

76471/2019/GENERAL ADMINISTRATION SECTION

Government of India
Ministry of Heavy Industries & Public Enterprises
Department of Heavy Industry
GA Section

Udyog Bhawan, New Delhi.

Dated: 28/02/2019

To

M/s. Ashoka Enterprises,
3rd, 96/2, Street -8, Wazirabad,
Burari, Delhi - 110084.

Sub: Comprehensive Annual Maintenance Contract (CAMC) for Water Dispenser in the D/o Heavy Industry.

Sir,

I am directed to refer to your Bid No. 1482465 on the subject mentioned above and to say that the Competent Authority has decided to award you the Comprehensive Annual Maintenance Contract for Thirty Eight (38) Water Dispensers installed in this Department @ **Rs.83,600/- (Rupees Eighty Three Thousand Six Hundred Only {Rs.2200/- per unit}) plus 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 one year extendable upto three years subject to satisfactory performance. However, if the services are not found satisfactory, contract can be terminated any time without assigning any reason.
- ii. The quantity and make of Water Dispensers is tentative and may vary and, in that case, payment will be made as per rates decided above.
- iii. The contract will be comprehensive and you will be required to replace all defective parts / spare - parts. No payment on account of any of the items will be made extra. you will ensure that all the parts being replaced are new and genuine and are of the same brand name / quality.
- iv. 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 i.e. three years.
- v. You will depute one skilled and experienced person to this office for attending to breakdowns. Such person should be equipped with mobile phone to ensure his availability.
- vi. Your personnel shall not divulge/disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters etc.
- vii. You will ensure proper conduct of your personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, smoking, loitering without work etc.
- viii. You will be responsible for the verification of the conduct/integrity of your deployed staff.
- ix. TDS and other applicable taxes as per prevailing rates will be deducted before making the payment.

76471/2019/GENERAL ADMINISTRATION SECTION

- x. No advance payments shall be made. All the bills submitted by your firm should accompany with the service report duly signed by the concerned officers/officials. Payment will be made on quarterly basis 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.
- xii. Any reported complaint will have to be taken up by the engineers within one hour on the same day. As far as possible, the repairs will be carried out on-site itself. In case any of the Water Dispenser cannot be repaired on-site and is required to be taken to the firm's workshop, stand-by arrangement will be provided by the firm without any extra charge. For this purpose, the firm will maintain appropriate stock of required equipment.
- xiii. You will have to deposit Rs.20,000/- (Rupees Twenty Thousand 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.
- xiv. Your firm shall carry out periodic check-up of all the Water Dispensers under contract. Outer cleaning / servicing of all equipment would be done free of cost at least **once in three months** and a separate register to this effect would be maintained by the contracting firm.
- xv. It shall be the responsibility of your firm to ensure that all the Water Dispensers work satisfactorily throughout the contract period. In case, any damage due to negligence of any of the items under contract is found, compensation as decided by the Competent Authority in this Department shall have to be paid by the firm.

Yours faithfully,

(Ved Jyoti)
UNDER SECRETARY

वेद ज्योति/VED JYOTI
अवर सचिव/Under Secretary
भारी उद्योग एवं लोक उद्यम मंत्रालय
Ministry of Heavy Industries & Public Enterprises
भारी उद्योग विभाग/Deptt. of Heavy Industry
उद्योग भवन, नई दिल्ली-110011
Udyog Bhawan, New Delhi-110011