NOTICE INVITING TENDER

TENDER FOR BIOMETRIC TIME ATTENDANCE SYSTEM FOR VARIOUS OFFICES OF WBBSE

TENDER NOTICE

West Bengal Board of Secondary Education (WBBSE) invites sealed tender in two Bid system viz, Part-I: Technical Bid and Part II: Price/Commercial Bid for procurement and installation of Biometric Time Attendance System for various offices of WBBSE from reputed, bonafide and resourceful Agencies having ability and experience of executing similar types of work.

Interested parties may view and download the tender document containing the detailed terms and conditions free of cost from the website www.wbbse.org

The sealed Bids should reach the office of “Secretary, West Bengal Board of Secondary Education, Nivedita Bhavan, DJ-8, Sector-II, Karunamoyee, Saltlake, Kolkata-700091” within 29.09.2016

Earnest Money of Rs.10000.00 shall have to be submitted in the form of Bank Draft/Bankers Cheque along with Technical Bid without which the Bid will be rejected. The registered SSI units of West Bengal shall be exempted from payment of EMD. To claim the exemption necessary valid certificate of registration is required to be produced.

The technical bids of the prospective Tenderers will be opened by the Tender Committee at the scheduled date and time. The Price/commercial bid of the technically qualified bidders only will be opened at a later date to be intimated in due course.
1. Eligibility Criteria for participation in the tender

a) The prospective Bidder must have an existing Assembling and Servicing facility in Kolkata. Such facility must have the capability of independently handling major repair work locally of the hardware items supplied in order to ensure prompt and uninterrupted service.

b) The Bidder must produce the OEM Certificate for the equipment supplied.

c) The Bidder must be ready to provide the standby arrangement anytime during the fault of the existing system.


c) The Bidder must have experience of successfully executing at least one similar types of work in last three years of a minimum value of Rupees Two Lakhs with State/Central Govt. Department or Central/State PSU or other Local Bodies or reputed Private Sector Company. (Copy of relevant work order and performance of completion certificate from the Authority awarding the contract to be attached)

d) The Bidder must have qualified and experienced software professionals on their rolls and must produce completion certificate along with relevant work order of at least one work relating to development of application software of similar nature valued Rupees One Lakh.

e) The Bidder must have a Total Annual Turnover of Rupees Fifty lakhs per annum from IT/Software related services.

f) The Bidder must have a positive net worth during last three financial years.

g) The Agency should neither be blacklisted by any Govt. department nor has any criminal case been instituted against the Agency and / or its owner / partners anywhere in India. A declaration is required to be furnished on the letter head of the bidder in this regard.
2. Documents to be submitted with Technical Bid

Self attested copies of the Following documents are to be submitted in the Technical Bid for establishing Bidder's eligibility for considering his Price/Commercial Bid:-

a) **Declaration** to be furnished on letter Head of the Bidder as per prescribed format given in ANNEXURE-I

b) EMD of Rs. 10000/- to be deposited by way of Demand Draft/Bankers Cheque in favour of “WBBSE FUND RBI KOLKATA A/C” payable at Kolkata. Valid registration certificate is to be produced by SSI units in West Bengal claiming exemption from EMD.

c) Must have valid Trade Licence (self attested copy to be produced)

d) Must have valid Service Tax registration certificate (self attested copy to be produced)

(If applicable))

e) Must have valid Professional Tax registration certificate (self attested copy to be produced)

f) **Service Tax return** for the financial year 2014-15/15-16 or current Service Tax Payment Challan (Self attested copy to be attached)(If applicable)

f) **Professional Tax return** for the financial year 2014-15/15-16 or current Professional Tax payment Challan (Self attested copy to be attached)

g) Must have valid PAN No (self attested copy to be produced)

h) **Income Tax return** for the financial year 2014-15/15-16 (Self attested copy to be attached)

i) Latest **Sale Tax Registration Certificate**

j) Copy of the **work order and performance /Completion certificate** as per clause (c) and clause(d) of the eligibility criteria.

