

Government of India  
Ministry of Heavy Industries & Public Enterprises  
Department of Heavy Industry  
GA Section  
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Udyog Bhavan, New Delhi.  
28/05/2018

To

M/s. SET Tele Systems  
310, K.R. Chamber  
East Guru Angad Nagar  
New Delhi 110092.

Subject : Annual Contract for servicing/repairing of telephone instruments and fax machines installed in the Department.

Sir,

I am directed to refer to your Bid No. 1094173 on the subject mentioned above and to say that the Competent Authority has decided to award you the contract for the servicing/repairing of telephone instruments and fax machines installed in the Department @ Rs. 18980/- plus 18% GST for a period of one year from the date of your acceptance at the following terms & conditions.:

- i. The contract will be for a period of one year extendable upto three years subject to satisfactory performance. However, if the services are not found satisfactory, contract can be terminated at any time without assigning any reason.
- ii. The rate 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.
- iii. At least two skilled persons have to be deputed to this office for attending to breakdowns. Such person should be equipped with mobile phone to ensure his availability.
- iv. The firm would take up any reported fault within one hour. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to the workshop, the firm would provide stand-by equipment for the same.
- v. Any request for increase in quoted and or accepted rates will not be entertained for any reason during the currency of the contract.
- vi. The contractor's personnel shall not divulge/disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters.
- vii. The contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, smoking, loitering without work.
- viii. The contractor will be responsible for the verification of the conduct/integrity of his deployed staff.
- ix. TDS and other applicable taxes as per prevailing rates will be deducted before making the payment.
- x. No advance payments shall be made. All the bills submitted by the successful tenderer would accompany with the work vouchers duly signed by the concerned officers/officials. Payment will be made on receipt of pre receipted bills subject to the condition that the payment will be released only after satisfactory completion of work.
- xi. All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India.

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- xii. All items will be carried out on the basis of only written orders from this Department from time to time.
- xiii. You have to deposit Rs. 20,000/- only in advance as security deposit in the form of a FDR/Bank Guarantee in favour of DDO, DHI to be retained during the currency of the contract. The validity of FDR should be at least six months more than the contract period.

Yours faithfully,

Ved Jyoti  
UNDER SECRETARY