



Government of West Bengal

DIRECTORATE OF ANIMAL RESOURCES & ANIMAL HEALTH

Prani Sampad Bhavan, 2nd & 3rd floor, LB-2, Sector-III, Salt Lake City, Kolkata-700 106.

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Memo No. 1064/Q-7 (Part-I)

Dated, Kolkata, the 18th March, 2024

QUOTATION NOTICE

Sealed bids are invited by the undersigned from the **bonafide & reputed firms** for Comprehensive (except the gadgets under warranty) Annual Hardware Maintenance support of Personal Computer & its accessories at Headquarters & State Animal Health Centre at Salt Lake Kolkata.

List of functional Computers & it's accessories at Dte. HQ for AMC

SL N O.	NAME OF THE USER	CPU MAKE & SL	MONITOR	CPU UNDER AMC	PRINTER MODEL	PRINTER AMC	UPS
1	Raja Chatterjee (pension Cell)	HP INA640X2WW	AMC	LCD	HP M104a	AMC	X
2	ANUJ CHAKRABORTY (Law Cell)	HP INA214SKJF	AMC	LCD	HP P1108	AMC	X
3	ANUPAM ROY (Law Cell)	HP INA640X30J	AMC	LCD	HP P1108	AMC	X
4	ANUPAM ROY (Cash Section)	HP INA421YHLH	AMC	LCD	HP M202DW	AMC	X
5	LAW CELL	HP INA611ZPR7	AMC	LCD	HP M202DW	AMC	X
6	PA to Director (Prabir Paul)	HP INA640X3W	AMC	LCD (with black spot)	HP P1108	AMC	Y
7	ARINDAM KUNDU	HP INA403R195	AMC	LCD	HP M1136 MFP	AMC	Y
8	Dr. ARNAB CHAKRABORTY	HP INA640X2YW	AMC	LCD	HP P1108/SCAN HP 200	AMC	Y
9	ASISH GHOSH	HCL 7083A1038399	AMC	LCD	HP P1108	AMC	X
10	ATANU SENGUPTA	HP INA615Q6NP	AMC	LCD	HP M202DW	AMC	Y
11	BILL SECTION (Sadhan Nanda)	HP INA51255ND	AMC	LCD	HP 1020 Plus	AMC	X
12	BRATINDRA NATH BANERJEE	HP INA51255N9	AMC	LCD	HP MFP M427FDN	AMC	Y
13	DEBASHIS MUKHERJEE	HP INA640X2VQ	AMC	LCD	HP P1007	AMC	Y
14	DILIP SHAW	HP INA640X22WF	AMC	LCD	HP P1007/ M104a	AMC	Y
15	DIPAK DAS	HP INA615Q6LR (Not working)	AMC	LCD	HP HP202DW	AMC	Y
16	AD Accounts (S. Chakraborty)	HP INA615Q6PJ	AMC	LCD	HP M202DW	AMC	Y
17	DR. SUSHANTA SHAHA	HP INA615Q6MQ	AMC	LCD	HP M202DW	AMC	Y
18	DR. PRABIR KARMOKAR	HP INA615Q6MZ	AMC	LCD	HP P1108	AMC	Y
19	DR. RUPAK MISHRA	HP INA318Q1L1	AMC	LCD	HP P1108	AMC	Y
20	Dr. SUVENDHU HALDER	HP INA214SLG2	AMC	LCD	HP P1108	AMC	X
21	DR. NILRATAN MONDAL	HP INA640X305	AMC	LCD	HP P1108	AMC	Y
22	GOPA NATH	HP INA9170815	AMC	LCD	HP P1108	AMC	
23	GOPAL BARUA	HP INA 317PYM4	AMC	LCD	HP P1108	AMC	Y
24	HIRANMOY NAYEK	HP INA336WBM4	AMC	LCD	HP P1108	AMC	
25	Asst. Director, HQ (Atanu Saha)	HP INA51255JD	AMC	LCD	HP M202DW	AMC	Y
26	J D FODDER	DELL CK4K542	AMC	LCD (with black spot)	HP 1020 Plus	AMC	X

