



महानिदेशक, लेखापरीक्षा का कार्यालय (केन्द्रीय), कोलकाता
OFFICE OF THE DIRECTOR GENERAL OF AUDIT (CENTRAL), KOLKATA
जि. आर्द्र. पी. बिल्डिंग, 8, किरण शंकर राय रोड, कोलकाता - 700001
G. I. P. BUILDING, 8, KIRAN SANKAR ROY ROAD, KOLKATA - 700001



**Comprehensive Annual Maintenance Contract (AMC) of
23 numbers of Photocopier Machines**

PREVIEW OF TENDER	
Tender Reference No.	Record-I/ AMC/Photocopiers Machines/2025-26 dated (Date of approval)
Date of Issue of tender documents:	04th November 2025
Last date for receipt of Tender documents	17th November 2025 till 2 PM
Time & Date of opening of the Tenders	17th November 2025 at 3 PM
Place of opening of tenders	O/o the Director General of Audit(central), Kolkata, 8, Kiran Sankar Roy Road, Govt. of India Press Building, Kolkata-700 001

1. The Office of the Director General of Audit (Central), Kolkata which may also be referred to as **DGAC** or **DGAC-Kolkata** in this tender document, invites Comprehensive Annual Maintenance Contract (**AMC**) quotations for 23 nos of photocopier machines installed in this office from reputed vendors/bidders/organisations having experience of providing similar services in Government Offices.
2. Details of the machines, location and time period of the contract are stated in **Annexure-A-List of photocopier machines**.

General Terms and Conditions

1. The tenure of this comprehensive AMC shall be twelve months from the date of commencement of the contract which may be extended/renewed for a further period of twelve months, on mutual consent and subject to satisfactory performance by the vendor/bidder.
2. The price shall be quoted on Per Page (photocopied) basis. The price quoted should mention inclusive of GST.
3. The price quoted by the vendors for this Comprehensive AMC shall include:
 - i. Cost preventive maintenance or servicing (including cleaning and dust

removal) of Photocopier Machines at regular interval (Quarterly) to keep the machine under active running conditions.

- ii. Cost of repair or replacement of any defective spare parts like Drum, Developer , Cleaning blades, etc must be done by the service provider.
 - iii. Cost replacement of any other parts of the machine which may arise due to repair or replacement of the defective spare part(s).
 - iv. Cost of labour/manpower deployed for maintenance/servicing of the machines, including their travelling expenses and other incidentals.
 - v. Cost of to and fro transportation of machines taken to workshop by the vendor for major repair or renovation which cannot conducted within the premises of this office.
 - vi. Cost of all consumables such as Cartridges, Toners etc
 - vii. The vendor/bidder shall undertake preventive maintenance of the goods/machines under this Comprehensive Annual Maintenance Contract at regular intervals of time and keep a record of the same. The periodicity of such Preventive Maintenance shall be quarterly. It shall be the responsibility of the vendor/service provider to furnish along with its Bills a Compliance Certificate from all the users as per inventory regarding the Preventive Maintenance, duly authenticated by the user of the Department/sections.
 - viii. Cost of any other service or incidentals as may be required to keep the machines under working condition.
-
4. 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.
 5. Only spare parts of equal/higher specification/capacity should be used for replacing the defective parts whether permanently or as a stop gap measure while the defective component is being repaired.
 6. 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 machine operational.
 7. The new parts when to be fitted is to be verified before fitting to equipment. The removed part is to be handed over to user department. Service provider to give guarantee for the replaced part as per OEM warranty or at least 6

months if not covered in OEM warranty.

