

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (GENERAL & SOCIAL SECTOR
AUDIT) UTTAR PRADESH, 15-A, MAHARSHI DAYANAND MARG, ALLAHABAD – 211001**

No.: PAG(G&SSA)/GD(M)/AMC/Biometric/2018-19/107

Dated: 27.04.2018

To,

Subject: Comprehensive AMC (Full Service Maintenance Agreement "FSMA") of Photocopy Machines.

Sir/Madam,

Limited Sealed Quotations are invited from authorised, interested, reputed and resourceful firms for Comprehensive AMC of photocopy machines for a period of one year as per the terms & conditions mentioned therein in the bid document. List of machines and period of CAMC proposed to be awarded under CAMC (FSMA) are enclosed as Annexure-C. You are requested to submit your quotation/bid under two bid system in the prescribed Annexure-B and Annexure-C. Last date of submission of quotation/bid is 14.05.2018 (12 O' Clock).

Encl.: 1. Terms and Conditions for CAMC
2. Annexure-A, B & C

Sd

Audit Officer/GD(M)

**Notice Inviting Tender
For
Comprehensive AMC of Photocopier
Machines (FSMA) for the Period of One
Year**

Last date of Acceptance of Offers / Tenders: **14th May, 2018 up to 12.00 O' Clock.**

Opening Technical Bid: **14th May, 2018, 03.00 PM.**

Opening of Price Bid: **14th May, 2018, 04.00 PM.**

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (GENERAL & SOCIAL SECTOR AUDIT) UTTAR PRADESH, 15-A, MAHARSHI DAYANAND MARG, ALLAHABAD – 211001

Office of the Principal Accountant General (G & SSA) UP, Allahabad Invites limited sealed covers from authorized firms for having technical as well as consumable support (FSMA) in respect of photocopier machines installed in various sections of this office (detailed below) for a period of one year starting from the date mentioned below against each photocopier machine or from the date of issuing work order, **which comes later**. The details of photocopier machines and place of installation is given below:

S. No.	Description of Machines	Place of Installation	Commencement of (CAMC) FSMA from
1	Samsung K2200 ZDXSB1CH-40002 JA	SS-II, IV th Floor	01.06.2018
2	Samsung K2200NDZDXSB1CH-400039 ND	GS, VI th Floor	01.06.2018
3	Modi Xerox WC 5225 3316046613	PC Section, II nd Floor	01.06.2018
4	Modi Xerox WC 5225 3316114368	SS-IV, VI th Floor	01.06.2018
5	Ricoh MP 2001 L E344MA50912	Welfare Section, II nd Floor	01.07.2018
6	Ricoh MP 2001 L E345M150309	Report Section, V th Floor	01.07.2018
7	Ricoh MP 2001 L E344MB50041	SS-I, VII th Floor	01.07.2018
8	Xerox Work Centre 5325 3338076176	Admn. Section, II nd Floor	01.09.2018
9	Xerox Work Centre 5325 3338077954	GD Section, V th Floor	01.09.2018
10	Xerox Work Centre 5024 469203	Pr. AG (Cell), V th Floor	01.09.2018
11	Xerox Work Centre 5024 469221	FAW, VI th Floor	01.09.2018
12	Xerox Work Centre 5024 469207	SS-III, VII th Floor	01.09.2018

The firm should have adequate experience as well as expertise of maintenance support as well as supply of consumables in respect of Photostats in the Central Govt./State Govt./Govt. Undertakings/ Autonomous Bodies etc. All intended firms are requested to furnish their respective quotations within 14.05.2018 till 12 O' clock. Selected firm/firms will have to render technical support (Comprehensive) of all the Photostats subject to adherence of the following terms and conditions –

1. **Credentials of the bidders:** All the intended firms have to abide by the following criteria:
 - 1.1 Earnest Money Deposit (EMD): Rs. 5000/- (Rs. Five Thousand Only) in the form of Demand Draft/BC/BG drawn in favour of PAO, O/o The AG (A&E)-I UP, Allahabad along with Technical Bid, failing which the tender will not be evaluated for Financial Bid.
 - 1.2 EMD will be returned after completion of tender process.
 - 1.3 The bidder should have the experience of rendering maintenance support against Photostats in Govt. Offices (Central Govt./State Govt./Govt. Undertakings/ Autonomous Bodies etc.) at least 03 years' experience is desirable here. Proof should be attached.
 - 1.4 The bidder should have valid GST Number, PAN etc. Supporting papers should be attached.

