

No. 17016/1/2011-GA  
Government of India  
Ministry of Heavy Industries & Public Enterprises  
Department of Heavy Industry  
GA Section

Udyog Bhavan, New Delhi.  
Dated the 23.12.2015.

To  
M/s. VSM India Pvt. Ltd.  
207, Ranjeet Sada,  
K-128, Mohammadpur  
New Delhi.

**Subject: Comprehensive Annual Maintenance Contract (AMC) for Risograph  
Digital Duplicator – Reg.**

Sir,

I am directed to refer to your quotation dated 20.10.2015 on the subject and to say that this Department has decided to award Comprehensive Annual Maintenance Contract to you for Risograph Digital Duplicator RN 2030 for a period of three years w.e.f. 23.12.2015 as per rates mentioned below:

S. No.	Name of the Vendor	Rate for three years
01	M/s. VSM India Pvt. Ltd.	72000/- plus taxes

2. The terms and conditions of the contract will be as under:

a) The contract is valid for a period of three (3) years w.e.f. 23.12.2015; however if the services are found not satisfactory the contract may be terminated at any time without assigning any reason.

b) Deposit Rs. 10,000/- (Rupees Ten Thousand only) in advance as performance security deposit in the form of a FDR or Bank Guarantee from a commercial bank valid 3 years 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 without any cost. The contractor would ensure that all the parts being replaced are new and genuine and of the same brand name/quality.

d) 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. 1000 per day of delay which would be deducted from the bills of the firm.



- e) The Department reserves the right to obtain the service from other sources.
- f) The approved rates will not be changed during the currency of the contract.
- g) The Department reserves the right to cancel the contract at any time, without assigning any reason. The service provider will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for services already performed in terms of the contract, the same would be paid to it as per the contract terms. In case of any dispute, the same would be paid to it as per the contract terms. In case of any dispute, the decision of the department shall be final.
- h) The payment will be made on quarterly basis and on the basis of the satisfactory certificate obtained from the user.

Yours faithfully



(S.K. Saxena)

Under Secretary to the Govt. of India