

**OFFICE OF THE DIRECTOR GENERAL OF COMMERCIAL AUDIT**  
**AG's OFFICE COMPLEX, SAIFABAD, HYDERABAD – 500004**

No. DGCA/A/Store/AMC/HYD/PC/2021-22/95

Date: 01.03.2022

**TENDER NOTICE**

Sealed quotations for Total Guarantee Agreement for Annual Maintenance Contract of Canon Photo copier machine (Model No. IR 2525 Serial No RNH 04439) are hereby invited from the Canon authorized vendors/agencies/organizations having experience of maintaining canon make photocopier machines in Government or Semi-Government organizations.

**Terms and conditions: The following terms and conditions shall be applicable.**

1. Last date for receipt of tender document **13.03.2022** at 5.30 PM.
2. The tenders must be addressed to Senior Audit Officer (Admn) O/o Director General of Commercial Audit, Hyderabad AG's Office Complex, Saifabad, Hyderabad – 500004
3. Period of the contract is for one year from **01.05.2022 to 30.04.2023**, which may be extended for further period of one year or more on mutual consent on the ground of good performance at prevailing/current rate of contract.
4. Bids must be received at O/o the Director General of Commercial Audit as per scheduled time and date specified above. In the event of the specified date for submission of bids being declared as a holiday for O/o the Director General of Commercial Audit Hyderabad, the quotations will be received up to the scheduled time on the next working day.
5. The Maintenance Contract will be comprehensive and will include preventive maintenance/monthly regular service of the photocopier machines and/or replacement of spare parts of original quality free of cost for keeping the photocopier machine working and free from any defects/disturbance.
6. The AMC charges shall be inclusive of cost of all consumable items, i.e. Cartridges, Toners drum, etc. except paper.
7. The vendor may inspect the system/machines on any working day between 9.30 am to 5.30 pm before submitting the quotation.
8. In the event of the successful bidder being found in breach of any term and condition/agreement at any stage, the contract is liable to be terminated without any notice.

9. All the machines must be serviced onsite at the office premises. If the problem is not solved within 24 hours, the agency will provide adequate stand by machine/ systems.
10. The Firm has to attend complaints within 4 working hours (response time) of lodging complaint and downtime or Turn Around Time should not be more than 8 working hours for non part calls (i.e. toner, Drum etc.) and 16 workings hours for part calls (i.e. replacement of parts). If the firm fails to carry out repairs or provide required consumables i.e., Toner etc. within the specified time, a penalty of Rs. 500/- per 8 working hours/machine or equipment or part thereof will be charged for the delay till the equipment or part thereof is ready to function.
11. Quotations which do not fulfill all or any of the conditions or are incomplete in any respect, are liable to be summarily rejected.
12. The contractor should confirm any ambiguity and discrepancy related to the work before submitting the quotation in writing.
13. Canvassing/Recommendation in connection with the quotation is prohibited and the quotations submitted by the vendor/contractor who resort to canvassing are liable to be rejected.
14. Quotations 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 done on mutual consent.
15. The bidder shall quote rates both in figures and words. He/she shall also workout the amount for each item of work and shall write in both figures and words. If any difference is found between the rates quoted by the bidder in words and in figures or in the amount worked out by him, the following procedure shall be followed:
  - (i) When there is difference between the rate in figures and in words the rates that correspond to the amounts worked out by the bidder shall be taken as correct.
  - (ii) When the bidder has not worked out the amount of an item or it does not correspond with the rate written either in figures and words, the rate quoted by the bidder in words shall be taken as correct.

- (iii) When the rates quoted by the bidder in figures and in words tally but the amount is not worked out correctly, the rate quoted by the bidder shall be taken as correct and not the amount.

16. Before submitting the quotation the bidder shall inspect the site to fully acquaint himself about the condition with regard to accessibility of site, nature and extent of ground working condition of site and locality required for the satisfactory execution of the contract. No claim whatsoever on such account shall be entertained by the O/o the Director General of Commercial Audit, Hyderabad, AG's Office Complex, Saifabad, Hyderabad-500004 in any circumstances.

17. Payment Terms:

- (i) The payment to the firm shall be made on monthly/quarterly basis, at the end of each month/quarter subject to satisfactory performance. Bills in triplicate for the month/quarter must be submitted within a fortnight of the next month/quarter.
- (ii) If performance is not found satisfactory, payment for that month/quarter will be forfeited and if Unsatisfactory performance is continued then contract is liable to be terminated.
- (iii) O/o Director General of Commercial Audit, Hyderabad, AG's office Complex, Saifabad, Hyderabad – 500004 reserve the right to accept or reject any tender in full or in part without assigning any reason.
- (iv) One month notice will be given by either party for termination of the contract on the ground of breach of contract clause during the tenure of contract.
- (v) GST shall be separately quoted in the rate. In the rate the components other than GST shall remain same throughout the contract period.

18. Submission of Records/Documents:

- (i) Statement of quoted value of contract
- (ii) Self-attested copies of registration certificates of Goods and Service Tax.
- (iii) Self- attested copies of PAN Card.
- (iv) Bank Account details.
- (v) Certificate of authorization of service by Canon
- (vi) GSTIN, if any,

  
18/22  
Director

Copy to:

- 1. Notice Board
- 2. Website
- 3. AG's Office Notice Board.

To

Senior Audit Officer (Admn)

O/o the Director General of Commercial Audit, Hyderabad

AG's office complex,

Saifabad

**Hyderabad**

Sir,

With reference to your Tender Notice, dated \_\_\_\_\_ I am to submit my tender for Annual Maintenance Contract of photocopier machine installed in your office. I further affirm that I have read and fully understood the tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. In case I fail to abide by the terms and conditions of the contract satisfactorily the contract shall be liable to be terminated under the respective terms and conditions.

Encl:

- 1 Statement of quoted value of contract.
- 2 Terms and conditions duly signed.
- 3 Copy of valid Trade License.
- 4 Working experience in reputed office
- 5 Xerox copy of PAN card
- 6 GSTN No

Signature Name of Tender

M/s \_\_\_\_\_  
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