2. Technical Bid:

- 2.1 Intended firms may also furnish additional information (With supporting accredited certificates/documents from respective authorities or organizations) which they deem essential to establish their expertise and capabilities.
- 2.2 Intended firms should have to submit a list containing staff pattern including the technicians. The firm should have to make it clear regarding the number of allotted

technicians in the zone in which this office belongs and at the same time data relating to the number of Photostats (Office wise). They are responsible to render services should be furnished.

2.3 Intended bidders should have to submit certificates issued from various client offices stating therein the concerned firms' performance so that this office may get a notion regarding the standard of their rendered services against photocopies.

2.4 For having authentic spare parts including consumables as and when required. It is desirable that the concerned firms would be authorized dealer of concern brand i. e. the manufacturer of all the photocopiers details above.

2.5 If the firm happen to be having no dealership with the said manufacturer, an undertaking regarding authenticity of the spare parts to be supplied is needed to be provided.

2.6 All supporting documents, certificates, papers etc. as stated above for technical bid are required to be submitted in a sealed envelope with superscription "**Technical Bid for rendering maintenance support against Photostats**" (**Annexure-B**).

3. Financial Bid:

3.1 The Financial bids will be opened in case of only those bidders who will be deemed qualified in the "**Technical Bid**" by this office.

3.2 Quoted rate for rendering comprehensive maintenance services against all the photocopiers details above have the validity period for one year from the date mentioned against each photocopier machines in the table above or from the date of issuing work order, **which comes later**.

3.3 "**Financial Bid**" should be submitted in a separate sealed cover duly signed by authorized person on behalf of each firm (**Annexure-C**).

4. Other Terms and Conditions:

4.1 Security Deposit: Successful bidder/bidders will require to deposit Rs. 24000/- (Rs. 2000/- per photocopier) as Security Deposit in the form of FDR/Bank Guarantee in favour of PAO, office of Accountant General (A&E)-I UP, Allahabad payable at Allahabad within seven days from the date of issuing work order. The Bank Guarantee can be forfeited by order of the competent authority of the office of the Principal Accountant General (G&SSA) UP, Allahabad in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance. On expiry of the period, such portion of the said Bank Guarantee as may be considered by the office of the Principal Accountant General (G&SSA) UP, Allahabad sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.

4.2 This office reserves the right to accept or reject even the lowest bidder or any bidder without assigning any reason at any point during the process of tendering. This office also reserves the right to discontinue the work at any stage without assigning any reason. The decision of the competent authority of this office i. e. The Principal Accountant General (G&SSA) UP, Allahabad will be binding on this issue.

4.3 "**Technical Bid**" & "**Financial Bid**" respectively should be submitted in another envelop with superscription "Quotation for Technical Support (Comprehensive) of Photostats" addressing to the Audit Officer, GD (M), O/o The Principal Accountant General (G & SSA) UP, 15-A, Maharshi Dayanand Marg, Allahabad – 211001. Quotations should be dropped in the Tender Box of GD (M) section placed at fifth floor of this office building i.e. Satya Nishtha Bhawan within 12 O' clock on **14.05.2018**. Envelops of "Technical Bid" against each participant firms will be opened at 3.00 PM on the same day by the Committee Members at the chamber of Dy. Accountant General (Admn.) of this office in the presence of the participant bidders, if any. Financial Bid (Only for qualified bidders of Technical Bid) will be opened at 4.00 PM on 14.05.2018. No tenders will be entertained after due time and date.

