

64714/2018/GENERAL ADMINISTRATION SECTION

Government of India
Ministry of Heavy Industries & Public Enterprises
Department of Heavy Industry
GA Section

Udyog Bhawan, New Delhi.

Dated: 18/10/2018

To

M/s. Set Tele Systems,
310-311, K. R. Chamber,
East Guru Angad Nagar,
New Delhi. – 110092.

Sub: Comprehensive Annual Maintenance Contract for nine (9) numbers of KTS Systems of Panasonic installed in the Department.

Sir,

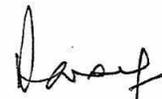
I am directed to refer to you Bid No. 1351072 on the subject mentioned above and to say that the Competent Authority has decided to award you the Comprehensive Annual Maintenance Contract for nine (9) KTS systems installed in this Department @Rs.1,84,980/- (Rupees One Lakh Eighty Four Thousand Nine Hundred and Eighty Only) plus 18% GST for a period of one year from the date of your acceptance at the following terms & conditions:

- i. The contract will be for a period of one year extendable upto three years subject to satisfactory performance. However, if the services are not found satisfactory, contract can be terminated any time without assigning any reason.
- ii. The rate quoted will remain in force for the period of contract and no demand for revision of rates on any account shall be entertained during the contract period.
- iii. The contract will be comprehensive and the contractor will be required to replace all defective parts.
- iv. You will ensure that all the parts being replaced are new and genuine and are of the same brand name / quality.
- v. You shall depute at least two skilled and experienced persons to this office for attending to breakdowns. Such person should be equipped with mobile phone to ensure his availability.
- vi. Your firm would take up any reported fault within one hour. As far as possible, the repairs would be carried out on site itself. However, in case the System is required to be taken to 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 complaint. If there is any failure on the part of the contractor, he would be liable to penal charges @ 200/- per hour on the first day and Rs. 300/- per hour on second day.
- vii. The firm should hand over all the systems in perfect working condition after expiry of contract period.
- viii. Your personnel shall not divulge / disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative / organizational matters.

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- ix. You shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, smoking, loitering without work.
- x. You will be responsible for the verification of the conduct / integrity of his deployed staff.
- xi. TDS and other applicable taxes as per prevailing rates will be deducted before making the payment.
- xii. No advance payments shall be made. All the bills submitted by the successful tenderer would accompany with the work vouchers duly signed by the concerned officers / officials. Payment will be made on receipt of pre-receipted bills subject to the condition that the payment will be released only after satisfactory completion of work.
- xiii. All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India.
- xiv. All items will be carried out on the basis of only written orders from this Department from time to time.
- xv. You are required to deposit Rs.20,000/- (Rupees Twenty Thousand Only) only in advance as security deposit in the form of a FDR / Bank Guarantee in favour of DDO, DII to be retained during the currency of the contract. The validity of FDR should be at least six months more than the contract period.
- xvi. All the items to be supplied should be of original make failing which the contract will be terminated & the security deposit forfeited and other legal action will be taken accordingly against the firm. Moreover, the rates of the items should not be more than the MRPs of the items.

Yours faithfully,



(S. K. Saxena)

UNDER SECRETARY

Received
DKM