

**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT-II), M.P
53, ARERA HILLS HOSHANGABAD ROAD, BHOPAL**

Tender. No. AGMP/Xerox/AMC/2023/D- 56

DATE: 05/07/23

**LIMITED TENDER NOTICE FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF PHOTOCOPY MACHINES**

Sealed Tenders are invited from experienced and authorized dealers for Comprehensive Annual Maintenance contract for photocopy Machines installed in the Office of The Accountant General (Audit-II), Bhopal. The general terms and conditions governing the maintenance contract, Financial Bid format and Technical Bid format are mentioned in Annexure-I, II and III respectively.

2. Tender value is 75000/- approx. Interested parties are requested to furnish the comprehensive AMC rates per photocopy machine with per copy rates for a period of one year. The bid should be submitted as per two bid system i.e., Technical Bid and Financial Bid separately in two different sealed envelopes. These envelopes should be super-scribed "TECHNICAL BID" and "FINANCIAL BID". Both the sealed envelopes should be put inside another bigger sealed envelope which should be super-scribed "TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PHOTOCOPY MACHINES" and should be addressed to the "SENIOR DEPUTY ACCOUNTANT GENERAL (ADMIN), OFFICE OF THE ACCOUNTANT GENERAL(AUDIT-II) , BHOPAL, 53 ARERA HILLS , HOSHANGABAD ROAD BHOPAL-462011".

3. Last date for submission of sealed tender is **17.07.2023** upto 17.00 hours. Tenders received after the last date will not be entertained. Sealed Tenders will be opened on **18.07.2023** at 11.00 hours.

4. This office reserves the right to accept or reject any/all said quotations without assigning any reason thereof.

Contact person: Satya Prakash, Sr.AO
Mob- 98935562655


Senior Audit Officer /Admin-3

Annexure-I Terms and conditions

A. General Terms & Conditions

Tender in sealed cover are invited for Comprehensive Annual Maintenance Contract for the following 7 Photocopy Machine installed in the office of AG(Audit-II), Bhopal.

Sr.No.	Model No.	Machine Sr. No.
1	IR2002N	QXS19712
2	IR2520W	WMN01160
3	IR2520W	WMN01878
4	IR2018	MWG01896
5	IR2006N	2FG13037
6	IR2006N	2FG132286
7	IR2006N	2FG13850

2. The rates may be quoted on “per copy” basis. The firm will provide all spare parts/toner etc. including plastic parts for the machine during the contract period and no extra payment will be made for change/replacement of parts and toner etc. It shall be the responsibility of the firm to maintain all the photocopy machine in good working order and take prompt action to rectify the machine. The vendor will be required to make liaison with the O.E.M. (original equipment manufacturer) for maintenance of these photocopier machines. **Bidder having certificate in respect of authorized service provider of Cannon India Pvt. Ltd. will be preferred.**

3. The tenderer is required to submit a certification from the O.E.M that they are the ‘Authorized Service provider’ for the machine and the spare parts as well consumable will be made available through the tenderer and the O.E.M will provide all back up support. He should also have a regular workplace, technically qualified engineers and the needed resources and infrastructure to provide the requisite materials and services and he should have functional telephone/mobile phone facility for easy accessibility. Tenders without requisite documents would be summarily rejected.

4. Tender must be duly filled in and signed by the authorized person in ink pen or ball pen. Tenders written in pencil or erased/over-written will not be considered.

5. The bidders shall not be at liberty to offer his/her terms and conditions with regard to the tendered work that means the bidder cannot deviate from the terms and conditions given herein. Otherwise, the tenders are liable to be summarily rejected.

6. The vendors should not have been blacklisted by any organization/Govt. Department.

7. No extra payment will be made for change/replacement of any part.

8. The firm shall take prior permission from the undersigned to take 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 of office premises. In such cases the transport and labour charges will be borne by the contractor. Alternate arrangement may be provided at the same time.