8. The maintenance services shall not cover any damage caused to the equipment as a result of accidents or gross mishandling by the user. 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/bidder and need only intimate the vendor/bidder about such alteration/upgradation.
9. Additions/Withdrawal of Machines/Goods: This office reserves the right to include/exclude any of the goods/machines in the existing contract during the currency of the contract. However, the rates for inclusion/exclusion of 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/service provider.
10. 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 themselves 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.
11. All the machines must be serviced onsite at the office premises. The vendor/bidder will provide adequate standby machines / systems if the problem is not solved within 24 hours. Only in exceptional circumstances vendor/bidder is allowed to carry out the machines for repairing with prior written permission of Record-I section. If the vendor requires carrying out the machine from office premises, a loan machine is to be provided as standby.
12. All the complaint should attend within 24 hours, failing which penalty for not attending the complaint will be made @ Rs 250 per day per machine of delay/as will be deducted. Any default in the system should be attended within 24 hours and restored within 48 hours.
13. FORCE MAJEURE: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other

party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

14. AMC Payments will only be made on the basis of actual pages photocopied in a month for each machine. No statutory Minimum AMC charges for a photocopy machine irrespective of number of pages photocopied will be made (For example: If a machine sits idle or no photocopies are made for entire month, the billing cycle for the month will be zero).
15. **Payment:-**The payment to the vendor/bidder shall be made on quarterly basis, at the end of each quarter subject to satisfactory performance. If performance is not found satisfactory, payment for that quarter will be forfeited and the contract is liable to be terminated.
16. 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.
17. The selected vendor/bidder will not be allowed to sublet the tender/work or engage any other third party to do the AMC work.
18. 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.
19. 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.
20. 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.
21. The AMC rates mentioned in this quotation will be valid for a period as mentioned in Annexure-A. The bidder shall quote the AMC rates both in figures and words. The rates per machine quoted shall be with GST. If a bidder/service provider quote single amount without mentioning with or without GST then it shall be presumed that the vendor/bidder has quoted the price along with GST.
22. No other person, except service provider'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. In case authorized representative employed by service provider resort to any theft the cost of the article shall be recoverable from the service provider in addition to any other criminal action against the service provider/authorized personnel.

23. This office shall have no liability, financial or otherwise, for any harm/injury etc occurred to the manpower deployed by the contractor/vendor/bidder in the course of performing the work. Neither the vendor/bidder nor his technicians shall have any claim on the office for compensation or financial assistance of this account.
24. The vendor/bidder must service the machines during office hours i.e 10 AM to 6.30 PM from Monday to Friday. However, if need arises vendor may be called on Saturday/Sunday/Holidays on no extra charges. The details of technician/engineer/service personnel who shall be used for carrying out work should be informed in advance to maximum extent possible. The vendor/bidder shall bring their own tools and machinery for repairing the machines.
25. Quotation, which do not fulfil all or any of the conditions or are incomplete in any respect, are liable to summarily rejected. O/o the DGAC, Kol reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
26. 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.
27. 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.
28. 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.

Minimum Eligibility Criteria

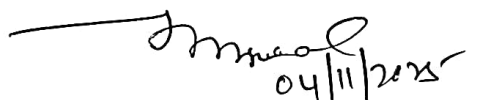
1. All intending firms/bidder shall have to visit this office to get themselves acquainted with the condition of existing photocopier machines before submission of their quotations. After bidding, no further request about the condition of existing purifiers from any intending firm/bidder will be entertained.
2. The Bidder must have a registered office in Kolkata or Howrah District or North 24 District or South 24 District only. **This office address must be**

mentioned either in Trade License or GST Certificate or MSME Certificate otherwise it will be treated as the company don't have any registered office in the aforesaid 04 district.

3. The Bidder must have any of these work orders one AMC year at Central/State Govt. offices or Semi-Govt. offices for rendering comprehensive AMC service of photocopier machines with in last 3years
 - a. At least one single work order of more than ₹25,000/-
 - b. At least two work orders of more than ₹15,000/-
 - c. At least three work orders of more than ₹10,000/-
4. The bidder must have at least **03 years of experience** in Central/State Govt. offices or Semi-Govt. Offices rendering comprehensive AMC service of Photocopier machines. Credentials supporting this criterion are to be submitted.

(Any bidder not submitting credentials against these criteria will be disqualified).