h) **List of clientele**


j) Audited **Balance sheet** and Profit and Loss A/C for FY- 13-14, FY- 14-15, FY- 15/16

h) Tenderer's Profile as per Annexure-II

i) **OEM certificate** as per clause (b) of the eligibility criteria.

j) Declaration on the **Letter Head** of the Bidder regarding not ever been Blacklisted as per clause (g) of the eligibility criteria
j) Declaration on the Letter Head of the Bidder regarding not ever been Blacklisted as per clause (g) of the eligibility criteria

3. Date and Time Schedule

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Date of uploading of NIT Documents (Publishing Date)</td>
<td>20.09.2016 at 5.00 P.M</td>
</tr>
<tr>
<td>4</td>
<td>Date of Pre Bid Meeting with the intending bidders in the office of the Secretary, WBBSE, Nivedita Bhawan, DJ-8, Sector-II, Salt Laka, Kolkata – 700091</td>
<td>22.09.2016 at 1.00 pm.</td>
</tr>
<tr>
<td>5</td>
<td>Bid submission start date</td>
<td>23.09.2016 from 11.00 AM</td>
</tr>
<tr>
<td>6</td>
<td>Last Date of submission of Bids</td>
<td>29.09.2016 upto 5.30 PM</td>
</tr>
<tr>
<td>7</td>
<td>Bid opening date for Technical Proposal</td>
<td>03.10.2016 at 12.30 PM office of the Secretary, WBBSE, Nivedita Bhavan, Salt Lake, Kolkata-700091</td>
</tr>
<tr>
<td>8</td>
<td>Date of uploading list of Technically Qualified Bidders</td>
<td>To be notified accordingly</td>
</tr>
<tr>
<td>9</td>
<td>Date &amp; place for opening Price/Commercial Bid</td>
<td>To be notified during uploading of technical evaluation &amp; list of bidders</td>
</tr>
</tbody>
</table>

Note: - 1. Any downloading from the website is at the sole risk and responsibility of the user. WBBSE will not be responsible for delay/difficulty/inaccessibility of downloading facility for any reason whatsoever.

2. Corrigendum/addendum to this tender, if any, will be uploaded in the website mentioned above. This may kindly be noted by the bidders/prospective bidders.

3. WBBSE reserves the right to reject any or all the tenders in part or in full without assigning the reasons thereof.

4. Unsigned bids or conditional bids and incomplete bids shall be liable for rejection.
4. **Bid Evaluation**

The Tender shall be evaluated in two stages. The Technical Bid will be evaluated first based on the eligibility criteria and the requisite documents. The possession of required manufacturing facilities is to be inspected by the authorized personnel of the Board and only upon their satisfactory report along with compliance of other eligibility criteria and the submission of all the requisite documents the technical Bid will be considered eligible. In this case the Board’s decision will be final and will be binding on the Bidder. The price/Commercial Bid will be opened only for those Bids which are successful in Technical evaluation.

5. **Scope of Work**

A. Bidder would be responsible for the following scope of services:

i) Supply and installation of Biometric machines at different premises of WBBSE.

ii) Integration of devices with the developed Application Software.

iii) **Building Master Data** by registering all the employees biometrically in the system.

iv) Post Implementation **Support /Warranty of 1 year free of cost.**

v) Annual Maintenance Contract for Application software, Biometric Devices and other Hardware **for 2 years** after the expiry of warranty period.

vi) Help desk support during warranty and AMC period.

vii) In case any of the devices supplied is not able to mark attendance is needed to be repaired outside the premises a **standby is to be provided.**

B. **Installation of Biometric Device**

**Procurement, Supply and Installation of Biometric Attendance devices at different offices of WBBSE**- The bidder should supply good quality devices and carry out all the installation and integration with the existing system on mutually agreeable terms and conditions. The installed biometric device should have features as under:

i) The biometric devices should be of good quality with proper display screen **enclosed in a tampered proof box.**

ii) The device should be able to operate in temperatures of 0-50°C and humidity range of 20-95%.

iii) The devices should be covered under **warranty for at least 1 year and AMC thereon.**
C. Testing: The bidder shall thoroughly test the software for load, quality and performance along with proper functioning at its site before deployment of the software on production environment. Final approval/User Acceptance of the software and system shall be given by the WBBSE after the testing and successful implementation.

