



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-17016/2/2016-GA

Dated: 31.08.2016

To

M/s. DC Copier Solutions Pvt. Ltd.  
H-128, LG Floor, Mohammadpur,  
Near Community Centre  
New Delhi 110066.

**Subject : Award of Comprehensive Annual Service Agreement// Full Service Maintenance Agreement (FSMA) of Ricoh Photocopiers in DHI – reg.**

Sir,

I am directed to refer to your quotation No. DCS/3316/2290/Ten dated 04.03.2016 on the above subject and to convey approval of competent authority for engaging your firm for Comprehensive Annual Maintenance Contract/ Full Service Maintenance Agreement (FSMA) of Ricoh Photocopiers, initially for a period of 1 (one) year and if the services are satisfactory, the same would be extended upto 3 (three) years from the date of acceptance of terms and conditions. The approved rate and terms & conditions are as under :

Name of the firm	Make/Brand	Approved rate per copy (taxes extra)
M/s. DC Copier Solutions Pvt. Ltd.	All Ricoh Copier	30 paise

**TERMS AND CONDITIONS :**

- 1) The total number of machines is **05 (Five)** and the machines are of different models of RICOH. The number of machines may vary from time to time (List of copiers installed in various Sections/rooms is Annexed).
- 2) The FSMA will include all spares and consumables (except manpower, power and photocopy paper). The rates should be submitted on per copy basis-both for Digital and Analogue photocopiers separately. It will be the responsibility of the company / firm to provide genuine OEM spare parts/ toner for the machines and to keep them in proper working order.

Issued on  
01/09/16.

*[Handwritten signature]*

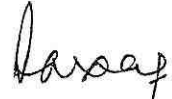
- 3) The contract will be initially for one year extendable upto three years at the discretion of competent authority in this Department but can be terminated at any time without assigning any reason, if the services are not satisfactory.
- 4) The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- 5) The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. Until and unless written order from GA Section is conveyed, the original specification/ characteristics / features shall not be changed.
- 6) All the complaints should be attended at site within one hour from the time of complaint. In case machine is required to be taken to the workshop for any major repair, the machine would be taken with permission, repaired and returned to the user in the Department within 24 hours from the time of complaint. A penalty of Rs. 500/- would be imposed for each day of delaying in attending each machine for which complaint has been lodged to the vendor/firm and this amount would be deducted from the monthly bill of the firm.
- 7) The firm will prepare separate logbook for each of the machines to be taken under the AMC.
- 8) Preventive maintenance will be carried out on quarterly basis.
- 9) Payment will be made on monthly basis on production of bills along with satisfactory performance report from the users of the machines.
- 10) The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or other wise.
- 11) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm to keep all the copiers working satisfactorily throughout the contract period and also to hand over the systems to the Department in working condition on the expiry of the contract. In case any damage to the machines is noticed by the Department, compensation would be determined by the Department and will have to be paid by the firm failing which the same will be deducted from the Security Deposit of the firm.
- 12) The stock of spares of old machines and its availability should be indicated before the machines are taken into FSMA. After taking into FSMA the vendor should not give any excuse that spares are not available.
- 13) Inventory of all machines before signing of contract should be taken.
- 14) The contract will be reviewed after 3 (three) months and if the services are not found to be satisfactory or the firm back-out mid-term without explicit consent of this Department the security deposit will be forfeited.
- 15) The period of AMC would be extended by one day, for each two hours of delay in attending to the fault without any additional payment.
- 16) The above act of backing out would automatically debar the firm from any future dealings with this Department and the Security Deposit amount would also be forfeited. Other Govt. Departments will also be informed accordingly.





- 17) You are requested to Deposit Rs. 20,000/- (Rs. Twenty thousand only) in advance as security deposit in the form of a FDR in favour of DDO, Department of Heavy Industry to be retained during the currency of the contract.
- 18) In case of violation of the above terms, the contract will be cancelled and the security deposit would be forfeited.

Yours faithfully



( S.K. Saxena )

Under Secretary to the Govt. of India

Tele: 2306 1106