



# INDIAN AUDIT & ACCOUNTS DEPARTMENT

Office of The Director General of Audit (Central), Kolkata

8, Kiran Shankar Roy Road, Kolkata-700 001



**TENDER REFERENCE No:** Record-I/AMC/Photocopier machines/2023 dated 01/12/2023

**DATE OF ISSUE OF TENDER DOCUMENT:** 01/12/2023

**LAST DATE FOR RECEIPT OF TENDER DOCUMENT:** 15/12/2023 till 2 PM

**TIME AND DATE OF OPENING OF THE TENDERS:** 15/12/2023 at 4 PM

**PLACE OF OPENING OF THE TENDERS:** O/o the D.G.A(C), Kolkata, 8, Kiran Sankar Ray Road, G.I.Press Bldg. (East Wing),Kolkata: 700-001

## Sub: Annual Maintenance Contract of Photocopier machines

### GENERAL TERMS AND CONDITIONS

1. Sealed quotations are hereby invited from the vendors/agencies/organizations and/or from those preferably who have an experience in Government or Semi.-Government, etc. for the work of: Comprehensive Annual Maintenance Contract (AMC) for Photocopier machines.
2. Time period of the contract: Maximum one year in some cases or the period as mentioned in **Annexure-II**.
3. Bids must be received by Record-I section of O/o the Director General of Audit, Central, Kolkata as per schedule time and date specified above. In the event of the specified date for the submission of bids being declared a holiday for DGA, Central, Kolkata, the quotations will be received up to the appointed time on the next working day.
4. The Maintenance Contract (AMC) will be comprehensive which shall include preventive maintenance / monthly regular services of the Photocopier Machines and / or replacement of any items / spare parts of goods/ standard quality for keeping the Photocopier Machines active and free from any defects / disturbance.
5. This AMC Charges should also cover manpower costs, for example; engineers' travel cost and the other incidental labour charges, in rectifying defects developed in a equipment. This shall also include the transport charges, if any, required for shifting of the PCs to and from the workshop. It also includes the cost of replacement of any other part which may require to be replaced due to any other part(s) being defective and no replacement of such part is available.
6. The VENDOR shall undertake Preventive Maintenance of the goods under this Annual Maintenance Contract at regular intervals of time and keep a record of the same. The periodicity of such Preventive Maintenance shall be quarterly.
7. It shall be the responsibility of the VENDOR to furnish along with its Maintenance Bills a Compliance Certificate from all the users as per inventory regarding the Preventive Maintenance, duly authenticated by the user of the Department, to the VENDOR.

8. The AMC charges shall include of consumables items i.e. Cartridges, Toners etc. Moreover, in general all the defective spare parts (such as:- Drum, Developer , Cleaning blades, etc ) should be replaced by the VENDOR free of cost. However, the vendor is also directed to explicitly mention in the bid, if any spare parts of photocopier machine is to be excluded from the ambit of AMC.
9. Only spare parts of equal/higher specification/capacity should be used for replacing the defective components whether permanently or as a stop gap measure while the defective component is being repaired. The newly installed components should be compatible to the rest of the system. If required, replacement of any other part which may require to be replaced due to any other parts(s) being defective and such part is no longer available due its being obsolete, then such part will also have to be replaced along with the defective part to make the PC operational.
10. The maintenance services shall not cover any damage caused to the equipment as a result of accidents or gross mishandling by the users. Rectification/Repair of such equipment shall be at rates and subject to Change Order process to be agreed upon by the parties. Further, the office shall retain the right of upgrading/changing any of the components of any equipment covered under this contract at its own discretion as long as it does not in any way negatively affect the functioning of the equipment as a whole and for this purpose this office may engage any third party other than the VENDOR and need only intimate the VENDOR about such alteration/up-gradation.
11. **Additions of New Goods:** This office reserves the right to include any of the goods in the existing contract during the currency of the contract. However, the rates for inclusion of new goods into the contract shall be on pro-rata basis mutually worked out and agreed upon by both the parties. This office also reserves the right to relocate the goods as and when necessary after intimating the VENDOR.
12. This office shall also have the right to withdraw any equipment from the purview of such maintenance as and when desired without assigning any reasons thereof, by providing a 30 days notice in writing to the VENDOR. Maintenance Charges for such equipment shall be payable on pro-rata basis for the period of service.
13. The vendor may inspect the system/machine on any working days from 11.00 AM to 4.00 PM before submitting the quotation. The vendor before making quotation, should inspect the site to fully acquaint himself about the condition of the machines within the ambit of AMC, in regard to accessibility of site, nature and extent of ground, working condition of site and locality required for the satisfactory execution of the work contract. **No extra claim from bidder whatsoever on such account shall be entertained by the O/o the Director General of Audit, Central, Kolkata in any circumstances.**
14. Vendors must quote the rate of AMC of all of the branded machines as stated in Annexure-I. **Partly quoted rates i.e vendors quoted the rate of AMC of specific brand and keeping blank in respect of other brands will be outrightly rejected.**