D. Post Implementation Support/Warranty:

i) The Bidder shall be responsible for installation, administration and maintenance of the Application Software, Biometric Devices and other Hardware for a period of 1 year after successful implementation in all the offices.

ii) During the warranty term, the bidder shall perform all the upgrade/new version update free of cost.

iii) Any call shall have to be attended within 8 hours and any software issue shall be resolved within 3 days or as mutually decided upon. In case the solution requires more time, the bidder should report to WBBSE within given time frame in writing with the requisite details for approval.

E. Application Software

The Bidder must have competent person to handle the complete software and hardware with the following responsibilities:

i) Manage the Project/Devices/integration/Installation etc.

ii) Provide timely reports from the System to the concerned authority/representative of the WBBSE

iii) He shall be single point of communication between WBBSE and Bidder for complete contract period.

iv) Provide the necessary support for ensuring the Integrity of Data.

v) He would be responsible for coordination for Hardware support as well as application software and ensuring uptime of the Application software support.

vi) Troubleshooting/Bugs removal: The successful bidder is required to provide troubleshooting support if any bugs are encountered during implementation of the software.

vii) Any minor modifications and/or enhancements / up-gradation required by WBBSE Offices in the software during support period shall have to be incorporated by the successful bidder free of cost.

viii) Selected bidder will be required to incorporate amendments and enhancements from time to time and also to attend to any problem in day to day functioning of the system during this period free of cost.

ix) The bidder shall maintain a Maintenance Register/call register for logging complaints during post implementation support period. The firm shall essentially provide complaint number for each complaint call made by the user.
F. Biometric Devices

The successful bidder should ensure proper functioning of the device.

i) The response time of device should be of 8 hours. Within this time, the machine should be replaced and integrated with the system if any damage or fault occurs to the existing machine.

ii) The successful bidder should give comprehensive warranty/guarantee that the goods/stores/articles supplied continue to conform to the description and quality as specified in the Tender Document for a period of One year from the date of installation of the said goods/ stores/ articles notwithstanding the fact that the purchaser may have inspected and/or approved the said goods/stores/article.

iii) If during the aforesaid period of One year, the said goods/ stores/ articles are found to be not conforming to the description and quality, the decision of the WBBSE in that behalf will be final and conclusive, the purchaser will be entitled to reject the said goods/ stores/ articles or such portion thereof as may be discovered not conforming to the said description and quality. On such rejection the goods/articles/ stores will be at the seller's risk and all the provisions relating to rejection of goods etc., shall apply. The bidder shall, if so called upon to do, replace the goods etc., or such portion thereof as is rejected by Purchaser, otherwise the bidder shall pay such damages as may arise by the reason of the breach of the condition herein contained. Nothing contained herein shall prejudice any other right of the Purchaser in that behalf under this contract or otherwise.

G. Annual Maintenance Contract: On expiry of warranty period, entire system will be under AMC with the vendor on the charges quoted and accepted under this contract subject to satisfactory service being provided by the vendor during warranty period. The AMC will initially be valid for two years, which may be extended further period of another two years at the rates quoted by respective bidder at the sole discretion of WBBSE. During the AMC period, the bidder shall be responsible for management and maintenance of application software and its integration with devices, etc. During the AMC period WBBSE reserves the exclusive right to terminate the contract any time for unsatisfactory performance on the part of the Vendor and without assigning any reason thereof.

H. Schedule for completion of Task:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Activity</th>
<th>Time Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage I: Supply of Biometric Devices, other Hardware and Development of Application Software</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Signing of Agreement/MOU</td>
<td>Within 2 Days from Date of Order</td>
</tr>
<tr>
<td>2.</td>
<td>Supply &amp; Installation of Biometric devices and other hardware</td>
<td>2 Days before deployment of application software for testing at WBBSE</td>
</tr>
<tr>
<td>3.</td>
<td>Delivery and deployment of final Application Software</td>
<td>Within 15 days after signing of agreement</td>
</tr>
</tbody>
</table>
5. GENERAL TERMS AND CONDITIONS OF TENDER

1. The tender is to be submitted under "TWO BID" system viz, "Technical Bid" and "Price/commercial Bid". Both these bids should be submitted in two separate sealed envelope superscribing the words "Technical Bid" or "Price/Commercial Bids" as the case may be.

