



INDIAN AUDIT & ACCOUNTS DEPARTMENT

Office of The Director General of Audit (Central), Kolkata

8, Kiran Shankar Roy Road, Kolkata-700 001



TENDER REFERENCE No : Record-I/AMC/Photocopier machines/2019 dated 10.12.2019

DATE OF ISSUE OF TENDER DOCUMENT : 10.12.2019

LAST DATE FOR RECEIPT OF TENDER DOCUMENT : 18.12.2019 upto 2.00 p .m.

TIME AND DATE OF OPENING OF THE TENDERS: 18.12.2019 at 4.00 p.m.

PLACE OF OPENING OF THE TENDERS: O/o the D.G.A(C), Kolkata, 8, Kiran Sankar Ray Road, G.I.Press Bldg. (East Wing),Kolkata: 700-001

Sub: Annual Maintenance Contract of Photocopier machines

GENERAL TERMS AND CONDITIONS

1. Sealed quotations are hereby invited from the vendors/agencies/organizations and/or from those preferably who have an experience in Government or Semi.-Government, etc. for the work of: Comprehensive Annual Maintenance Contract (AMC) for Photocopier machines.
2. Time period of the contract: Maximum one year or the period as mentioned in **Annexure-I**.
3. Bids must be received by Record-I section of O/o the Director General of Audit, Central, Kolkata as per schedule time and date specified above. In the event of the specified date for the submission of bids being declared a holiday for DGA, Central, Kolkata, the quotations will be received up to the appointed time on the next working day.
4. The Maintenance Contract (MC) will be comprehensive which shall include preventive maintenance / monthly regular services of the Photocopier Machines and / or replacement of any items / spare parts of goods/ standard quality for keeping the Photocopier Machines active and free from any defects / disturbance.
5. The AMC charges shall include of consumables items i.e. Cartridges, Toners except Papers.
6. The vendor may inspect the system/machine on any working days from 11.00 AM to 4.00 PM before submitting the quotation.
7. Vendors must be quoted the rate of AMC of all of the branded machines as stated in Annexure-I. Partly quoted rates i.e vendors quoted the rate of AMC of specific brand and keeping blank in respect of other brands may summarily be rejected.
8. 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.
9. All the machine must be serviced onsite at the office premises (including its Resident Audit Offices as stated in **Annexure-I**).The agency will provide adequate standby machines / systems if the problem is not solved within 24 hours.
10. All the complaint should attend within 24 hours, failing which penalty for not attending the complaint will be made.

11. The rates of Maintenance Contract mentioned in this contract will be valid for a period as mentioned in **Annexure-I**.
12. Sales tax, Goods & Service Tax or any other tax or duties on material and on services in respect of this contract will be payable by the Vendor and nothing extra will be paid by O/o the Director General of Audit, Central, Kolkata for increase in such taxes or duties even if imposed or levied either before or after the quotations are opened.
13. Quotation, which do not fulfill all or any of the conditions or are incomplete in any respect, are liable to be summarily rejected.
14. The contractor should confirm any ambiguity and discrepancy related to the work before submitting the quotation in writing.
15. Canvassing/Recommendation in connection with the quotation are prohibited and the quotation submitted by the vendor/contractor who resort to canvassing are liable for rejection.
16. 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.
17. The bidder shall quote rates both in figures and words. He shall also workout the amount for each item of work and shall write in both figures and words. If any difference is found between the rates quoted by the bidder in words and in figures or in the amount worked out by him, the following procedure shall be followed.
 - 17.1 When there is a difference between the rates in figures and in words, the rates, which Correspond to the amounts worked out by the bidder, shall be taken as correct.
 - 17.2 When the bidder has not worked out the amount of an item or it does not correspond with the rate written either in figures or in words, the rate quoted by the bidder in words shall be taken as correct.
 - 17.3 When the rate quoted by the bidder in figures and in words tallies but the amount is not worked out correctly the rate quoted by the bidder shall be taken as correct and not the amount.
18. Before making quotation, the bidder shall inspect the site to fully acquaint himself about the condition 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 claim whatsoever on such account shall be entertained by the O/o the Director General of Audit, Central, Kolkata in any circumstances.
19. The contract may be extended for further period at the same rate of contract, subject to requirement.

Payment Terms:

20. The payment to the firm shall be made on monthly/quarterly basis, at the end of each month/quarter subject to satisfactory performance.
21. If performance is not found satisfactory, payment for that month/quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
22. Director General of Audit, Central, Kolkata reserves the right to accept or reject any tender in full or in part without assigning any reason.