15. AMC Payments will only be made on the basis of actual pages photocopied in a month for each machine. No statutory payments will be made (For example: If a machine sits idle for entire month, the billing cycle for the month will be zero).

[No concept of a Minimum AMC charges for a photocopy machine irrespective of number of pages photocopied will be entertained. The bidder should quote rates considering this clause.]

16. The Contractor must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained in any circumstances.
17. In case of successful bidder(s) found in breach of any terms and conditions / agreement at any stage, the vendor would be terminated without any notice.
18. All the machine must be serviced onsite at the office premises (including Resident Audit Offices as stated in Annexure-II). The agency will provide adequate standby machines / systems if the problem is not solved within 24 hours. If the company requires to carry out the machine from office premises, a loan machine is to be provided as standby.
19. All the complaint should attend within 24 hours, failing which penalty for not attending the complaint will be made. The penalty charges will be determined by this office if such circumstances arises.
20. The AMC rates mentioned in this contract will be valid for a period as mentioned in Annexure-II. The bidder shall quote the AMC rates both in figures and words.
21. Quotation, which do not fulfil all or any of the conditions or are incomplete in any respect, are liable to summarily rejected.
22. Canvassing/Recommendation in connection with the quotation are prohibited and the quotation submitted by the vendor/contractor who resort to canvassing are liable for rejection.
23. Quotation submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.
24. The contract may be extended for further period at the same rate of contract, subject to requirement.
25. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement / conciliation, failing which the disputes lie within the jurisdiction of High Court, Kolkata.

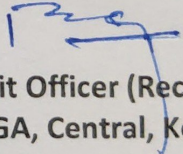
**Payment Terms:**

26. The payment to the firm shall be made on quarterly basis, at the end of each quarter subject to satisfactory performance.

7. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
28. One-month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
29. Tax at source will be deducted as per extant rules/act made under Income Tax Act/GST Act , if applicable, from each amount of bill submitted by the vendor/contractor.

**Corrupt or Fraudulent Practices:**

30. Bidders & Suppliers shall observe the highest standard of ethics during the execution of the contract.
31. Director General of Audit, Central, Kolkata will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
32. Director General of Audit, Central, Kolkata will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.
33. No other person, except Contractor's authorized representative, shall be allowed to enter in this office. Within the premises of this office, the Contractor's personnel shall not do any private work other than their normal duties.
34. For any problem regarding clarification of the Tender enquiry, submission of the quotation, inspection of sites or any other problems including interpretations of language of this tender, etc. the bidders may contact , **Senior Audit Officer (Record-I), O/o The Director General of Audit Central, Kolkata** within working hours of this office.

  
**Senior Audit Officer (Record)**  
**O/o the DGA, Central, Kolkata**

Annexure-I

**Tender Format**

To  
The Director General of Audit, Central, Kolkata  
Govt. Of India Press Building (East Wing),  
8, Kiran Sankar Roy Road,  
Kolkata-700 001.

