



महालेखाकार (ले० एवं ह०) का कार्यालय, बिहार, पटना
OFFICE OF THE ACCOUNTANT GENERAL (A&E), BIHAR, PATNA

No./GD/AMC of Photocopier Machine/23-24/ 238

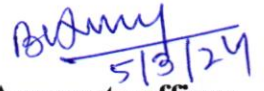
Date: 05.03.2024

Notice Inviting Tender

A tender is invited on GeM Portal regarding Annual maintenance Contract for Full service and Maintenance contract of Photocopier Machines (Ricoh & Xerox-Versalink) vide Bid No. GEM/2024/B/4718032, dated: 01-03-2024. Additional Terms & Conditions and Scope of work is attached herewith. All Curious bidders are requested to submit their bid on GeM with complete Documents and duly filled all annexures.

- **Bid Start Date:** 01-03-2024
- **Bid End Date:** 22-03-2024 18:00:00
- **Bid Opening Date:** 22-03-2024 18:30:00

Yours Sincerely,


Sr. Accounts officer
Bihar, Patna

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	22-03-2024 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	22-03-2024 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Accountant General, Bihar
Office Name/कार्यालय का नाम	Accountant General (a&e), Patna
Item Category/मद केटेगरी	Full Service and Maintenance Contracts of Photocopier Machine - Xerox Versalink Multifunction machine and Ricoh Photocopier machine; Xerox Versalink and Ricoh; OEM Authorised Service Provider; Paper to be provided by Buyer; Toner/Cartridge to be provided by pro..
Contract Period/अनुबंध अवधि	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	8 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण	
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	No
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Details of the Competent Authority for MSE

Name of Competent Authority	PUSHKAR KUMAR
Designation of Competent Authority	ACCOUNTANT GENERAL(A&E), BIHAR, PATNA
Office / Department / Division of Competent Authority	OFFICE OF THE ACCOUNTANT GENERAL(A&E), BIHAR, PATNA
CA Approval Number	231
Competent Authority Approval Date	29-02-2024
Brief Description of the Approval Granted by Competent Authority	The competent authority has accorded exemption from Purchase Preference to MSME in respect of Central Procurement of Service regarding AMC for Full Service and Maintenance contract of Photocopier Machines (Ricoh & Xerox-Versalink)

Competent Authority Approval for not opting Micro and Small Enterprises Preference : [View Document](#)

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work: Bidders are required to submit OEM Authorised service provider of both brands. The bidders who have not OEM authorised service provider of both brands then, at least OEM authorised service provider of one brand may be considered and in case of other brands which have no dealership with the said manufacturer, an undertaking regarding authenticity of the spare parts to be supplied is needed to be provided.

Asset details and its distribution across the consignee/user location: [1709287617.pdf](#)

Product/ Equipment Details: [1709287639.pdf](#)

Full Service And Maintenance Contracts Of Photocopier Machine - Xerox Versalink Multifunction Machine And Ricoh Photocopier Machine; Xerox Versalink And Ricoh; OEM Authorised Service Provider; Paper To Be Provider By Buyer; Toner/Cartridge To Be Pro.. (11440)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Amc Category	Xerox Versalink Multifunction machine and Ricoh Photocopier machine
Amc Brand	Xerox Versalink and Ricoh
Status Of Annual Maintenance Service Provider	OEM Authorised Service Provider
Paper	Paper to be provider by Buyer
Tonner/Cartridge Required	Tonner/Cartridge to be provider by Service Provider.
Size of the Paper	Average A4 Size
Paper Thickness in GSM	75
Brand Paper	Century Star and other brands
Age of Machine (in Years)	04 Xerox age within 02 Years and Ricoh age more than 06 years

Specification	Values
Number of Onsite Service Engineers Requirement	2
Periodicity of Preventive Maintenance Services	Monthly
Colour	Monochrome
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Estimated Number of Pages per Month to be Copied including all machines.	Additional Requirement/अतिरिक्त आवश्यकता
1	Pankaj Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	11440	<ul style="list-style-type: none"> Number of Machines to be served : 8 Number of Months during the Contract Period : 12