2. Both the above Bids should be put in a single sealed envelope superscribing the words "TENDER FOR BIOMETRIC TIME ATTENDANCE SYSTEM".

3. The "price/commercial bid" shall be furnished in prescribed format as given in Annexure-III and clearly mention the taxes, if any. The bid submitted in any form other than the Annexure-III will be treated as non-responsive and will be rejected.

4. The offer should remain valid at least for 90 days from the date of opening of the price/commercial bid.

5. No escalation of rates under any circumstances will be entertained during the period of contract.

6. EMD of Rs. 10000/- to be deposited by way of Demand Draft/Bankers Cheque in favour of "WBBSE FUND RBI KOLKATA A/C" payable at Kolkata. Valid registration certificate is to be produced by SSI units in West Bengal claiming exemption from EMD. The EMD will be forfeited in case the Tenderer withdraws his offer before finalization of the Tender. The EMD of the successful tenderer will be forfeited if he fails to deposit the Security Money within the specified period.

7. The successful Tenderer shall deposit a sum equal to 10% of the order value towards security deposit in the form of Bank Draft/Bankers Cheque on any scheduled commercial Bank in favour of "WBBSE FUND RBI KOLKATA A/C" payable at Kolkata. EMD shall be refunded after deposit of Security Deposit. Security Deposit will be paid within Ten days from the date of placement of the firm order otherwise the order will be cancelled. Security deposit will be refunded after expiry of the warranty period. In case of non-compliance of the contract, unsatisfactory performance or any deviation from terms and conditions of the contract, the security deposit amount will be forfeited in part or whole.

8. Interested applicants are advised to study the document carefully. Submission of Application shall be deemed to have been done after careful study and examination of the document with full understanding of its implications.

9. The Bidder shall bear all costs associated with the preparation and submission of its bid and WBBSE will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.
10. **Right to Termination/Cancellation:** Notwithstanding anything contained in this document, WBBSE, reserves the right to cancel/terminate the bid/proposal process without assigning any reason whatsoever, at any time prior to signing the contract and WBBSE shall have no liability for above-mentioned actions.

11. **AUTHENTICATION OF BID**

The Bid Document shall be signed by a person or persons duly authorized to bind the organization to the Contract. The person or persons signing the Bid Document shall sign all pages of the Bid Document. Corrections/findings in the bid shall be authenticated by signature of the authorized signatory. All the Bidders have to abide by all the terms and conditions mentioned in this Tender Document.

12. **Other Requirements/ Compliance**

A bidder is not eligible to participate in this Tender while under sanction by WBBSE, whether such sanction was directly imposed by WBBSE, or imposed by WBBSE pursuant to the Agreement for Mutual Enforcement of Debarment Decisions. A bid from a sanctioned or cross-debarred firm will be rejected. Similarly, at the time of bidding, the firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government in India are not allowed to bid. Undertaking to this effect shall be submitted by the bidder on his letter head.

13. **The payment shall be made by the purchaser only after the suppliers/contractors have delivered the products or services in full quantities ordered and obtained a certificate of successful installation and satisfactory performance from each user after successful deployment of Application software. The Service Provider has to ensure proper hand holding of the system.**

14. **Software Services and License Agreements**

The licenses of all software(s) to be deployed as part of the project would be in the name of WBBSE and the original copy of the same shall be deposited by the successful Bidder at the office of WBBSE after signing of the contract and before the installation of the software at any of the sites.

