

**Government of India**

**Office of the Principal Accountant General (Audit-I), West Bengal  
2, Govt. Place(West), Treasury Buildings(1<sup>st</sup> floor), Kolkata – 700001  
(Indian Audit and Account Department)**

**Dated : 07.10.2020**

**NOTICE INVITING QUOTATION**

1. Sealed quotations are invited from reputed, experienced and financially sound firms/agencies for **Comprehensive Customer Care Contract (4C)** of different type of Multi Functioning Photocopier Machines installed in this Office. The terms & conditions and specification of Photocopier Machines are enclosed in Annexure A & B.
2. The bid filled in the specified format (Annexure C) along with required documents packed in a envelope super scribed "**Quotation for Comprehensive Customer Care Contract (4C) of different type of Multi Functioning Photocopier Machines**" should be sent to Senior Audit Officer, Record Section (Audit-I), 1st Floor, Treasury Buildings, 2, Government Place (West), Kolkata- 700 001 by **12.00 PM on 16.10.2020**. Bids received after the stipulated date and time shall not be entertained.
3. The bid shall be opened at 12:30 PM on 16<sup>th</sup> October, '2020 by Purchase Committee of this office. Authorized representatives (as per Annexure D) of the firms may attend at the time of opening of the bids. If, due to any exigency, the due date for opening of bids declared "Holidays", the bids shall be opened on the next working day at the same time or any other date and time as decided by the office.

  
**Sr. Audit Officer (Record & Estate)**

Copy to (through e-mail only) for information & wide circulation:-

1. Sr. A.O. (Rec.), O/o the Pr. A.G. (A&E), W.B., Kolkata - 700001
2. Sr. A.O. (Rec.), O/o the DGA(Central), 8, K.S. Roy Road, Kolkata - 700001
3. Sr. A.O. (Rec.), O/o the A.G.(Audit-II),W.B., 3<sup>rd</sup> MSO Building, CGO Complex (5<sup>th</sup> floor), DF Block, Salt Lake, Kolkata - 700064
4. Sr. A.O. (Rec.), O/o the Director General of Audit (Mines), 1, Council House Street, Kolkata-700001.
5. Sr. A.O. (Rec.), O/o of the Pr. Dir. of Audit, Eastern Railway, New K G building, Old Strand Road, Kolkata-700001.
6. Notice board.
7. Forwarded to EDP section for uploading in the departmental website.

## Annexure-A

### Intending bidders should fulfill the following terms and conditions:

1. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the Authorized signatory may be attached. No overwriting or cutting is permitted in the quotation. In such cases, the bid shall be summarily rejected. Incomplete quotations will be discarded.
2. The conditional bids shall not be considered and likely to be rejected in very first instance.
3. The Office is not bound to accept the lowest rate and reserves the right to accept or reject any tender in full or in part without assigning any reason thereof and giving any compensation. The decision of the office in this regard shall be final and binding on the firm.
4. The Competent Authority reserves the right to negotiate amongst all L-1 bidders, in case of multiple L-1 bidder.
5. The Competent Authority reserves the right to cancel the NIQ or Contract at any time without assigning any reason thereof.
6. The Firm must furnish valid registration for GST. In absence of this, the quotation will not be considered valid.
7. The quoted rate will be inclusive of all taxes & charges. TDS (Tax Deducted at Source) and other deductions (if any) as per Government Order will be deducted from the bills.
8. In case any firm is already done same kind of work with any other Ministry/Department of State/Central Government or other reputed Organization (details thereof may also be furnished along with the quotations) will be preferred.
9. The contract will be for a period of one year w.e.f. 01.11.2020 to 31.10.2021 or from the date of acceptance of award of contract. However, the competent authority retains the right to curtail or extend the contract period.
10. The Agency may inspect the said premises on any working day between 11 am to 2 pm prior to bidding and shall be deemed (whether or not such inspection have in fact taken place) to have acquainted with site condition. Any enquiry after submission of the quotations will not be entertained.
11. The total amount quoted should be inclusive of all consumables and replacement of defective parts with original ones. All the items including Network Card are to be covered under the 4C. But the plastic body part will be excluded.
12. The firm shall use only genuine spares in maintenance/servicing.
13. The Agency shall be contactable at all times and message by phone/mail/Fax/Special Messenger from this office to him/her. The Agency shall strictly observe the instructions issued by the office implementing the Contract from time to time.
14. The selected firm should be able to take complaints on telephone and attend to all complaints, independently. He should also be well behaved and well mannered. The complaints lodged with the firm will be required to be attended and rectified by him on the same day. Any complaint that cannot be rectified by him on the same day will be required to be rectified by next working day positively.

