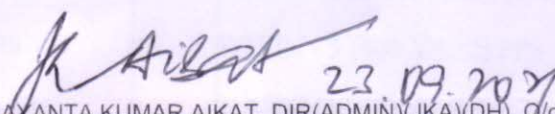


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**Government of West Bengal**  
**Directorate of Horticulture**  
**Department of Food Processing Industries and Horticulture**  
**Benfish Tower (4th Floor), GN -31, Sector V, Salt Lake, Kolkata 700091**

**NOTICE INVITING QUOTATION**

1. In cancellation of this office's previous notification number I/148656/2021, dated-02/09/2021. Invitation of quotation for on-site non comprehensive (without parts) Annual Maintenance of "IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner)" 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 01.11.2021 – 31.10.2022 from reputed companies/firms having at least 2 years' experience in providing similar AMC work and having experience of providing the AMC services to at least 2 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 committee/authority.
3. Number of items which shall be covered under AMC 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 credentials. Quotation to be submitted from 27.09.2021 to 30.09.2021 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.
6. The Bids shall be open on 04.10.2021 at 1.00 pm in the Conference hall of FPI&H Department, Benfish Tower (4th Floor), GN -31, Sector V, Salt Lake, Kolkata 700091.
7. Contact Person for query and clarifications: - **Md Khursid Alam** (Mob:-8001065936)

  
 JAYANTA KUMAR AIKAT, DIR(ADMIN)(JKA)(DH), O/o DIRECTOR(DOH)

Director

23/09/2021

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

1. PS to MOS, FPI & H.
2. Sr. P.S to the Additional Chief Secretary, FPI & H.
3. Commissioner, Deptt. Of FPI & H.
4. Deputy Secretary, Deptt. Of FPI &H.
5. SDO, Bidhannagar
6. Mayor, Bidhannagar Municipal Corporation
7. Commissioner, Bidhannagar Commissionerate.
8. MIS, FPI & H, with a request to upload in the website.

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9. Office Notice Board.  
10. Office copy.

## Annexure I

**IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner) of Directorate of Horticulture**

Items	Count	Remarks
Desktop	19	ACER VERITON-(5), LENEVO V530S-(5),DELL OPTIPLEX3020, HP 280G3-(2), DELL 9LZL6C2, HP, HP PRO 3090MT-(2), HP COMPAQ DC7900MT, HPCOMPAQ DC8200 MT.
All In One	1	HP -23 POLO
Laptop	4	DELL LATITUDEEE 5490
Printer (B/W)	13	HPLJ1020 PLUS, HPLJ P1106-(2), HPLJ P1007-(7), HPLJ P1108-(2), CANON MF237W Black and white.
Scanner (Normal)	11	HP SCAN JET 200-(10), HP SCAN JET-3110
Scanner (High speed)	1	HP SCAN JET PRO 200S1
UPS	16	APC - 7 (600 VA , 650VA, 700VA,(3) 800VA, BE650Y-IN), FOXIN - 5 (600 VA,(2) FPS 755) MICROTECH - 1 DELTA- VX600VA (2) UPA- 601V2100BO

*J. Aikat* 23.09.2021

JAYANTA KUMAR AIKAT, DIR(ADMIN)(JKA)(DH), O/o DIRECTOR(DOH)

Director

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

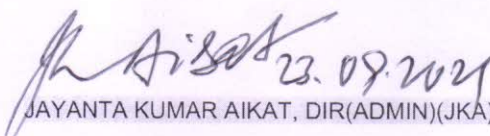
1. Terms and conditions for On-site non comprehensive (without parts) Annual Maintenance of IT infrastructure shall valid from 01.10.2021 – 30.09.2022 and the present location of the equipment.
2. The contract may be extended for another two years with the same rate after completion of the initial contract 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 (software / hardware issues) 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. Taking backup of data (files/folders/software) and restoration of the same or installation of software shall also come under this AMC.
8. Vendor engaged by Directorate of Horticulture shall be liable to resolve issues by fixing issues and or providing backup to restore the system within the time.

limits specified below.

- i. Issues related to software's like Operating System (OS), MS Office software, Device Drivers etc. has to be fixed within 24 hours of complaint (excluding holidays).

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- ii. To provide stand by units/ devices/ parts (maximum of 4 sets at a time) of an equivalent configuration as an immediate replacement of any faulty unit/ devices/ parts within 24 hours of complaint on working days (excluding holidays) to make the system live.
  - iii. Stand by units/ devices/ parts shall be used by Directorate of Horticulture till the repairing/ replacement of faulty units/ devices/ parts or maximum of 15 days which ever is early.
  - iv. In case of replacement of devices/ parts with either new parts or parts equivalent in performance to the new parts with the approval of the Directorate of Horticulture. The cost of all the spares that are replaced will not be covered under the AMC hence additional payment shall be allowed after approval of the authority. Repairing of any faulty devices/ parts which need service at service center; has to be made within 10 days. If more time is needed, specific permission of the Director of Horticulture should be taken.
9. The old parts removed will become the property of the Directorate of Horticulture.
  10. All call sheets / preventive maintenance reports have to be submitted/ handed over to the designated official of Directorate of Horticulture for authentication and further reference. A Register regarding the calls reported & the calls attended needs to be properly maintained.
  11. The Agency (L1 Bidder) will get only 2(two) days to inspect all the installed machines prior to signing the AMC with this office.
  12. For attending any call relating to the hardware/software, a down time of more than 24 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.
  13. 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/- shall be imposed per instrument.
  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 two equal instalments after satisfactory service and approval of the authority.
  16. Decision of the Tender Committee is final for selecting/ rejecting of vendors.
  17. The authority reserves the right to terminate the AMC by giving one month's notice without assigning any reason.
  18. Contact Person for query and clarifications: - **Md. Khursid Alam** (Mob: -8001065936).

 23.09.2021  
JAYANTA KUMAR AIKAT, DIR(ADMIN)(JKA)(DH), O/o DIRECTOR(DOH)

Director

23/09/2021

