

No.23011(1)/06-GA
Government of India
Public Enterprises
Department of Heavy Industry
Udyog Bhawan, New Delhi
Date: 14-2-2006

DEPARTMENT OF HEAVY INDUSTRY

SERVICE/MAINTENANCE OF FAX MACHINES

TERMS & CONDITIONS

- a) The quotations should be in two parts-Technical offer and Financial bid (in separate sealed covers). The bidder should submit his previous experience and references of satisfactory work performance from customers including at least two Govt. Deptts./PSUs. Financial bids will be opened only in those cases where the technical bids would be found acceptable.
- b) The contact will be comprehensive and the contractor will be required to replace all defective parts and excluding consumables free of charge. The contractor would ensure that all the parts being replaced are new and genuine and are of the same brand name/quality.
- c) The contractor will ensure that at least qualified Engineer having 5 years experience is always available in Udyog Bhawan on all working days to attend to the complaints from the users. Depending up on the work requirements he will have to depute more engineers.
- d) All the complaints should be attended to within three hours and faults rectified 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.10/- per hour on the first day and Rs.50/- per hour on the second day which would be obtained from the users based on which his quarterly contract payment would be released.
- e) The awardee of the contract will have to deposit Rs.10,000/- in advance for due and satisfactory implementation of the contract as security deposit.
- f) The offers in the quotations should be valid for a period of 90 days. The earnest money deposit of Rs,2,500/- would be converted into security deposit amount later on in the case of awardee of the contract.
- g) The pay order/DD may drawn in favour of DDO, Department of Heavy Industry , New Delhi.


(K.K.SHARMA)
UNDER SECRETARY

(K.K. SHARMA)
Under Secretary
Ministry of Heavy Industries &
Public Enterprises
Udyog Bhawan, New Delhi

Copy to NIC for the quotation on web site.