

**Office of the Principal Accountant General (A&E), Andhra Pradesh, Vijayawada-520 002**

Tender No. PAG (A&E) AP/OE-1/AMC/2024-25/1  
23.01.2025

Dated:

**NOTICE INVITING TENDER**

Subject: Total Guarantee Annual Maintenance Contract (TGAMC) of photocopier machines.

Sealed quotations are invited for the Total Guarantee Annual Maintenance Contract (TGAMC) of photocopier machines in the Office of the Principal Accountant General (A&E) Andhra Pradesh, Vijayawada. The vendors who offer services at Vijayawada need to apply.

The tender documents may also be downloaded from this office website <https://cag.gov.in/ae/andhra-pradesh/en/tenders>. The firms are requested to visit the Office and inspect the Photocopier Machines before submission of tenders.

**DATE OF ISSUE OF TENDER DOCUMENT:** 28/01/2025

**LAST DATE FOR RECEIPT OF TENDER DOCUMENT:** 06/02/2025 till 2 PM

**TIME AND DATE OF OPENING OF THE TENDERS** 06/02/2025 at 4 PM

**PLACE OF OPENING OF THE TENDERS:** 7<sup>th</sup> floor, Stalin Central Mall, O/o the Principal Accountant General (A&E), Andhra Pradesh, Vijayawada

**GENERAL TERMS AND CONDITIONS**

- The general scope of work** The contract would be Total Guarantee AMC i.e., including replacement of parts of Original Equipment Manufacturer (OEM) and preventive maintenance / monthly regular services of the Photocopier Machines. AMC shall include all consumables like toner and drum. The replacement of all defective parts with unused, good quality and OEM branded parts will be done by the service provider without any extra charge. Used/Repaired/refurbished parts of any other brand from any other source are not acceptable. If any part is removed for upgradation and item is provided by this Office for replacement such item will be treated as asset of this Office and should be returned to OE section. If defective parts are replaced by the AMC provider, the defective parts will be returned to the providers only after a certificate is issued by OE section.
- This AMC Charges should also cover manpower costs, for example, engineers' travel cost and the other incidental labour charges, in rectifying defects developed in an equipment. This shall also include the transport charges, if any, required for shifting the Photocopier machines to and from the workshop. It also provides for the cost of replacing any other part that may require replacement due to any other part(s) being defective and no replacement of such part is available.

3. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e., Technical Bid (Annexure-1) and Financial Bid (Annexure-2)
4. The VENDOR shall undertake preventive maintenance of the goods under this annual maintenance contract at regular intervals and keep a record of the same. The periodicity of such Preventive Maintenance shall be quarterly.
5. The maintenance services shall not cover any damage caused to the equipment because of accidents or gross mishandling by the users. Rectification/Repair of such equipment shall be at rates and subject to the Change Order process, which is to be agreed upon by the parties. Further, the office shall retain the right to upgrade/change any of the components of any equipment covered under this contract at its 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.
6. 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.
7. 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.
8. 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, regarding accessibility of site, nature and extent of ground, working condition of site and locality required for the satisfactory execution of the work contract. This office shall entertain no extra claim from the bidder whatsoever on such account in any circumstances.
9. AMC Payments will only be made based on actual pages photocopied in a month for each machine. No statutory payments will be made (For example: If a machine sits idle for an entire month, the billing cycle for the month will be zero).  
[No concept of a Minimum AMC charges for a photocopy machine irrespective of the number of pages photocopied will be entertained. The bidder should quote rates considering this clause].
10. The Contractor must comply with the rates/quotations, specifications and all terms and conditions of the contract. No deviation in the terms and conditions of the contract shall be entertained in any circumstances.
11. 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.
12. All the complaints should be attended to within 24 hours, failing which a penalty for not attending to the complaint will be made. This office will determine the penalty charges if such circumstances arise.
13. Quotations, that do not fulfil all or any of the conditions or are incomplete in

- any respect, are liable to be summarily rejected.
14. Quotation submitted shall remain valid for 90 days from the date of opening for acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.
  15. The contract may be extended for a further period at the same contract rate, subject to requirement.
  16. The payment to the firm shall be made quarterly at the end of each quarter subject to satisfactory performance.
  17. If performance is not found satisfactory, payment for that quarter will be forfeited and if unsatisfactory performance is continued then the contract is liable to be terminated.
  18. one-month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause.
  19. 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.
  20. 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.
  21. Time period of the contract: Maximum Three years i.e. from date of agreement to 31.03.2027.
  22. The interested firms may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of photocopier machines" addressed to the Dy. Accountant General (Admn) O/o The Principal Accountant General (A&E), Andhra Pradesh, Vijayawada -520 002, by 02.00 PM on 06.02.2025. The technical bids will be opened on 06.02.2025 04.00 PM by the committee authorized by the competent authority and financial bids of vendors qualified in technical bids will be opened on 07.02.2024 at 04.00 PM.
  23. Technical and Financial bid should be in clear words, categorically mentioning each item specifying the rates etc. Any kind of ambiguous/obscure/ unclear terms would lead to disqualification of the bid. Incomplete, ambiguous and conditional tenders will be rejected.
  24. Late submission of tenders will not be accepted. Tenders by "Telegram/Fax/E mail" will not be accepted. Tenders may be submitted by Registered Post/by hand/ in person or by courier. However, any delay on the account of delay by courier/post, shall not be accepted as reason for exception.
  25. An Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten thousand only) through Demand Draft on any scheduled bank in Vijayawada drawn in favour of Sr. Accounts Officer (Bills) O/o The Principal Accountant General (A&E), Andhra Pradesh, Vijayawada, payable at Vijayawada must accompany the quotation. Quotations received without EMD will not be considered. Earnest money received from other unsuccessful bidders will be returned without interest.

**Annexure - I**  
**Technical Bid**

S.no	Category	Particulars	Page Nos
1	Name of firm		
2	Address of Firm		
3	Registration No.		
4	GST Certificate		
5	PAN Card		
6	Name of the authorized signatory		
7	Specimen Signature of the Authorized signatory		
8	Telephone Number of the authorized signatory and other Telephone Number of the firm		
9	Whether the firm had enclosed EMD. If "Yes: then DD/Pay Order No., date, amount and Bank		
10	Details of the Government Ministries /Department /Organization/PSUs etc. in which the firm IS engaged m AMC of photocopier machines. Copies of work orders		
11	Call Escalation Matrix		
12	Declaration on Rs.10/- legal stamp paper regarding blacklisting		

**Annexure – II**  
**Financial Bid**

<b>Particulars of paper size and print</b>	<b>Amount in Rs per paper excluding GST</b>
A4 size monochrome print	
A4 size colour print	
A3 size monochrome print	
A3 size colour print	

## TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To  
The Sr. Accounts Officer/OE,  
O/o the Prl. Accountant General (A&E),  
Andhra Pradesh, Vijayawada.

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No: Name of Tender / Work:

Sir,

1 ) I/ We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: -----

----- As per your advertisement, given in the above-mentioned website(s).

2) I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. to (including all documents like annexure(s), schedule(s), etc., which form part of the contract agreement, and I/we shall abide hereby by the terms/conditions/clauses contained therein.

3) The corrigendum(s) issued from time to time by your department/ Organisation too has also been taken into consideration, while submitting this acceptance letter.

4) I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s)/corrigendum(s) in its totality/entirety.

5) I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

6) I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found 'Violated, then your department/Organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of Bidder with Name)

**Asset Details and its Distribution across the O/o PAG(A&E), AP, Vijayawada**

Sl. No	Machine Model	Serial No.	Date of Purchase	Location
1	Canon IR2004N	WDT09287	23.01.2018	CM-1
2	Canon IR2004N	WDT09291	23.01.2018	PAO Section
3	Canon IR2006N	2FG23349	13.12.2021	Pension EDP
4	Canon IR2006N	2FG23348	13.12.2021	FM
5	Canon IR2625	2VN10259	16.06.2022	Book II
6	Canon IR2625	2VN10256	16.06.2022	Accounts peshi
7	Canon IR2625	2VN10038	16.06.2022	OE-1
8	Canon IR2625	2VN10232	16.06.2022	Admn I
9	Canon IR3226	32V07134	18.05.2023	Funds EDP
10	Canon 2725 IND	3WX03639	18.05.2023	PAG Peshi