

प्रधान महालेखाकार (ले व ह) केरल का कार्यालय,
तिरुवनन्तपुरम -695001



OFFICE OF THE PRINCIPAL ACCOUNTANT
GENERAL (A&E), KERALA,
THIRUVANANTHAPURAM - 695001

Comprehensive Annual Maintenance Contract (AMC)
of 08 numbers of Photocopier Machines

Email: general.ker.ae@cag.gov.in

Contact: 0471-2776200/206

Preview of Tender	
Tender Reference No.	OE/GL/AMC/Photocopier/25-26 dated 29.01.2026
Date of Issue of tender Document	29.01.2026
Last Date of Submission of Tender	09.02.2026
Time & Date of opening of the Tender	11:00 AM – 10.02.2026
Place of opening of tenders	DAG(Admin)'s cabin, O/o PAG(A&E) Kerala Thiruvananthapuram

1. The Office of the Principal Accountant General(A&E) Kerala invites Comprehensive Annual Maintenance Contract (AMC) quotations for 08 Nos. of photocopier machines installed in this office from reputed vendors/bidders/organisations having experience of providing similar services in in Government Offices.
2. Details of the machines and location 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 commencement of the contract which may be extended/renewed for a further period upto a maximum of 3 years, 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 be inclusive of GST.
3. The price quoted by the vendors for this Comprehensive AMC shall include:
 - i. Cost of preventive maintenance or servicing (including cleaning and dust removal) of Photocopier Machines at regular interval (Monthly) 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 of 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 be conducted within the premises of this office.
 - vi. Cost of all consumables such as Cartridges, Toners etc excluding paper.
 - 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 monthly. 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 to 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 General Section, Office of the PAG(A&E) Kerala Thiruvananthapuram. 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: This office reserves the right to include/exclude any of the machines in the existing contract during the currency of the contract. However, the rates for inclusion/exclusion of machines 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 10.00 AM to 5.00 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 Principal Accountant General (A&E) Thiruvananthapuram, Kerala 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 competent authority. 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 be attended 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 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 during the quarter 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 during the quarter, the billing cycle for the quarter 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 contract. 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. If the contract period is extended on mutual agreement, then the rates at which the contract is awarded for the first year will be applicable to the extended period also.
22. The bidder shall quote the AMC rates both in figures and words. The rates per page quoted shall be inclusive of 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.

23. 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.
24. 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.
25. The vendor/bidder must service the machines during office hours i.e 9 AM to 5.30 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.
26. Quotation, which do not fulfil all or any of the conditions or are incomplete in any respect, are liable to be summarily rejected. O/o the PAG(A&E) Kerala, Thiruvananthapuram reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.
27. 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.
28. Deputy Accountant General (Admin), O/o PAG(A&E) Keral, Trivandrum 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.
29. The bidders are required to submit their bid either directly to General section, O/o the PAG(A&E), Kerala, Trivandrum or send by speed post/registered post addressed to '**Deputy Accountant General (Admin), O/o the PAG(A&E), Kerala, Trivandrum, 695001**'. The sealed cover containing the quotations shall be superscribed as 'Quotation for AMC of Photocopier Machines'.

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 within Thiruvananthapuram city limits. They must submit an address proof issued by a competent Government Authority (eg: Trade licence, GST certificate, MSME certificate) otherwise it will be treated as the company not having any registered office in Thiruvananthapuram.
3. The bidder must have at least **03 years of experience** of rendering comprehensive AMC service Photocopier machines in Central/State Govt. offices or Semi-Govt. Offices.

Credentials supporting this criterion are to be submitted. Any bidder not submitting credentials against these criteria will be disqualified.

4. 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 disqualification of the bidder.
5. Bidder/Service provider shall include details of company in prescribed proforma Annexure-1 for technical bid qualification.
6. The bidder should be an authorized service provider of OEM (SHARP) and should submit a valid OEM authorization letter for service along with the bid.

Sd/-

**Sr. Accounts Officer/General
O/o the PAG(A&E), Trivandrum**

Annexure-I – TECHNICAL BID

(To be submitted in Letter head of the bidder)

To,

Deputy Accountant General (Admn)
Office of the Principal Accountant General (A & E), Kerala
M. G. Road, Thiruvananthapuram, Kerala – 695001

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.	Name of the firm		
2.	Postal Address (Registered Address at Trivandrum)		
3.	Name, Designation and contact No. of the authorized person submitting the bid.		
4.	Details of PAN		
5.	Details of GST		
6.	Work order/Certified copies of AMC from Govt/Semi-Govt/PSU for 3 years		
7.	Details of OEM Authorization for service		

- (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.
- (v) I/We have inspected the site and machines to fully understand the working conditions and accessibility. Our bid is submitted based on this thorough assessment to ensure the satisfactory execution of the AMC.

Signature
Name/Stamp of bidder

Annexure-II – FINANCIAL BID

(To be submitted in Letter head of the bidder)

To,

Deputy Accountant General (Admn)
Office of the Principal Accountant General (A & E), Kerala
M. G. Road, Thiruvananthapuram, Kerala – 695001

Sir,

With reference to your bid reference no.....

dated....., I am to submit the rates per photocopied pages for Comprehensive Annual Maintenance Contract of Photocopier machines installed in your office:-

Sl. No.	Particulars	Amount (inclusive of GST) in figures (Rs.)	Amount (inclusive of GST) in Words (Rs.)
1.	Price Quoted per photocopied page		

We undertake that above quoted price is inclusive of cost of:

- i. Monthly preventive maintenance or servicing (including cleaning and dust removal) of Photocopier Machines to keep the machine under active running conditions.
- ii. Repair or replacement of any defective spare parts like Drum, Developer, Cleaning blades, etc.
- iii. Replacement of any other parts of the machine which may arise due to repair or replacement of the defective spare part(s).
- iv. Labour/manpower deployed for maintenance/servicing of the machines, including their travelling expenses and other incidentals.
- v. To and fro transportation of machines taken to workshop by the vendor for major repair or renovation which cannot be conducted within the premises of this office.
- vi. All consumables such as Cartridges, Toners etc excluding paper.
- vii. Any other service or incidentals as may be required to keep the machines under working condition.

Signature

Name/Stamp of bidder

Annexure-A

DETAILS OF PHOTOCOPIER MACHINES					
Sl.No.	Stock No.	Section	Model No.	Serial No.	AMC Period
1	AG(A&E)/0020/000002	PAO	SHARP AR-6020	73015926	01.03.2026 to 28.02.2027
2	AG(A&E)/0020/000003	OE(Admn)	SHARP AR-6020	73005640	
3	AG(A&E)/0020/000005	FM	SHARP AR 6020	7300306Y	
4	AG(A&E)/0020/000009	Pension 10	SHARP AR-6020	73004857	
5	AG(A&E)/0020/000011	PM	SHARP AR-6020	73015687	
6	AG(A&E)/0020/000012	OE(Bills)	SHARP AR 6020	7300303Y	
7	AG(A&E)/0020/000014	TM	SHARP AR- 6020NV	13000836	
8	AG(A&E)/0020/000015	OE(E&C)	SHARP BP- 20M22T	23000661	