Sir,

With reference to your tender Notice No. \_\_\_\_\_

dated \_\_\_\_\_ I am to submit my tender for Annual Maintenance Contract of Photocopier machines installed in your Office and I hereby declare that:-

- (i) I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
- (ii) I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes.
- (iii) I undertake that I have carefully studied all terms and conditions of the tender and shall abide by them, which are being signed in token of my acceptance. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.
- (iv) I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case, any deviation is found in the above statement at any stage or I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions Further, I shall be blacklisted and will not have any dealing with the department in future.

**Enclosures:**

1. Statement of quoted value of contract.
2. Terms and conditions duly signed.
3. Copy of Trade License.
4. Copy of registration certificate of Goods & Service Tax.
5. Working experience in reputed office.
6. Copy of PAN card

Signature-----

Name of Tenderer-----

M/s-----

## ANNEXURE

### LIST OF PHOTOCOPIER MACHINES ALONGWITH LOCATION OF THE MACHINES, AMC PERIOD, ETC.

#### KONICA MINOLTA MADE PHOTOCOPIER MACHINES

Sl. No.	MODEL	INSTALLATION ADDRESS	A.M.C. PERIOD	REMARKS
1	KM-211	CRAD (HQ) 8 K.S.Roy Road, 2 <sup>nd</sup> Floor	<b>01.01.2024 To 31.12.2024</b>	All the machines are in Working Condition
2	KM-Bizhub 226	Admin 8 K.S.Roy Road, Gr. Floor		
3	KM-Bizhub 226	ITRA Co-ordn. 8 K.S.Roy Road, 2 <sup>nd</sup> Floor		
4	KM-Bizhub 226	CRAD(Custom House) 8 K.S.Roy Road, 1 <sup>st</sup> Floor		
5	KM-Bizhub 215	ITRA Party Aaykar Bhavan(Ruby)		
6	KM-Bizhub 226	GSTA 8 K.S.Roy Road, Gr. Floor		
7	KM-Bizhub 206	ITRA Party Aaykar Bhavan(Chowringee)		
8	KM-Bizhub 206	ITRA Party Aaykar Bhavan(Chowringee)		
9	KM-Bizhub 206	OAD 8 K.S.Roy Road, Gr. Floor		
10	KM-Bizhub 206	OAD 8 K.S.Roy Road, 1 <sup>st</sup> Floor		
11	KM-Bizhub 206	GSTA 8 K.S.Roy Road, Gr. Floor		
12	KM-Bizhub 205i	DGA(C) Sectt 1 <sup>st</sup> Floor 8 K.S.Roy Road, 1 <sup>st</sup> Floor		
13	KM-Bizhub 205i	Record-I 8 K.S.Roy Road, 1 <sup>st</sup> Floor		

#### KONICA MINOLTA MAKE PHOTOCOPIER MACHINES

Sl. No.	MODEL	INSTALLATION ADDRESS	A.M.C.PERIOD	REMARKS
14.	KM-Bizhub 205i	Record-I 8 K.S.Roy Road, 1 <sup>st</sup> Floor	<b>01.06.2024 To 31.12.2024</b>	All the machines are in Working Condition
15		Admin 8 K.S.Roy Road, 1 <sup>st</sup> Floor		
16		ITA 8 K.S.Roy Road, 1 <sup>st</sup> Floor		
17		Entitlement 8 K.S.Roy Road, 1 <sup>st</sup> Floor		
18		ITRA 8 K.S.Roy Road, 2 <sup>nd</sup> Floor		

#### CANON MAKE PHOTOCOPIER MACHINES

Sl. No.	MODEL	INSTALLATION ADDRESS	A.M.C.PERIOD	REMARKS
1	CANON IR-2206N	OAD 8, K.S.Roy Road, Gr. Floor	<b>01.01.2024 To 31.12.2024</b>	All the machines are in Working Condition
2	CANON IR-2206N	Pension & Training Section 8 K.S.Roy Road, 1 <sup>st</sup> floor		