


Government of West Bengal
Department of Food Processing Industries and Horticulture
Benfish Tower (4th Floor), GN -31, Sector V, Salt Lake, Kolkata 700091

No.I/684973/2025/FPIH-11029/3/2018

Date.28/08/2025

NOTICE INVITING QUOTATION

1. Invitation of quotation for on-site non comprehensive Annual Maintenance of "IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner)" which are installed at the "Department of Food Processing Industries and Horticulture, Government of West Bengal ", Benfish Tower (4th Floor), GN-31, Sector V, Salt Lake, Kolkata-700091 and initially for the period of **10.09.2025 to 09.09.2026 (One year)** from reputed companies/firms having at least 2 (two) years' experience in providing similar AMC work and having experience of providing the AMC services to at least 02 (two) Government organizations.
2. The contract may be extended for another two years with the same rate after completion of the initial contract satisfactorily and approval of the Tender Selection Committee/Authority.
3. Number of items which shall be covered under Annual Maintenance Contract are mentioned at **Annexure-I**.
4. The terms and conditions for non-comprehensive Annual Maintenance Contract are given at **Annexure II**.
5. The interested eligible participants are requested to submit quotation documents as per **Annexure-III** along with minimum credentials of Rs. 50,000/- (Rupees fifty thousand) during the past one year from any Government organization. Quotation to be submitted from **29.08.2025 to 08.09.2025** on all Government working days from 11.00 a.m. – 4 p.m. at the drop box of the Department which shall be available at the Benfish Tower (4th Floor), GN-31, Sector V, Salt Lake, Kolkata 700091.
6. Estimated Value of Work is Rs. 1,50,000/- (Rupees one lakh fifty thousand only).
6. The Bids shall be open on **10.09.2025 at 1.00 pm** in the Conference hall of the Department of FPI&H , Benfish Tower (4th Floor), GN -31, Sector V, Salt Lake, Kolkata 700091.
7. Contact Person for query and clarifications: - Mr. Bikash Chandra Biswas, Registrar (Mob: - 9433767010) & Mr. Arnab Kumar Pal, SSP (Mob: 7679303677) .
8. This order is issued in cancellation of earlier Order No I/683618/2025/FPIH-11029/3/2018, Dated 26/08/2025 issued by this Department


Special Secretary
to the Government of West Bengal

Copy forwarded for information with a request to arrange for display of this notice to the office notice board:

1. PS to MIC, Department of FPI & H.
2. Sr. P.S to the Secretary, Department of FPI & H.
3. Special Commissioner of this department.
4. Joint Secretary of this department.
5. SDO, Bidhannagar.
6. Mayor, Bidhannagar Municipal Corporation.
7. Commissioner, Bidhannagar Commissionerate.
8. All members of Tender Selection Committee of this Department (.....).
9. Office Notice Board.
10. Guard File.

Annexure I

IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner) of Department of Food Processing Industries and Horticulture.

Items	Count	Remarks
Desktop	32	DELL Vostro 3470, optiplex 3050, Dell Inspiron 3647, 660, HP desktop Pro G2, 280 G1 MT, PRO 3330 MT, ACER Veriton M200, Compaq, HP Compaq PRESAEIO CQ3000, Assembled.
All In One	3	HP PRO 400, HP AIO 22-B231in, HP AIO 20-2213 in
Printer (B/W)	16	HP Laserjet P1108 , HP Laserjet P1106 , HP Laserjet P1007 , HP Laserjet 1020 plus, P1505 , HP Laserjet pro M12W.
Printer(MFP-B/W)	2	HP Laserjet Pro MFPO M128 FN, HP Laserjet Pro M1536dnf MFP
Printer(MFP/Colour)	5	Brother Colour MFC-L3735CDN, HP Colour Laserjet pro 400M451nw, Hp Colour Laserjet pro M452dn, Hp Colour Laserjet pro MFP M177FW, CANON Colour MF631cn
Scanner (High speed)	2	HP SCAN JET PRO 2000S1

UPS	35	APC (600 VA), EATON 600VA, BPE-650V, ELISTA-600V, ZEBRONICS-1000VA, FRONTECH EP-600VA, Numeric Digital 600VA, FOXIN-600VA
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to the Government of West Bengal

Annexure II

Terms and conditions for On-site comprehensive Annual Maintenance of "IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner and FAX machines)"

1. Terms and conditions for On-site comprehensive Annual Maintenance of IT infrastructure shall valid from **10.09.2025 to 09.09.2026 (One year)** and the present location of the equipment.
2. The contract may be extended for another two years with the same rate after completion of the initial contract satisfactorily and approval of the Tender Selection Committee/Authority.
3. A dedicated email id and mobile number has to be provided to register complaint calls by the department/Directorate. There should be a dedicated person (Single Point of Contact) of the vendor who shall be contacted for service.
4. Scheduled preventive maintenance including cleaning has to be done at least once in two months. Preventive maintenance can be clubbed with corrective maintenance.
5. All call sheets / preventive maintenance reports have to be submitted/ handed over to the SSP, FPI&H Department for verification and preservation for further references. The call sheet to be duly authenticated by Registrar, Department of FPI&H. A Register regarding the calls reported & the calls attended needs to be properly maintained by the SSP, FPI&H Department.
6. AMC shall be comprehensive, i.e.
 - a. All accessories inclusive of repair and replacement shall come under this AMC (like all spares and equipment including battery, plastic items, screen, Teflon etc.. excluding toner and cartridge) and has to be fixed/repared/replaced wherever required.

b. Any issues related to software's like Operating System (OS), MS Office software, Device Drivers etc. has to be fixed.

c. Taking up of backup of data (files/folders/software) and restoration of the same or installation of software shall come under this AMC and this has to be carried out. All above points as mentioned above are included under this AMC and no additional payment shall be allowed.

7. All complaint calls (software / hardware issues) shall have to be attended and fixed within 24 hours of complaint (excluding holidays). During attending calls by service engineer, if malfunctions are reported in some other devices, a separate complaint shall be raised by the authority of the Department/Directorate over phone or by email, but service engineer will be liable to inspect and resolve the additional issues on the same day if time permits. If time does not permit, the trouble has to be resolved within next working day.

8. Agency engaged by the Department shall be liable to resolve issues (by fixing issues / providing backup/ replacing original spare parts) to restore the system within the time limits specified below.

- a. Issues (software / minor hardware issues for which replacement is not involved) raised by the Department have to be identified and fixed within 24 hours of complaint (excluding holidays).
- b. To provide stand by devices/parts of an equivalent configuration as an immediate replacement of any faulty devices/parts within 48 hours of complaint on working days if required by the authority of the Department/Directorate wherever applicable.
- c. Repairing of any faulty devices/parts which need service at service centre; has to be made within 7 days of registration of complaint. If more time is needed, specific permission of the MIS-In-Charge should be taken.
- d. In case of replacement of devices/parts; has to be done with either new parts of same make and model or parts with in configuration and performance (in case of unavailability) with the approval of the authority of the Department/Directorate wherever applicable.
- e. **The cost of all the spares that are replaced / repaired will be covered under the Annual Maintenance Contract. No Additional Payment shall be allowed.**

9. For attending any call relating to the hardware/software, a down time of more than 24 hours of complaint related to software and 48 hours related to hardware shall not be allowed. Time taken exceeds this permissible down time, the vendor shall be liable to pay a penalty. Penalty shall be Rs. 5000/- (Rupees Five Thousand only) per working day per call.

10. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down since first complaint and an additional penalty of Rs. 10000/- (Rupees Ten Thousand only) shall be imposed per equipment.

11. No work will be undertaken on holidays and beyond office hours on any day except by prior arrangement and approval of the authority of the Department/Directorate.

12. Agency will get 2 days to inspect all the installed machines prior to signing the Annual Maintenance Contract with the Department.

13. After issuing engagement order and signing of the Annual Maintenance Contract; if the item wise counts which are mentioned at the engagement order and machines installed at the Department/Directorate offices differs; the agency shall have to be provided support for the entire instruments installed at the Department/Directorate offices and payment shall be calculated based on the available instruments with item wise quoted price, and disbursed accordingly by the Department/Directorate.

14. Payment shall be released in four equal (quarterly) installments after satisfactory service and approval of the authority of the Department/Directorate.

15. The authority of the Department/Directorate reserves the right to terminate the AMC by giving one month's notice without assigning any reason.

16. Decision of the Tender Committee is final for selecting/ rejecting of vendors.

17. Contact Person for query and clarifications:- Mr. Bikash Chandra Biswas, Registrar (Mob: - 9433767010) / Mr. Arnab Kumar Pal, SSP, FPI&H Department (Mob:- 7679303677).


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Annexure – III

On-site non comprehensive (without parts) Annual Maintenance of Desktop, Laptop computers, Printers, UPS, Scanner, Department of Food Processing Industries and Horticulture for the period of 02.08.2025 to 01.08.2026	
Ref Date	Memo.
Name of the Company/Agency:-	
Address of the Company/Agency :-	
Contact No.:-	Email Id :-
Items enclosed	(Yes/No)
GST Registration	

Valid Trade License	
PAN	
IT Return of AY 2022-23 and AY 2023-24	

2 years previous experience in providing similar AMC work (Work order from the appropriate authority to be submitted)			
Currently providing the AMC services to at least 2 Government organizations			
Item	Number	Quoted rate/ unit including all in Rs.	Total quoted rate including all in Rs.

Desktop	32		
All In One	3		
Laptop	0		
Printer (B/W)	16		
Printer(MFP-B/W)	2		
Printer(MFP/Colour)	5		
Scanner (Normal)	0		
Scanner (High speed)	2		
UPS	35		
Offer price (including all in Rupees)			
Total price in figures :			
DECLARATION:-			
I hereby declare that, I have read all the terms and conditions mentioned in the tender documents and all statements made in this annexure above are true, complete and correct to the best of my knowledge and belief and in the event of any information being found false my candidature is liable to be cancelled.			
Authorized signature with Seal & Date			


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