

Department of Heavy Industry

**Terms & Conditions for CSA of photocopiers**

- a) While submitting the quotations the firm should submit past experience and references of satisfactory work performance from customers including at least two Govt. Deptts/PSUs.
- b) The contract will be comprehensive and the contractor will be required to replace all defective parts including all consumables and also supply sufficient bottles of tonners free of charge. The rate quoted may be on the basis of per copy . Taxes, if any, may be indicated saparetely , failing which no amount towards any tax will be paid.
- c) One of the qualified engineer of the firm will require to be present in this Department on all working days. He will report to G.A. Section daily.
- d) All the complaints should be attended to within one hour from the time of the complaint. In case the 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 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.100/- per hour on the first day and Rs.200/- per hour on the subsequent day(s). this amount would be deducted from the monthly bill of the firm.
- e) The awardee of the contract will have to deposit Rs.15,000/- in advance for due and satisfactory execution of the contract as security deposit in the name of DDO, DHI by way of FD/DD.
- f) All the machines should be regularly serviced and cleaned on monthly basis & a certificate to this effect may be obtained from the user & endorsed with the monthly bill.

S.P. DEY  
13/7/2016  
(S.P.DEY)

UNDER SECRETARY TO THE GOVT. OF INDIA