



GOVERNMENT OF INDIA
OFFICE OF THE JOINT COMMISSIONER OF INCOME TAX, RANGE-1,
SILIGURI, AAYAKAR BHAWAN
PARIBAHAN NAGAR : MATIGARA : DARJEELING.

NOTICE INVITING QUOTATION

Quotation in closed covers are invited from reputed Agents with valid Registration, Trade License, Service Tax Registration and Income Tax PAN for permanent installation of a KIOSK for use by the Aayakar Seva Kendra at the new building of Aayakar Bhawan, Paribahannagar, Matigara, Siliguri.

Interested Agents may contact the O/o.The Joint CIT/Range-1/Siliguri at Aayakar Bhawan, Matigara, Siliguri for the details of the terms & conditions.

Last date of filing of the tender bids shall be at 18:00 Hrs of 28/12/2012.

The bids will be opened on 31/12/2012 at 01:00 PM at the chamber of the Joint CIT/Range-1/ Siliguri in presence of Tender Committee.

TERMS & CONDITION FOR THE TENDER

1. The vendor having experience on Kiosk Installation in Income Tax Department will get preference.
2. The vendor has to supply, install and maintain the 19" Touch Screen based information KIOSK for providing information about 'Know your PAN'/'Status of Refund' etc. to the Taxpayers. The vendor has to use the internet connection (to be provided by the department) for accessing information regarding PAN status/Refund status from incometaxindia.gov.in / [tin-NSDL. Com](http://tin-NSDL.Com) as well as have to display information about locations of officers.
3. This is an extension of the information available in internet websites, to the taxpayers in a simplest way i.e. self interactively.
4. Vendor should bid for stainless Steel casing, 19" capacitive Touch Screen monitor with fast response time, High speed computer as well as High quality UPS. Vendor should assure supply of latest \high quality materials.
5. Vendors have to give demo within 3 days from the date of short listing on the basis of technical bids. Lower bidders will be declared qualified after satisfactory completion of the demo, for opening of commercial bid.
6. Vendor should hand over the source code to the Department and should not use it anywhere except \income Tax Department, in future.
7. All the software and hardware to be licensed in the name of \income Tax Department, Kolkata.

8. Vendor should supply all legal software as well as hardware, obeying the guidelines of Information Technology Ministry, Govt. of India.
9. Vendor may have to modify software within 3 months of installation, after taking user's feedback, at free of cost.
10. The vendor should assure comprehensive warranty period of 1 year of the KIOSK unit (Hardware & Software both) and AMC at least for 3 years after warranty period.
11. In case of any fault of any systems (like Touch Screen, computer, UPS, softwares) the Department, for assuring maintenance service, will contact the vendor only.
12. Vendor should mention the response time i.e. minimum time required to attend the call in case of any fault.
13. Vendor should specify taxes in % (if any) separately.
14. 90% of the payment of the contract value will be paid after successful operation and rest 10% after successful completion of the warranty period.
15. The Department has full right to reject/terminate any contract at any point of time without showing any reason
16. The Agencies should have valid Registration, Trade License, Service Tax Registration and Income Tax PAN.
17. This Department shall reserve the right to accept or reject any quotation and shall also have the right to dismiss the services of the agency getting the tender by giving a month's notice without assigning any reason whatsoever.

Dated :21/12/2012

-Sd/-

(S.K.Das)

Joint Commissioner of Income Tax/Range -1/Siliguri.
Chairman - Purchase Committee.