27	SANJIT KR GHOSH (Room AD HQ)	HP INA615Q645	AMC	LCD	HP P1108	AMC	Y
28	JAYANTA MUKHERJEE	HP INA640X2W3	AMC	LCD	HP M26A	AMC	Y
29	KANAI LAL SARKAR	HP INA640X2Y7	AMC	LCD	HP M104A	AMC	Y
30	KSHAMA BASU	Frontek SL- NA	AMC	LCD	HP 1020 Plus	AMC	X
31	LAW OFFICER	HP INA336WBMQ	AMC	LCD	HP P1108	AMC	Y
32	MA KARIM	HP INA9170811	AMC	LCD	HP P1108	AMC	X
33	MINA BHOWMICK	HP INA615Q6NL (Not Working)	AMC	LCD	HP P1108	AMC	
34	NIPA BANERJEE	HP INA615Q6LQ	AMC	LCD	HP P1108	AMC	Y
35	PARIMAL KANTI BISWAS	HP INA640X2X1	AMC	LCD	HP P1108	AMC	X
36	PRABUDDHA CHATTERJEE	HP INA640X2XQ	AMC	LCD	HP P1108	AMC	Y
37	PRASANTA CHOWDHURY	DELL42636312290	AMC	LCD	HP 1020	AMC	Y
38	PRITAM GOURA	HP INA212RTWQ	AMC	LCD	HP 1020 Plus	AMC	X
39	DR. P. GHORUI (Purchase Section)	HP INA0410JZR	AMC	LCD	HP P1108	AMC	Y
40	PURCHASE SECTION (Partha Das)	HPINA640X2WH	AMC	LCD	HP MFPM26a	AMC	Y
41	PURCHASE SECTION	HPINA318Q1N7	AMC	LCD	HP MFP	AMC	X
42	Leave Cell	HP INA5125SD1	AMC	LCD	HP 1020 Plus	AMC	X
43	RAJENDRA NATH MAJHI	Frontek SL- NA	AMC	LCD (with black spot)	HP P1108	AMC	X
44	RAJESH MANDAL	HP INA421YHLR	AMC	LCD	HP P1108	AMC	Y
45	RAMPRASAD SUBEDI	HP INA 640X309	AMC	LCD	HP P1007	AMC	Y
46	RIMA DAS	HP INA615Q6SX	AMC	LCD	HP M202DW	AMC	Y
47	Internal Audit & Accounts	HCL2111A697704	AMC	LCD	HP P1108	AMC	Y
48	AD Accounts	HP INA640X2ZJ	AMC	LCD	HP M104a	AMC	Y
49	SAHC	COMPAQ	AMC	LCD	HP P1108	AMC	
50	SAMARESH DAS	Frontek SL- NA	AMC	LCD	HP P1007	AMC	Y
51	SANDIP BHATTACHARYA	DELL 2L4K542	AMC	LCD	HP 1020 Plus	AMC	X
52	SANJOY MUNSI	HP INA214SKB6	AMC	LCD	HP M104a	AMC	Y
53	SANTANU MITRA	HP INA616QMH	AMC	LCD	HP M202DW	AMC	X
54	SERVER ROOM	HP INA318Q1D	AMC	LCD	HP P1108	AMC	
55	SHANKAR CHAKRABORTY	HP INA221VNHZ	AMC	LCD	MFP M26A	AMC	Y
56	SHANKARLAL BISWAS	HP INA706PDWY	AMC	LCD	HP P1108	AMC	Y
57	SHARMILA PAUL	HP INA615Q6P8	AMC	LCD	HP M202DW	AMC	Y
58	SHYAMAL CHAKRABORTY	Russia SL-NA	AMC	LCD	HP P1108	AMC	X
59	DR. SOVANANANDA MAHONTY	HP INA51255LR	AMC	LCD	HP 1020	AMC	Y
60	STORE	HP INA317PY32	AMC	LCD	HP P1108	AMC	X
61	SUBHASISH GANGULY	HP INA421YHL4	AMC	LCD	HP P1108	AMC	X
62	SUBRATA BHOWMICK	HP INA 221VMDR	AMC	LCD	HP P1108	AMC	X
63	SUDIPTA SARDAR	HP INA317PYLQ (Not working)	AMC	LCD	HP P1108	AMC	Y
64	SUMIT GHOSH	HP INA318Q1LT	AMC	LCD	HP P1108	AMC	Y
65	TUMPA BISWAS	HP INA 421YHLG	AMC	LCD	HPP1108/scan jet15590	AMC	Y
66	NIPUN BHATTACHARJEE	HP INA917082M	AMC	LCD (with black spot)	HP 1007	AMC	Y
67	PRASENJIT DUTTA	Dell CL4K542	AMC	LCD (with black spot)	HP P1108	AMC	Y
68	DR. CHANDI CH SAMANTA	HP INA640X2ZG	AMC	LCD	HP M202DW	AMC	Y
69	RAJDEEP CHAKRABORTY	HP INA706PDTX	AMC	LCD	HP P1108	AMC	X
70	RITWIK MAJUMDER	DELL 6L4K542	AMC	HP-L1710	HP P1505	AMC	X

