

कार्यालय प्रधान महालेखाकार (लेखापरीक्षा - I),  
361, अन्ना सलाई, तेयनमपेट, चेन्नई -18।  
**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT - I),**  
361, ANNA SALAI, TEYNAMPET, CHENNAI -18.

TENDER REF NO: PAG(Au-I)/EDP/2025-26/119

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निविदा आमंत्रण सूचना **NOTICE INVITING TENDER**

मदुरै स्थित प्रधान महालेखाकार (लेखापरीक्षा-I) के कार्यालय की सूचना प्रणाली संबंधी संपत्तियों के वार्षिक रखरखाव अनुबंध (एएमसी) हेतु निविदा सूचना।

TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR IT ASSETS FOR THE OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I) AT MADURAI.

Tenders are invited from reputed / authorized firms / companies engaged in providing Annual Maintenance Contracts(AMC) for IT Assets like Computer Servers, Desktop Computers, Laptops, Printers, Scanners, Projectors and Network Infrastructure like Switches, cables etc.. Requirement, Scope of Work, Terms and Conditions, Eligibility criteria have been clarified in this document. Tender document is available on the website of OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT - I) i.e. <https://cag.gov.in/ag1/tamil-nadu/en/tenders>. However, for any clarification, bidders may contact on [edp.tmn1.au@cag.gov.in](mailto:edp.tmn1.au@cag.gov.in). Bidders are advised to read tender document (uploaded on website) and check their eligibility before participating in the bid.

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## **TENDER SCHEDULE**

Name of the Work	TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR IT ASSETS FOR THE OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), MADURAI.
Document Download Start date:	10/03/2026 10:00 AM
Document Download End date:	19/03/2026 05:45 PM
Bid submission Start date:	10/03/2026 10:00 AM
Bid submission End date:	19/03/2026 05:45 PM
Bid opening date:	20/03/2026 10:00 AM
Earnest Money Deposit (EMD)	Refer Paragraph on 'Earnest Money Deposit' at Page 05 of this document

## **INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS**

1. Tenders are invited from reputed / authorized firms / companies engaged in the business of providing Annual Maintenance Contracts(AMC) for IT Assets like Computer Servers, Desktop Computers, Laptops, Printers, Scanners, Projectors and Network Infrastructure like Switches, cables etc... The bids are to be submitted in separate sealed envelopes on or before the bid closing date. Detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following website: <https://cag.gov.in/ag1/tamil-nadu/en/tenders>
2. The interested bidders shall submit their tender(s) in two sealed covers physically as follows:
  - Cover 1: Name of the Cover- '**TECHNICAL BID**', addressed to the Senior Deputy Accountant General/Admn., O/o the Principal Accountant General (Audit-I), Audit Bhavan, 361, Anna Salai, Teynampet, Chennai – 600018. This cover is to contain (i) qualification and experience of service engineer who will be deployed, (ii) Escalation Matrix, (iii) Income tax returns filed during the last three years, (iv) Annexure I, (v) Annexure – II (vi) Annexure –IV, (vii) Pre-bid meeting Certificate along with supporting documents wherever mentioned.
  - Cover 2: Name of the Cover- '**FINANCIAL BID**', addressed to the Senior Deputy Accountant General/Admn., O/o the Principal Accountant General (Audit-I), Audit Bhavan, 361, Anna Salai, Teynampet, Chennai – 600018. This cover is to contain Annexure –III
3. The bidders shall submit all the documents as per Eligibility criteria for Bidders.
4. Any corrigendum to this tender will be notified through the aforesaid website only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
5. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
6. Any attempt to negotiate directly or indirectly on the part of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result his tender excluded from consideration.

7. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected.
8. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.
9. The bidder, at the bidder's own responsibility and risk, shall visit at their own cost and examine the site of required services and its surroundings and obtain all necessary information for preparing and submitting the bid.
10. Clarification regarding any ambiguity in eligibility criteria may be sought through e-mail at [edp.tmn1.au@cag.gov.in](mailto:edp.tmn1.au@cag.gov.in)

### **EARNEST MONEY DEPOSIT (EMD)**

1. Bidders have to submit two per cent of the estimated value of the goods quoted by the bidder in the form of Demand Draft/ Banker's Cheque/Bank Guarantee from any of the commercial banks.
2. Bidders who claim exemption, from the submission as mentioned in Sl. No 01 above, under the Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by the Department of Micro, Small or Medium Enterprises or are registered with Central Purchase Organisation should furnish a certificate to the effect indicating the validity period.
3. Bids received without EMD or exemption mentioned in Sl. No 02 above will not be considered and summarily rejected.
4. EMD of the unsuccessful bidders will be returned on or before the 30<sup>th</sup> day after the award of the contract.

### **SCOPE OF WORK**

The scope of work shall include providing Comprehensive Annual Maintenance Contract for the year 2026-2027 (from the date of finalization of AMC to 31<sup>st</sup> March 2027). The service and support have to be provided at Branch Office Madurai & Resident Audit Office Madurai.

## TERMS AND CONDITIONS

- (i) **An Engineer should be dispatched to attend to any issues and the issue should be resolved within 24 hours.** In the event of the problem not being solved in time, **alternate arrangements (Stand-by)** shall be made by the service provider to ensure continuity in work. In case **no alternate arrangement is made within 48 hours**, the delay time will be worked out and the **proportionate amount deducted from the bill.**
- (ii) Monitor, Keyboard and Mouse connected to CPU (as listed in the Annexure) irrespective of Stock number are to be covered under the AMC.
- (iii) Items like printers, desktops **which are not covered under AMC shall be quoted for on Call Basis** only.
- (iv) Payment for AMC shall be made **on completion of each Quarter through ECS** and the amount would be released **on receipt of invoices with the advanced stamped receipt** which may be produced in the first week of the month subsequent to the Quarter ended.
- (v) Maintenance shall include installation of all kinds of software including Operating System, Application Software and Anti-Virus Software and its periodic updation etc., which will be provided by this office.
- (vi) Though UPS is not covered under AMC, basic troubleshooting/service and changing batteries has to be done by the service engineer.
- (vii) The printers must be covered under Comprehensive basis including spares, Teflon rollers, Fuser Assembly, image drum kit and all spares.
- (viii) No component(s)/spare(s)/hardware shall be **removed / replaced** without informing the competent authority in **writing.**
- (ix) The AMC agreement shall be in force till **31.03.2027 from the date of entering into agreement or from 01.04.2026 or the date specified whichever is later** and is liable to be terminated at any time giving a notice of one month.
- (x) Preventive Maintenance must be taken up by the tenderer in respect of all hardware once in a month and a written report should be submitted.
- (xi) During the period of contract, any item may be included or withdrawn with proper notice of 15 days.
- (xii) Subject to satisfactory performance during the contract period from 01.04.2026 to 31.03.2027 and based on agreement between both parties to the contract, this contract through a prior intimation may be extended for a further period of one year at the same unit rates of the present contract period with the quantity of items either increasing or decreasing.

**I/we hereby agree to the above terms and conditions of the tender**

Signature of the Authorised Signatory  
(with Date and Seal of the Firm participating in the tender)

## **ELIGIBILITY CONDITIONS**

1. The bidder must have their office /branch located in Madurai , Address Proof for the office / branch is to be submitted with the tender documents
2. Certificate in support of experience of having provided AMC service to Central Government Offices at Madurai, for at least 80% of the item-wise quantity covered in this tender, during each of the three consecutive years immediately preceding the financial year 2026-2027 along with a list of organizations to which the bidder provided such services may be filled in Annexure- II
3. The tenderers shall have a valid PAN & GST number. The copy of the PAN & GST number should be enclosed with the TENDER form.
4. The bidder shall fill in the required details as per Annexure- I and enclose the supporting documents. Tenders with incomplete/ ambiguous details/ documents shall be rejected.
5. Bidders should quote unit price in the prescribed Performa (as per Annexure-III). Rates should be inclusive of all taxes. Incomplete bids will summarily be rejected
6. Price quoted shall be firm and any variation in rates, prices or terms during the validity of the offer shall not be permitted.
7. The rates shall be quoted in figures as well as in words. In case of any discrepancy between the rate quoted and the amount worked out, the rate quoted words shall be taken as correct.

Sd/-

Senior Deputy Accountant General/Administration.  
O/o the Principal Accountant General (Audit-I),  
TamilNadu, Chennai 18.

Encl:

1. Details of Firm (Annexure-I)
2. List of projects/clients (Annexure-II)
3. Financial Bid Document (Annexure-III)
4. EMD Declaration (Annexure IV)
5. List of Resident Audit Offices (Annexure V)
6. List of AMC items (Annexure VI)

## ANNEXURE – I

01	Name of the Registered Firm / Company	
02	Address of the company (with Tel No., Fax & E-mail)	
03	Status of ownership (Proprietary/Partnership/Company) attach proof of Local office	
04	Name & Address of the Partners / Directors : (With Mobile No.)	
05	Contact Person(s) (with mobile number)	
06	Date of establishment of the firm	
07	PAN No. (Copy of PAN to be Enclosed) :	
08	Goods and Service Tax Registration No. (Copy of GST to be Enclosed)	

### DECLARATION

I/we hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, the company/firm will be blacklisted and will not have any dealing with the Department in future.

DATE:  
PLACE:

SIGNATURE OF THE AUTHORISED PERSON  
FULL NAME:  
OFFICE SEAL

## **ANNEXURE – II**

(To be submitted with technical bid)

### **Details of AMC provided to Organisations**

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Value of Service (Rs.)	Duration of the AMC	
			From	To
1.				
2.				
3.				
4.				
5.				

Signature of the Tenderer or  
Authorized signatory of the Tenderer  
with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

## Annexure-III

### FINANCIAL BID DOCUMENT

S.NO.	HARDWARE	QTY	UNIT RATE	TOTAL
1	Desktops <b>Comprehensive (all spares) – Stock Nos as given below</b>	11		
2	<b>Printers Comprehensive including spares, image drum kit, Teflon roller, Fuser Assembly and all spares</b>	ML3310ND (191)	03	
		LJ M203DN (215, 222)	01	
		HP-LJ3015DN (204)	01	
	HP- LJ3015DN (204)	01		
	HP- LJ3015DN (204)	01		
3	Scanners <b>Comprehensive -EPSON DS1630 (459, 899) Comprehensive - HP SCANJET PRO 2000 S2 (739)</b>	03		
	<b>TOTAL</b>			

Place:

(Signature of Proprietor/Partner/Chief Executive)

Date:

Name (In Capital Letter):

OFFICE SEAL

#### List of IT Assets covered under AMC from 01.04.26 to 31.03.27

##### 1) DESKTOPS

SL NO	STOCK NO	MAKE	MODEL
1	606	HP	HP 280 G4 MT
2	613	HP	HP 280 G4 MT
3	616	HP	HP 280 G4 MT
4	618	HP	HP 280 G4 MT
5	628	HP	HP 280 G4 MT
6	636	HP	HP 280 G4 MT
7	648	HP	HP 280 G4 MT
8	659	HP	HP 280 G4 MT
9	660	HP	HP 280 G4 MT
10	1040	ACER	ACER VERITON X4240G
11	1041	ACER	ACER VERITON X4240G

## **Annexure-IV**

### **EMD DECLARATION**

I/We hereby accept that if I/We withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and I/We fail to sign the contract or to submit a performance security before the deadline defined in the request for proposals (RFP) document, I/We will be suspended for a period of six months from being eligible to submit Bids/Proposals for contracts with the Office of the Principal Accountant General (Audit-I), Chennai 18.

Signature (Authorized Signatory)

Name in Capital letters:

OFFICE SEAL:

Place:

Date: