

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E),
TELANGANA**

NOTICE INVITING OPEN TENDER

**Annual Maintenance Contract (AMC) of Canon Photocopier Machines
on Cost-per-Page Basis**

1. Notice Inviting Tender

Office of the Principal Accountant General (A&E), Telangana, Hyderabad invites **sealed tenders under Two-Bid System (Technical Bid and Financial Bid)** from **OEMs/OEM Authorised Service Providers** having a registered office/service centre in Hyderabad for **Comprehensive Annual Maintenance Contract (AMC) of Seven (07) Canon Photocopier Machines (Six Monochrome and One Colour) on Cost-per-Page Basis** for the period from **01.10.2026 to 31.03.2028**.

Particular	Details
Tender Type	Open Tender
Contract Period	01.10.2026 to 31.03.2028
Number of Machines	07 (06 Monochrome + 01 Colour)
Earnest Money Deposit (EMD)	₹5,000/-
Bid starting date	14.08.2026
Last Date for Submission	23.08.2026
Bid Opening date	24.08.2026

-sd-

Sr.Deputy Accountant General (Admn.)

2. Eligibility Criteria

Bidder shall:

- Be the Original Equipment Manufacturer (OEM) or an OEM Authorised Service Provider for Canon photocopier machines.
- Have a registered office/service centre in Hyderabad.
- Possess valid PAN and GST Registration.
- Have experience in execution of similar AMC works during the last three Financial Years (2023-24, 2024-25 & 2025-26).
- Submit audited turnover details/CA Certificate for the last three Financial Years.
- Submit a declaration that the firm has not been blacklisted/debarred by any Government Department/PSU/Autonomous Body.

3. Scope of Work

The Comprehensive Annual Maintenance Contract (AMC) shall cover **Seven (07) Canon Photocopier Machines (Six Monochrome and One Colour)** on **Cost-per-Page Basis** and shall include the following:

- Preventive maintenance of all photocopier machines once every two months.
- Breakdown maintenance of all photocopier machines during the contract period.
- Supply and replacement of all spare parts required for proper functioning of the machines.
- Supply of toner/cartridges, drums, developers, fuser assemblies, rollers and all other consumables, except paper.
- Labour charges, transportation and all incidental expenses required for servicing the machines.
- Calibration, cleaning and routine servicing to ensure satisfactory performance of the machines.
- Attendance of complaints promptly during office working hours.
- Joint recording of meter readings by the contractor and the concerned section for billing purposes.
- Submission of preventive maintenance/service reports after every preventive maintenance visit.
- Furnishing of a detailed technical inspection report, whenever required by this office, indicating the serviceability status of any photocopier machine.
- In cases where a machine is found to be beyond economical repair or unserviceable, furnishing of a technical certificate indicating the reasons therefor, major defective components, estimated cost of repairs and recommendation, if any, for replacement of the machine.

No extra payment shall be admissible towards any of the above items during the currency of the contract.

4. Earnest Money Deposit (EMD)

- The tender shall be accompanied by an **Earnest Money Deposit (EMD) of ₹5,000/- (Rupees Five Thousand only)** in the form of a Demand Draft/Banker's Cheque/Pay Order drawn in favour of **DDO, Sr. Accounts Officer/ Bills, O/o the Principal Accountant General (A&E), Telangana, Hyderabad.**
- Tenders not accompanied by the prescribed EMD shall be liable to be rejected.
- Micro and Small Enterprises (MSEs) registered with Udyam Registration/NSIC for the services covered under this tender shall be exempted from submission of EMD, subject to production of a valid registration certificate.
- The EMD of unsuccessful bidders shall be refunded without interest after finalisation of the tender.
- The EMD of the successful bidder shall be refunded after submission of the prescribed Performance Security Deposit.
- **No interest shall be payable on the Earnest Money Deposit.**

