

**OFFICE OF THE ACCOUNTANT GENERAL (A&E), WEST BENGAL
TREASURY BUILDINGS, 2 GOVT. PLACE (WEST), KOLKATA-700 001.**

No. Welfare/AMC of Photocopiers/2024-25/437

Date: 10/09/2024

Notice Inviting Tender

Office of the Accountant General (A&E), West Bengal invites open tenders in sealed covers from reputed firms for comprehensive AMC including consumables in respect of Photocopier machines installed in various sections in this office. The details of the Photocopier machines are given below:

Sl. No.	Machine Model	Machine Brand	Located section
1	TA 180	Keyocera	Fund Misc
2	TA 180		Training
3	KM 1620		WM
4	TA 180		AG Secretariat
5	KM 1635		Legal Cell
6	TA 1800		Record – I
7	TA 1800		AM
8	TA 1800		Admin – I
9	IR 2004	Canon	DAG Pension Sectt.
10	IR 2004		DAG Accounts Sectt.
11	AR – 6020	Sharp	Pension Coordination

At present there are 11 nos. of Photocopier machines in this office, however, the number of Photocopier machines may subsequently increase or decrease as per requirements of this office.

The firm should have adequate experience as well as expertise for providing comprehensive AMC including consumables in respect of Photocopier machines in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body/reputed Private Offices. All intending firms are requested to furnish their respective quotations within 25.09.2024 (till 12 O'clock). Selected firm will have to provide comprehensive AMC including consumables of all the Photocopier machines subject to adherence of the following terms and conditions.

1. Availability of Tender Document: - Tender document should be downloaded from this office website: <https://cag.gov.in/ae/west-bengal/en>.

2. Earnest Money Deposit of Rs. 2,000/- (Rupees two thousand) only in the form of Demand Draft drawn in favour of PAO (Audit), O/o the Pr. Accountant General (A&E), W.B. is required to be submitted.

3. EMD will be returned to the unsuccessful bidders after completion of tender process.

4. The bidder should have the experience of rendering maintenance support against minimum nos. of 10 Photocopier machines in a single contract in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body. At least 3 years' experience in the field of service support to photocopier machine is required. Proof should be attached for both.

5. The bidder should have valid GST Registration, PAN etc. Supporting papers should be attached.

6. Intending firms may also furnish additional information (with supporting accredited certificates/documents from respective authority or organization) which they deem essential to establish their expertise and capabilities.

7. Intending firms should have to submit a list containing staff details including the details of all technical staff.

8. All service / breakdown calls should be attended with 2 hours of registering of complaint through the agreed channel of communication.

Any photocopier machine not repaired within 24 hours of registering a complaint will attract penalty @ 0.5 % of the monthly AMC value for each day of delay thereafter.

9. For having authentic spare parts including consumables (drum, toner etc.) as and when required it is desirable that the concerned firm would be an authorized dealer of M/s Kyocera and Canon i.e. the manufacturers of 10 Photocopier machines of this office. Documentary evidence should be submitted with the bid.

10. If the firm happens to be having no dealership with the said manufacturer, an undertaking regarding authenticity of the spare parts to be supplied is needed to be provided.

11. Quoted rate for rendering comprehensive maintenance services including consumables against all the Photocopier machines of this office should have the validity period for one-year from the date of issue of work order.

12. The bidder must have a registered office in Kolkata (address should be mentioned in Government record). The registered office in Kolkata should preferably have experience of rendering maintenance support against minimum nos. of 10 Photocopier machines in a single contract in the Central Govt. /State Govt. /Govt. undertakings/Autonomous Body.

12. Successful bidder will be required to deposit an additional Rs. 3,000/- (Rupees three thousand) only as "Security Deposit" in the form of Demand Draft in favour of PAO (Audit) of O/o the Pr. Accountant General (A&E), W.B. within 7 (seven) days from the date of appointing as selected firm for rendering comprehensive maintenance services against all the Photocopier machines of this office. Earlier deposited amount of Rs. 2,000/- (Rupees two thousand) only as EMD will also be converted to "Security Deposit". The total "Deposit" of Rs. 5,000/- (Rupees five thousand) only will be refunded after expiry of 60 days on completion of one-year comprehensive maintenance services satisfactorily by the concerned firm.

13. This office reserves the right to accept or reject any bid(s) without assigning any reason at any point during the process of tendering and does not bind itself to accept the lowest bid. This office also reserves the right to discontinue the work at any stage. The decision of the Accountant General (A&E), W.B. will be binding on this issue.

14. The vendor should inspect the Photocopier machines on any working day between 11.00 am and 4.00 pm before submitting the quotation to know the current working condition of the machines. No request in this regard after submission of quotation and awarding of work order, will be entertained.

15. Payment will be made on monthly basis.

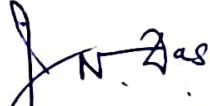
16. The firms willing to provide comprehensive AMC including consumables of all Photocopier machines and agreeing to all the aforesaid terms and conditions may quote rate only in the bidding sheet enclosed herewith in a sealed envelope superscripting "Quotation for comprehensive AMC including consumables of Photocopier machines" addressed to the Sr. Accounts Officer, Welfare), O/o the Accountant General (A&E), W.B., Treasury Buildings, Kolkata-700 001.

17. The quotation along with EMD and other required documents, should reach Welfare section of this office latest by 12 P.M. on 25.09.2024 positively. The sealed quotations will be opened on the same day at 1 P.M. in the chamber of Sr. AO/Welfare in the presence of any of the bidder(s) or their authorized representatives.

18. The court in Kolkata alone will have jurisdiction to try any matter, dispute or reference arriving out of this NIT / order between the bidder and this office. It is agreed that no other courts will have jurisdiction in the matter.

19. Declaration regarding the vendor not being Blacklisted by any Govt organization or debarred from participation in any Govt tender should be submitted.

Encl: Bidding Sheet


Sr. Accounts Officer (Welfare).
च. लेखा अधिकारी (कल्याण) (Welfare).
Sr. Accounts Officer (Welfare)
कार्यालय महालेखाकार (ले.ए.ह.), प.बं.
O/o the Accountant General (A&E), W.B.
ट्रेजरी बिल्डिंग्स, कोलकाता-७०० ००१
Treasury Buildings, Kolkata-700 001

OFFICE OF THE ACCOUNTANT GENERAL (A&E), WEST BENGAL
2, GOVT. PLACE (WEST), TREASURY BUILDINGS, KOLKATA-700001.

BIDDING SHEET

No. Welfare/AMC of Photocopiers/2024-25/437

Date: 10/09/2024

	Price in figure	Price in Words
Quoted rate per page (Including GST)		

I/we hereby agree to all the terms and conditions as given in the NIT.

Name of the Firm:

Contact No:

Signature of Authorized Signatory
(with office seal)

व. लेखा अधिकारी (कल्याण)
Sr. Accounts Officer (Welfare)
कार्यालय महालेखाकार (से.ए.ह.), प.ब.
O/o the Accountant General (A&E), W.B.
ट्रेजरी बिल्डिंग्स, कोलकाता-७०० ००१
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