



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-16016/1/2014-GA.

Dated: 23.05.2014

To

M/s. Brooks Electronics Pvt. Ltd.
H-47, II Floor, Bali Nagar
New Delhi 110015.

Sub:- Comprehensive Annual Maintenance Contract for Computers, Laptops,
Deskjet/ Laserjet printers, UPSs, etc. – reg.

Sir,

I am directed to refer to your quotation No. BEPL/AKS/TEN/5000 dated 29/04/2014 submitted to this Department in response to this Department's Tender Notice dated 15.04.2014 on the above subject and to convey the approval of the competent authority for awarding Comprehensive Annual Maintenance Contract at the rates quoted by you for an aggregate amount of Rs. 2,16,600/- for a period of one year from 23/05/2014 to 22/05/2015 for an amount of Rs. 2,16,600/- (including taxes):

3. The annual maintenance contract is subject to the terms and conditions accepted by the contractor vide letter No. BEPL/AKS/TEN/5000 dated 29/04/2014 which will be treated as bounding conditions for any future reference and action against you. In addition, the contract is subject to the following terms & conditions:

a) The contract will be valid for a period of one year from 23/05/14 to 22/05/2014 and can be extended upto a total period of 3 years if the services are found satisfactory. The contract may be terminated at any time without assigning any reason.

b) The contractor will have to deposit Rs. 20,000/- (Rupees Twenty Thousand only) in advance as performance security deposit in the form of a DD/FDR or Bank Guarantee from a commercial bank valid upto 22/05/2016 in favour of DDO, Department of Heavy Industry, to be retained during the currency of the contract.

c) The contract will be comprehensive and the contractor will be required to replace all defective parts including hard disc. The contractor would ensure that all the parts being replaced are new and genuine and of the same brand name/quality.

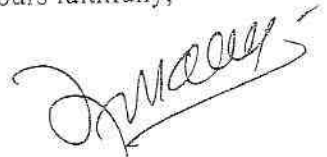
d) The contractor will ensure that two qualified Engineers having 5 years experience are always available in the Department on all working days to attend to the complaints from the users.

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e) All the complaints should be attended to rectify faults within one hour from the time of the complaints. In case the machine is required to be taken to the workshop for any major repair, the machine would be taken with permission, got repaired and returned to the users in the Department within 24 hours from the time of the complaint. If there is any failure on the part of the contractor, he would be liable to penal charges @ Rs. 500 per day of delay which would be deducted from the bills of the firm.

f) The payment will be made on quarterly basis on the basis of actual number of items maintained by the contractor and on the basis of the satisfactory certificate obtained from the user.

Yours faithfully,



(S.K. Mann)

Section Officer
 Section Officer / Section Officer
 भारी उद्योग एवं लोक उद्यम संस्थान
 Ministry of Heavy Industries & Public Enterprises
 भारी उद्योग विभाग / Department of Heavy Industry
 लखनौ भवन, अंधा दिवली
 Laxmi Bhawan, New Delhi