

I/133332/2021

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

1. Invitation of tender for on-site non comprehensive Annual Maintenance of “IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines)” which are installed at the office FPI&H Department, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091 and initially for the period of 01.07.2021 – 30.06.2022 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.
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 tender documents as per Annexure III along with credentials. Tender documents can be submitted from 17.05.2021 – 25.05.2021 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.
6. The Bids shall be open on 27.05.2021 at 1.00 pm in the Conference hall of FPI&H Department, Benfish Tower(4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091.
7. 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 I**IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines) of FPI&H Department**

Items	Count	Remarks
Desktop	37	Dell - 14, HP - 13, Acer - 6, Assembled - 4 Assembled machines having Core 2 Duo & Celeron Processor All others having processor with I3 and above
All In One	3	HP - 3 with I3 and I5 Processor
Laptop	3	HP - 3 with I3 and I7 Processor
Printer (B/W)	16	All are HP laser B/W printer
Printer (MFP - B/W)	2	All are HP laser MFP
Printer (MFP/ Colour)	5	HP - 2 MFP , HP -1 colour printer , Canon 1 MFP and Brother 1 MFP
Scanner (Normal)	2	HP 2 nos
Scanner (High speed)	2	HP 2 nos
UPS	38	APC - 2 (800 VA - 1 , 1100 VA 1 and others are 600VA), BPS - 9 (650 VA), Foxin - 3 (600 VA), Numeric -1 and Zabronics - 1
FAX	2	Brother and Canon Make

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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 Annual Maintenance of IT infrastructure shall valid from 01.07.2021 – 30.06.2022 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 winning 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 Department based on the item wise quoted price as submitted by vendor while quoting for tender and duly accepted by the Departmental Tender Committee.
 4. 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.
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 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.
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 Department 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).
 - 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 Department 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 Department. 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 centre; has to be made within 10 days. If more time is needed, specific permission of the MIS-In-Charge should be taken.
9. The old parts removed will become the property of the Department.
10. 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.
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.

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- 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 installments 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:- Mr. Sourav Narayan Mondal, MIS-In-Charge (Mob:-9477169036).

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Annexure – III

On-site non comprehensive Annual Maintenance of Desktop, Laptop computers, Printers, UPS, Scanner, FAX machines of FPI&H Department for the period of 01.07.2021 to 31.06.2022	
Ref Date	Memo.
Name of the Company/Agency:-	
Address of the Company/Agency :-	
Contact No.:-	Email Id :-
Items enclosed	(Yes/No)
GST Registration	

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Trade License Registration certificate			
PAN			
IT return of 2018-19FY and 2019-20 FY			
2 years previous experience in providing similar AMC work			
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	37		
All In One	3		
Laptop	3		
Printer (B/W)	16		
Printer (MFP - B/W)	2		
Printer (MFP/ Colour)	5		
Scanner (Normal)	2		
Scanner (High speed)	2		
UPS	38		
FAX	2		
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	

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