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

4. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

5. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी

गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

Govt. OF INDIA

INDIAN AUDIT & ACCOUNTS DEPARTMENT

for Annual maintenance Contract for full

service and maintenance contracts of

photocopier machines AT ACCOUNTANT

GENERAL (A&E), BIHAR, PATNA

BIR CHAND PATEL PATH, PATNA-800 001

TENDER SCHEDULE

Name of the Work	Tender for Annual maintenance Contract for Full service and Maintenance contract of
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	Photocopier Machines in this Office named “Accountant General (A&E), Bihar, Patna, Bir Chand Patel Marg-800 001.
Last Date & submission of Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	Declaration to be submitted as per Department of Expenditure Procurement Policy Division OM No. F.9/4/2020-PPD dated 12.11.2020.
Performance Security Deposit / Security Deposit (PSD / SD) to be deposited by successful bidder	Nil

Note: If the tender is not opened on the specified date, due to unforeseen circumstances, then the next working day will be considered as tender opening date.

Scope of Work

- 1. The Service Provider will provide the cartridges used and repairing as well as replacement of spare parts of these machines.**

2. **Coverage:** Service support to the equipment including replacement of spares & consumables (Except paper & electricity) as and when required.
3. During servicing if any damage caused to the machines, the cost of the repair/replacement of the damage parts shall be borne by the agency.
4. The firm shall use only genuine spares in maintenance/servicing.
5. The firm should have adequate experience as well as expertise of maintenance support as well as supply of consumables in respect of all photocopier machines in the Central Govt./State Govt./Govt. Undertakings/ Autonomous Body etc.
6. The Selected firm will have to render technical support(Comprehensive) of all the Photocopier machines.
7. 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 available machines.
8. 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.
9. AMC of photocopier shall include supply of all material spares, replacement/repairs of electricals parts, servicing, overhauling, wiring repair, motor rewinding etc. complete in all respect for ensuring the desired level of photocopy.
10. The contract shall be comprehensive basis, inclusive of repairs and replacement of spare without any extra charge. It would include Preventive maintenance service(PMS), Annual Maintenance service & Break down service(BDS). The scope of Annual Comprehensive maintenance service covers upkeep & smooth working of the equipment as per the agreement documents.

11. Any defective part of the equipment must be repaired/replaced by the service provider at his own cost under comprehensive AMC.
12. Parts to be replaced should be new and genuine as per contract.
13. The AMC will include of all consumable items (Except paper & electricity)) i.e, Cartridge, Tonners, Drums, Cleaning Blades, Developers, C.I.S. Unit, Photo conductor Unit etc.
14. Break down service (BDS): Breakdown calls shall be attended immediately and a record of such service, duly acknowledged by the person in charge of the Photocopier machine, Shall be maintained. Breakdown service will include replacement of genuine spares parts at the cost of the service provider.
15. Detailed description such as Brand etc of the assets to be covered under AMC is enclosed with *Annexure-‘A’*.
16. The Service Provider would carry out preventive maintenance of each machine mentioned in *Annexure-‘A’* once in every months, in order to forestall any major failure of the same. Service Provider should also ensure proper cleaning of machines on monthly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause in service level agreement & Packages.
17. All consumables and all spare parts are to be covered under AMC.

ADDITIONAL TERMS & CONDITIONS

INVITATION TO APPLICATIONS

1. This office requires the services of reputed, well established and financially sound Companies/Firms/ Agency to provide

Full Service and Maintenance Contracts of Photocopier Machines in the Office of the Accountant General (A&E), Bihar, Patna.

2. The tender will be uploaded on GeM Portal only. The tender should be quoted in two bids (Technical bid & Financial bid.).
3. The firm will quote the rates inclusive of all taxes. No any type of delivery/transportation etc charges will be admissible.
4. The rates quoted shall be valid for next one year and this office has reserves the right to reduce/increase the quantity or prefer additional orders as required.
5. This office requires the services of reputed Agency to provide contract of AMC for one year. The period of the contract may be further extended or may be curtailed, terminated.

INSTRUCTIONS TO BIDDERS

1. The following documents for technical bid are required from bidder:

- (i) Copy of last three years' of the annual turnover which is 400% (as per requirements by GeM Portal) of estimated value of contract.
- (ii) Average Annual Turnover of OEM which is 400% (as per requirements by GeM Portal) of estimated value of contract.
- (iii) Only Class-I & II Local Suppliers of MII will be eligible to bid. Non Local suppliers are not eligible to participate.
- (iv) The Service Provider Should have been registered with GST in Patna.
- (v) Registration Office or one of the Branch Office of Companies/Agencies/Firms located in Patna only.

- (vi) Service Provider has minimum possess three (03) years of past experience for this purpose at Central/ State Govt. offices./autonomous body /State Central PSUs. ***Three Certificate/Work Order of last three years regarding above project is to be provided .***
- (vii) The vendor should not have been blacklisted by the Department/ Ministries of Central/ State Govt., autonomous body under state/ Central Govt., State/ Central PSUs (***valid proof of document/ declaration to be attached).***
- (viii) Copy of PAN in respect of the firm/ individual as the case may be ;
- (ix) Copy of registration certificate of agency/firm/company for said purpose if any.
- (x) The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt, bidder to upload under taking to this effect with bid.(***Certificate to be submitted)***
- (xi) Allow participation only from Class I & II Local suppliers as per the Public Procurement (preference to Make-in-India) order 2017 dated 16.09.2020 & provide Purchase Preference to MII according to GeM Portal. (***Make in India Certificate to be submitted)***
- (xii) **Upload Manufacturer Authorization:** Wherever Authorized Distributors/Dealers are submitting the bid, Manufacturers Authorization Form (MAF)/Certificate with original OEM details such as name, designation, address, e-mail Id and Mobile No. required to be furnished along with bid.

- (xiii) The OEM certificate or the valid authorization letter from the OEM for sale & support of the product quoted.
 - (xiv) As Per Deptt. Of Expenditure Letter No.F-9/4/2020-PPD, Govt. of India, dated: 12-Nov-2020 instead of Bid Security/EMD the bidder are required to submit a Declaration regarding the Same.
 - (xv) Acceptance on letter head by authorized bidder regarding technical specification mentioned in bid or Duly signed all pages of “SCOPE OF WORK & ADDITIONAL TERM & CONDITIONS FOR TENDERERS” of the Bid document as mark of acceptance.
2. The bidders are advised to attach relevant documents in support of their eligibility. If any of the prescribed conditions are not fulfilled or are incomplete in any form, the bid shall be rejected.
 3. Successful bidder will have to ensure that adequate number of dedicated technical service personals/ engineers are designated/deployed for attending to the Service request in a time bound manner and for ensuring timely servicing/rectification of defects.
 4. The selected Companies/Agencies shall also provided functional Mobile and Land Line numbers or its personnel for urgent work regarding above mentioned work.
 5. While submitting the Bid, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the bid shall be rejected.
 6. If any bidder stipulates any condition of his own, such conditional Bid shall be liable to be rejected.
 7. Agencies/Contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.

8. Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid document, ATC and Corrigendum if any.
9. TDS will be deducted as per Govt. of India norms.
10. No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise will be made to the firm except the offered rates permitted under the contract.
11. No cash payment will be paid in any case & Payment would be made strictly on availability of funds.
12. The Agreement shall come to an end either on completion of the Contract Period or shall be terminated for Breach of contractual obligations.
13. **Penalties:** As per mentioned in GeM portal/ decided by Competent Authority.
14. Any liability arising out of any litigation due to any act of contractor staff shall be directly borne by the contractor.
15. During the contract period, the scope of work for which job has awarded is increased/reduced, then the payment price shall be increased/reduced on pro-rata basis by the department & this decision shall be binding.
16. In Case the contractor fails to cope with the workload or doesn't render satisfactory services or dishonors the contract in any way, the contract awarded shall be liable for cancellation/termination summarily, without assigning any reasons thereof.
17. No request for increase in the rates will be entertained during the period of supply of items. No advance payment will be made. Also, no interest will be paid on delayed payment.

18. In case of any differences the firms can be called for negotiation. This office will be the Sole Arbitrator on all matters and his decision will be binding on the bidder.
19. In case of breach of any clause of contract the firm can also be blacklisted.
20. **Force Majeure:** In the event of any unforeseen circumstances directly interfering with the supply of items arising during the execution of order such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, earthquakes, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the successful bidder shall, within 7 working days, from the commencement thereof, notify the same in writing to the purchaser with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days “ notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other.
21. **Relaxation:** The Head of the Department reserves the right to relax any of the conditions in exceptional cases, in the best interests of this Office reserves the right to withdraw the tender in whole or in part at any stage without assigning any reason.
22. Bids will be completely analyzed and evaluated at each stage by committee.
23. Financial bids of only those bidders shall be opened who have been declared technically qualified by the Committee for further analysis or evaluation and ranking and selecting the successful bidder for placement of the contract.
24. Except mentioned conditions rest all conditions applicable as per GeM portal.

