay in repair but also delay in response too. Penalty shall be levied @ Rs. 100 per day for each day's or fraction of a day's delay in response, whether faults are minor or major, with reference to clause 3(b).

4.2 Penalty shall be levied @ 1% of the annual AMC charges for that equipment / PC / peripheral per day, if the equipment is not set right for minor faults within 24 hours from the time of complaint registered with the vendor through e-mail. For major faults, delays in bringing back any equipment to working condition within **Three (3) working day's time**, penalties @ 5 % of the AMC value

of each of the equipment shall be payable by the vendor for each day's (24 hours) or fraction of a day's delay which shall be deducted from the maintenance charge payable to it. For delay beyond Ten (10) days, penalty @ 10 % of the AMC value of each of the equipment shall be payable by the vendor for each day's (24 hours) or fraction of a day's delay till the equipment is set right or replaced.

4.3 Penalty shall be levied at @ 5 % of the annual AMC charges for that equipment / PC / peripheral for each day, excluding the first 24 hours, if the equipment is not set right within the stipulated time as mentioned in para 2.1 (iv).

4.4 In cases mentioned in para 2.1 (iv), the same equipment should be re-installed after servicing within 5 days (if 5th day happens to be holiday then the next working day). In case of default, the penalty shall be levied at the rate of 10 % of the value of the annual AMC charges for those items per day.

4.5 If the company fails to repair / replace the system within 5 days (3 working days plus Saturday / Sunday / Holidays) and within 24 hours in the months of December and March, the system may be got repaired from other Company / Firm and made functional and the expenditure incurred thereon shall be recovered from the company, apart from the penalty levied as stated in preceding para. This may even entail termination of the contract and forfeiture of security deposit.

5. Payment

- 5.1 No advance payment will be made in any case. The payment of AMC will be released quarterly (after deducting penalty) on satisfactory completion of maintenance work. Penalties can be deducted from next two quarterly payments, if not deducted earlier.
- 5.2 The payment will be made after proper deduction of TDS as per prevailing rules / rates.
- 5.3 Any payment made in excess will have to be refunded by the Company to DIT in the event of termination of contract.
- 5.4 Payment for any inclusion / deletion of Computer System / Peripherals (other than the scheduled items) will be calculated on pro-rata basis.
- 5.5 The company will not have any legal right to proceed against department in the event of late payment due to unforeseen reasons / Force majeure.

6. Security Deposit:

The Company shall be required to deposit a sum of 10% of the total cost of the contract as security deposit in the form of Bank Guarantee drawn in favour of ZAO CDBT, Kolkata.

6.1 The security amount shall be released after satisfactory completion of the contract.

7. Arbitration: In case of any dispute arising between the contract holders any constituent being party to the contract, the sole authority for settlement of such

disputes will rest with the arbitrator appointed by the **Chief Commissioner of Income Tax (CCA), Kolkata, West Bengal.**

8. **Jurisdiction:** Failing arbitration in solving the dispute, Calcutta High Court alone shall have the jurisdiction for all aggrieved parties i.e. the Department, the vendor or any constituent being party to the contract directly or indirectly.
9. This document has approval of divisional head i.e. **Commissioner of Income Tax (Computer Operations).**
10. **Force Majeure:** If at any time during continuance of this contract, the performance in whole or in part in any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, acts of civil commotion, strikes, lockouts, sabotages, fire, flood, explosions, epidemics, quarantine restrictions (hereinafter referred to as eventualities) then, the notice of the happening of any such eventuality shall be given by the Bidder to the Department within 2 (two) days from the date of occurrence. Neither party shall by reasons of such eventuality, be entitled to terminate this contract, Nor shall have any claim for damages, compensations against the other in respect of such non- performance or delay in performance, and deliveries under this contract. Normal working shall be resumed as soon as such eventuality has come to an end or ceased to exist.
11. Provided that if the performance in whole or in part by the bidder or any obligation under this contract is prevented or delayed by reasons of and such eventuality for a period exceeding 30 (thirty) days, then the Department may terminate this contract by giving notice in writing.
12. **Change Orders:** "Change Order" means an agreed upon change or modification to the Services or other material aspect of scope of this agreement. All Change Orders must be in writing setting forth the details of the modification and any adjustments to the price, delivery schedule, payment schedule and Services. All Change Orders must be mutually agreed by the parties in writing. Pending such agreement, the Vendor will continue to perform and be paid as if such Change Order had not been requested or recommended, provided that if either party proposes a Change Order which, in the Vendor judgment, represents a material change in the Services and such Change Order remains outstanding for 30 days or is rejected by Customer, the Vendor will have the right to terminate these Terms.

Annexure-A

The list of computers, printers, UPS and other Peripherals for maintenance for three years

Description of items	Quantity	Rate per unit per annum	Total
Computers			
HP D 530 CMT (Pentium-IV)	1199		
HP COMPAQ D 380	15		
HP DC-7900	17		
Printers			
TVSE 455 LQ DMP	638		
HP DJ 3650	98		
HP DJ 2460	11		
Lipi Line Matrix	4		
UPS			
TVSE 500 VA / 650 VA	893		

Note—

- (1) No. of items mentioned above are subject to physical verification by vender.
- (2) The rate should be inclusive of all type of taxes like service tax etc.

Annexure-B

DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN THE TENDER DOCUMENT.

To
The CIT (CO),
Aayakar Bhavan, 4th Floor.
P-7, Chowringhee Square,
Kolkata-69.

Sir / Madam,

I have carefully gone through the Terms and Conditions contained in the Tender Document (No._____ dated _____) regarding on site Comprehensive Annual Maintenance Contract (CAMC) of Hardware like PCs , Printers, UPSs etc installed in offices of the Department of Income Tax, Kolkata, West Bengal. I declare that all the Terms and Conditions of this Tender document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours _____,

Name_____

Designation_____

Company_____

Address:

Income Tax Offices in West Bengal and A & N Islands

Site	Building	PC		Server (LDS)	Printer	UPS	Grand Total
		Network	Non-Network				
Alipurduar	ITO Office	2					
Asansol	Paramar Building	18					
Asansol	Sahana Apartment	11					
Baharampur	ITO Office,R N Tagore Road	12					
Balurghat	Income Tax Office	1					
Bankura	Aayakar Bhawan	5					
Bankura	Bilash Bhawan	5					
Burdwan	Aayakar Bhawan	22					
Chinsurah	Roop Mati Mahal	17					
Coochbehar	Aayakar Bhawan	2					
Darjeeling	Aayakar Bhawan	4					
Durgapur	Aayakar Bhawan	20					
Durgapur	Aayakar Bhawan-Anx	19					
Durgapur	Aayakar Bhawan-Anx-II	0					
Haldia	Income Tax Office	9					
Jalpaiguri	C.R.Building	19					
Kalimpong	ITO Office	2					
Kolkata	Aayakar Bhawan	256	32				
Kolkata	Aayakar Bhawan Dakshin	49					
Kolkata	Annexe Building	52					
Kolkata	Bamboo Villa	172					
Kolkata	Bamboo Villa Annexe	25					
Kolkata	Dwarkin house	13					
Kolkata	Government Place	93					
Kolkata	ITAT Building	9					
Kolkata	Middleton row	76					
Kolkata	Poddar Court	162					
Kolkata	Rafi Ahmed kidwai	18					
Kolkata	RTI Building	9					
Krishna Nagar	Ananta Hari Mitra Rd-1	6					
Krishna Nagar	Ananta Hari Mitra Road-2	6					
Malda	ITO Office, Netaji Market	8					
Midnapore	Jhargram House	0					
Midnapore	Sahu Bhavan	24					
Port Blair	Shaqdipur	2					
Purulia	ITO, South Lake Road	6					
Raiganj	ITO, SBI Building	1					
Siliguri	Aayakar Bhawan, Matigara	24					
Siliguri	CR Building, Hakimpara	10					
Suri	Aayakar Bhawan	10					
Grand Total		1199	32		747	893	