4.4 The decision of the Competent Authority i. e. Principal Accountant General (G & SSA) UP, Allahabad will be final and binding to the bidder in case of any dispute.

5.5 All the photocopier machines are installed in this office as per Annexure-C and are in working condition. However, the firm may check/inspect it to its satisfaction during 03.05.2018 to 07.05.2018 from 3.00 PM to 05.00 PM before tendering the rates. No estimate for repair will be accepted after awarding the FSMA.

Sd

Audit Officer/GD (M)

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

1.0 SCOPE OF THE CONTRACT

1.1. This contract will cover preventive and break down maintenance of photocopier machines listed in Annexure-C

1.2. The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts and consumable items. The firm shall use same brand spare parts and consumables as that available in the original system.

1.3. All the photocopier machines under CAMC shall be repaired within 06 Hrs. from the time of reporting of complaint. If the machines could not be put into working condition within 24 hrs., the firm shall provide a standby machine (of similar configuration) for the same, failing which penalty shall be imposed as under: -

(a) For complaint attended after the 24 Hrs. free time a penalty of Rs. 200/-per day per machine concerned shall be levied till the machine is set right.

(b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configuration within 24 hours. The original unit shall in any case be repaired / replaced within a period of 15 days, failing which a penalty of Rs. 200/-per day per machine shall be levied.

(c) A log register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.

1.4. It will be the responsibility of the firm to ensure error free performance of existing photocopier machines as listed in Annexure-C on all days.

2.0 PERIOD OF THE CONTRACT

2.1 This contract shall remain valid for a period of one year starting from the date mentioned against each photocopier machine in Annexure-C or from the date of issuing work order, **which comes later** and will be specified in the letter of acceptance.

2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of Competent Authority will be final.

3.0 RATES FOR AMC

3.1 The firms should quote their rates in words as well as in figures on the tender form issued to all the vendors in Annexure-C. The rates shall be inclusive of all taxes and duties.

3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4.0 PAYMENT TERMS

4.1 The annual maintenance charges would be paid on monthly basis. Payment would be made on submission of bills separately by the contractor to Audit officer/GD(M), O/O the Principal Accountant General (G & SSA) UP, Allahabad, who shall certify, based on User's call

register maintained in concerned Section after ensuring that the work has been executed satisfactorily as per terms and conditions of the agreement. The last month payment will be released after all the machines under CAMC are checked. No advance payment in any case would be made. Recoveries on account of penalty shall be deducted from the monthly bills.

- 4.2 Deduction of Tax at source will be made by the office, whenever applicable for Income Tax; Works contract Tax etc. as per rules.

5.0 OTHER TERMS

- 5.1 A log register shall be maintained in the concerning sections of this office for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's representative shall record there the date and time of rectification with their name and signature, provision of standby etc. in this register. The log register will be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representatives of the firm and this office would record it in the log register and the complaint would be treated as resolved.
- 5.2 Preventive maintenance with special cleaning of the photocopier machines from outside with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of the machines and an amount of Rs. 50/- per machine per quarter will be deducted from the CAMC payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of the quarters to Dy. Accountant General/Admin of this office in writing. The monthly payment shall strictly be made on the basis of satisfactory report as endorsed by the concerning Section in the log register.
- 5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipments for service/maintenance will be brought by the Service Engineer while attending the failures of photocopier machines. However, all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. shall be provided by the office. In case the equipment is required to be taken to workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the office. The firm should ensure that original devices may be returned within 15 days from the date failure of which would lead to a penalty of Rs. 200/- per day per machine.
- 5.4 Service Call Report shall be submitted monthly by the firm in computerized format indicating the status of attending of various complaints along with date and time of repairing.
- 5.5 Tender document along with Annexures-B and C should be undersigned (on each page) by Authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