15. **Inspection**

i) WBBSE and/or its representative reserve the right of inspection of processes being followed by the Bidder anytime during the period of the contract. WBBSE reserves the right to inspect, test and, wherever necessary, reject the hardware delivered at Project Site. This shall in no way be limited or waived by reason of the Hardware having previously been inspected, tested and passed by WBBSE or its representative prior to the Hardware shipment.

ii) The supplier shall furnish complete address of the premises of his factory, office, go- down and workshop where inspection can be made together with name and address of the person who is to be contacted for the purpose.
6. TERMINATION OF CONTRACT:

a) If the service of the contractor at any stage is found unsatisfactory, the WBBSE is likely to terminate the contract without assigning any reason and notice. The performance security deposit will be forfeited, in that case, without any intimation.

b) The Board may also give written notice for termination of the contract and without compensation to the contractor may terminate the contract if the contractor become unwilling or become bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

d) Any sum of money due and payable to the contractor (including performance security deposit refundable to him) under this contract may be appropriated by the Board and set off the same against any claim of the Board for payment of a sum of money arising out of this contract or under any other contract made by the contractor with the Board.

[Signature]
SECRETARY

WEST BENGAL BOARD OF SECONDARY EDUCATION
(TO BE TYPED ON BIDDER’S LETTER HEAD)

Annexure-I

DECLARATION BY THE TENDERER

I/We have carefully gone through the “Notice Inviting Tender” bearing no. N/S/ 19.09.16 and others tender documents mentioned therein. I/We have also carefully gone through the Terms & Conditions of the above referred NIT. My /Our tender is offered taking due consideration of all factors, and if the same be accepted I/We promise to abide by all the terms and conditions laid down in the said Tender documents and carry out and complete the work to the satisfaction of the WBBSE.

Postal address ________________________________

Name of the Tenderer ________________________________

Mobile Number of the Tenderer ________________________________

Signature of the Tenderer ________________________________
Performa for Tenderer's Profile

NAME OF WORK: TENDER FOR BIOMETRIC TIME ATTENDANCE SYSTEM FOR VARIOUS OFFICES OF West Bengal Board of Secondary Education complex at DJ-8, Sector-II, Salt Lake, Kolkata-700091.

1. NAME OF TENDERING COMPANY / FIRM / TENDERER:

2. NATURE OF FIRM (Proprietorship; partnership; Company etc.)

3. NAME OF OWNER / DIRECTORS:

4. FULL PARTICULARS OF OFFICE:

   (a) Address:

   (b) Telephone No.

   (c) Fax No.:

   (d) E-Mail Address

5. FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM Etc.

   a) Name of the Bank:

   b) Name of the Branch:

   c) Bank Account No.

   (d) Nature of Bank Account (current, savings or others)

   (e) Telephone no. of the Banker:

6. REGISTRATION DETAILS:

   (a) PAN/GIR No.

   (b) Service Tax Registration No.

   (c) Trade licence no.:

   (d) ISO:9001:2008 certificate no.-

   (e) Details Particulars of Software Professional along with qualification and Experience-

   (f) Professional Tax Registration no-

   (g) Service tax Registration No-
7 DETAILS OF EARNEST MONEY DEPOSIT:

(a) Amount(Rs.):

(b) D.D./B.C. No. and Date:

(c) Drawn on Bank:

8. Detail Address of Service Centres with corresponding valid Trade License Numbers & Valid Service Tax Registration Number in Kolkata.

Date:

Place:

Name:

Seal:

