

**GOVERNMENT OF WEST BENGAL
DIRECTORATE OF HORTICULTURE
DEPARTMENT OF FOOD PROCESSING INDUSTRIES AND HORTICULTURE**
Benfish Tower (4th Floor), GN -31, Sector V, Salt Lake,
Kolkata 700091

NOTICE INVITING QUOTATION

1. Sealed quotation are invited for on-site non comprehensive (without parts) Annual Maintenance of "IT infrastructure (Copier Machines) which are installed at the office Directorate of Horticulture, Benfish Tower (4th Floor), GN-31, Sector V, Salt Lake, Kolkata 700091 and initially for the period of 01.09.2023 - 31.08.2024 from reputed companies/firms having at least 2 years' experience in providing similar AMC work and having experience of providing the AMC services at least 2 Government organizations.
2. Number of items which shall be covered under AMC are mentioned at Annexure I.
3. The terms and conditions for non-comprehensive Annual Maintenance Contract are given at Annexure II.
4. The interested eligible participants are requested to submit quotation documents as per Annexure III along with credentials. Quotation to be submitted from 25.08.2023 to 29.08.2023 on all Government working days from 11.00 a.m. - 4 p.m. at the drop box of the Directorate of Horticulture which shall be available at the Benfish Tower (4th Floor), GN-31, Sector V, Salt Lake, Kolkata 700091.
5. The Bids will be open on 31.08.2023 at 1.00 pm in the Conference Hall of FPI&H Department, Benfish Tower (4th Floor), GN -31, Sector V, Salt Lake, Kolkata 700091.
6. Contact Person for query and clarifications: - **Aidit Bhattacharya**
(Mob: -9932149502)

Sd/-

O.S.D. & E.O. DIRECTOR OF HORTICULTURE (ADMIN)
23-08-2023

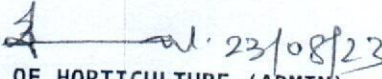
Copy forwarded for information with a request to arrange for display of this notice to the office notice board:

1. The P.S to the Additional Chief Secretary, FPI & H
2. The Managing Director, WBSFP&HDCL
3. The Director, Directorate of FPI
4. The Director, DCOMP
5. The SDO, Bidhannagar, North 24 Pgs.
6. The Mayor, Bidhannagar Municipal Corporation
- ✓ 7. MIS in charge, Directorate of FPI with a request to upload the NIQ in Department's Website
8. Office Notice Board.
9. Office copy.

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O.S.D. & E.O. DIRECTOR OF HORTICULTURE (ADMIN)
23-08-2023

Annexure I
IT Infrastructure (Copier Machines) of Directorate of Horticulture

Item	Count in No.	Remarks
Copier Machines	2	Canon 2420L, Sharp AR5516


O.S.D. & E.O. DIRECTOR OF HORTICULTURE (ADMIN)
23-08-2023

Annexure II

Terms and conditions for On-site Non comprehensive Annual Maintenance of "IT infrastructure (Copier Machines)"

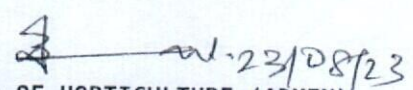
1. Terms and conditions for On-site non comprehensive (without parts) Annual Maintenance of IT infrastructure shall valid from 01.09.2023 – 31.08.2024 and the present location of the equipment.
2. The contract may be extended for another two years with the same rate after completion of the initial contract satisfactorily and approval of the tender committee/authority.
3. After award of contract and/or prior/after the issue of work order; if the item wise counts as mentioned at tender are modified; the vendor shall have to provide support and modified payment will be made by the Directorate of Horticulture based on the item wise quoted price as submitted by vendor while quoting for tender and duly accepted by the Directorate of Horticulture Quotation/Tender Committee.
4. A dedicated email id and mobile number has to be provided to register complaint calls by the Directorate of Horticulture. There should be a dedicated person (Single Point of Contact) of the vendor who shall be contacted for service.
5. Scheduled preventive maintenance including cleaning has to be done at least once in two months. Preventive maintenance can be clubbed with corrective maintenance.
6. All complaint calls shall have to be attended 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 Directorate of Horticulture over phone or over email but service engineer will be liable to inspect and resolve the additional issues on the same day if time permits.
7. The old parts removed will become the property of the Directorate of Horticulture.
8. The Agency (L1 Bidder) will get only 2(two) days to inspect all the installed machines prior to signing the AMC with this office.
9. No work will be undertaken on holidays and beyond office hours on any day except by prior arrangement and approval of the authority.
10. Payment shall be released in two equal instalments after satisfactory service and approval of the authority.
11. Decision of the Tender Committee is final for selecting/ rejecting of vendors.
12. The authority reserves the right to terminate the AMC by giving one month's notice without assigning any reason.
13. Contact Person for query and clarifications: - **Aidit Bhattacharya** (Mob: -9932149502).


O.S.D. & E.O. DIRECTOR OF HORTICULTURE (ADMIN)
23-08-2023

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Annexure - III

On-site non comprehensive (without parts) Annual Maintenance of Copier Machines, Directorate of Horticulture for the period of 01.09.2023 to 31.08.2023			
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 2021-22			
2 years previous experience in providing similar AMC work (Work order from the appropriate authority to be submitted)			
Currently providing the AMC services at least 2 to organizations			
			Government
Item	Number	Quoted rate/unit including all in Rs.	Total quoted rate including all in Rs.
Copier Machines	02		
Offer price (including all in Rs.)			
Total price in figures:			
D E C L A R A T I O N			
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.			
with Seal & Date		Authorized	signature


 O.S.D. & E.O. DIRECTOR OF HORTICULTURE (ADMIN)
 23-08-2023