15. The selected firm should be capable of attending all the complaints. If the firm fails to attend to a complaint within stipulated time, a penalty of ₹50.00 per day or charged that may be required to be paid to an outside agency, to have the complaint attended to, whichever is higher will be deducted from the firm's quarterly bill towards contract charges. In case of any item that is got repaired from outside agency will be at the risk and responsibility of the selected firm.
16. No. Photocopier Machine or parts thereof will be taken out by the firm to the workshop without prior approval of the Competent Authority.
17. The competent authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will result in termination of the contract. It further reserves the right to suo-moto terminate the contract by giving one month notice at any point of time without assigning any reasons.
18. It shall be responsibility to the contractor to hand over all the Photocopier Machine to the Office in working condition at the completion of the contract. Any damage/repair required in the Photocopier Machine on the expiry of the contract shall be borne by the firm and such an amount would be deducted from the bills of the firm.
20. The firm would provide necessary tools and instruments to their service engineer for the purpose of servicing the equipment covered by the contract.
21. The Contractor/Vendor shall be responsible for any injury to their workmen during performing the servicing/ refilling/maintenance work etc. During the period of contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property
22. No minor shall be engaged at work.
23. No advance payment is permissible under the provisions of GFR of Government of India. Payment will be made on quarterly basis (at the end of every quarter) after satisfying that the services provided have been of the desired level and that the preventive maintenance checks were fully performed. The firm should submit bills in triplicate carrying GST Number. Normally payment procedure is expected to take two to three weeks time on an average. If the payment is delayed due to any reason whatsoever, the contractor shall not charge any interest on the amount due for payment and shall not stop the job as per contract and therefore this will not become the ground for refusal of work.
24. Successful bidder shall have to furnish Mandate Form regarding banking detail, duly endorsed by the respective Bank.
25. The successful bidder will have to submit Security Deposit (SD) equal to ₹5,000.00 (refundable without interest after two months of termination of contract) in the form of Demand Draft from any scheduled nationalized bank branch in Kolkata in an acceptable form for a minimum period of one year plus 60 days thereafter in favour of **'Pay & Accounts Officer, Office of the Principal Accountant General (A&E), West Bengal, Kolkata**, payable at Kolkata at the time of awarding of such AMC.

26. Violation of any of the condition of the NIQ should be treated as breach of contract and the security deposited money may be forfeited as per discretion of the competent authority. The agency is also liable to blacklisted.
27. Any firm who has been black listed by any Government Organization is not permitted to participate in the tendering process. Any agency engaging blacklisted agency is also liable to blacklisted.
28. All disputes and differences arising out of or in connection with this bids/contract shall be subject to the exclusive jurisdiction of courts at Kolkata.
29. Any additions / modifications of the NIQ will be uploaded in the office website <https://agwb.cag.gov.in/> Interested bidders may look the website for further updates, if any.

## Annexure –B

### Specifications of Photocopier Machines and their Place of installation:

Sl. No.	Description of machine	Place of installation	Number of Unit	Remarks
1.	Konica Minolta bizhub 206	PrAG Secretariat, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	All consumables and all spare parts including Network Card are to be covered under the 4C. But the plastic body part will be excluded.
2.	Konica Minolta bizhub 206	Sr.DAG(Admn.) Secretariat, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
3.	Konica Minolta bizhub 206	Record Section, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
4.	Konica Minolta bizhub 206	Admn.II Section, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
5.	Konica Minolta bizhub 206	Admn.CC Section, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
6.	Konica Minolta bizhub 206	Admn.I Section, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
7.	Konica Minolta bizhub 266	Sr.AO(GSS-I / HQrs.) chamber, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
8.	Konica Minolta bizhub 195	G&SS-I/HQ, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
9.	Konica Minolta bizhub 195	Report Section, Treasury Buildings (1 <sup>st</sup> floor)	1(one)	
10.	Konica Minolta bizhub 195	FAW, G.I. Press buildings (2 <sup>nd</sup> floor)	1(one)	
<b>Total</b>			<b>10</b>	

## Annexure-C

To

Sr. Deputy Accountant General (Admn.),  
O/o The Principal Accountant General (Audit-I), W.B,  
2, Government Place (W), Treasury Buildings, 1<sup>st</sup> Floor,  
Kolkata – 700 001

**Subject :** Quotation for Comprehensive Customer Care Contract (4C) of different type of Multi Functioning Photocopier Machines

Sir/Madam,

With reference to your tender notice No. Pr.AG(Audit-I)/Rec/Photocopier/2016/3-6/114 dated 07.10.2020, I am to submit my quotation for the subject mentioned above as follows :

Sl. No.	Description of machine	Place of installation	Number of Unit	Rate(₹) for 4C/ Copy	Rate of GST (%)
1.	KM bizhub 206	PrAG Secretariat	1(one)		
2.	KM bizhub 206	Sr.DAG(Admn.) Secretariat	1(one)		
3.	KM bizhub 206	Record Section	1(one)		
4.	KM bizhub 206	Admn.II Section	1(one)		
5.	KM bizhub 206	Admn.CC Section	1(one)		
6.	KM bizhub 206	Admn.I Section	1(one)		
7.	KM bizhub 266	Sr.AO(GSS-I/HQrs.) chamber	1(one)		
8.	KM bizhub 195	G&SS-I/HQ,	1(one)		
9.	KM bizhub 195	Report Section	1(one)		
10.	KM bizhub 195	FAW	1(one)		
<b>Total</b>			<b>10</b>		

I further affirm that I have read and fully understood the tender notice and agree to abide by all the terms and conditions laid therein. In case, I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.

Yours faithfully,

Date:

Signature with seal (of the authorized person)

Name:

Address :

Contact No.:

FAX/ E-mail :

**Annexure-D**

**LETTER OF AUTHORISATION FOR ATTENDING THE OFFICE**

To

**Sr. Deputy Accountant General (Admn.),  
O/o The Principal Accountant General (Audit-I), W.B,  
2, Government Place (W), Treasury Buildings, 1<sup>st</sup> Floor,  
Kolkata – 700 001**

**Subject:** Authorization for attending the office on **16<sup>th</sup> October'2020** in the bid for 4C of different types of Photocopier Machines

Sir,

Following person is authorized to attend the office for the tender mentioned above on behalf of \_\_\_\_\_ (Bidder).

Name of the Representative	Specimen Signature

Yours faithfully,

Date:

Signature with seal (of the authorized person)

*Note: Maximum one representative will be permitted to attend the office. Permission for entry to the office may be refused in case authorization as prescribed above is not received.*