71	AD Internal Audit	Compaq INA04800D2	AMC	LCD	HP P1108	AMC	X
72	JOINT DIR. (A. SIKDAR) 3rd Floor	DELL BL4K542	AMC	LCD	HP 1020 Plus	AMC	Y
73	DIRECTOR	ACER UXBH5S1951M 3546149	Warranty	LCD	Brother- L2321D	Warranty	Y
74	DR. ARNAB DAS	ACER UXBH5S1951M 3546155	Warranty	LCD	Brother- L2321D HP P1566/ HP SCANNER	Brother- Warranty HP P1566/ HP SCANNER - AMC	Y
75	DR. CHAYAN BHATTACHARJEE	ACER UXBH5S1951M 3546168	Warranty	LCD	Brother- L2321D	Warranty	Y
76	DR. PARTHA BISWAS	ACER UXBH5S1951M 3546180	Warranty	LCD	Brother- L2321D	Warranty	Y
77	Dr. SUMIT KUMAR JANA	ACER UXBH5S1951M 3546150	Warranty	LCD	Brother- L2321D & HP P1008	Brother- Warranty HP P1008 - AMC	Y
78	DR. RAJKUMAR BANERJEE	ACER UXBH5S1951M 3546148	Warranty	LCD	Brother- L2321D	Warranty	Y
79	ANSHUMAN MUKHERJEE	ACER UXBH5S1951M 3546182	Warranty	LCD	Brother- L2321D	Warranty	Y
80	SHYAMAL SAHA , JD STAT	ACER UXBH5S1951M 35461..	Warranty	LCD	Brother- L2321D	Warranty	Y
81	UJJWAL BANERJEE	ACER UXBH5S1951M 3546152	Warranty	LCD	Brother- L2321D / HP P1108	Brother- Warranty HP P1108 - AMC	Y
82	DR. PRABIR ROY	ACER UXBH5S1951M 3546152	Warranty	LCD	Brother- L2321D	Warranty	Y

Before submission of quotation, the intending bidders should inspect each & every equipment (as per list above) proposed to be put under Comprehensive/non-comprehensive Annual Hardware Maintenance support.

Each quotation must be supported by:-

- a) Each Tender, unless the Bidder is exempted under the existing orders of the Govt. of West Bengal or Govt. of India, will have to be submitted with Earnest Money Deposit Rs.5,000/- (Rupees Five Thousand) only either in original Demand Draft or Bankers' Cheque or Pay-Order on any Nationalized Bank or T.R. Challan No.7 under head "8443-00-1003-001-07" on Reserve Bank of India, Kolkata/ District Treasury in favour of Director of Animal Husbandry & Veterinary Services, West Bengal. Earnest money of the successful bidders will be retained as Security Money Deposit throughout the tenure of tender due to obvious reasons. Security Money will be refunded after satisfactory completion of tenure of tender.
- b) The successful bidder will have to deposit security money @ 10% (Ten Percent) of the quoted amount in Term/Fixed Deposit receipt on any Nationalized Bank in favour of the ordering authority. If bidder deposited EMD, that amount will be converted or retained as security Deposit and the rest amount to meet up the whole 10% will be deposited as Security Money as per GO No. 5696-F(Y), Dtd-01.10.2019.
- c) Self-attested Photocopy of PAN Card.
- d) Self-attested photocopy of Trade License (For Proprietor/Partnership Firm) or Incorporation Certificate (For Limited Company) or Registration Certificate (For Registered Society) (valid up to 31.3.2024).
- e) Self-attested photocopy of Prof. Tax Paid Challan/Clearance Certificate (valid up to 31.3.2024).
- f) Self-attested photocopy of 15digit Goods&Services Taxpayers Identification No. (GSTIN) under GST Act, 2017.
- g) List of Clients & at least three credentials from Govt. / Govt. undertaking /Autonomous Body.
- h) Annual Turnover Certificate for 2020-21,2021-22,2022-23 which should be minimum 5 lakhs (Certificate from a practicing Chartered Accountant)

N.B.: Documents (c) to (f) must be self attested by authorized signatory of the bidding firm. Pl. note that unattested photocopy will not be considered as valid document. The quantity of PC & its accessories as stated in the list above may vary.

No quotation will be accepted, if the same is not supported with all the above documents.

The contract period will be valid for Two years but the period may be extended or curtailed at the discretion of the undersigned and requirement. The successful firm will have to attend any call within 6(six) hours from the time of call. In the event of non-satisfactory performance, the work order will be terminated forthwith.

The offered rate should be against each IT Product (CPU+Monitor/Printer/UPS irrespective of make/model) to be covered under AMC/Warranty and also in Lump (i.e. Total) per year. GST, if any, is to be mentioned separately.

The Comprehensive Annual Hardware Maintenance support means responsibility for maintenance of all the components of the aforementioned computers including free replacement of failed component by the same or higher technology to keep it operational and support of licensed version Software Operating System & other applications.

The Tax Invoice for one year may be raised in favor of the undersigned for payment in two phases. 1st Bill (50%) is to be raised after completion of six months & balance 50% after completion of one year. Payment will only be released after execution of job satisfactory in all respect.

