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No.D-18016/1/2013-GA
Government of India
Ministry of Heavy Industries & Public Enterprises
Department of Heavy Industry
GA Section

Udyog Bhawan, New Delhi.
Dated, the 11th November, 2013.

To

M/s. Set-Tel India Pvt. Ltd.
310, K.R. Chamber
East Guru Angad Nagar
New Delhi 110092.

Subject : Comprehensive Annual Maintenance Contract for Fax machines and multifunction machines being used as Fax machines of different make installed in Department of Heavy Industry, Udyog Bhawan, New Delhi – reg.

Sir,

I am directed to refer to your letter No. STIPL/2013-14/AMC dated 03/10/2013 on the above subject and to say that it has been decided to award the Comprehensive Annual Maintenance Contract for 19 (Nineteen) fax machines of different make installed in this Department @ Rs. 3400/- (Three Thousand and Four Hundred only) per machine for a period of 3 (Three) year from 01/11/2013 on the terms and conditions as given below :

Terms and Conditions :

- a) The contract will be for a period of 3 years; however, if the services are found to be not satisfactory, it can be terminated at any time without assigning any reason.
 - b) The rates 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.
 - c) The contract will be comprehensive and the contractor will be required to replace all defective parts, free of charge, excluding consumables.
 - d) The awardee shall depute at least one skilled person in this office for attending to breakdowns. Such person should be equipped with mobile phone to ensure his availability.
 - e) The firm would take up any reported fault within one hour. As far as possible, the repairs shall be carried out on the site itself. However, in case the equipment is required to be taken to the workshop, the firm would provide a stand-by equipment for the same.
 - f) You are requested to deposit Rs. 10,000/- only in advance as security deposit in the form of a DD/FDR in favour of DDO, DHI to be retained during the currency of the contract.
 - g) All the items /spares 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.
2. The contract will be started on acceptance of the above terms and conditions and deposition of Security amount of Rs. 10,000/- with the Department.

Received
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(Ajay Kumar Gaur)

Under Secretary to the Govt. of India

अजय कुमार गौर / AJAY KUMAR GAUR
अवर सचिव / Under Secretary
भारी उद्योग एवं लोक उद्योग मंत्रालय
Ministry of Heavy Industries & Public Enterprises
भारी उद्योग विभाग / Department of Heavy Industry
उद्योग भवन, नई दिल्ली
Udyog Bhawan, New Delhi