

Government of West Bengal
Directorate of Food Processing Industries
Benfish Tower (6th Floor), GN Block-31, Sector-V, Salt Lake City, Kolkata-700091
E-mail: dfpiwb@gmail.com

NIQ - Comprehensive AMC of Canon 2525IR photocopier machine

No.I/794184/2026 Date: 22-07-2026

Sealed quotations are invited by the Director, Directorate of Food Processing Industries, Government of West Bengal from the reputed agencies/organization for engagement of Comprehensive Annual Maintenance contract of Canon 2525IR photocopier machine installed at Directorate of Food Processing Industries, Benfish Tower (6th Floor), GN Block-31, Sector-V, Salt Lake City, Kolkata-700091.

1. Documents to be submitted along with financial quotation
 - i. Valid PAN
 - ii. Valid GSTN
 - iii. Certificate of incorporation
 - iv. Previous experience
2. Selection of agency & payment terms: Preferably eligible and experienced L1 bidder will be awarded the contract. The payment shall be made on half yearly basis subject to satisfactory services.
3. Terms & Condition are as given below:-
 - i. AMC shall be valid for 12 months tentatively from 12-09-2026 to 11-09-2027 and shall include repair and /or replacement of non-working parts (all spares) except consumable (Toner/Fixing film unit/Drum unit etc.)
 - ii. Maintenance/Service shall be provided between 10 am and 5 pm on working day. During emergency situation service shall also be provided beyond 5 pm on working day and holidays whenever necessary.
 - iii. Preventive maintenance shall be provided once in one month, which includes outward cleaning and dusting of all items. Agencies has to be provided one dedicated email id and cell phone number for official communication only to book complain/service/maintenance call.
 - iv. The service engineers should maintain complaints received from users, with date, name of users, nature of complaint. After attending the complaint and rectifying the equipment, the signature of the user with date and comments should be obtained in the register. The engineer should also be sign with date.
 - v. For attending any call, a down time of more than 48 hours of complaint shall not be allowed. Time taken beyond this permissible down time shall be liable for a penalty. Penalty will be Rs.1000/- per working day per call.
 - vi. This authority reserves the right to terminate the AMC by giving one month's notice without assigning any reason.

4. Submission procedure:

Sealed quotations along with all supporting documents as mentioned point 1 above to be submitted from 24/07/2026 to 03/08/2026 at the drop box of DFPI, Benfish Tower (6th Floor), GN Block-31, Sector-V, Salt Lake City, Kolkata-700091 on all Government working days from 11 a.m. to 4 p.m. Bids will be opened on 03rd August, 2026 at 4.15 p.m. at the Conference Hall of the Directorate of Food Processing Industries, Benfish Tower (6th Floor),GN-31,Sector-V,Salt Lake, Kolkata-700091. Any changes/modification of the notice shall be notified in the website of the Department, www.wbfpib.wb.gov.in.

5. Contact Person: Shri. Sandip Murmu, LDA, M: 7407941812

KASTURI SENGUPTA
SPECIAL SECRETARY
DIR(DFPI)
22-07-2026