

I/113387/2021

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

### TENDER NOTICE

Invitation of tender for On-site Comprehensive Annual Maintenance of “IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines and Xerox machines)” which are installed at the office FPI&H Department, Directorate of FPI and Directorate of Horticulture, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091 and for the period 01.03.2021 to 28.02.2022 from reputed companies/firms having at least 2 years experience in providing similar AMC work and currently providing the AMC services to at least 2 Government organizations.

Infrastructure details are at Annexure I.

The terms and conditions for Annual Maintenance Contract are given at Annexure II.

The interested eligible participants can submit tender documents as per Annexure III along with credentials from 18.01.2021 - 02.02.2021(upto 11 am) 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 Block, Sector V, Salt Lake, Kolkata 700091.

Pre bid meeting shall be held on 15.01.2021 at 12 noon in the Conference Hall of FPI&H Department, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091.

The Bids shall be open on 02.02.2021 at 12.00 Noon in the Conference hall of FPI&H Department, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091.

Details available in the website: [www.wbfpih.gov.in](http://www.wbfpih.gov.in)

Contact Person for query and clarifications:- Mr. Sourav Narayan Mondal,  
MIS-In-Charge (Mob:-9477169036)

KASTURI SENGUPTA, JS(KSG)-  
SECTION(FPIH), SECTION(FPIH)  
Joint Secretary

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**Annexure II****Terms and conditions for On-site Comprehensive Annual Maintenance of “IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines and Xerox machines)”**

1. Terms and conditions for On-site Comprehensive Annual Maintenance of IT infrastructure shall valid from 01.03.2021 to 28.02.2022 and the present location of the equipment.
2. A dedicated email id and mobile number has to be provided to register complaint calls by the Department. There should be a dedicated person (Single Point of Contact) of the Vendor who shall be contacted for service.
3. Scheduled preventive maintenance including cleaning has to be done at least once in two months. Preventive maintenance can be clubbed with corrective maintenance.
4. 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 Department 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.
5. Vendor engaged by Department shall be liable to resolve issues (by fixing issues/ replacing original spare parts/ providing backup) to restore the system within the time limits specified below.
  - i. Issues related to software/hardware to be 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.

iii. In case of replacement of devices/parts of an equivalent configuration or repairing of any faulty devices/parts which need service at service centre; has to be made within 7 days. If more time is needed, specific permission of the MIS-In-Charge should be taken.

6. The old parts removed will become the property of the Department.
7. All call sheets / preventive maintenance reports have to be submitted/ handed over to the MIS-In-Charge, FPI&H for authentication and further reference. A Register regarding the calls reported & the calls attended needs to be properly maintained on-line.
8. AMC shall be comprehensive [*i.e.* all inclusive of repair and replacement of spares, devices and installation/configuration of software (installation of original software where available)/drivers/network instruments. This includes replacement and / or repair of un-serviceable parts with either new parts or parts equivalent in performance to the new parts with the approval of the Department]. The cost of all the spares that are replaced will be covered under the AMC. No additional payment shall be allowed.
9. Any problems related to software's like Operating System (OS), MS Office software, Device Drivers or Network configuration, Server based Antivirus software for Client machines, etc. has to be fixed within 24 hours of complaint.
10. Taking backup of data (files/folders/software's/OS) and restoration of the same shall also come under this AMC.
11. Vendor engaged by department will take over all the equipment from FPI&H Department on "as is where is basis" from 01.03.2021. All the equipment will be handed over to the Department of FPI&H

in good working conditions before completion of AMC period *i.e.* 28.02.2022.

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. 5000/- shall be imposed per instrument.
13. For attending any call relating to the hardware/software, 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.
14. No work will be undertaken on holidays and beyond office hours on any day except by prior arrangement and approval of the authority.
15. Payment shall be released in four equal instalments after satisfactory service and approval of the authority.
16. The Tenderer shall submit the bid in sealed cover superscribed with "Tender for On-site Comprehensive Annual Maintenance for 'IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines and Xerox machines)".
17. The bidder should submit their application as per format given in Annexure III along with section wise quoted price breakups as per Annexure I on and from 18.01.2021 and before 11.00a.m. on 02.02.2021. The Bids shall be open on 02.02.2021 at 12 Noon in the Conference Hall of FPI&H Department, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091. Those eager to be present at the time of opening of tenders should carry proper authority letter.
18. Pre bid meeting shall be held on 15.01.2021 at 12 noon in the Conference Hall of FPI&H Department, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091.

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

20.Contact Person for query and clarifications:- Mr. Sourav Narayan Mondal, MIS-In-Charge (Mob:-9477169036).

KASTURI SENGUPTA, JS(KSG)-  
SECTION(FPIH), SECTION(FPIH)  
Joint Secretary  
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## Annexure - III

Tender for Comprehensive Annual Maintenance of "IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines and Xerox machines)" which are installed at the office FPI&H Department, Directorate of FPI and Directorate of Horticulture, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091 and for the period 01.03.2021 to 28.02.2022		
REF MEMO NO. -		
DATE :-		
Name of the Company/Agency:-		
Address of the Company/Agency :-		
Contact No.:-		Email
Id :-		
Items to be enclosed (Yes/No)	Details	Supporting document
GST Registration		Annexure - A
PAN		Annexure - B
Last year income tax submitted		Annexure - C
2 years previous experience in providing similar AMC		Annexure

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work		e - D
Currently providing the AMC services to at least 2 Government organizations		Annexure - E
Total price quoted in figures (including all in Rs.)		
Quoted price in words :		
Section wise quoted price breakups are provided as per Annexure I		
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 annexures 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