



भारत सरकार  
Government of India  
भारी उद्योग एवं लोक उद्यम मंत्रालय  
MINISTRY OF HEAVY INDUSTRIES AND PUBLIC ENTERPRISES  
भारी उद्योग विभाग  
DEPARTMENT OF HEAVY INDUSTRY

उद्योग भवन, नई दिल्ली-110011  
Udyog Bhawan, New Delhi-110011

No. D-25014/2/2014-GA.

Dated: 09.11.2015

To

M/s. Set Tele Systems  
310, K.R. Chamber  
East Guru Angad Nagar  
Delhi 110092.

**Subject: Comprehensive Annual Maintenance Contract (AMC) of Panasonic Digital KTS System installed in the Department - reg.**

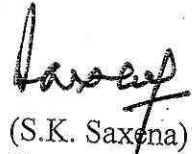
Sir,

I am directed to refer to your quotation No. STS/2015-16 dated 02.09.2015 on the above subject and to say that this Department has decided to award annual contract to you for comprehensive Annual Maintenance Contract (AMC) for KTS (eight in number) at the rate quoted by you i.e. Rs. 1,75,000/- taxes extra for a period of one year from 20.10.2015 to 19.10.2016, which is extendable upto three years, on the following **Terms & Conditions** :

- a) The contract is comprehensive and, if required, all defective parts have to be replaced by the contractor;
- b) It may be ensured that all the parts being replaced are new and genuine and are of the same brand name/quality.
- c) It may be ensured that at least one qualified Engineer having 5 years' experience is always available in Udyog Bhawan on all working days to attend the complaints from the users. Depending upon the work requirements you will have to depute more engineers.
- d) The complaints should be attended to within one hour and faults rectified from the time of the complaint. In case the System is required to be taken to the workshop for any major repair, the machine would be taken with permission, repaired and returned to the users in the Department within 24 hours from the time of the complain. If there is any failure on the part of the contractor, he would be liable to penal charges @ Rs. 200/- per hour on the first day and Rs. 300/- per hour on the second day.
- e) The payment will be made only after the service is rendered, on production of bills and based on satisfactory work performance report received from the users.

- f) This Department reserves the right to terminate the contract at any time without assigning any reason.
  - g) The firm should hand over all the systems in perfect working condition after expiry of contract period.
  - h) In case of any dispute, decision of Joint Secretary (General Administration) will be final and binding on all.
  - i) The Comprehensive Annual Maintenance Contract will be validated initially for a period of one year from the date of issue of award letter by the Department. The contract may be extended two times for one year on the same rate and terms & conditions subject to finding satisfactory services.
  - j) You are required to deposit Rs. 25,000/- (Rupees Twenty Thousand only) in advance as security deposit in the form of a DD/FDR in favour of DDO, Department of Heavy Industry, to be retained during the currency of the contract.
2. The contract will be effective only on acceptance of the above terms and conditions by you.

Yours faithfully,



(S.K. Saxena)

Under Secretary to the Govt. of India