25. Code of Integrity- No official of a procuring entity or a bidder shall act in contravention of the codes which includes :-

(i) Prohibition of-

(a) Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;

(b) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided;

(c) Any collusion, bid rigging or anti-competitive behavior that may impair the transparency, fairness and the progress of the procurement process;

(d) Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain;

(e) Any financial or business transaction between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect decision of the procuring entity directly or indirectly.

(f) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process;

(g) Obstruction of any investigation or auditing of a procurement process;

(h) Making false declaration or providing false information for participation in a tender process or to secure a contract;

(ii) Disclosure of conflict of interest;

(iii) Disclosure by the bidder of any previous transgressions made in respect of the provision of sub-clause (i) with any entity in any country during the last three years or of being debarred by any other procuring entity.

26. No increase in the agreed rates shall be entertained during the period of contract.

27. Jurisdiction: Any dispute, arising out of this contract will be settled under the jurisdiction of High Court, Patna. The

addressing authority will be Accountant General(A&E), Bihar, Patna.

28. **Selection/Evaluation procedure for Tender.** The bidder will be qualified only if he fulfils eligibility criteria and submits all documents required/enquired in documents for technical bid are required from bidder. The financial offer should be further evaluated to find out lowest rate item wise. The lowest item wise responsive financial bid is acceptable for final selection.
29. Corrigendum, if any issued for the Tender Document shall form part of the Tender Document. Corrigendum shall be posted on this Official website(<https://cag.gov.in/ae/bihar/en>)/GeM Portal. Hence, agencies/companies/firms are requested to visit the website regularly and note the corrigendum/amendments to the Tender Document without fail and submit the offer accordingly. The Department is not responsible for ignorance of corrigendum.
30. In case of any clarification regarding the Tender Documents may ask through email(Office email id)/ Contact in office within one week after publishing of Tender Documents. DAG(Administration) Chamber, Office of the Accountant General(A&E), Bihar, Patna may be consulted for said purpose with valid Identity Proof.
31. The agency will provide adequate standby machines/ systems if the problem is not solved within 48 hours.
32. The firm shall take prior permission from the undersigned /Assistant Accounts Officer/ GD for taking the machine out of the office premises for repairs and replacement of worn out parts with original one. No extra charges will be paid for doing the work outside the office premises. In such cases, Transport and labour charges will be borne by the contractor.
33. The firm will prepare separate log book for above cited machine to be taken under AMC with special cleaning of the machines

from outside will be carried out on monthly basis. A preventive maintenance report from the agency would be submitted to this office failing which an appropriate penalty would be imposed.

34. The rates mentioned above will not be enhanced during the period of contract in any case.
35. The payment will be made to the agency on quarterly basis after satisfactory completion of service and availability of fund.
36. Taxes may be deducted at source as per prevailing rules.
37. AMC contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.
38. The Service Provider shall ensure the following service norms:
 - (a) Service Availability Timings: 09:30 AM to 06:00 PM (Monday to Friday), 10:00 AM to 02:00 PM (Saturday).
39. No extra payment/compensation whatsoever on account of natural calamity/accident.
40. Payment would be made strictly on availability of funds and inspection of parts by this office.
41. The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for Breach of contractual obligations.
42. Penalties: As per mentioned in Service Level Agreement And Packages.
43. Any liability arising out of any litigation due to any act of contractor staff shall be directly borne by the contractor.
44. During the contract period, the scope of work for which job has awarded is reduced, then the payment price shall be reduced on pro-rata basis by the department & this decision shall be binding.
45. This Office reserves the right to withdraw/cancel the tender any time without assigning any reason.
46. Service provider should maintain register indicating details of equipment/Equipment's being maintained and details of rooms/place where they are placed.
47. Service provider is required to maintain the log sheet which will include number of services provided during the contract period, which is duly certified by the authorized officer/Welfare Assistant.

48. Location of Photocopier machine installed in the Premises of the Office is enclosed in Annexure-‘A’.
49. No increase in the agreed rates shall be entertained during the period of contract.
50. Rest of the term & conditions is applicable as per service level agreement and package.

