

I/688756/2025
Government of West Bengal
Directorate of Food Processing Industries
Benfish Tower (6th Floor),GN-31,Sector-V,Salt Lake, Kolkata-700091

Notice inviting quotations for on-site comprehensive annual maintenance contract (CAMC) of desktop /Laptop/All in one computers, printers, scanners, UPS and peripherals installed in the Directorate of Food Processing Industries (HQ), Benfish Tower (6th Floor),GN-31,Sector- V,Salt Lake, Kolkata-700091

Sealed quotations are invited by the Director, Directorate of Food Processing Industries (authority), Benfish Tower (6 th Floor), GN-31, Salt Lake, Kolkata-700091 from experienced and reputed companies/agencies/organizations who can undertake Annual Maintenance Contract of the computer systems and other peripherals installed in the office of the Directorate of Food Processing Industries (HQ), Benfish Tower (6 t h Floor), GN-31, Sector-V, Salt Lake, Kolkata- 700091. Eligibility criteria, scope of work and terms and conditions are as given.

1. Eligibility Criteria for intending companies/ agencies/ organizations:

- i. Must have registered office in West Bengal preferably at Salt Lake and adjacent areas.
- ii. Must have Trade license.
- iii. Shall have previous experience of at least one year for organizing similar work.
- iv. Valid PAN card.
- v. Valid GSTN
- vi. Copy of Income Tax return for Last three years (2022-23/2023-24/2024-25 FY)

2. Scope of Work:

Items without warranty	Units	Scope
Desktop computer	4	These systems will come under comprehensive annual maintenance contract (CAMC). For any issues identified/reported has to be addressed to be resolved as per terms and conditions attached.
All in One Computer	2	
Laptop Computer	1	
UPS 1100 VA	1	
UPS 650 VA	7	
High Speed Scanner	1	
B/W Laser Jet Printer	1	
B/W Laser Jet MFP	2	
All in one inktank printer (C)	2	
Items with warranty	Units	
Desktop computers	9	For any issues identified/reported has to be addressed with the concerned OEM and get it resolved.
UPS 650 VA	5	

3. Duration of the contract: Shall be valid for 12 months from the date of acceptance of the offer. On approval of the tender committee /authority of the Department, the contract may be extended further for a year with same terms and condition and rate accepted during initial engagement.

4. Maintenance/ service shall have to be provided between 10 a.m. on working day. During emergency situation, service shall also be provided beyond 5 p.m. on working day and holidays whenever necessary.

5. Preventive maintenance shall have to 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.

6. The service engineers should maintain a Complaint Register to record complaints received from users, with date, name of user, 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.

7. If any issues identified/reported for the equipments having warranty period has to be addressed with the concerned OEM/ liaison with OEM to get it resolved.

8. CAMC shall be comprehensive, i.e.

i. All accessories inclusive of repair and replacement shall come under this CAMC (like all spares and equipment including battery, plastic items, screen, Teflon etc.. excluding toner and cartridge) and has to be fixed/repaired/replaced wherever required.

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

iii. Taking up of backup of data (files/folders/software) and restoration of the same or installation of software shall come under this CAMC and this has to be carried out.

iv. All above points as mentioned above are included under this CAMC and no additional payment shall be allowed.

9. 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 Directorate 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.

10. Agency engaged by Directorate 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.

i. Issues (software / minor hardware issues for which replacement is not involved) raised by the Directorate have to be identified and fixed within 24 hours of complaint (excluding holidays).

ii. 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.

iii. 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.

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iv. 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 Directorate wherever applicable.

v. The cost of all the spares that are replaced/ repaired will be covered under the AMC. No additional payment shall be allowed.

11. 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. 1000/- (Rupees One Thousand only) per working day per call.

12. 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. 2000/- (Rupees Two Thousand only) shall be imposed per equipment.

13. Agency will get 2 days to inspect all the installed machines prior to signing the AMC contract with the Directorate.

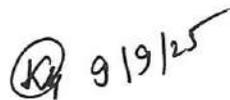
14. Selection of agency & Payment terms: Preferably eligible L1 bidder will be awarded the contract. Decision of the authority regarding selection/ rejection of organization/ agencies is final. The Payment will be released on successful completion of the work on yearly basis subject to satisfactory service and on receiving of bills approved by the authority.

15. The authority reserves the right to terminate the contract by giving one month's notice without assigning any reason.

16. Authority has right to reject the procedure at any time or select any agency/company without assigning particular reasons and no claim will be entertained on the decision of authority.

17. Submission Process: Sealed quotations along with all supporting documents as per Annexure A to be submitted to The Director, Directorate of Food Processing Industries, Benfish Tower, 6 th Floor, GN Block, Sector V Salt Lake City, Kolkata – 700091 within 4.00 pm of 22.09.2025. Bids will be opened on 23 September, 2025 at 11.00 am at the Conference Hall of the Department of Food Processing Industries & Horticulture. Quotations may be treated as cancelled if not submitted as per specific format

18. Contact Person :- Mr. Sourav Narayan Mondal, MIS-In-Charge (Mob:- 9477169036)

 9/19/25

Director in charge, FPI
&
Additional Secretary, FPI&H

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Annexure - A

Notice inviting quotations for on-site comprehensive annual maintenance contract (CAMC) of desktop /Laptop/All in one computers, printers, scanners, UPS and peripherals installed in the Directorate of Food Processing Industries (HQ), Benfish Tower (6th Floor),GN-31,Sector-V, SaltLake, Kolkata-700091 (Ref: I/688756/2025 Date 09-09-2025)

Name of the Company/Agency:-
Address of the Company/Agency :-

Contact No.:-
Email Id :-

Items to be enclosed (Yes/No)	Supporting document	Additional Information's if any
GST Registration	Annexure - 1	
Trade License	Annexure -2	
PAN	Annexure - 3	
Copy of Income Tax return for Last three years	Annexure - 4	
Previous Experience	Annexure - 5	

Item without warranty	units	Quoted rate/ unit including all	Total quoted rate including all
Desktop computer	4		
All in One Computer	2		
Laptop Computer	1		
UPS 1100 VA	1		
UPS 650 VA	7		
High Speed Scanner	1		
B/W Laser Jet Printer	1		
B/W Laser Jet MFP	2		
All in one inktank printer (C)	2		
Items with warranty			
Desktop computers	9		
650 VA UPS	5		
Total price			

DECLARATION

I hereby declare that (a) 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