

कार्यालय महालेखाकार (लेखा एवं हकदारी), तमिलनाडु, 361, अण्णा सालै, तेनामपेट, चेन्नै-600018

OFFICE OF THE

ACCOUNTANT GENERAL (ACCOUNTS & ENTITLEMENTS), TAMIL NADU

361, Anna Salai, Teynampet, Chennai – 600 018

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AG(A&E)/OM.I/VI/2018-19/

Dt. 04.05.2018

### NOTICE INVITING TENDER

Sub: Annual Maintenance contract for Printers and Scanners for the year 2018-2019

Sealed quotations are invited for the Annual Maintenance Contract (AMC) for the following printers and scanners

S.No	Item Description	Quantity in NOS.
1	HP LASERJET P 1606 DN	15
2	HP LASERJET P 2015	2
3	HP LASERJET 1020	7
4	HP LASERJET 1022	1
5	HP LASERJET 1007	1
6	HP INKJET 4168	1
7	HP ALL-IN-ONE 4925	1
8	HP DESKJET 1510	1
9	HP OFFICEJET 8100	1
10	HP LASERJET M202DW	5

S.No	Item Description	Quantity in NOS.
1	HP SCANJET G3110	1
2	HP SCANJET 4370	1

The period of AMC is from 01/06/2018 to 31/03/2019. The terms and conditions of the AMC are as per Annexure enclosed.

The quotation should be sent in a sealed cover superscribed, "ANNUAL MAINTENANCE CONTRACT OF PRINTERS AND SCANNERS" and addressed to:

Shri. V. Karthikeyan, IA&AS  
Senior Deputy Accountant General (Administration),  
Office of the Accountant General (A&E),  
361 Anna Salai,  
Chennai-600 018

so as to reach this office before **16.05.2018**. No notice will be taken of the tenders received after the prescribed time. This office reserves the right to accept or reject any or all the offers in part or in full without assigning any reason.

Yours faithfully,

Sd/-  
Accounts Officer(OM)

## ANNEXURE

### Terms and Conditions

1. The Annual Maintenance contract will be onsite comprehensive hardware support, which should include replacement and repair of equipment.
2. **All parts including adapters (except toner and ink cartridge in case of printers) should be covered under AMC**
3. The bidder should be direct vendor/authorized partner/service partner of any of the brand of the Printers for which AMC is invited. A copy of the authorization may be enclosed.
4. A Security Deposit of 10% of entire value of the AMC in the form of Demand Draft in favour of "PAO/IAD" should be furnished by the successful bidder. The same shall be retained for the entire AMC period. The Security Deposit will not bear any interest during the period it is retained by this office. In case of any failure in maintenance on the part of the bidder, the same shall be forfeited.
5. The spare replacement shall be of the same available in this office. For any item, which is **not available due to non-availability with the manufacturers / principal, an equivalent or higher part** should be used for replacement. In case of total replacement of printer due to non-availability of spares, the printer should be of HP make with equivalent or higher specification.
6. The service personnel should be available on call and when the call is logged for a complaint, the work should be attended to within 4 hours of the call log. Any service call with replacement if any should be resolved within a minimum time of 24hrs and a maximum of 48hrs from the time of call.
7. **The rates quoted should be valid till 31/03/2019.**
8. The rates approved are inclusive of all taxes and no enhancement in rates will be admissible under any circumstances during the currency of this contract.
9. In case of any dispute, the decision of the Accountant General (A&E) shall be final and binding.
10. If any of the printers or scanners are replaced by this office, the AMC charges will be calculated proportionately for the remaining period. The payment for AMC will be made on quarterly basis.

Yours faithfully,

Sd/-

Accounts Officer/OM