Senior Accounts Officer/GD

Annexure-I

**(FORMAT OF BID SECURITY DECLARATION TO BE SUBMITTED ON
LETTER HEAD OF THE FIRM/AGENCY DULY STAMPED & SIGNED)**

To,

**The Accountant General (A& E),
Beer Chand Patel Marg, Bihar, Patna-800 001.**

BID SECURITY DECLARATION

**Bid/ Tender reference No..... of Office of
the Accountant General (A&E), Bihar, Patna.**

I/ We, the undersigned, declare that:

- 1. I/We understand that, according to existing rules/regulations, bids must be supported by a Bid Security, which is being submitted in the form of this Bid Security Declaration.**
- 2. I/We accept that:**

I/We may be blacklisted/disqualified/ debarred from bidding for any contract in any Central Government Ministry/ Department for a period of two(2) years,

If I/ We have committed any of the following actions:

(i) Withdrawn my/our Bid during the period of bid validity required in the Bidding Documents;

Or

(ii) Fail or refuse to accept the award or enter into contract in accordance with the Bidding Documents after having been notified as successful bidder.

3. I/We understand that this Bid Security Declaration shall cease to be valid on the following circumstances:

(a) Upon expiration of the bid validity period;

(b) I am/ we are declared ineligible or disqualified upon receipt of your notice to such effect, and

(c) I/ We have furnished the performance security after declaration as successful bidder.

AUTHORIZED REPRESENTATIVE OF THE
FIRM **(Signature/ Stamp)**

Annexure-II

Technical Bid Checklist

Sl. No	Documents Provided details	If provided then Yes otherwise No.
01	Annual Turn Over (Last 03 Years)/Average Annual Turnover of OEM	
02	GST Registration letter/certificate	
03	Past Experience(Provide Work Order as documentary evidence (Especially Last 03 years documents, not absurd documents))	
04	Blacklisted Certificate	
05	PAN CARD	
06	Registration Certificate for said purpose if any	
07	Liquidation/Court receivership or Similar proceedings/ Bankruptcy certificate	
08	Make in India Certificate	
09	Bid Security Declaration	
10	Bid Document as Mark of acceptance.	

11	The Registered Office of the manpower Company/Firms/Agency should be located in Patna.	
12	Manufacturer Authorization Form/OEM Certificate	
13	Others documents	

*****Others documents (details) column, which is provided in this format for the purpose of mention additional documents/details regarding tender. Please mention details/types of documents in this column & also mention Yes/No in right Yes/No column.***

***** Please provide all documents details in file form along with marking of page number.***

*****All documents uploaded by the service provider should be signed by authorized signatory.***

Yours faithfully,

Signature/Stamp of the Company/ Agency

Annexure-III

1. Name of the tendering Company/ Firm/ Agency: _____

2. Name of proprietor/ Director of the _____

Company/ Firm/ Agency

3. Full address of Reg. Office: _____

Telephone No.: _____ Fax No. _____

Email address: _____

4. PAN _____

5. GST No.: _____

6. Udhyam Registration No.. if any : _____

7. Financial turnover of the tendering Company/ Firm/ Agency/ Caterer for the last 03 Financial Years.

Sl.No	Financial Year	Amount (In Lakhs of Rupees)	Remarks, if any
01			
02			
03			

9. Details of last 03 years experience to Govt. Department/ Ministry/ PSU etc.

Sl.No	Name of the office	Duration of Contract with amount of contract	Remarks, if any
01			
02			
03			

I/ We have read and understood the contents of the Tender and hereby agreed to abide by the terms and conditions contained in this Tender.

Date: _____
authorized

Signature of the
person(s) with seal

Place: _____

ANNEXURE 'A'

Details of Installation of Photocopier Machine

	Model	Quantity	Location
1.	Ricoh 2000L2	01	5 th floor
2.	Ricoh 1813L	01	5 th floor
3.	Ricoh 2014AD	02	2 nd , 3 rd floor.
4.	Xerox versalink B7030 (25 PPM Mono)+320 HDD & Xerox versalink B7100 (25 PPM Mono)+320 HDD	02	3 rd floor
5.	Xerox versalink B7100 (25 PPM Mono)+320 HDD	01	2 nd floor.
6	Xerox Multifunction machines MFM Xerox versalink B7100	01	AG sect 2 nd floor.

Total	08
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