9. The rate quoted by the firm will not be enhanced during the period of contract in any case.
10. Comprehensive Annual Maintenance Contract for photocopy machine can be considered for renewal for further period subject to satisfactory performance of the firm as well as on the same price and terms and conditions.
11. Payment shall be made on monthly basis against submission of bill along with the satisfactory reports received from the users and as per income tax act and the rules made there under.
12. The photocopier machines can be checked on any working day at this office, before submitting the tender by the interested parties.
13. Response time of a call should not be more than 3 hours from the time of reporting of major fault by the user. In addition to it, the AMC service provider shall promptly attend to all complaints/problems reported and should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of next working day from the time of booking of the complaint.
14. The bidder shall carry out preventive maintenance service every month of the machines.
15. The performance security amounting to 5% of the contract value in the form of FD drawn in favor of the "PAO(O/o A&E-I), Gwalior, payable at Gwalior" is to be furnished by the successful bidder awarded the contract within Seven days from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
15. The Bid security/EMD declaration is to be submitted in the Prescribed Formats (Annexure IV) enclosed to this Tender Notice. Tenders submitted otherwise would not be considered.

B. Instructions for Tender Submission

1. The Bid is to be submitted in the Prescribed Formats (Annexure II & III) enclosed with this Tender Notice. Tenders submitted otherwise would not be considered.
2. Each interested bidder is allowed to submit only a single tender. Tenders must be submitted in sealed envelope on or before the last day of submission. The last date and time for receipt of duly filled in Tender is **17.07.2023** upto 17.00 hours. The Bids should be addressed to The Senior Deputy Accountant General (Admin), Office of the Accountant General (Audit-II), Bhopal. Tender Application received after the expiry of the due date and time shall not be considered.
3. The Tenders will be opened on **18.07.2023** at 11.00 hours by the Tender Opening Committee in the presence of participating Tenderers or their authorized representatives who may wish to attend.
4. The prospective bidder is required to indicate its GST/Registration Number, whichever applicable. The same must be mentioned in its quotation and also in bill as and when it is submitted.

C. Additional Conditions/Requirements

1. The Tender will be accepted by the Competent Authority in the office as per the rules/instructions issued by the Government of India from time to time in the matter.
2. In addition to its right to determine the contract upon fault of the Successful Bidder, the Department reserves the right to cancel the contract any time in whole or in part without assigning any reasons and the Department also reserves the right either to pay or not to pay the Successful Bidder for either part of the contract work or whole of the contract work executed, if they are not according to the Department's specifications and complete satisfaction.
3. All questions, disputes or differences arising in connection with the contract shall be subject to the exclusive jurisdiction of the Courts at Bhopal.


Senior Audit Officer/Admin-3

Annexure II
PERFORMA FOR FINANCIAL BID

Sr.No.	PARTICULARS	QUANTITY.	UNIT RATE IN Rs. /paise (per page) inclusive of GST
1	CANON IR2002N	1	
2	CANON IR2520W	1	
3	CANON IR2520W	1	
4	CANON IR2018	1	
5	CANON IR2006N	1	
6	CANON IR2006N	1	
7	CANON IR2006N	1	

Given format to be used by the bidder must be duly signed and stamped on every page.

Date:

Place:

(Signature & Seal of Bidding
Agency)

Annexure-III
Performa for Technical Bid

1.Name of the Firm:

2.Name of the Proprietor:

3.PAN No.:

(Enclose self-certified copy of PAN Card)

4.GST No.:

(Enclose self-certified copy of Registration Certificate. In case the bidder is exempted from GST, the documentary proof of exemption from GST from Govt., authority must be attached.)

5. Certification from the O.E.M that they are the 'Authorized Service Provider'

6.Details of past experience in "Comprehensive Annual Maintenance Contract" of Photocopier machines in central Govt./State govt./govt. undertakings/Autonomous bodies etc:

Sr.No	Name and address of organization where worked	Nature of work	Duration of work experience	Remarks
Total Duration				

Details of documents enclosed:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Certified that the information provided above are true and correct to the best of my knowledge.

Signature and seal of the Proprietor/Bidder

ANNEXURE-IV
BID SECURITY DECLARATION FORM

Tender AGMP/Xerox/AMC/2023/D-	No.:	Tender. Date:	No.
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To (insert complete name and address of this office)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a. Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid securing Declaration shall cease to be valid if I am/we are not successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder: or(ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of (insert legal capacity of person signing the Bid Security Declaration)

Name: (insert complete name of person signing the Bid Security Declaration)

Duly authorized to sign the bid for/on behalf of (insert complete name of bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

Notic