5. Scanned copies of **GST, PAN, Trade Licence** and other important credentials may be furnished for technical evaluation. Non furnishing of the credentials shall result in **cancellation of bidder**.
6. Bidder/Service provider shall include details of company in prescribed proforma **Annexure-I** for technical bid qualification.


04/11/2025
Senior Audit Officer (Record)
O/o the DGA, Central, Kolkata

Annexure-I

To
Deputy Director(Admn.)
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 bid reference
no. _____ dated _____,

I am to submit my credentials along with the required information mentioned below
for Comprehensive Annual Maintenance Contract of Photocopier machines
installed in your Office and I hereby declare that:-

Sl. No.	Particulars	Details to be provided by bidder/vendor	Credentials provided (Yes/No)
1	Firms name along with postal address (Details of trade licence)		
2	Registration no. of the firms		
3	Details of PAN		
4	Details of GST		
5	Work order/Certified copies of AMC from Govt/Semi-Govt/PSU for 3 years		
6	Work order details as provided in the tender:		

(i) I/We have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

(ii) I/We offer to work at the rates as indicated in the financial Bid, inclusive of all applicable taxes.

(iii) It is certified that I/We have never been blacklisted by any Govt./PSU Department.

(iv) I/We 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/we fail to abide by the terms and conditions or to carry on the contract satisfactorily, I/We will be liable to the termination of contract as mentioned in the terms and conditions. Further, I/We shall be blacklisted and will not have any dealing with the department in future.

Signature

Name/Stamp of bidder

Annexure-A

DETAILS OF PHOTOCOPIER MACHINE				
Sl. No.	Asset No.	Model Name	Installation Location	AMC Period
1	PDAC/SC/PCM/16-17/311(1)	KM BIZHUB 226	Admin	01.01.2026 to 31.12.2026
2	DGA/SC/PCM/23-24/4	KM-BIZHUB 205i	Admin	
3	PDAC/SC/PCM/17-18/9	KM BIZHUB 206	Aykar Bhavan (Chowronghee)	
4	PDAC/SC/PCM/17-18/10	KM BIZHUB 206	Aykar Bhavan (Chowronghee)	
5	PDAC/SC/PCM/16-17/311(4)	KM BIZHUB 226	Aykar Bhavan (Purba)	
6	DGA/SC/PCM/21-22/312/21	KM-BIZHUB 205i	CRAD HQ	
7	PDAC/SC/PCM/16-17/311(5)	KM-BIZHUB 226	Customs House	
8	DGA/SC/PCM/21-22/312/20	KM-BIZHUB 205i	DGAC Sectt	
9	DGA/SC/PCM/23-24/1	KM-BIZHUB 205i	Entt. section	
10	PDAC/SC/PCM/16-17/311(3)	KM BIZHUB 226	GST wing	
11	PDAC/SC/PCM/17-18/6	KM BIZHUB 206	GST wing	
12	PDAC/SC/PCM/16-17/311(2)	KM BIZHUB 226	ITRA	
13	DGA/SC/PCM/23-24/5	KM-BIZHUB 205i	ITRA	
14	PDAC/SC/PCM/17-18/7	KM BIZHUB 206	OAD	
15	PDAC/SC/PCM/17-18/8	KM BIZHUB 206	OAD	
16	DGA/SC/PCM/20-21/312/1	Canon IR-2206N	OAD	
17	DGA/SC/PCM/20-21/312/2	Canon IR-2206N	Pen. & Trg. Cell	
18	DGA/SC/PCM/23-24/3	KM-BIZHUB 205i	Record-I	
19	DGA/SC/PCM/23-24/2	KM-BIZHUB 205i	Record-II	

20	DGAC/PCM/25-26/1	Canon IR-2224N	Record-I	01.07.2026 to 31.12.2026
21	DGAC/PCM/25-26/2	Canon IR-2224N	ITA	
22	DGAC/PCM/25-26/3	Canon IR-2224N	Administration	
23	DGA/SC/PCM/23-24/312/3	Canon IR-2224	Confidential	01.04.2026 to 31.12.2026