Sealed bids super scribing "Quotation for AMC of Personal Computer & its accessories "along with name & address with PIN, Phone No /Fax No., etc. of the Bidder should reach the office of the undersigned on or before 22.03.2024 within 2 pm. A Box for this purpose will be preserved in the Purchase Cell. The Box will be closed/ sealed at 2-01 hours on 22.03.2024 & quotation will be opened in presence of representative of bidders on 22.03.2024 at 3-15 pm. No bid will be accepted across the table and no such receipt will be issued thereon.

The bidder must abide the following terms & Conditions as laid down by this Directorate.

1. Scope of Work:-

1.1 DESKTOP MANAGEMENT & SERVICES :-

- 1.1.1 Installation/Re-installation of Operating System, Application Software, Antivirus etc. as requirement.
- 1.1.2 Regular trouble shooting
- 1.1.3 Preventive maintenance on quarterly basis.
- 1.1.4 Comprehensive Maintenance of hardware (existing UPS, Printer, Scanner) with spare parts, not under the scope of warranty.
- 1.1.5 For PC s under warranty relevant call log in with respective OEM service providers and Necessary Follow ups with them for getting the job on a day to day basis.

1.1.6 Patch & Software update.

1.2 SERVER MANAGEMENT :-

- 1.2.1 Install, configure & upgrade O.S.
- 1.2.2 System Startup, shutdown, maintain uptime.
- 1.2.3 Monitoring CPU utilization, dist space usage etc.
- 1.2.4 User administration – Creation, Deletion.
- 1.2.5 Apply patches & bug fixing.
- 1.2.6 For server under warranty relevant call log in with respective OEM service providedrs and necessary follow ups with them for getting the job done.

1.3 Other Service Management :-

- 1.3.1 Install/Re-install any type of driver/application/Operating System software.
- 1.3.2 Comprehensive Maintenance with spare parts of the existing UPS/Printer/Scanner & other computer related accessories etc. not under the scope of warranty.
- 1.3.3 The equipment whose warranty expires during the AMC period will automatically be covered under comprehensive maintenance for the entire period.
- 1.3.4 Backup/Restore maintenance (Bidder should produce backup maintenance plan at the time of submission of Bid).

2. The Eligibility Criteria:-

2.1. The bidders must be incorporated under Indian Companies Act 1956 and/or Indian Partnership Act, 1932.

2.2. The Agency/Partners etc. should have not been blacklisted by any Govt. /Semi Govt. Organisation/Departments.

2.3 The minimum Average Annual Turnover during last three financial year i.e.2020-21, 2021-22, and 2022-23 should be Rs.5 Lakh only.

2.4 Must have experience of providing Annual Maintenance of IT infrastructure in Government/ Government U.T.(PSU) organizations for at least 1 year of the last 5 years.

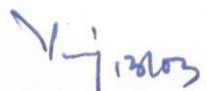
2.5 The bidder must have registered set up at Kolkata or its suburbs.

2.6 The comprehensive maintenance shall be carried out primarily at the premises of the Directorate of AR&AH during office hours. In case, the bidder feels that the equipment cannot be repaired on site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk.

2.7 The AMC service provider must depute at least one service engineer along with his leave substitute at Directorate AR&AH, HQ on normal working hours thrice in a week i.e. from Monday to Friday to attend the complaints in regard to the equipment .

The technical persons(s) will register the complaint register with date and time and record the time of clearing faults with satisfactory report signed by the concerned officer of the section.

2.8 If the Directorate is not satisfied with the work of any particular service engineer, the service provider must change the person concerned.

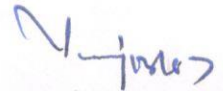

Director of Animal Husbandry &
Veterinary Services, West Bengal

Memo No. 1064/1(8)/Q-7(part-I)

Dated, Kolkata, the 18th March, 2024

Copy forwarded for wide circulation to:

1. Sri Bratindra Nath Banerjee, Statistical Officer, Salt Lake City, Kolkata-106.
2. Notice Board of this Directorate Headquarters, Salt Lake City, Kolkata-106.
3. Notice Board of Paschim Banga Go-sampad Bikash Sanstha, Salt Lake City, Kolkata-106.
4. Notice Board of W.B. Livestock Development Corporation, Salt Lake City, Kolkata-106.
5. Notice Board of W.B. Milk Federation, Salt Lake City, Kolkata-106.
6. Notice Board, Institute of Animal Health & Veterinary Biologicals, 37, Belgachia Road, Kolkata-106.
7. The Veterinary Officer, State Animal Health Centre, Salt Lake City, Kolkata-106.
8. ✓ Departmental Website www.darahwb.org.


Director of Animal Husbandry &
Veterinary Services, West Bengal