5. Performance Security Deposit

- The successful bidder shall furnish a **Performance Security Deposit equivalent to 5% of the contract value** within **15 days** from the date of issue of the Work Order/Letter of Acceptance.
- The Performance Security Deposit shall be in the form of a Demand Draft/Banker's Cheque/Fixed Deposit Receipt (FDR)/Bank Guarantee issued by a Nationalised or Scheduled Commercial Bank in favour of **DDO, Sr. Accounts Officer/ Bills, O/o the Principal Accountant General (A&E), Telangana, Hyderabad.**
- The Performance Security Deposit shall remain valid for a period of **60 days beyond the expiry of the contract period.**
- Failure to furnish the Performance Security Deposit within the stipulated period may result in cancellation of the award of work and forfeiture of the Earnest Money Deposit.
- The Performance Security Deposit shall be liable to be forfeited wholly or partly in case of breach of any of the terms and conditions of the contract.
- The Performance Security Deposit shall be released after successful completion of the contract and fulfilment of all contractual obligations, without payment of any interest.

6. Payment

- Payment shall be made on a quarterly basis based on the actual copy count recorded through the meter readings of the respective machines at the accepted Cost-per-Page rates.

- The contractor shall submit the bill along with copy-wise meter reading statements duly certified by the concerned section.
- The copy count recorded in the machine meter shall be final and binding for the purpose of payment.
- Bills shall be supported by certified meter readings and preventive maintenance/service reports.
- Applicable statutory deductions shall be made as per Government rules.

7. General Terms

- The office reserves the right to accept or reject any or all tenders without assigning any reason.
- Rates quoted shall remain firm during the contract period.
- The contractor shall maintain strict confidentiality of all official records handled during execution of the contract.
- The contractor shall comply with all applicable statutory provisions.
- The decision of the Principal Accountant General (A&E), Telangana shall be final and binding in all matters relating to the contract.
- Any dispute arising out of this contract shall be subject to the jurisdiction of the Courts at Hyderabad only.

Annexure-I – Technical Bid

Bidder shall furnish PAN, GST, OEM Authorisation, proof of Hyderabad office, experience certificates, turnover certificates, blacklisting declaration and contact details.

Sl.No.	Description	YES/NO
1	Copy of PAN	
2	Copy of GST Registration Certificate	
3	OEM/Manufacturer's Authorization Certificate (where the bidder is not the OEM). The Authorization Certificate shall contain the name, designation, address, e-mail ID and contact details of the OEM.	
4	Documentary proof of Registered Office/Service Centre in Hyderabad (Labour Licence, Shops & Establishments Registration, GST Registration or any other Government-issued document).	
5	MSME/Udyam Registration Certificate (if applicable)	
6	Experience in similar AMC works during FY 2023-24, 2024-25 & 2025-26 supported by Work Orders and Completion/Performance Certificates	
7	Audited Turnover/CA Certificate for FY 2023-24, 2024-25 & 2025-26	
8	Self-declaration regarding non-blacklisting	
9	Contact Details along with Escalation Matrix	
10	Acceptance of all Terms & Conditions of the Tender duly signed on each page	
11	Bidder's Declaration (Annexure-IV)	

Annexure-II – Financial Bid

Sl.No.	Description	Unit	Rate (₹) Excl. GST	
			A4	A3
1	Comprehensive AMC of Monochrome Photocopier Machines	Per Page		
2	Comprehensive AMC of Colour Photocopier Machine	Per Page		

Annexure-III – Machine Details

Sl.No.	Make Model No	Serial No:	Type of Photocopier
1	CANON-IR 2006N	2FG18842	Monochrome
2	CANON-IR 2006N	2FG18753	Monochrome
3	CANON-IR 2006N	2FG23750	Monochrome
4	CANON-IR 2525	RNH00884	Monochrome
5	CANON-IR 2525	RNH00847	Monochrome
6	CANON-IR 2224N	2SG22634	Monochrome
7	CANON-IRC 3226	32V10246	Colour

Annexure-IV – Bidder's Declaration

(on AGENCY LETTERHEAD)

I/Wehereby certify that all the information furnished in this tender is true and correct. I/We further certify that our firm has not been blacklisted/debarred by any Government Department, Public Sector Undertaking or Autonomous Body. I/We have carefully read and understood all the terms and conditions of this tender and undertake to abide by the same.

Date:

Place:

Authorized Signatory
Name & Designation
(STAMP)