Signature of Tenderer
<table>
<thead>
<tr>
<th>Sl.</th>
<th>Item</th>
<th>Total Quantity</th>
<th>Installation Location</th>
</tr>
</thead>
</table>
Midnapore-1 No.  
Siliguri-1 No. |
| 2.  | Face Recognition & Time Attendance Control Device with USB port for data access with Pen Drive- 4.3" TFT touch screen, touch keypad, Face, Fingerprint or Password, Communication-TCP/IP, USB Host, RS232/485, Wiegand Out; Contact relays for door access control; Web-server management software via IE; 500 face capacity, 2000 fingerprint; high Resolution Infrared Camera; ID/Mifare reader module, wireless wi-fi or GPRS. | 03 | Salt Lake-2 No.  
Park Street-1 No. |
| 3.  | Dome Camera HD-  
1/4, Aptina AP0141+Nextchip2431 1025P Low Lighting HD Camera with 1 Megapixel small fixed lens 3.6mm indoor Dome camera | 06 | Salt Lake-2 No.  
Park Street-1 No.  
Burdwan-1 No.  
Midnapore-1 No.  
Siliguri-1 No. |
| 4.  | 4 Channel HD DVR-  
4channel 720P or 1025P@25-30fps AHD-M input; 4 channel 1025P or 1025P@25-30fps record & playback; Support Analog, AHD, IP, Switch Connected; Note: IP Only Support Colin HD IP Camera. 1. RJ45 10/100M; 2. USB2.0; 1 VGA; Power (DC12V). | 06 | Salt Lake-2 No.  
Park Street-1 No.  
Burdwan-1 No.  
Midnapore-1 No.  
Siliguri-1 No. |
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Quantity</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>SATA: 1HDD MAX: 2TB Hard Disk</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Made up of Metal Sheet (Steel/Iron of 20 Gauge) for housing Biometric Devices.</strong></td>
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<tr>
<td></td>
<td><strong>Made up of Metal Sheet (Steel/Iron of 20 Gauge) for housing DVR and LED Monitor</strong></td>
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<td></td>
</tr>
</tbody>
</table>
9. Synchronization of existing Biometric software of WBBSE, Software for new Biometric fingerprint devices and software for new Biometric face recognition devices in one **single MS Access database**. On command, all files from different locations need to be synchronized with reporting facility. A **separate open database** needs to be provided with the **Table containing fields viz. User ID, User Name, Punching Date, Check-in & Check-out time, locations and Departments. Data must be given in .CSV/MS Access format. All templates are to be synchronized in all machines.**

10. Comprehensive AMC rate for one year comprising
i) 07 nos. existing Biometric machines of AES make.
ii) 03 nos. new Fingerprint Biometric devices
iii) 03 nos. new Face recognition devices
iv) 06 nos. Dome cameras
v) 06 nos. 4 Channel DVR
vi) 06 nos. Monitors
vii) 06 nos. Hard Disk
viii) 06 nos. Power supply
ix) 19 nos. Metal Boxes
x) Cables and connections of all Biometric devices

All locations mentioned above.
Annexure-III

Price Schedules of the Requirements

(Submit separately in an envelope as Price bid)

<table>
<thead>
<tr>
<th>Sl</th>
<th>Item</th>
<th>Qty</th>
<th>Unit Price (INR)</th>
<th>ST (INR)</th>
<th>VAT (INR)</th>
<th>Any other specify (INR)</th>
<th>Total (INR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Finger Print Biometric Device</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Face Recognition Biometric Device</td>
<td>03</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3</td>
<td>Dome Camera HD</td>
<td>06</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>4 Channel HD DVR</td>
<td>06</td>
<td></td>
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<tr>
<td>5</td>
<td>Hard Disk</td>
<td>06</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>Monitor</td>
<td>06</td>
<td></td>
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<tr>
<td>7</td>
<td>Power Supply (SMPS)</td>
<td>06</td>
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<tr>
<td>8</td>
<td>Tampered proof Box for housing Biometric Devices</td>
<td>13</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Tampered proof Box for housing DVR and Monitor</td>
<td>06</td>
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<tr>
<td>10</td>
<td>RJ-6, Copper cable with conduit</td>
<td>10 Meter (Approx)</td>
<td></td>
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<tr>
<td>9</td>
<td>Laying Charges for Conduit and Cable with all accessories</td>
<td>As applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Testing, Installation Commissioning and Training Charges along with Connectors, Metal Stand, Freight etc.</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>11</td>
<td>Customized Software</td>
<td>01</td>
<td></td>
<td></td>
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<tr>
<td>12</td>
<td>Comprehensive Software</td>
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</tbody>
</table>

Note:

1. WBBSE shall have the option to modify the quantities as per requirement.

2. The basic AMC rate for one year duration shall be valid for Two years from the date of AMC agreement. Statutory increase/decrease of taxes and Duties will be adjusted.

Signature of the Tenderer with Seal and stamp