

I/204306/2022

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 Comprehensive Annual Maintenance of “IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines)” which are installed at the Department of FPI&H and Directorate of FPI, Benfish Tower (4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091 and initially for the period of one year (from 01.08.2022 to 31.07.2023) 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. Items with quantities and make which shall be cover under AMC are mentioned at Annexure I.
4. The terms and conditions for 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 their credentials.
6. Pre bid Meeting shall be held at the conference hall of FPI&H Department, Benfish Tower (4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091 on 08.07.2022 at 12 noon.
7. Tender documents can be submitted from 08.07.2022 – 18.07.2022 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.
8. The Bids shall be open on 19.07.2022 at 12.00 noon in the Conference hall of FPI&H Department, Benfish Tower (4th Floor), GN Block, Sector V, Salt Lake, Kolkata 700091.
9. 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
04/07/2022

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Annexure I

IT infrastructure (Desktop and Laptop computers, Printers, UPS, Scanner, FAX machines) of FPI&H Department and FPI Directorate

Items	Count	Remarks
Desktop Computer	38	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 Computer	5	HP - 5 with I3 and I5 Processor
Laptop Computer	4	HP - 2 (I3 & I7), Lenevo-1 (I3), MI - 1 (I7)
Printer (B/W)	17	HP -14, Brother - 3 laser B/W printer
Printer (MFP - B/W)	4	HP - 3 laser MFP, Brother laser MFP -1
Printer (MFP/ Colour)	5	HP - 3, Canon 1, Brother -1
Scanner (Normal)	1	HP 2 nos
Scanner (High speed)	3	HP 3 nos
UPS	39	APC - (800 VA - 1 , 1100 VA - 2 and others are 600VA), BPS - 9 (650 VA), Foxin - 3 (600 VA), Numeric -1 and Zabronics - 1
FAX	1	Brother Make

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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 and FAX

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machines)”

1. Terms and conditions for On-site Comprehensive Annual Maintenance of IT infrastructure shall valid for one year (from 01.08.2022 to 31.07.2023) and the present location of the equipment.
2. The contract may be extended for another two years at the same rate after completion of the initial contract satisfactorily and approval of the tender committee/authority.
3. A dedicated email id and mobile number has to be provided to register complaint calls by the Department/Directorate. There should be a dedicated person (Single Point of Contact) of the vendor who shall be contacted for all service related calls.
4. Scheduled preventive maintenance including cleaning has to be done once in three months or lesser according to requirement. Preventive maintenance can be clubbed with corrective maintenance.
5. 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.
6. AMC shall be comprehensive, i.e.
 - A. All accessories inclusive of repair and replacement of all spares and equipment including battery, plastic items, screen, teflon etc.. excluding toner and cartridge.
 - B. Any problems related to software’s like Operating System (OS), MS Office software, Device Drivers etc. has to be fixed
 - C. Taking backup of data (files/folders/software) and restoration of the same or installation of software.

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

7. 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/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.

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8. Vendor engaged by Department 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.
 - A. Issues (software / minor hardware issues for which replacement is not involved) raised by the Department have to be identified and fixed within 24 hours of complaint (excluding holidays).
 - B. 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.
 - C. 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.
 - D. 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 Department.
 - E. **The cost of all the spares that are replaced/ repaired will be covered under the AMC. No additional payment shall be allowed.**
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. Agency who wins the tender will get 2 days to inspect all the installed machines prior to signing the AMC contract with this office. Prior to signing the contract; if any machines found malfunctioning and need repairing; the budget has to be provided by the vendor. The cost for repairing the machines shall be provided by the Department on approval of the authority. Only working machines will come under the AMC contract.
11. After winning of tender and/or prior/after the issue of work order; if the item wise counts which are mentioned at annexures differ; the vendor shall have to be provided support and payment shall be disbursed by the Department/Directorate based on their item wise quoted price.
12. 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. 5000/- (Rupees Five Thousand only) 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. 10000/- (Rupees Ten Thousand only) shall be imposed per equipment.
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 authority regarding selection/ rejection of vendors is final.
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

Comprehensive Annual Maintenance of Desktop, Laptop computers, Printers, UPS, Scanner, FAX machines of FPI&H Department and FPI Directorate for the period of one year (from 01.08.2022 to 31.07.2023)	
Ref	Memo.
Date	
Name of the Company/Agency:-	
Address of the Company/Agency :-	
Contact No.:-	Email Id :-
Items enclosed	(Yes/No)
GST Registration	
Trade License Registration certificate	
PAN	

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IT return of 2019-20FY and 2020-21 FY			
2 years previous experience in providing similar AMC work			
Currently providing the AMC services to at least 2 Government organizations			
Item	Quantity	Quoted rate/ unit including all in Rs.	Total quoted rate including all in Rs.
Desktop Computer	38		
All In One Computer	5		
Laptop Computer	4		
Printer (B/W)	17		
Printer (MFP – B/W)	4		
Printer (MFP/ Colour)	5		
Scanner (Normal)	1		
Scanner (High speed)	3		
UPS	39		
FAX	1		
Offer price (including all in Rs.)			
Total price in figures :			
Name of Nodal Service Engineer :			
Email:		Mobile:	
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.			
Seal & Date		Authorized signature with	

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