- 6.1 Successful bidder/bidders will require to deposit Rs. 24000/- (Rs. 2000/- per photocopier) as Security Deposit in the form of FDR/Bank Guarantee in favour of PAO, office of Accountant General (A&E)-I UP, Allahabad payable at Allahabad within seven days from the date of issuing work order. The Bank Guarantee can be forfeited by order of the competent authority of the office of the Principal Accountant General (G&SSA) UP, Allahabad in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance.
- 6.2 On expiry of the period, such portion of the said Bank Guarantee as may be considered by the office of the Principal Accountant General (G&SSA) UP, Allahabad sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.
- 6.3 No interest will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

7.0 LIABILITY FOR COSTS & DAMAGES

- 7.1 All costs of damages or expenses which this office may incur on the part of the firm may be deducted by the competent authority of this office at his discretion either from any money due or to become due or refundable to him. The Competent Authority

reserves all the rights and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.

- 7.2 Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law in vogue.

8.0 AGREEMENT

The successful bidder shall be required to execute an agreement with the President of India acting through Deputy Accountant General (Admn.), O/o the Principal Accountant General (G & SSA) UP, Allahabad-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

Sd

Audit Officer/GD(M)

Tender Format

To,

Sr. Dy. Accountant General (Admn.)
O/o The Principal Accountant General (G & SSA) UP, Allahabad
Satya Nishtha Bhawan,
15-A, Dayanand Marg,
Allahabad - 211001

Sir,

With reference to your tender Notice No. _____ dated _____, I am to submit my tender for Comprehensive AMC of Photocopier Machines (FSMA) in your Office.

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, which are being signed in token of my acceptance. 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.

Signature-----

Name of Tenderer-----

M/s-----

Address of the firm -----

Mobile No.-----

Date:

Performa for Technical Bid

1. Reference No. of NIT

2. Name of the Firm

3. Name of Proprietor :.....

4. PAN No. :.....

(Enclose self-certified copy of PAN Card)

5. 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.)

6. Earnest Money Deposit (EMD) : Rs..DD No./date

(Enclose bank draft in original)

7. Details of past experience in "Comprehensive Annual Maintenance Contract (FSMA)" of Photocopier Machines in Central Govt./State Govt./Govt. Undertakings/Autonomous Bodies etc.:

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

8. Other details (As per Point-2 "Technical Bid" of terms & conditions on page-3:

i).

ii).

iii).

iv).

v).

Details of documents enclosed:

1.

2.

3.

4.

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

Date:

Signature and Seal
of the Proprietor / Bidder

Performa for Price Bid

1. Reference No. of NIT :.....

2. Name of the Firm :.....

3. Name of Proprietor

Price Bid:

The bidders are required to quote their **ROCK BOTTOM RATES**. The rate shall be quoted by the bidders in the following format:

SI No.	Description of Photocopier Machines	Place of Installation in the Office	Date of Commencing FSMA	Rate per Page (Including all taxes)	Rate in Words
1	Samsung K2200 ZDXSB1CH-40002 JA	SS-II, IV th Floor	01.06.2018		
2	Samsung K2200ND ZDXSB1CH-400039 ND	GS, VI th Floor	01.06.2018		
3	Modi Xerox WC 5225 3316046613	PC Section, II nd Floor	01.06.2018		
4	Modi Xerox WC 5225 3316114368	SS-IV, VI th Floor	01.06.2018		
5	Ricoh MP 2001 L E344MA50912	Welfare Section, II nd Floor	01.07.2018		
6	Ricoh MP 2001 L E345M150309	Report Section, V th Floor	01.07.2018		
7	Ricoh MP 2001 L E344MB50041	SS-I, VII th Floor	01.07.2018		
8	Xerox Work Centre 5325 3338076176	Admn. Section, II nd Floor	01.09.2018		
9	Xerox Work Centre 5325 3338077954	GD Section, V th Floor	01.09.2018		
10	Xerox Work Centre 5024 469203	Pr. AG (Cell), V th Floor	01.09.2018		
11	Xerox Work Centre 5024 469221	FAW, VI th Floor	01.09.2018		
12	Xerox Work Centre 5024 469207	SS-III, VII th Floor	01.09.2018		

**Signature and Seal
of the Proprietor / Bidder**

Date: