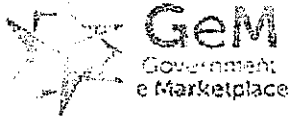


Year 2020-21

Sl. No.	Subject	To whom issued	Validity Period	Reference No.
1.	Hiring of Vehicles for official use.	1. M/s. R.K. Motors, Shop No. 359, 3 rd floor, Aggarwal Shopping Center, CD Block, Pitampura, New Delhi.	2019 -2020 upto 31.10.2020	Bid No. GEM/2019/B/151528 dated 07.01.2019 Letter No. 17-18/2018-GA dated 30.01.20 Letter No. 17-18/2018-GA dated 21.04.20 Letter No. 17-18/2018-GA dated 26.05.20 Letter No. 17-18/2018-GA dated 08.09.20 Letter No. 17-18/2018-GA dated 28.09.20
		2. M/s. Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi-110063.	2019 -2020 upto 31.10.2020	Bid No. GEM/2019/B/151786 dated: 07.01.2019 Letter No. 17-18/2018-GA dated 30.01.20 Letter No. 17-18/2018-GA dated 21.04.20 Letter No. 17-18/2018-GA dated 26.05.20 Letter No. 17-18/2018-GA dated 08.09.20 Letter No. 17-18/2018-GA dated 28.09.20
		3. M/s. Shree Ram Tour and Travels. Plot No.1, Kh.No. 245, G-Block, Prem Nagar, Najafgarh, New Delhi-110043.	01.11.2020 to 30.10.2021	GeM Contract No. GEMC-511687740781828 dated 27.10.2020
2.	AMC for repair & maintenance of ACs and general electrical equipment	M/s Satnam Enterprises, 1934, Outram Lane, Kingsway Camp, Delhi – 110009.	2019 – 2020 and 2020 – 2021 upto 19.05.2021	Letter No. 6-5/2017-GA dated 10.10.2018 Letter No. 6-5/2017-GA dated 30.07.2019 Letter No. 6-5/2017-GA dated 09.10.2020 Letter No. 6-5/2017-GA dated 19.01.2021
3.	Tender for printing works in the Ministry	M/s. Krishna Enterprises, 2070/5, 1 st floor, Chuna Mandi, Paharganj, New Delhi-110055.	2017-2018, 2018-2019, 2019-2020 upto 21.12.2020	Letter No. 10-3/2017-GA dated 22.12.2017 Letter No. 10-3/2017-GA dated 04.01.2019 Letter No. 10-3/2017-GA dated 13.01.2019
4.	AMC for Computers, laptops and printers in the Ministry	M/s Nice Enterprises, B-132, 20ft. Road, Budh Vihar, Near Saraswati School, Mandoli, Delhi-110093.	2019 – 2020 and 2020 – 2021 upto 31.07.2021	Letter No. 16-12/2017-GA dated 23.08.2018 Letter No. 16-12/2017-GA dated 29.07.2019 Letter No. 16-12/2017-GA dated 30.07.2020
5.	CAMC for various types of Photocopy Machines installed in the Ministry	1. M/s Integrated Technologies, 2681, Sadipur main Bazar, New Delhi.	06.08.18 to 05.08.19	Letter No. 16-4/2017-GA dated 21.08.2018
			06.08.19 to 05.08.20	Letter No. 16-4/2017-GA dated 29.07.2019
			06.08.20 to 05.10.20	Letter No. 16-4/2017-GA dated 06.08.2020
			06.10.20 to 05.01.21	Letter No. 16-4/2017-GA dated 13.10.2020
			06.01.2021 to 10.01.2022	GEMC-511687730870204 dated 24.12.2020
		2. M/s. Planet 9X Technologies, 207/2, 2 nd floor, Janakpuri, District Centre, New Delhi-110058	01.02.2021 to 05.02.2022	GEMC-511687741710688 dated 22.01.2021
3. M/s. Hind Digital Solutions, 2 nd floor, Jhandu Mention Building, F-128, Mohammad Pur, New Delhi-110066.	08.01.2021 to 12.01.2022	GEMC-511687731226708 dated 01.01.2021		
6.	AMC for repair/maintenance of UPSs in the Ministry	M/s Nice Enterprises, B-132, 20ft. Road, Budh Vihar, Near Saraswati School, Mandoli, Delhi-110093.	2018-2019, 2019-2020, 2020-2021 upto 31.05.2021	Letter No. 16-6/2018-GA dated 06.06.2018 Letter No. 16-6/2018-GA dated 26.06.2019 Letter No. 16-6/2018-GA dated 26.05.2020



Bid Number: GEM/2019/B/151528
Dated: 07-01-2019

Bid Document

Bid Details

Bid End-Date/Time	17-01-2019 20:00:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	15 (Days)
Ministry/State Name	Ministry Of Culture
Department Name	Na
Organisation Name	N/a
Office Name	Delhi
Item Category	Vehicle Hiring Service (Long Term)
Contract Period	12 Month(s)
Project Experience Required	Yes
MSE Exemption For Years Of Experience And Turnover	No

Vehicle Hiring Service (Long Term) (5)

Technical Specifications

Specification	Values
Vehicle Type	Premium Sedan
Package	Monthly High Usage
Location	NCR
Vehicle Brand	Ciaz
Vehicle Category	AC
Extra KMs	0
Extra Hrs	0

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of Vehicles of above mentioned technical	Additional Requirement

3

			specification	
1	Manoj Dehury	110001, Room No.330, C Wing, Shastri Bhawan	5	• Number of packages in Contract Period : 12

EMD Detail

Advisory Bank	Bank of India
EMD Percentage(%)	1.00
EMD Amount	26400

ePBG Detail

Required	No
----------	----

Splitting

Bid splitting not applied.

Buyer Specific Additional Terms and Conditions

- 1. Scope of Service (Bid price to include all cost components) :** SLA and Penalty Clauses as mentioned in the Service Level Agreement of the Service
- 2. Procurement under this bid is reserved for purchase of Services from :** Local Supplier as defined in Public Procurement (Preference to Make in India), Order 2017 and its subsequent Orders / Notifications issued by concerned Nodal Ministry for specific Goods/ Products.
- 3. Purchase preference will be given to :** (if L-1 is not from selected category and Service Provider (s) from selected category has/have quoted price within L-1+ ----(to be specified) % of margin of purchase preference /price band defined in relevant policy, such Service Provider shall be given opportunity to match L-1 price and award contract for percentage of total value as defined/ decided in relevant policy) Local Supplier as defined in Public Procurement (Preference to Make in India), Order 2017 and its subsequent Orders / Notifications issued by concerned Nodal Ministry for specific Goods/ Products.
- 4. Execution of Service (Log Sheet) :** The Service Provider will create Logs for each Service rendered. Before generation of the Bill, Logs will be verified by Buyer / Consignee. Some Miscellaneous detections if any arise during the execution of the Service and also meeting the requirement of the Contract.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

---Thank You---

No. F.17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi,
Dated the 30th January, 2020.

To

M/s R. K. Motors,
Shop No. 359, 3rd Floor,
Aggarwal Shopping Center,
CD Block, Pitampura,
Delhi - 110088.

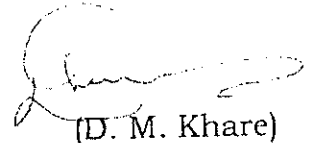
Subject:- Extension of contract of the firm M/s R. K. Motors, Shop No. 359, 3rd Floor, Aggarwal Shopping Center, CD Block, Pitampura, Delhi for providing of private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry of Culture - regarding.

Sir,

I am directed to convey the approval of the Competent Authority in the Ministry of Culture to extend the services for providing of Premium Sedan Category private vehicles/cars/taxis for official use in the Ministry by the firm namely M/s. R. K. Motors, Pitampura, Delhi on monthly basis w.e.f. **01.02.2020 to 31.03.2020** for two months on same terms & conditions.

2. This issues with the approval of the competent authority in the Ministry.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to :-

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. Drawing and Disbursing Officer, Ministry of Culture.
3. Cash Section, Ministry of Culture.
4. IFD, Ministry of Culture.

No. F.17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi,
Dated the 21st April, 2020.

To

M/s R. K. Motors,
Shop No. 359, 3rd Floor,
Aggarwal Shopping Center,
CD Block, Pitampura,
Delhi - 110088.

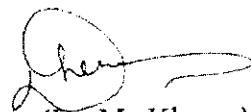
Subject:- Extension of contract of the firm M/s R. K. Motors, Shop No. 359, 3rd Floor, Aggarwal Shopping Center, CD Block, Pitampura, Delhi for providing of private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry of Culture - regarding.

Sir,

I am directed to convey the approval of the Competent Authority in the Ministry of Culture to extend the services for providing of Premium Sedan Category private vehicles/cars/taxis for official use in the Ministry by the firm namely M/s. R. K. Motors, Pitampura, Delhi on monthly basis w.e.f. **01.04.2020 to 31.05.2020** for two months on same terms & conditions.

2. This issues with the approval of the competent authority in the Ministry.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to :-

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. Drawing and Disbursing Officer, Ministry of Culture.
3. Cash Section, Ministry of Culture.
4. IFD, Ministry of Culture.

No. F.17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

6

Shastri Bhawan, New Delhi,
Dated the 26th May, 2020.

To

M/s R. K. Motors,
Shop No. 359, 3rd Floor,
Aggarwal Shopping Center,
CD Block, Pitampura,
Delhi - 110088.

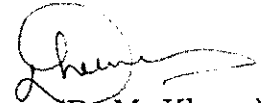
Subject:- Extension of contract of the firm M/s R. K. Motors, Shop No. 359, 3rd Floor, Aggarwal Shopping Center, CD Block, Pitampura, Delhi for providing of private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry of Culture - regarding.

Sir,

I am directed to convey the approval of the Competent Authority in the Ministry of Culture to extend the services for providing of Premium Sedan Category private vehicles/cars/taxis for official use in the Ministry by the firm namely M/s. R. K. Motors, Pitampura, Delhi on monthly basis w.e.f. **01.06.2020 to 31.08.2020** for further three months on same terms & conditions.

2. This issues with the approval of the competent authority in the Ministry.

Yours faithfully,


(D. M. Khare)

Under Secretary to the Govt. of India

Copy to :-

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. Drawing and Disbursing Officer, Ministry of Culture.
3. Cash Section, Ministry of Culture.
4. IFD, Ministry of Culture.

7

F. No. 17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi
Dated:- 8 September, 2020

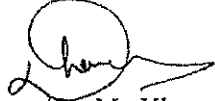
To,

M/s. R.K. Motors,
Shop No. 359, 3rd Floor,
Aggarwal Shopping Centre,
CD Block, Pitampura,
Delhi-110088.

Subject:- Extension of contract of the firm M/s. R.K. Motors, for providing of private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry of Culture – regarding.

I am directed to convey the approval of the competent authority in the Ministry of Culture to extend the services for providing of Premium Sedan Category Private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry by the firm namely M/s. R.K. Motors, Pitampura, Delhi on monthly basis w.e.f. 01.09.2020 to 30.09.2020

2. This issues with the approval of the competent authority in the Ministry.


(D. M. Khare)

Under Secretary to Govt. Of India

Copy to:

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. DDO, Ministry of Culture
3. Cash Section Ministry of Culture
4. IFD, Ministry of Culture

F. No. 17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

8

Shastri Bhawan, New Delhi
Dated:- 28 September, 2020

To,

M/s. R.K. Motors,
Shop No. 359, 3rd Floor,
Aggarwal Shopping Centre,
CD Block, Pitampura,
Delhi-110088.

Subject:- Extension of contract of the firm M/s. R.K. Motors, for providing of private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry of Culture – regarding.

I am directed to convey the approval of the competent authority in the Ministry of Culture to extend the services for providing of Premium Sedan Category Private vehicles/cars/taxis (Premium Sedan Category) for official use in the Ministry by the firm namely M/s. R.K. Motors, Pitampura, Delhi on monthly basis w.e.f. 01.10.2020 to 31.10.2020 or till the finalization of new contract, whichever is earlier, on same rates and terms and condition.

2. This issues with the approval of the competent authority in the Ministry.



(D. M. Khare)

Under Secretary to Govt. Of India

Copy to:

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. DDO, Ministry of Culture
3. Cash Section, Ministry of Culture
4. IFD, Ministry of Culture



Bid Number: GEM/2019/B/151786
Dated: 07-01-2019

Bid Document

Bid Details

Bid End Date/Time	17-01-2019 18:00:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	15 (Days)
Ministry/State Name	Ministry Of Culture
Department Name	Na
Organisation Name	N/a
Office Name	Delhi
Item Category	Vehicle Hiring Service - Sedan
Contract Period	12 Month(s)
Project Experience Required	Yes
MSE Exemption For Years Of Experience And Turnover	No

Vehicle Hiring Service - Sedan (6)

Technical Specifications

Specification	Values
Package	Monthly Normal Usage
Vehicle Brand	Swift Dzire
Vehicle Category	AC
Extra KMs	0
Extra Hrs	0

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Number of Vehicles of above mentioned technical specification	Additional Requirement
1	Manoj Dehury	110001, Room No.330, C Wing, Shastri Bhawan	6	• Number of packages in

167

Contract Period : 12

EMD Detail

Advisory Bank	Bank of India
EMD Percentage(%)	5.00
EMD Amount	131040

ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

Buyer Specific Additional Terms and Conditions

- 1. Scope of Service (Bid price to include all cost components) :** Scope of Work and Service along with obligations mentioned in the Service Level Agreement of the Service
- 2. Purchase preference will be given to :** (if L-1 is not from selected category and Service Provider (s) from selected category has/have quoted price within L-1+ ----(to be specified) % of margin of purchase preference /price band defined in relevant policy, such Service Provider shall be given opportunity to match L-1 price and award contract for percentage of total value as defined/ decided in relevant policy) Local Supplier as defined in Public Procurement (Preference to Make in India), Order 2017 and its subsequent Orders / Notifications issued by concerned Nodal Ministry for specific Goods/ Products.
- 3. Execution of Service (Log Sheet) :** The Service Provider will create Logs for each Service rendered. Before generation of the Bill, Logs will be verified by Buyer / Consignee. Some Miscellaneous detections if any arise during the execution of the Service and also meeting the requirement of the Contract.

This Bid is governed by the General Terms and Conditions, conditons stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

---Thank You---

No. F.17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

11

Shastri Bhawan, New Delhi,
Dated the 30th January, 2020.

To

M/s Mukhija Travels,
811-A, Pocket-II,
Paschim Puri,
New Delhi - 110063.

Subject:- Extension of contract of the firm M/s Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi for providing of private vehicles/cars/taxis (Sedan Category) for official use in the Ministry of Culture - regarding.

Sir,

I am directed to convey the approval of the Competent Authority in the Ministry of Culture to extend the services for providing of Sedan Category private vehicles/cars/taxis for official use in the Ministry by the firm namely M/s. Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi on monthly basis w.e.f. **01.02.2020 to 31.03.2020** for two months on same terms & conditions.

2. This issues with the approval of the competent authority in the Ministry.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to :-

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. Drawing and Disbursing Officer, Ministry of Culture.
3. Cash Section, Ministry of Culture.
4. IFD, Ministry of Culture.

No. F.17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi,
Dated the 21st April, 2020.

To

M/s Mukhija Travels,
811-A, Pocket-II,
Paschim Puri,
New Delhi - 110063.

Subject:- Extension of contract of the firm M/s Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi for providing of private vehicles/cars/taxis (Sedan Category) for official use in the Ministry of Culture - regarding.

Sir,

I am directed to convey the approval of the Competent Authority in the Ministry of Culture to extend the services for providing of Sedan Category private vehicles/cars/taxis for official use in the Ministry by the firm namely M/s. Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi on monthly basis w.e.f. **01.04.2020 to 31.05.2020** for two months on same terms & conditions.

2. This issues with the approval of the competent authority in the Ministry.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to :-

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. Drawing and Disbursing Officer, Ministry of Culture.
3. Cash Section, Ministry of Culture.
4. IFD, Ministry of Culture.

13

No. F.17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi,
Dated the 26th May, 2020.

To

M/s Mukhija Travels,
811-A, Pocket-II,
Paschim Puri,
New Delhi - 110063.

Subject:- Extension of contract of the firm M/s Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi for providing of private vehicles/cars/taxis (Sedan Category) for official use in the Ministry of Culture - regarding.

Sir,

I am directed to convey the approval of the Competent Authority in the Ministry of Culture to extend the services for providing of Sedan Category private vehicles/cars/taxis for official use in the Ministry by the firm namely M/s. Mukhija Travels, 811-A, Pocket-II, Paschim Puri, New Delhi on monthly basis w.e.f. **01.06.2020 to 31.08.2020** for further three months on same terms & conditions.

2. This issues with the approval of the competent authority in the Ministry.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to :-

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. Drawing and Disbursing Officer, Ministry of Culture.
3. Cash Section, Ministry of Culture.
4. IFD, Ministry of Culture.

14

F. No. 17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi
Dated:- 8 September, 2020

To,

M/s. Mukhija Travels,
311-A, Pocket - II,
Paschim Puri,
New Delhi-110063.

Subject:- Extension of contract of the firm M/s. Mukhija Travels, for providing of private vehicles/cars/taxis (Sedan Category) for official use in the Ministry of Culture - regarding.

I am directed to convey the approval of the competent authority in the Ministry of Culture to extend the services for providing of Sedan Category Private vehicles/cars/taxis (Sedan Category) for official use in the Ministry by the firm namely M/s. Mukhija Travels, Paschim Puri, Delhi on monthly basis w.e.f. 01.09.2020 to 30.09.2020

2. This issues with the approval of the competent authority in the Ministry.


(D. M. Khare)

Under Secretary to Govt. Of India

Copy to:

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. DDO, Ministry of Culture
3. Cash Section, Ministry of Culture
4. IFD, Ministry of Culture

F. No. 17-18/2018-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi
Dated:- 28 September, 2020

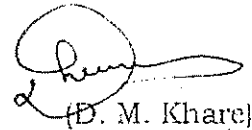
To,

M/s. Mukhija Travels,
311-A, Pocket - II,
Paschim Puri,
New Delhi-110063.

Subject:- Extension of contract of the firm M/s. Mukhija Travels, for providing of private vehicles/cars/taxis (Sedan Category) for official use in the Ministry of Culture – regarding.

I am directed to convey the approval of the competent authority in the Ministry of Culture to extend the services for providing of Sedan Category Private vehicles/cars/taxis (Sedan Category) for official use in the Ministry by the firm namely M/s. Mukhija Travels, Paschim Puri, Delhi on monthly basis w.e.f. 01.10.2020 to 31.10.2020 or till the finalization of new contract, whichever is earlier, on same rates and terms and condition.

2. This issues with the approval of the competent authority in the Ministry.



(D. M. Khare)

Under Secretary to Govt. Of India

Copy to:

1. Pay and Accounts Office, Ministry of Culture, NAI Annexe, New Delhi.
2. DDO, Ministry of Culture
3. Cash Section, Ministry of Culture
4. IFD, Ministry of Culture

Organisation Details		Buyer Details	
Type:	Central Government	Name:	Bhoj Raj
Ministry:	Ministry of Culture	Designation:	Section Officer
Department:	NA	Contact No.:	011-23381282-306
Organisation Name:	N/A	Email ID:	raj.bhoj@nic.in
Office Zone:	Delhi	GSTIN:	N
		Address:	Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India

Financial Approval Detail		Paying Authority Details	
IFD Concurrence:	Yes	Name:	Parveen Kumar
Designation of Administrative Approval:	Secretary (Culture)	Designation:	DDO
Designation of Financial Approval:	JS and FA	Email ID:	socash-culture@gov.in
		GSTIN:	N
		Address:	Room No.330, C Wing, Shastri Bhawan, CENTRAL DELHI, DELHI-110001, India

Consignee Details		
S.No	Consignee Name & Address	Service Description
1	Name: Bhoj Raj Contact: 011-23381282-306 Email ID: raj.bhoj@nic.in Address: Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India	Monthly Basis Cab & Taxi Hiring Services - Premium Sedan; 2500 KM 400 hours; Local
		Monthly Basis Cab & Taxi Hiring Services - Sedan; 2700 Km 400 hours; Local

Service Provider Details	
Company Name:	SHRI RAM TOUR & TRAVELS
Contact No.:	09991715199
Email ID:	jthakurca@gmail.com
Address:	PLOT NO 1 G BLOCK,PREM NAGAR,NAJAF GARH, DELHI, DELHI-110043, -
MSME verified:	Yes
GSTIN:	07ADAFS4525R1ZL

Service Details

Contract Start Date : 01-Nov-2020 Contract End Date : 31-Oct-2021

Service	Quantity (Quantity)	Unit Price Monthly Base Fare (Per package) inclusive of GST	Total Amount (Formula) (Quantity*Monthly Base Fare (Per package) inclusive of GST*Duration in Months within the Contract Period)
Monthly Basis Cab & Taxi Hiring Services - Premium Sedan; 2500 KM 400 hours; Local Billing Cycle : monthly Category Name : Monthly Basis Cab & Taxi Hiring Services Year of Vehicle Model : 2019 Air Conditioning : A/C Type of car (Please select at least 3 options) : Maruti Suzuki Ciaz, Toyota Corolla, Maruti Suzuki Vitara Brezza District : NA Type of Service : Local Km Travelled : 25,000-50,000 kms Zipcode : NA			

Vehicle type : Premium Sedan

Usage Variant : 2500 KM / 400 hours

294765/2020/Gen. Admn

The bidder should not have been blacklisted or debarred by any Central/ State

17

5

39800.000

2,460,000

19

279257/2020/Gen. Admn.

File No. 6-5/2017-GA
 Government of India
 Ministry of Culture
 * * * * *

Shastri Bhawan, New Delhi
 Dated the 10th October, 2018

To

The Proprietor,
 M/s Satnam Enterprises,
 1934, Outram Lane, Kingsway Camp,
 Delhi - 110009.

Sub: Awarding of Comprehensive Annual Maintenance Contract for repair & maintenance of Air Conditioners and repairs of general electrical equipments in the Ministry - reg.

Sir,

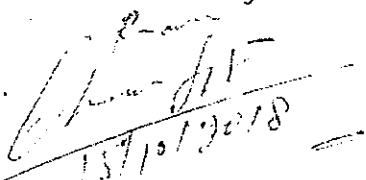
Kindly refer to this Ministry's e-Tender ID no. 2018_MC_337361_1 dated 15th May, 2018 and your letter number nil dated 17th September, 2018 on the subject cited above and to say that the Comprehensive Annual Maintenance Contract for repair & maintenance of Air Conditioners and repair of general electrical equipments in the Ministry has been awarded to your firm for a period of one year w.e.f. 20.09.2018 to 19.09.2019 at the rates mentioned in the enclosed Annexure-I and II and the terms and conditions mentioned in the Tender Notice.

2. The CAMC is initially for a period of one year which can be further extended subject to the satisfactory performance.

Yours faithfully,


 (Manoj Dehury)

Under Secretary to Government of India

O/c. 
 15/10/2018

20

Annexure - I

Sl. No.	Description of work/job work	M/s Satnam Enterprises
1.	Window ACs 1.5 & 2.0 ton: Full Comprehensive Annual Maintenance service contract including cleaning, oiling, washing, greasing, fitting of switch/wire/plug, replacement of compressors and replacement of all spare parts and when required viz. Relay circuit, running capacitor, condenser, starting capacitor, all kind of motors rewinding and replacement, fans, wiring of motor, wiring of transformers, gas filling/charging including cost of gas, thermostat, Valve, knob set, OFF' and ON' switches, set of 3 pads, conciliator, fan/fan blade/blower, cutting and welding, Flushing, Vacuum & pressure the system and brazing pipe, if any etc.	Rs. 4,750/-
2.	Split ACs 1.5 & 2.0 ton: Full Comprehensive Annual Maintenance service contract including cleaning, oiling, washing, greasing, fitting of switch/wire/plug, replacement of compressors and replacement of all spare parts and when required viz. Relay circuit, running capacitor, starting capacitor, condenser, all kind of motors rewinding and replacement, fans, wiring of motor, wiring of transformers, gas filling/charging including cost of gas, thermostat, Valve, knob set, OFF' and ON' switches, set of 3 pads, conciliator, fan motor/fan blade/blower, maintenance/repairing of its voltage stabilizer, cutting and welding, Flushing, Vacuum & pressure the system and brazing pipe, if any etc.	Rs. 4,950/-
3.	Window type AC: charges for fresh installation involving of all new fitting/fixtures & including erection of suitable wooden stand & covering the gap with new plywood, wherever necessary	Rs. 450/-
	Charges for shifting and subsequent installation requiring minor additions/alteration in the original fitting & fixtures (Window AC)	Rs. 160/-
	Charges for shifting and subsequent installation requiring minor additions/alteration in the original fitting & fixtures (Split AC)	Rs. 6,700/-
4.	Repair of Stabilizer	Rs. 450/-
5.	Remote of AC	
	(a) Window AC	
	(i) Repair	Rs. 2,600/-
	(ii) Replacement (Original Company make) (only in case of lost)	Rs. 4,400/-
	(b) Split AC	
	(i) Repair	Rs. 2,600/-
	(ii) Replacement (Original Company make) (only in case of lost)	Rs. 4,400/-

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Annexure - II

A	FAN/HOT CASE	
1.	Maintenance of all types of fans of all make	
	a) Pedestal fan (servicing, repair of armature, motor etc.)	Rs. 690/-
	b) Table fans (servicing, repair of armature, motor etc.)	Rs. 690/-
	c) Wall mounted fans (servicing, repair of armature, motor etc.)	Rs. 690/-
2.	Maintenance of hot case	Rs. 690/-
3.	Maintenance of heat blower/oil radiator	Rs. 690/-
B.	CALL BELLS/REMOTER BELLS	
4.	Minor repair of call bell	Rs. 180/-
5.	Rate for new call bell/buzzer (cordless) with installation (Cona/Anchor/Havells)	Rs. 1350/-
6.	Rate for new ding dong bell (cordless) with installation (Cona/Anchor/Havells)	Rs. 1350/-
7.	Rate for new round push button	Rs. 50/-
C.	WIRES/CABLES/ELECTRICAL FITTING (Cona/Anchor/Havells)	
8.	3 core wire (23/76) copper wire (rate per meter)	Rs. 70/-
9.	3 core wire (40/76) (rate per meter)	Rs. 74/-
10.	3 core wire 23/76 (rate per meter)	Rs. 70/-
11.	3 core wire 70/76 (rate per meter)	Rs. 90/-
12.	2 core wire 23/76 (rate per meter)	Rs. 30/-
13.	PVC 3/20 (rate per meter)	Rs. 12/-
14.	PVC 3/22 (rate per meter)	Rs. 12/-
15.	PVC 7/20 (rate per meter)	Rs. 13/-
16.	MCB Socket (5 ampere) Anchor, Havells, Cona make Rate for 5 Ampere MCB Socket of Anchor make Rate for 5 Ampere MCB Socket of Havells make Rate for 5 Ampere MCB Socket of Cona make Rate for 15 ampere MCB switch Rate for 15 Ampere MCB Socket of Anchor make Rate for 15 Ampere MCB Socket of Cona make Rate for 15 Ampere MCB Socket of Havels make	Rs. 42/- Rs. 90/-
17.	MCB Switch (5 ampere & 15 ampere) Anchor, Havels, Cona make Rate for 5 Ampere MCB Switch of Anchor make Rate for 5 Ampere MCB Switch of Cona make Rate for 5 Ampere MCB Switch of Havels make Rate for 15 Ampere MCB switch Rate for 15 Ampere MCB Switch of Anchor make Rate for 15 Ampere MCB Switch of Cona make Rate for 15 Ampere MCB Switch of Havels make	Rs. 42/- Rs. 90/-

18.	<u>Multi socket 5 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
19.	<u>Multi socket 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
20.	<u>Wall socket 5 ampere (piano type)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
21.	<u>Wall socket 5 ampere (multi socket)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
22.	<u>Wall socket 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
D	SWITCHES	
23.	<u>Main Switch 30 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 250/-
24.	<u>Switch 5 ampere (piano type)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
25.	<u>Switch 15 ampere (piano type)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
26.	<u>Wall switch 5 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
27.	<u>Wall switch 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
E	PLUGS	
28.	Special plug for MCB	Rs. 270/-
29.	<u>3 in plug 5 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 44/-
30.	<u>3 in plug 15 ampere</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
31.	<u>New multi plug 3 pins (light)</u> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 44/-

279257/2020/Gen. Admn.

F.	RATE OF TUBE LIGHTS/BULBS	
32.	Rate for replacement of tube light frame	Rs. 85/-
33.	LED Bulb 0.5 Watt (Philips, Crompton etc)	Rs. 70/-
34.	Colour bulb each (for engagement light)	Rs. 15/-
35.	Supply & fixing of engagement light (red and green light bulbs)	Rs. 810/-
36.	Philips bulb (230V-25W Candle CFL)	Rs. 70/-
G.	RATE OF BOARDS	
37.	Acrylic/Fibre board (7X4)	Rs. 10/-
38.	Acrylic/Fibre board (8X6)	Rs. 10/-
39.	Acrylic/Fibre board (8X10)	Rs. 10/-
40.	Acrylic/Fibre board (8X12)	Rs. 10/-
41.	Sheet bakelite (per inch)	Rs. 0.5 paisa
42.	Indicator on board each	Rs. 15/-
43.	Fuse on each board	Rs. 15/-
44.	Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Anchor make Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Havels make Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Cona make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Anchor make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Havels make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Cona make	Rs. 990/- Rs. 1090/-
45.	Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Anchor make Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Havels make Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Cona make	Rs. 790/-
46.	Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Anchor make Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Havels make Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Cona make	Rs. 890/-
H.	MISCELLANEOUS	
47.	Batten per square feet	Rs. 30/-
48.	Fixing of batten per square feet	Rs. 20/-
49.	Supply of fixo-pen per sq. feet	Rs. 50/-
50.	Fixing of fixo-pen per sq. feet	Rs. 30/-
51.	MCB box each (Anchor/Havels/Cona)	Rs. 325/-
52.	Mini circuit breaker of Anchor, Havells/Cona	Rs. 10/-
53.	PVC pipe per square feet	Rs. 10/-
I.	FANS OF ALL TYPES (EXCLUDING CEILING FANS)	
54.	Installation charges of wall fan with new fitting and fixtures	Rs. 125/-

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(24)

AGREEMENT BETWEEN MINISTRY OF CULTURE AND
M/S SATNAM ENTERPRISES, NEW DELHI

The terms and conditions of the contract shall be as under :-

1. Bidder are required to submit Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand only) in the form of Demand Draft in favour of Drawing & Disbursing Officer, Ministry of Culture, Government of India, New Delhi from any Nationalized/Scheduled Bank. A representative of the firm will be permitted to present at the time of opening of quotations.
2. The rates of Comprehensive Annual Maintenance Contract of ACs (split and window) will include oiling, cleaning, greasing, servicing, fixing of wires, chemical wash, gas filling, replacement/repair of any or all the parts including replacement of motor/compressors/condenser and other electrical parts, air filter, connecting wires/metal plugs of the switches by new ones, carrying out pressure leak testing including vaccummising the system during the duration of the contract at the exclusive risk, responsibility and the cost of the contractor.
3. The contractor shall use ISI marked parts for repair/replacement. If the firm uses a non-ISI marked parts a penalty of double the cost of the part will be imposed.
4. It shall also be the responsibility of the approved contractor to periodically service and inspect/check all the ACs (Split & Window) and other general electric items of Ministry which are under the maintenance period, so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the user Section/Officers at least once in a quarter to the effect that the said apparatus are working satisfactorily during the quarter in question.
5. No advance payment will be made to the firm. Payment will be made quarterly basis of the AMC period. As regards AC Stabilizer, Fan (Wall Fan & Pedestal Fan), the firm will provide services on call basis as and when required.
6. The contractor shall be required to inspect all the air conditioners and put these into operation immediately failing which the contract may be cancelled by the undersigned without assigning any reasons and the security, etc. deposited by the contractor shall be forfeited.
7. For regular and proper maintenance/repair of the air conditioners and general electric equipments for attending to the complaints received from officers immediately, it shall be obligatory on the part of the contractor to depute sufficient number of qualified mechanics (minimum two) on all working days from 9.30 a.m. to 5.30 p.m. throughout the duration of the contract to attend immediately to the complaints received from the users of air conditioners and general electric equipments. In case of emergency, the complaints would also be required to be attended on holidays.
8. As far as possible, the maintenance/repair work shall be carried out in the premises of this Ministry. Only such work, execution of which is not possible in the premises of this Ministry, may be allowed to be done in the workshop of the firm. In no case, an air conditioner and general electric equipments, or part thereof, shall be taken out of the premises without formal written permission of this Ministry. No transportation charges will be paid on this account. The firm will also provide

standby arrangement without any extra cost till the repaired ACs and electric equipments are brought back and re-installed. The air conditioners and electric equipments or part thereof, taken to the workshop will have to be brought back within two days, failing which the cost the machine/part will be recovered from the firm.

9. The contractor shall be required to do the work at the approved rates. If, for any reason, the firm is not able to do so, the work shall be got done from some other firm or from the open market at the cost of the contractor and the expenditure so incurred thereon shall be recovered from him. This may even entail the termination of the contract and forfeiture of the security deposit.

10. In case the contractor fails to cope up with the work load or does not render satisfactory services, the contract awarded to him shall be cancelled by giving 15 days notice without assigning any reason whatsoever and his security deposit and payment, due to him, if any, shall be forfeited. In this connection, decision of the Ministry shall be final and binding on the contractor.

11. AMC charges will be made in four quarterly installments after satisfactory performance of the company. Payments towards new Air Conditioners and electric equipments which will be automatically included in the ambit of AMC after completion of their warranty period and such Air Conditioners which are replaced during the period of maintenance, will be made on pro-rata basis.

12. In the event of contractor backing out of the contract in midstream, without prior explicit consent of the Ministry, not only the EMD would be forfeited, but also he will be liable to the recovery of the higher cost, vis-à-vis that contracted with him incurred by the Ministry for the balance period of contract through alternative means and would also be blacklisted for future contracts in the Government Ministry. In case the complaints of maintenance/repair of the air conditioners and general electrical equipments are not attended to within two hour, penalty of Rs. 150/- will be levied per day per Air Conditioner and no maintenance charges for this period will be admissible.

13. Ministry of Culture reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason therefore. It also reserves the right to reject the quotation without assigning any reason thereof or to renew the contract for such period as it may deem necessary taking into account, the satisfactory services rendered by the contractor during the season.

14. The contractor should clearly state such items that are not covered under the contract. The rates chargeable for any component/items not covered under Comprehensive AMC should be specifically mentioned in the quotation.

15. If at any point of time, the services of the Service technicians, being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the service technician immediately.

16. The Competent Authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported.

17. During the period of the contract, if any mishap occurs, it will be the responsibility of the contractor to compensate the loss on account of injury to person/property.

18. In the event of completion/lapse of tender, the service provider has to handover all ACs and general electrical equipments in running conditions to the next service provider.

19. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

मनोज देवुरी / MANOJ DEHURY
अवर सचिव / Joint Secretary
संस्कृति मंत्रालय / Ministry of Culture
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

Purpreet
Signature of the authorized signatory
of M/s Satnam Enterprises with seal

SATNAM ENTERPRISES
19349 Outram Lane
Kingsway Camp, Delhi-9

279257/2020/Gen. Admn.

27

No. F. 6-5/2017-GA
 Government of India
 Ministry of Culture
 General Administration Section

Shastri Bhawan, New Delhi

Dated : 30 July, 2019

To

M/s Satnam Enterprises,
 1934, Outram Lane,
 Kingsway Camp,
 Delhi - 110009.

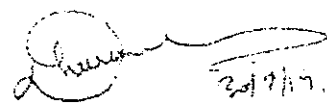
Subject:- Extension of Comprehensive Annual Maintenance Contract (CAMC) for repair/maintenance of Air Conditioners and other electrical equipments installed in the Ministry for further period of one year with effect from 20.09.2019 to 19.09.2020.

Sir,

I am directed to convey the approval of the competent authority of the Ministry of Culture for extension of the CAMC awarded to your firm for repair/maintenance of air conditioners and other electrical equipments installed in this Ministry for a period of one year with effect from 20.09.2019 to 19.09.2020 on the same rates, terms and conditions as mentioned in this Ministry's letter dated 10th October, 2018. The performance security of Rs. 25,000/- deposited in the form of FDR may kindly be revalidated for the extended period.

2. This issues with the approval of Joint Secretary (Admn.), Ministry of Culture.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to:-

1. Cash Section, Ministry of Culture
2. PAO, Ministry of Culture
3. IFD, Ministry of Culture.

:

:

28554/2020/Gen. Admn.

No. F. 6-5/2017-GA
 Government of India
 Ministry of Culture
 General Administration Section

Shastri Bhawan, New Delhi
 Dated : 9th October, 2020

To

M/s Satnam Enterprises,
 1934, Outram Lane,
 Kingsway Camp,
 Delhi - 110009.

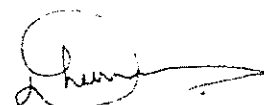
Subject:- Extension of Comprehensive Annual Maintenance Contract (CAMC) for repair/maintenance of Air Conditioners and other electrical equipments installed in the Ministry for further period of four months with effect from 20.09.2020 to 19.01.2021.

Sir,

I am directed to convey the approval of the competent authority of the Ministry of Culture for extension of the CAMC awarded to your firm for repair/maintenance of air conditioners and other electrical equipments installed in this Ministry for further period of **four months with effect from 20.09.2020 to 19.01.2021** on the same rates, terms and conditions as mentioned in this Ministry's letter dated 10th October, 2018. The performance security of Rs. 25,000/- deposited in the form of FDR may kindly be revalidated for the extended period.

2. This issues with the approval of Joint Secretary (Admn.), Ministry of Culture.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to:-

1. Cash Section, Ministry of Culture
2. PAO, Ministry of Culture
3. IFD, Ministry of Culture.

30432/2021/Gen. Admn.

No. F. 6-5/2017-GA
 Government of India
 Ministry of Culture
 General Administration Section



Shastri Bhawan, New Delhi
 Dated : 19 January, 2021

To

M/s Satnam Enterprises,
 1934, Outram Lane,
 Kingsway Camp,
 Delhi - 110009.

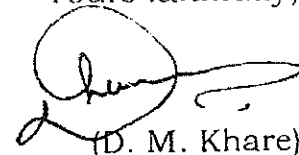
Subject:- Extension of Comprehensive Annual Maintenance Contract (CAMC) for repair/maintenance of Air Conditioners and other electrical equipments installed in the Ministry for further period of four months with effect from 20.01.2021 to 19.05.2021.

Sir,

I am directed to convey the approval of the competent authority of the Ministry of Culture for extension of the CAMC awarded to your firm for repair/maintenance of air conditioners and other electrical equipments installed in this Ministry for further period of **four months with effect from 20.01.2021 to 19.05.2021** on the same rates, terms and conditions as mentioned in this Ministry's letter dated 10th October, 2018. The performance security of Rs. 25,000/- deposited in the form of FDR may kindly be revalidated for the extended period.

2. This issues with the approval of Joint Secretary (Admn.), Ministry of Culture.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Copy to:-

1. Cash Section, Ministry of Culture
2. PAO, Ministry of Culture
3. IFD, Ministry of Culture.

Shastri Bhavan, New Delhi-110 001
Dated: 22 December, 2017

To
M/s. Krishna Enterprises
2070/5, 1st Floor
Chuna Mandi
Paharganj, New Delhi - 55

Sub: Quotation for printing works in the Ministry of Culture - regarding

Sir,

I am directed to refer to your quotation dated 14.8.2017 in response to this Ministry's Limited Tender Enquiry of even number dated 25.7.2017 on the subject cited above and to say that your firm has quoted L-1 rate for printing of almost complete items as per details given below:-

Sl. No	Details of Jobs	Qty.	L-1 Rate
1	LETTER HEAD OF MIN. ON SIMPLE PAPER		
	DO letter heads for Minister on imported German paper of 120 GSM with Golden Emblem and silk Screen embossed printing	A-4	1100/-
		A-5	1000/-
		A-8	900/-
		Per 1000	
	DO letter heads for HCM on indigenous paper of 120 GSM with Golden Emblem/ Blue Emblem and silk Screen Printing	A-4	1000/-
		A-5	950/-
		A-8	800/-
		Per 1000	
	DO letter heads for HCM on indigenous paper of 100 GSM with Golden Emblem/ Blue Emblem and silk Screen Printing	A-4	950/-
		A-5	900/-
		A-8	750/-
Per 1000			
DO letter heads for HCM on Handmade paper of 100 GSM with Golden/ Blue Emblem and screen embossed printing	A-4	1350/-	
	A-5	1250/-	
	A-8	1100/-	
	Per 1000		
DO letter heads for Sr. officers (PS. APS to Ministers) on indigenous paper on 100 GSM with screen printing	A-4	1000/-	
	A-5	950/-	
	A-8	750/-	
	Per 1000		
2	D.O. LETTER HEADS ON SIMPLE PAPER WITH GOLDEN EMBLEM		
	A4 size (as per sample) (100/120 gsm)	1000	900/
	A4 size (as per sample) (100/120 gsm)	1000	1000/
			1000

3	D.O. LETTER HEADS on SPECIAL PAPER WITH GOLDEN EMBLEM		
	A4 size (as per sample)	1000	1350/-
	A5 size (as per sample)	1000	1200/-
4	D.O. ENVELOPS		
	Window envelopes on white paper of 90 GSM with screen printing	SE-4 SE-6 (Per 1000)	850/- 900/-
	Plain DO envelopes on white good quality paper of 90 GSM with screen printing (Per 1000)	SE-4 SE-6 SE-7 SE-8 SE-8A	750/-* 850/- 900/- 2500/- 2600/-
5	D.O. ENVELOPS on Good quality paper		
	Window Envelopes(Per 1000)	SE-5 SE-6	700/-* 950/-
	Plain Envelopes (Per 1000)	SE-5 SE-6	650/-* 800/-*
6	Envelopes		
	Envelopes having the name of the Ministry and Govt. of India Logo and RTI logo in same colour printed on 100 GSM paper [per 100]	Brown SE-5 Brown SE-6 Yellow SE-7 (with net/ cloth lining) Yellow SE-8A (with net /cloth lining)	30/- 38/- 225/- 380/-
	Hand Made Env. & Folders as per sample		
7	Hand Made Folders Small Size	100	2750/-*
	Hand Made Envelopes Small Size	100	950/-
	Hand Made Fold. A-4	100	4000/-
	Hand Made Env. A-4	100	950/-
	8	SLIP BOOKS	
	50 sheets on good quality thick bond paper spiral binding	Per piece	15/-
	20 sheets on good quality thick bond paper spiral binding	Per piece	12/-
	Slip pad with 10 sheets on Good quality ruled paper	Per piece	6/-*
9	COMPLIMENTARY SLIP		
	Visitors slips on 6"x 8" card with screen printing (as per sample)	1000	850/-
	Visitors slips on 6"x 8" paper with screen printing (as per sample)	1000	600/-
10	PRINTING OF COLOUR SLIPS (BILINGUAL)		
	5"x 3" size (immediate /Most Immediate/ Urgent/RajyaSabha/Lok Sabha/Confidential/ Secret/Out Today etc.	100	50/-

11	VISITING CARDS		
	Visiting Cards on ivory paper and screen printing with golden emblem, embossed (Single sides)	100	95/-
	Visiting Cards on ivory paper and screen printing with golden emblem, embossed (Both sides)	100	100/-
12	INVITATION CARDS		
	Invitation Cards with Matching Envelopes on 300 GSM paper (Per Set- envelope & card)	100	850/-
13	ENVELOPES WHITE		
	SE-8 (printed)	1000	2500/-
	SE-8A -do-	1000	2500/-
	Quarter Size 10" x12" Laminated	1000	2300/-
14	SPIRAL BINDING		
	Books/documents/files	Per piece	35/-
15	Printing of ACRs/APAR (as per sample)		
	On white paper	100	100
	On colour paper	100	130
16	Pensioners Plastic ID Cards (as per sample)	Per piece	25/-*
17	Printing of Security seal (sticker) with Govt. of India Logo	1000	850
18	VISITING CARDS		
	Visiting Card with Golden Emblem on Ivory Card	100	110
	Visiting Card with Golden Emblem on Hand made paper		130/-
19	Continuation Sheet A-4 size (Hand Made paper)		600
20	File Cover		
	File Cover 350 GSM (only yellow colour) having name of the Ministry and RTI log in same colour and logo of Ministry of Culture printed on the cover page. Rate per piece	Per piece	6/-
	File Cover 350 GSM (Green colour) having name of the Ministry, RTI log in same colour, logo of Ministry of Culture, Parliament logo and Lok Sabha printed on the cover page. Rate per piece	Per piece	5.75/-
	File Cover 350 GSM (Red colour) having name of the Ministry, RTI log in same colour, logo of Ministry of Culture, Parliament logo and Rajya Sabha printed on the cover page. Rate per piece	Per piece	5.75
21	Flexi Boards	A-4 Size Legal Size Per piece	5/- 7/-
22	Banner all sizes	Per piece	700/-*
23	Parchment Sheet (Good Quality) – for signing of Agreement	Per sheet	6/-
24	Desmat tm label	Per packet	10/-

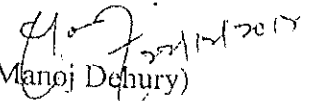
* L-1 rates quoted by other firms.

33

2. Being emerged as L-1 firm, contract for printing of the above items for a period of one year from the date of acceptance, is hereby awarded to your company. The contract is further extendable subject to satisfactory performance. You are required to supply other items also at L-1 rate, for which the L-1 rates are quoted by different firms. It may please be noted that in the event of supply/printing of inferior quality of item, good quality of items will be got printed from open market and the cost of such item printed/purchased from open market will be borne by your company in addition to forfeiture of performance security deposit and cancellation of contract. It may also be noted that in case you fail to supply the item within 5 days from the date of placing of supply order, the same will be got printed/purchased from open market and the expenditure incurred in this regard will be deducted from your bill or from the performance security deposit. The Ministry reserves the right to terminate the contract any time without assigning any reason which shall be binding on you.

3. If you are ready to accept the terms & conditions of the contract, you may intimate the same and furnish FDR for Rs.5,000/- (Rupees five thousand only) in favour of Drawing & Disbursing Officer, Ministry of Culture, Govt. of India, New Delhi valid for one year.

Yours faithfully,


(Manoj Dehury)

Under Secretary to the Govt. of India

No. F.10-3/2017- GA
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi-110 011
Dated: 4th January, 2019

To

M/s. Krishna Enterprises
2070/5, 1st Floor Chuna Mandi
Paharganj
New Delhi - 55

Sub: Extension of annual Contract for printing works in the Ministry. - regarding

Sir,

I am directed to refer to this Ministry's letter of even number dated 22.12.2017 and your letter dated 29.11.2018 on the subject cited above and to convey the approval of the competent authority in the Ministry for extension of the annual contract awarded to your firm for a further period of one year from 22.12.2018 to 21.12.2019 on the same rates, terms and conditions. You are requested to revalidate FDR deposited with the Ministry for the earlier period.

Yours faithfully,


(Manoj Dehury)

Under Secretary to the Govt. of India

F. No. 10-3/2017-GA
Government of India
Ministry of Culture
General Administration Section

Shastri Bhawan, New Delhi - 110001
Dated : 13th January, 2019

To

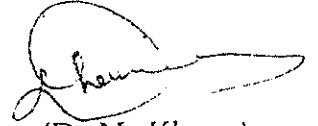
M/s Krishna Enterprises
2070/5, 1st Floor Chuna Mandi,
Paharganj,
New Delhi - 110055

Sub. : Extension of Annual Contract for printing works in the Ministry - reg.

Sir,

I am directed to refer to this Ministry's letter of even number dated 22.12.2017 & 4th January, 2019 and your letter dated 19.11.2019 on the subject cited above and to convey the approval of the competent authority in the Ministry for extension of the annual contract awarded to your firm for a further period of **one year from 22.12.2019 to 21.12.2020** on the same rates, terms and conditions. You are requested to revalidate FDR deposited with the Ministry for the earlier period.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of India

Handwritten notes:
24/1/2020

Handwritten initials: o/c

File No. 1647/2017-GA
Government of India
Ministry of Culture

Shastri Bhawan, New Delhi
Dated the 23rd August, 2018

To

The Proprietor,
M/s. Nice Enterprises,
B 131 20ft Road, Budh Vihar,
Near Saraswati School, Mandoli, Delhi - 93

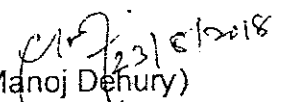
Sub: Awarding Annual Maintenance Contract in respect of computers, laptops and printers in the Ministry – reg.

Sir,

Kindly refer to this Ministry's e-Tender ID no. 2018_MC_324901_1 dated 31st July, 2018 on the subject cited above and to say that the annual contract for maintenance of Computers, Laptops and Printers in the Ministry has been awarded to your firm for a period of one year w.e.f. 1.8.2018 to 31.07.2019 at an annual cost of Rs. 4,58,962/- plus GST. Cost of change of parts will be paid separately. A copy of agreement is enclosed.

This issues with the approval of competent authority.

Yours faithfully,


(Manoj Dehury)

Under Secretary to Government of India

General Terms and Conditions

The firms should have at least 03 years' experience in maintenance of Desktop, Computers, Laptops and Printers. They also should have successfully executed AMC in Central Government Ministries/Departments/Organizations under Ministries. Copies of orders of AMCs for the last three years may be enclosed.

2. The firms must have ongoing AMC for Desktop, Computers, Laptops and Printers in Ministries/Departments of Government of India. The firm should provide a satisfactory service certificate in this regard.

3. The Firm should provide two Resident Engineers, who should be well qualified with a minimum of three (3) years' experience. The Resident Engineers should be available five days (Monday to Friday) a week from 9:00 AM to 5:30 PM. Their service may be required on odd hours and also on holidays as the situation demands. The Resident Engineers should have an exposure and experience in all latest operating systems.

4. The power adapters of Laptops and scanners should be replaced with new OEM adapters. The faulty adapters should not be repaired. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned back to the vendor due to the security restrictions. It may kindly be noted that the hard disks that are kept as a standby will not be returned to the vendor.

5. The firm must ensure and assure that the firm who enters into the AMC contract with the Ministry will not outsource it further. Any deviation from this would lead to blacklisting.

6. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry to extend the terms of the agreement for a further period of one to two years on satisfactory performance of the firm.

7. The firm shall provide services during office hours in the offices of Ministry at Shastri Bhavan, NAI Annexe and Puratatva Bhavan, INA, etc. without any additional cost.

Contd. . .

8. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user. The firm will also prepare a separate log book for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, CPU, Keyboard etc, from outside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to administration section failing which an appropriate penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user. The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to workshop the firm would provide a stand-by for the same with same configuration or higher. The department will not make any payment towards cartage and the expenditure for to and fro transportation of te machines should be borne by the firm. The equipment taken out of building for repair should be returned within two working days of taking out of building failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.

9. If any Desktop Computer/Laptop/Printer is not repaired within 24 hours the firm will provide standby device in excellent condition. If, however, the firm fails to repair or provide a standby device before picking up the defective item a penalty of Rs. 500/- (rupees five hundred only) shall be payable by the firm per day for dely. In case the required part is not available, the same should be replaced with a part of higher calibration that is compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be sole discretion of the Ministry. For down time calculation from the time the complaint is lodged should be taken as downtime. Preventive maintenance (PM): one in three months for all Desktop, Computers, Laptops and Printers will be undertaken. If the PM is not carried out within the beginning of the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis. Operating system support: OS support on all the systems stands covered under this contract. Any problem related with OS maintenance, reloading of OS with all devices, OS upgrade, device drivers, system configuration and network configuration will be attended to and rectified by the firm. Anti virus software (AVS) support: anti virus software support on the systems is covered under this contract. Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the systems.

Contd. . .

10. New equipment purchased will be included in AMC as soon as warranty expires. The new upgrade item (Memory, HDD, MM Kit etc.) purchased from the firm or any other vender and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires.

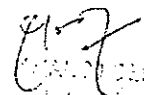
11. The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability i.e. HP, dell, Lenovo. Canon, etc. and shall act as single point of support contact for all the products. A certificate is to be given by the firm in each case/repair that OEM products parts are used.

12. It is mandatory that the firm should maintain inventory of spares in the Ministry under the custody of Resident Engineers.

13. The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.

14. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

Signature of the authorized signatory of the Tenderer with seal of the Firm


 Joint Secretary
 Under Secretary
 Ministry of Culture
 Govt. of India
 New Delhi

F.No. 16-12/2017- GA
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi
Dated: 29 July, 2019

To

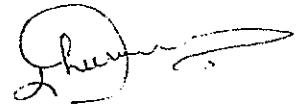
M/s. Nice Enterprises,
B131, 20ft Road, Budh Vihar,
Mandoli, Delhi.

Subject: Renewal of Contract for Annual Maintenance in respect of Computers
Laptops and Printers in the Ministry- reg.

Sir,

I am directed to refer to this Ministry's letter of even no. Dated 28th August, 2018 and your letter dated 08th July, 2019 on the subject mentioned above and to inform you that Annual Maintenance Contract awarded to your firm for repair & maintenance of Computers Laptops and Printers in the Ministry has been renewed for a further period of one year from 01.08.2019 to 31.07.2020 at the same terms & conditions.

Yours faithfully,



(D.M. Khare)

Under Secretary to the Govt. of India

o/c

o/c

280101/2020/Gen. Admn.

41

F.No. 16-12/2017- GA
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi
Dated: 30th July, 2020

To

Ref No 30/7/2020

M/s. Nice Enterprises,
B131, 20ft Road, Budh Vihar,
Mandoli, Delhi.

Subject: Renewal of Contract for Annual Maintenance in respect of Computers
Laptops and Printers in the Ministry - reg.

Sir,

I am directed to refer to this Ministry's letters of even no. dated 28th August, 2018 & dated 29th July, 2019 and your letter dated 14th July, 2020 on the subject mentioned above and to inform you that Annual Maintenance Contract awarded to your firm for repair & maintenance of Computers Laptops and Printers in this Ministry has been renewed for a further period of one year from 01.08.2020 to 31.07.2021 at the same terms & conditions.

GA Bauli Adm

Yours faithfully,

(Signature)
(D.M.Khare)

Under Secretary to the Govt. of India

c/c

c/c

File No. 16-4/2017-GA
Government of India
Ministry of Culture

Shastri Bhawan, New Delhi
Dated the 21 August, 2018

To

The Proprietor,
M/s Integrated Technologies,
2681, Sadipur Main Bazar,
New Delhi.

Sub: Entering Full Service Maintenance Agreement [FSMA] in respect of photocopiers in the Ministry – reg.

Sir,

Kindly refer to this Ministry's e-Tender ID no. 2018_MC_324925_1 dated 6th April, 2018 and your letter number nil dated 6th August, 2018 on the subject cited above and to say that the annual contract for maintenance of Sharp, Canon & Kyocera make photocopiers in the Ministry has been awarded to your firm for a period of one year w.e.f. 6.8.2018 to 5.8.2019 at the following rates and as per the terms and conditions mentioned in the Tender Notice:-

Sl. No.	Photocopier		Rate in Rs. (A-4 size)
1	Sharp	Black	0.24
		CoLOUR	0.99
2	Canon	Black	0.26
		Colour	3.75
3	Kyocera	Blcak	0.44
		Colour	5.99

Yours faithfully,

(Manoj Dehury)

Under Secretary to Government of India

43

F.No. 16-4/2017- GA
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi
Dated: 29 July, 2019

To

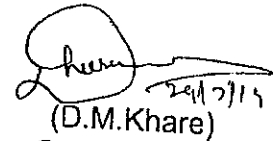
M/s. Integrated Technologies,
2681, Shadipur, Main Bazar
New Delhi.

Subject: Renewal of Full Service Maintenance Agreement (FSMA) in respect of
Photocopiers in the Ministry- reg.


Sir,

I am directed to refer to this Ministry's letter of even no. dated 21st August, 2018 and your letter dated 16th July, 2019 on the subject mentioned above and to inform you that Full Service Maintenance Agreement (FSMA) awarded to your firm for maintenance of Photocopiers in the Ministry has been renewed for a further period of one year from 06.08.2019 to 05.08.2020 at the same terms & conditions.

Yours faithfully,


(D.M. Khare)

Under Secretary to the Govt. of India



olc

F.No. 16-4/2017- Genl.
Government of India
Ministry of Culture
(GA Section)

44

Shastri Bhavan, New Delhi
Dated: 06th August, 2020

To

M/s. Integrated Technologies,
2681, Shadipur, Main Bazar
New Delhi.

Subject: Extension of Full Service Maintenance Agreement (FSMA) in respect of
Photocopier machines in the Ministry-reg.

Sir,

I am directed to refer to this Ministry's letter of even no. dated 21st August, 2018 & 29th July, 2019 and your letter dated 27th July, 2020 on the subject FSMA of photocopier machines and to inform you that Full Service Maintenance Agreement (FSMA) awarded to your firm for maintenance of Photocopiers in the Ministry has been extended for a further period of two months i.e. from 06.08.2020 to 05.10.2020 at the same terms & conditions.

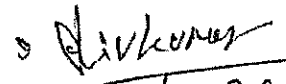
Yours faithfully,



(D.M. Khare)

Under Secretary to the Govt. of India

ok


06/08/2020

287374/2020/Gen. Admn.

45

F.No. 16-4/2017- Genl.
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi
Dated: 13 October, 2020

To

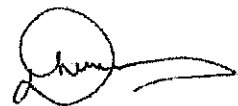
M/s. Integrated Technologies,
2681, Shadipur, Main Bazar
New Delhi.

Subject: Extension of Full Service Maintenance Agreement (FSMA) in respect of
Photocopier machines in the Ministry- reg.

Sir,

I am directed to refer to this Ministry's letter of even no. dated 21st August, 2018; 29th July, 2019 and 06th August, 2020 on the subject of mentioned above and to inform you that Full Service Maintenance Agreement (FSMA) awarded to your firm for maintenance of Photocopiers in the Ministry has been extended for a further period of three months i.e. from 06.10.2020 to 05.01.2021 at the same terms & conditions.

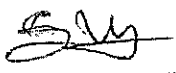
Yours faithfully,



(D.M.Khare)

Under Secretary to the Govt. of India

S/C


13/10/2020

46

Organisation Details		Buyer Details	
Type:	Central Government	Designation:	Section Officer
Ministry:	Ministry of Culture	Contact No.:	011-23381282-306
Department:	NA	Email ID:	raj.bhoj@nic.in
Organisation Name:	N/A	GSTIN:	N
Office Zone:	Delhi	Address:	Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India

Financial Approval Detail		Paying Authority Details	
IFD Concurrence:	Yes	Payment Mode:	Offline
Designation of Administrative Approval:	Secretary (Culture)	Designation:	Section Officer
Designation of Financial Approval:	JS&FA (CULTURE)	Email ID:	raj.bhoj@nic.in
		GSTIN:	N
		Address:	Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India

Consignee Details		
S.No	Consignee Name & Address	Service Description
1	Contact: 011-23381282-306 Email ID: raj.bhoj@nic.in Address: Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India	Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range); Kyocera; OEM Authorised Service Provider
		Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Mid Range); Kyocera; OEM Authorised Service Provider
		Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Colour , Laser , Separate Drum & Tonner, Mid range); Kyocera; OEM Authorised Service Provider
		Annual Maintenance Service - Photocopier Machine - Photocopier Machines(Colour , Laser , Separate Drum & Tonner, Lower range); Kyocera; OEM Authorised Service Provider

Service Provider Details	
GeM Seller ID:	-
Company Name:	Integrated technologies
Contact No.:	09811075930
Email ID:	it.infotech.aa@gmail.com
Address:	2681,MAIN BAZAR,SHADIPUR, NEW DELHI, DELHI-110008, -
MSME verified:	Yes
GSTIN:	07AUDPS4239E1ZM

*GST / Tax invoice to be raised in the name of - Buyer

Service Details									
Contract Start Date : 06-Jan-2021	Contract End Date : 10-Jan-2022								
<table border="1"> <thead> <tr> <th>Service</th> <th>Quantity (Quantity)</th> <th>Unit Price AMC charge per Photocopier Machine per anum</th> <th>Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)</th> </tr> </thead> <tbody> <tr> <td> Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range); Kyocera; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Periodicity of Preventive Maintenance Services : Monthly </td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)	Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range); Kyocera; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Periodicity of Preventive Maintenance Services : Monthly				
Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)						
Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range); Kyocera; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Periodicity of Preventive Maintenance Services : Monthly									

Type Of Asset : Photocopier Machines (Monochrome , Laser , Separate Drum & Toner, High range)
Status of Annual Maintenance Service Provider : OEM Authorised Service Provider
Make/Brand Of Assets : Kyocera
District : NA

47

10

76464.000

764,640

48

Zipcode : NA Onsite Service Engineers Requirement : As Indicated in Bid Document Buyer Parameter & Add-ons :			
Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)
Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Mid Range); Kyocera; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Periodicity of Preventive Maintenance Services : Monthly Type Of Asset : Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Mid Range) Status of Annual Maintenance Service Provider : OEM Authorised Service Provider Make/Brand Of Assets : Kyocera District : NA Zipcode : NA Onsite Service Engineers Requirement : As Indicated in Bid Document Buyer Parameter & Add-ons :	8	67968.000	543,744
Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)
Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Colour , Laser , Separate Drum & Tonner, Mid range); Kyocera; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Periodicity of Preventive Maintenance Services : Monthly Type Of Asset : Photocopier Machines (Colour , Laser , Separate Drum & Tonner, Mid range) Status of Annual Maintenance Service Provider : OEM Authorised Service Provider Make/Brand Of Assets : Kyocera District : NA Zipcode : NA Onsite Service Engineers Requirement : As Indicated in Bid Document Buyer Parameter & Add-ons :	1	135936.000	135,936
Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)
Annual Maintenance Service - Photocopier Machine - Photocopier Machines(Colour , Laser , Separate Drum & Tonner, Lower range); Kyocera; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine District : NA Make/Brand Of Assets : Kyocera Type Of Asset : Photocopier Machines(Colour , Laser , Separate Drum & Tonner, Lower range) Onsite Service Engineers Requirement : As Indicated in Bid Document Periodicity of Preventive Maintenance Services : Monthly Status of Annual Maintenance Service Provider : OEM Authorised Service Provider Zipcode : NA Buyer Parameter & Add-ons :	2	126024.000	252,048
Total Amount Including All Duties and Taxes in INR			1,696,368

SLA Details - Annual Maintenance Service - Photocopier Machine - Photocopier Machines(Colour , Laser , Separate Drum range); Kyocera; OEM Authorised Service Provider

PREAMBLE: Comprehensive AMC contracts placed through GeM shall be governed by following set of Terms and Conditions:

1. General terms and conditions for Goods and Services;
2. Service Specific STC of AMC Services - as defined in Service Catalogue which includes SLA for the Service or Service for a product;
3. BID / Reverse Auction specific ATC



Note:

Operation of the above terms and conditions are in reverse order of precedence i.e. ATC supplement Service Specific STC and GTC, however, Service Specific STC pre the GTC.a

The above set of conditions along with Scope of supply including price as enumerated in the Contract Document shall be construed to be part of the contract.

This document represents a comprehensive Terms and Conditions governing the contract between the Buyer and Service Provider. The purpose of this document is to outline Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Annual Comprehensive Maintenance Service Provider Agency. This Scope of Work, Stakeholder's Obligation and General Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of maintenance service to buyer by the Service Provider. The objectives of this Agreement are to:

Provide clear reference to service ownership, accountability, roles and/or responsibilities.

Present a clear, concise and measurable description of service provision to the Buyer. Depict Terms and Conditions for all the involved stakeholders.

To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement will act as a reference document that both the parties have understood the mentioned terms and conditions and have agreed to comply the same.

Stakeholders

Following are the stakeholders associated with this agreement:

- Annual Maintenance Service Provider
- Buyer / Consignee

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-compliance with the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA / before bidding .

Scope of the AMC Services

The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The AMC Vendor shall carry out preventive maintenance on the equipment as per the schedule indicated in bid document .If nothing indicated PMS will be done once in at three months during currency of the contract.. The scope of Annual Comprehensive Maintenance Contract covers upkeep & smooth working of the equipment within the premises of user department as per laid down SLA and other provisions contained in the agreement document

Service provider should deploy trained, experienced and competent service engineer for carrying out necessary maintenance services for the equipment as per best practices / OEM manuals and to provide efficient engineering services in the user premises. Continuous efforts should be made by SPA to minimise the down time of the equipment and to ensure the smooth functioning of the equipment. The SPA shall ensure that all equipment are maintained at optimum operating levels. All scheduled maintenance required for the equipment will be carried by the Service Providers and for this all the necessary & adequate tools / instruments will be provided by the service provider itself to the engineers rendering services at user's premises.

Comprehensive Annual Maintenance Contract Services for Photocopier

Comprehensive AMC includes all parts of the equipment except battery of laptop and UPS etc. Any defective part of the equipment must be repaired /replaced by the Service Provider at their cost. Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual and depending on the item under contract.

This would include (Depending upon the contract Duration / contractual obligation):

1. Preventive Maintenance Service (PMS) -Monthly / Quarterly as indicated in bid
2. Annual Maintenance Services (AMS)
3. Break Down Services/Repair (BDS)

Buyer Obligations

1. Buyer Department shall ensure that the Service Provider gets the required access to location/ areas/ rooms for providing the services as per installation of equipment
2. Buyer should mention the correct model numbers of equipment / spare parts cat part id etc to the service provider for effective service rendering.
3. Buyer should also mention any previous break downs and repairs to the service provider.

Organisation Details

Type: Central Government
 Ministry: Ministry of Culture
 Department: NA
 Organisation Name: N/A
 Office Zone: Delhi

Buyer Details

Designation: Section Officer
 Contact No.: 011-23381282-306
 Email ID: raj.bhoj@nic.in
 GSTIN: N
 Address: Room No.330, C Wing, Shastri Bhawan,
 NEW DELHI, DELHI-110001, India

Financial Approval Detail

IFD Concurrence: Yes
 Designation of Administrative Approval: Joint Secretary(Admin)
 Designation of Financial Approval: JS&FA (Culture)

Paying Authority Details

Payment Mode: Offline
 Designation: Section Officer
 Email ID: raj.bhoj@nic.in
 GSTIN: N
 Address: Room No.330, C Wing, Shastri Bhawan,
 NEW DELHI, DELHI-110001, India

Consignee Details

S.No	Consignee Name & Address	Service Description
1	Contact: 011-23381282-306 Email ID: raj.bhoj@nic.in Address: Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India	Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Mid Range); HPE; OEM Authorised Service Provider

Service Provider Details

GeM Seller ID: C49E180000090735
 Company Name: PLANET 9X TECHNOLOGIES
 Contact No.: 09810081114
 Email ID: ag@planet9x.in
 Address: 207/2,SECOND FLOOR,JANAKPURI DISTRICT CENTRE,NEW DELHI, West Delhi, DELHI-110058, -
 MSME verified: Yes
 MSE Social Category: General
 GSTIN: 07AASFP3246K1ZQ

*GST / Tax invoice to be raised in the name of - Buyer

Service Details

Contract Start Date : 01-Feb-2021

Contract End Date : 05-Feb-2022

Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)
Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Mid Range); HPE; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Onsite Service Engineers Requirement : As Indicated in Bid Document District : NA Status of Annual Maintenance Service Provider : OEM Authorised Service Provider Zipcode : NA			

51
6

1

47500.000

47,500

Type Of Asset : Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Mid Range)			
Make/Brand Of Assets : HPE			
Buyer : <u>Water & Add-ons :</u>			
Total Amount Including All Duties and Taxes in INR			47,500

SLA Details - Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Mid Range); HPE; OEM Authorised Service Provider

PREAMBLE: ComprehensiveAMC contracts placed through GeM shall be governed by following set of Terms and Conditions:

1. General terms and conditions for Goods and Services;
2. Service Specific STC of AMC Services - as defined in Service Catalogue which includes SLA for the Service or Service for a product;
3. BID / Reverse Auction specific ATC

Note:

Operation of the above terms and conditions are in reverse order of precedence i.e. ATC supplement Service Specific STC and GTC, however, Service Specific STC pre the GTC.a

The above set of conditions along with Scope of supply including price as enumerated in the Contract Document shall be construed to be part of the contract.

This document represents a comprehensive Terms and Conditions governing the contract between the Buyer and Service Provider. The purpose of this document is to outline Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Annual Comprehensive Maintenance Service Provider Agency. This Scope of Work, Stakeholder's Obligation and General Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of maintenance service to buyer by service of this Agreement are to:

Provide clear reference to service ownership, accountability, roles and/or responsibilities.

Present a clear, concise and measurable description of service provision to Depict Terms and Conditions for all the involved stakeholders.

To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement will act as a reference document that both the parties have understood the mentioned terms and conditions and have agreed to comply the same.

Stakeholders

Following are the stakeholders associated with this agreement:

- Annual Maintenance Service Provider
- Buyer / Consignee

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA / before bidding .

Scope of the AMC Services

The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The AMC Vendor shall carry out preventive maintenance schedule indicated in bid document .If nothing indicated PMS will be done once in at three months during currency of the contract.. The scope of Annual Comprehensive Maintenance covers upkeep & smooth working of the equipment within the premises of user department as per laid down SLA and other provisions contained in the agreement document

Service provider should deploy trained, experienced and competent service engineer for carrying out necessary maintenance services for the equipment as per best practices / OEM manuals and to provide efficient engineering services in the user premises. Continuous efforts should be made by SPA to minimise the down time of the equipment of the service provider agency. The SPA shall ensure that all equipment are maintained at optimum operating levels. All scheduled maintenance required for the user will be carried by the Service Providers and for this all the necessary & adequate tools / instruments will be provided by the service provider itself to the engineers repair equipment at user's premises.

Comprehensive Annual Maintenance Contract Services for Photocopier

Comprehensive AMC includes all parts of the equipment except battery of laptop and UPS etc. Any defective part of the equipment must be repaired /replaced by the Service cost. Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual and depending on the item under contract.

This would include (Depending upon the contract Duration / contractual obligation):

1. Preventive Maintenance Service (PMS) -Monthly / Quarterly as indicated in bid
2. Annual Maintenance Services (AMS)

3. Break Down Services/Repair (BDS)

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Buyer Obligations

1. Buyer Department shall ensure that the Service Provider gets the required access to location/ areas/ rooms for providing the services as per installation of equipment.
2. Buyer should mention the correct model numbers of equipment / spare parts cat part id etc to the service provider for effective service rendering.
3. Buyer should also mention any previous break downs and repairs to the service provider.

Service Provider Obligations

1. The SPA would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under this AMC, the SPA will have to make changes in record : Officer in charge (IT Systems) would assist the firm in this task and ensure this to be done under his supervision
 2. Service Provider should deploy technically competent service engineer / engineers at users premises as per deployment details intended in bid document to e equipment and quick resolution of fault during the AMC period.
- 3.Complaint can be registered either telephonically or by e-mail or in person at helpdesk setup established by SPA at user premises . Proper record of the complaints should be maintained by AMC Vendor/Support Engineer at each consignee location / user premises."Bidder will provide contact point and escalation matrix
- 4.The Service Provider should use suitable instruments / tools to examine and repair the equipment. The AMC Vendor should have the required drivers / software for n peripherals and for configuring them. If required in bid document, service provider should also do the update / maintenance of operating system, software installation provi of patches, configuration of applications (clients side) and updating of drivers etc
- 5."The Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the eq replaced, with its proper model number and necessary details. Bidder shall provide quarterly call logged and resolution data on pdf/excel format
- 6;The Service Provider must fulfil the requirement of number of preventive maintenance services if required as per bid document .
- 7.The contractor will maintain the confidentiality of data stored of the computer systems. The contractor will be required to take appropriate actions in respect of his ; obligations of non-use and non-disclosure of confidential information. Bidder's personnel shall ensure the obligations of non-use and non-disclosure of confidential informati

Special Terms and Conditions

The General Terms and Conditions defined in the Terms and Conditions for GeM Products and Services are applicable for this Service as well to the extent applicable.

The comprehensive maintenance includes preventive maintenance monthly / quarterly as per bid and regular services of the various equipment and/or replacement of e keeping the listed equipment active and free from any defects/disturbance and on any unscheduled call for corrective and maintenance services.

The user Departments shall indicate preferably the Equipment Name, Quantity, Location, date of procurement/vintage Brief Problem /fault in Machines (if any existing at ti model to enable the service provider to quote Sharing the machines serial nos may be considered as baseline.

All the consumable articles / parts such as material required for cleaning of equipment and machinery, repairs and maintenance will be provided by the service provider a buyer.The repairs/replacement of parts and maintenance will be provided by the service provider at no extra charge to the buyer except for out of scope items indicated at e

Immediately on award of the service order, the service provider would give a report regarding taking over of the equipment for maintenance purpose. It shall be the res; provider to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition on expiry of t damage in the equipment is found, penalty would be applied at the time of payment and the amount as per the defined penalty would be deducted

In case of delay in attending to problems, breakdown of systems due to improper handling by service provider personnel etc suitable penalties for violation of service lev levied as indicated in the Penalty Clauses.

The annual maintenance shall be carried out during office hours , primarily at the premises as specified in the work order. In case, the Service Provider feels that the equipr at site, they should carry and deliver the equipment back at their own cost and risk after getting it repaired promptly.

In case the Service Provider fails meeting maintenance requirements in time , and Buyer may make alternative arrangements for the servicing/maintenance of the equipme Under such circumstances Service Provider would reimburse the cost of such arrangements

The Service Provider shall ensure appropriate deployment of the manpower as per requirement indicated in bid document . The parts/components/sub-assemblies used fr the service provider will be of the preferably of same make and functional capability as originally available in the system. Alternatively OEM authorised.parts/components:/ used for repair/replacement by the service provider.

The Vendor will make sure that all the hardware assets are in working conditions in users' premises. The vendor shall provide service support as and when required during any extra cost to buyer . ."Post contract award, Bidder shall provide the escalation matrix and call logging mechanism"

Response Time

The response time is subject function of working days during working hours.

1. Ordinarily a complaint must be attended within 4 hours when no change of spare part is involved, however, in case of requirement of change of spare part, t resolved within 48 hours of its receipt. Majority of faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shai
1. In case the system is not repaired, or an alternative system not supplied within the period of 48 hours from the time of failure reported, then the first buyer may repaired by or part replaced by other authorised / suitable service agency and the cost and expenditure incurred therein shall be recoverable from the service provi

System Uptime

(51) 511

Organisation Details		Buyer Details	
Type:	Central Government	Designation:	Section Officer
Ministry:	Ministry of Culture	Contact No.:	011-23381282-306
Department:	NA	Email ID:	raj.bhoj@nic.in
Organisation Name:	N/A	GSTIN:	N
Office Zone:	Delhi	Address:	Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India

Financial Approval Detail		Paying Authority Details	
IFD Concurrence:	Yes	Payment Mode:	Offline
Designation of Administrative Approval:	Joint Secretary(Admin)	Designation:	Section Officer
Designation of Financial Approval:	JS&FA(Culture)	Email ID:	raj.bhoj@nic.in
		GSTIN:	N
		Address:	Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India

Consignee Details		
S.No	Consignee Name & Address	Service Description
1	Contact: 011-23381282-306 Email ID: raj.bhoj@nic.in Address: Room No.330, C Wing, Shastri Bhawan, NEW DELHI, DELHI-110001, India	Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range); Canon; OEM Authorised Service Provider
		Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower range); Canon; OEM Authorised Service Provider

Service Provider Details	
GeM Seller ID:	82BB180000091259
Company Name:	HIND DIGITAL SOLUTIONS
Contact No.:	09810355447
Email ID:	mdzeyakarim@gmail.com
Address:	2nd Floor, JHANDU MENTION BUILDING, Hind Digital Solutions, F-128, 2nd Floor Mohammad Pur,, New Delhi, South West delhi, DELHI-110066, -
MSME verified:	Yes
GSTIN:	07AADFH1116K1ZO

*GST / Tax invoice to be raised in the name of - Buyer

Service Details	
Contract Start Date : 08-Jan-2021	Contract End Date : 12-Jan-2022

Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)
Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range); Canon; OEM Authorised Service Provider Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Onsite Service Engineers Requirement : As Indicated in Bid Document Zipcode : NA Type Of Asset : Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, High range) Periodicity of Preventive Maintenance Services : Monthly Status of Annual Maintenance Service Provider : OEM Authorised Service Provider	4	72245.000	288,980

District : NA
 Make/Brand Of Assets : Canon
 Buyer Parameter & Add-ons :

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Service	Quantity (Quantity)	Unit Price AMC charge per Photocopier Machine per anum	Total Amount (Formula) (AMC charge per Photocopier Machine per anum*Quantity*Contract Period/365)
<u>Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower range); Canon; OEM Authorised Service Provider</u> Billing Cycle : monthly Category Name : Annual Maintenance Service - Photocopier Machine Status of Annual Maintenance Service Provider : OEM Authorised Service Provider Periodicity of Preventive Maintenance Services : Monthly Onsite Service Engineers Requirement : As Indicated in Bid Document Zipcode : NA District : NA Make/Brand Of Assets : Canon Type Of Asset : Photocopier Machines (Monochrome , Laser , Separate Drum & Tonner, Lower range) Buyer Parameter & Add-ons :	2	53250.000	106,500
Total Amount Including All Duties and Taxes in INR			395,480

**SLA Details - Annual Maintenance Service - Photocopier Machine - Photocopier Machines (Monochrome , Laser , Separate
 Lower range); Canon; OEM Authorised Service Provider**

PREAMBLE: Comprehensive AMC contracts placed through GeM shall be governed by following set of Terms and Conditions:

1. General terms and conditions for Goods and Services;
2. Service Specific STC of AMC Services - as defined in Service Catalogue which includes SLA for the Service or Service for a product;
3. BID / Reverse Auction specific ATC

Note:

Operation of the above terms and conditions are in reverse order of precedence i.e. ATC supplement Service Specific STC and GTC, however, Service Specific STC pre the GTC.a

The above set of conditions along with Scope of supply including price as enumerated in the Contract Document shall be construed to be part of the contract.

This document represents a comprehensive Terms and Conditions governing the contract between the Buyer and Service Provider. The purpose of this document is to outline Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Annual Comprehensive Maintenance Service Provider Agency. This Scope of Work, Stakeholder's Obligation and General Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of maintenance service to buyer by service provider. The objectives of this Agreement are to:

Provide clear reference to service ownership, accountability, roles and/or responsibilities.

Present a clear, concise and measurable description of service provision to depict Terms and Conditions for all the involved stakeholders.

To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement will act as a reference document that both the parties have understood the mentioned terms and conditions and have agreed to comply the same.

Stakeholders

Following are the stakeholders associated with this agreement:

- Annual Maintenance Service Provider
- Buyer / Consignee

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-compliance with defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA / before bidding .

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Scope of the AMC Services

The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The AMC Vendor shall carry out preventive maintenance scheduled as indicated in bid document. If nothing indicated PMS will be done once in at three months during currency of the contract. The scope of Annual Comprehensive Maintenance Contract covers upkeep & smooth working of the equipment within the premises of user department as per laid down SLA and other provisions contained in the agreement document.

Service provider should deploy trained, experienced and competent service engineer for carrying out necessary maintenance services for the equipment as per best practices / OEM manuals and to provide efficient engineering services in the user premises. Continuous efforts should be made by SPA to minimise the down time of the equipment. The SPA shall ensure that all equipment are maintained at optimum operating levels. All scheduled maintenance required for the equipment will be carried by the Service Providers and for this all the necessary & adequate tools / instruments will be provided by the service provider itself to the engineers responsible for equipment at user's premises.

Comprehensive Annual Maintenance Contract Services for Photocopier

Comprehensive AMC includes all parts of the equipment except battery of laptop and UPS etc. Any defective part of the equipment must be repaired /replaced by the Service Provider at their own cost. Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual and depending on the item under contract.

This would include (Depending upon the contract Duration / contractual obligation):

1. Preventive Maintenance Service (PMS) -Monthly / Quarterly as indicated in bid
2. Annual Maintenance Services (AMS)
3. Break Down Services/Repair (BDS)

Buyer Obligations

1. Buyer Department shall ensure that the Service Provider gets the required access to location/ areas/ rooms for providing the services as per installation of equipment.
2. Buyer should mention the correct model numbers of equipment / spare parts cat part id etc to the service provider for effective service rendering.
3. Buyer should also mention any previous break downs and repairs to the service provider.

Service Provider Obligations

1. The SPA would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a record with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under this AMC, the SPA will have to make changes in record. The Officer in charge (IT Systems) would assist the firm in this task and ensure this to be done under his supervision.
2. Service Provider should deploy technically competent service engineer / engineers at users premises as per deployment details intended in bid document to ensure quick equipment and quick resolution of fault during the AMC period.
3. Complaint can be registered either telephonically or by e-mail or in person at helpdesk setup established by SPA at user premises. Proper record of the complaints should be maintained by AMC Vendor/Support Engineer at each consignee location / user premises. Bidder will provide contact point and escalation matrix.
4. The Service Provider should use suitable instruments / tools to examine and repair the equipment. The AMC Vendor should have the required drivers / software for peripheral devices and for configuring them. If required in bid document, service provider should also do the update / maintenance of operating system, software installation provision of patches, configuration of applications (clients side) and updating of drivers etc.
5. The Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the equipment replaced, with its proper model number and necessary details. Bidder shall provide quarterly call logged and resolution data on pdf/excel format.
6. The Service Provider must fulfil the requirement of number of preventive maintenance services if required as per bid document.
7. The contractor will maintain the confidentiality of data stored of the computer systems. The contractor will be required to take appropriate actions in respect of his obligations of non-use and non-disclosure of confidential information. Bidder's personnel shall ensure the obligations of non-use and non-disclosure of confidential information.

Special Terms and Conditions

The General Terms and Conditions defined in the Terms and Conditions for GeM Products and Services are applicable for this Service as well to the extent applicable.

The comprehensive maintenance includes preventive maintenance monthly / quarterly as per bid and regular services of the various equipment and/or replacement of parts keeping the listed equipment active and free from any defects/disturbance and on any unscheduled call for corrective and maintenance services.

The user Departments shall indicate preferably the Equipment Name, Quantity, Location, date of procurement/vintage Brief Problem /fault in Machines (if any existing at time of bid) to enable the service provider to quote. Sharing the machines serial nos may be considered as baseline.

All the consumable articles / parts such as material required for cleaning of equipment and machinery, repairs and maintenance will be provided by the service provider at no extra charge to the buyer. The repairs/replacement of parts and maintenance will be provided by the service provider at no extra charge to the buyer except for out of scope items indicated at the time of bid.

Immediately on award of the service order, the service provider would give a report regarding taking over of the equipment for maintenance purpose. It shall be the responsibility of the service provider to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition on expiry of the contract. In case of damage in the equipment is found, penalty would be applied at the time of payment and the amount as per the defined penalty would be deducted.

In case of delay in attending to problems, breakdown of systems due to improper handling by service provider personnel etc suitable penalties for violation of service level agreement will be levied as indicated in the Penalty Clauses.

The annual maintenance shall be carried out during office hours, primarily at the premises as specified in the work order. In case, the Service Provider feels that the equipment is not working at site, they should carry and deliver the equipment back at their own cost and risk after getting it repaired promptly.

In case the Service Provider fails meeting maintenance requirements in time , and Buyer may make alternative arrangements for the servicing/maintenance of the equipment. Under such circumstances Service Provider would reimburse the cost of such arrangements

The Service Provider shall ensure appropriate deployment of the manpower as per requirement indicated in bid document . The parts/components/sub-assembly used for the service provider will be of the preferably of same make and functional capability as originally available in the system. Alternatively OEM authorised parts/components/used for repair/replacement by the service provider.

The Vendor will make sure that all the hardware assets are in working conditions in users' premises. The vendor shall provide service support as and when required during any extra cost to buyer . "Post contract award, Bidder shall provide the escalation matrix and call logging mechanism"

Response Time

The response time is subject function of working days during working hours.

- 1. Ordinarily a complaint must be attended within 4 hours when no change of spare part is involved, however, in case of requirement of change of spare part, to be resolved within 48 hours of its receipt. Majority of faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shall not exceed 48 hours.
- 1. In case the system is not repaired, or an alternative system not supplied within the period of 48 hours from the time of failure reported, then the first buyer may opt to get the system repaired by or part replaced by other authorised / suitable service agency and the cost and expenditure incurred therein shall be recoverable from the service provider.

System Uptime

The breakdown time will be worked out as under: -

Total Machine's Days(X) = (NO of equipment under AMC) * No. of working day in a quarter.

Breakdowns (Y) = Cumulative Sum of breakdown duration of all the equipment under AMC in days during the quarter

Percentage uptime= (X-Y)/X) *100.

The selected bidder shall ensure minimum 95% uptime.

Payment Terms

The payment will be made to AMC Service provider as indicated in bid document after submission of invoice and Uptime details to user /consignee/buyer . Penalties as per AMC shall be applicable.

If bid document is silent then Payment will be made on quarterly basis (if the services are satisfactory) on submission of bill by the vendor on completion of each quarter amount, if any.

Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed above.

Breach of Contract

- 1. A penalty to be imposed if the resolution / maintenance involving part replacement is delayed above 48Hrs or As per described resolution time in the bid /SOW
- 2. If the service providers are not able to complete or turn up for the calls, then users can avail the services from any other suitable authorized service centre or SP and the amount so spent can be deducted from the bill of Service Provider / from his due amount
- 3. A penalty will be imposed in case of failure to meet the defined System Uptime
- 4. The cumulative penalty cannot exceed 10% of the contract value for 1. The contract may be terminated by the Buyer once this limit is breached without any prejudice to the Buyer's right to seek any other remedy.

Penalties

Penalties for breach

Sl. No	Service Level Agreement	Base Line Performance	Lower Performance	Penalties
				1 Instance
				>2, 1% will be charged for

No. 16-6/2018- GA
Government of India
Ministry of Culture

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Shastri Bhavan, New Delhi
Dated: 06 May, 2018

To

M/s. Nice Enterprises,
B131, 20ft Road, Budh Vihar,
Mandoli, Delhi.

Subject: Contract for awarding annual maintenance contract for repairs & maintenance of UPS in the Ministry – regarding

Sir,

I am directed to refer to your online bids in response to this Ministry's e-tender notice [Tender ID : 2018-MC-324851-1] published on 6th April, 2018 on the above mentioned subject and to award Annual Maintenance Contract (AMC) for repair & maintenance of 184 UPS both online (70 nos) and offline (114 nos.) available in the Ministry at total cost of Rs. 3,23,200/-. The AMC include all spare parts including batteries.

2. The AMC will be subject to the following terms & conditions:-

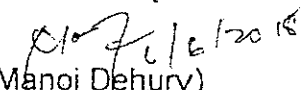
- i) The CAMC will be valid for a period of one year initially w.e.f. 1st June, 2018 to 31 May, 2019 and extendable for further period of two years subject to satisfactory service.
- ii) The rates quoted will remain in force for the entire period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- iii) Comprehensive AMC will include repair & maintenance including spare parts & batteries.
- iv) The Firm should provide a mechanic well qualified with a minimum of three (3) years' experience. The mechanic should be available five days (Monday to Friday) a week from 9:00 AM to 5:30 PM. His service may be required on odd hours and also on holidays as the situation demands. The mechanic should have experience in maintenance of various types of UPSs.
- v) The firm must ensure and assure that the firm who enters into the AMC contract with the Ministry will not outsource it further. Any deviation from this would lead to blacklisting.
- vi) The firm shall provide services during office hours in the offices of Ministry at Shastri Bhavan, NAI Annexe and Puratatva Bhavan, INA, etc. without any additional cost.
- vii) Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the UPS is repaired and total down time. This record will be signed by the firm's service engineer, and user.

Contd. . . .

- viii) If any UPS is not repaired within 24 hrs. the firm will provide standby UPS. If however, the firm fails to repair or provide a stand-by UPS, a penalty of Rs.100/- (Rupees hundred only) shall be payable by the firm per day for delay.
- ix) New UPSs purchased will be included in AMC as soon as warranty expires.
- x) The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability. A certificate is to be given by the firm in each case/repair that OEM products parts are used. No additional charges will be given for change of parts like Battery, transformer, etc.
- xi) It is mandatory that the firm should maintain inventory of spares in the Ministry under the custody of Mechanic.
- xii) The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.
- xiii) A performance security of Rs. 16,000/- (Rupees sixteen thousand only) should be pledged in favour of the Ministry of Culture and deposited the same as Bank Guarantee/FDR from a Nationalized Bank before commencement of the contract for the entire period of the contract. The performance security deposit will be refunded/released only after the successful completion of the CAMC.
- xiv) The performance security deposit will stand forfeited in the event of premature withdrawal of CAMC by the company.
- xv) The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

3. If you are willing to accept the CAMC subject to the above terms & conditions, you may send your acceptance along with the requisite documents to this Ministry immediately.

Yours faithfully,


(Manoj Dehury)

Under Secretary to the Govt. of India

eProcurement System Government of India

Finance Bid Evaluation Summary

Date : 20-Jun-2018 11:39 AM

Print

Organisation Chain : Ministry of Culture General Administration Section - MoC
Tender ID : 2018_MC_324851_1
Tender Ref No : 16-6/2018-GA
Tender Title : Comprehensive Annual Maintenance contract for UPS in the Ministry
Cover System : 2

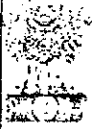
Committee Chairperson/Co-ordinator Type :	Internal
Committee Chairperson/Co-ordinator Name :	S.K. Singh
Committee Members :	Shri Manoj Dehury, Shri S.K. Tarun, Ms. Anjana, Shri Pappunjay Kumar
Summary Details :	finsummary_341712.pdf (1860.61 KB) ..
Summary uploaded on :	20-Jun-2018 11:39 AM

No. of Bids : 1

Bid List

S.No	Bid Number	Bidder Name	Opened By	Submitted Date	Quoted Amount/ Evaluated Amount in ₹	Rank	Status	Reason
1	1102365	Nice Enterprises	ANJANA .	18-Apr-2018 04:04 PM	3,23,200.00	1	Accepted	The rates quoted by the firm is reasonable

Tender Inviting Authority



GOVERNMENT OF INDIA
eProcurement System
Tender ID: 2018 MC 324851 1

eProcurement System Government of India

AOC Summary

Date : 20-Jun-2018 12:27 PM

Print

Organisation Chain	Ministry of Culture General Administration Section - MoC
Tender ID	2018 MC 324851 1
Tender Ref No	16-6/2018-GA
Tender Title	Comprehensive Annual Maintenance contract for UPS in the Ministry
Cover System	2

Contract Date	20-Jun-2018
Contract Value	INR 323200.00
Work Completion Period (in days)	365
AOC document	Nicecontract.pdf (733.00 KB)
AOC Description	

Awarded Bids List				
S.No	Bid Number	Bidder Name	Awarded Currency	Awarded Value
1	1102365	Nice Enterprises	INR	323200.00

Congratulations! You have been awarded the contract for this tender.

Tender Inviting Authority

F.No. 16-6/2018- GA
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi
Dated: 28 June, 2019

To


M/s. Nice Enterprises,
B131, 20ft Road, Budh Vihar,
Mandoli, Delhi.

Subject: Renewal of Annual maintenance contract awarded to M/s Nice Enterprises
for repair & maintenance of UPS in the Ministry – regarding.

Sir,

I am directed to refer to this Ministry's letter of even no. Dated 06th June, 2018 and your letter dated 27th May, 2019 on the subject mentioned above and to inform you that Annual Maintenance Contract awarded to your firm for repair & maintenance of UPS in this Ministry has been renewed for a further period of one year from 01.06.2019 to 31.05.2020 at the same terms & conditions.

Yours faithfully,



(D.M. Khare)

Under Secretary to the Govt. of India

*Recd
D.M. Khare*

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F. No. 16-6/2018- GA
Government of India
Ministry of Culture
(GA Section)

Shastri Bhavan, New Delhi
Dated: 26 May, 2020

To

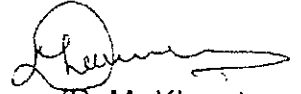
M/s. Nice Enterprises,
B131, 20ft Road, Budh Vihar,
Mandoli, Delhi.

Subject: Renewal of Annual maintenance contract awarded to M/s
Nice Enterprises for repair & maintenance of UPS in the Ministry –
regarding.

Sir,

I am directed to refer to this Ministry's letter of even no. Dated 06th
June, 2018 and 26th June 2019 and your letter dated 14th May, 2020 on the
subject mentioned above and to inform you that Annual Maintenance Contract
awarded to your firm for repair & maintenance of UPS in this Ministry has been
renewed for further period of one year from 01.06.2020 to 31.05.2021 at the
same terms & conditions.

Yours faithfully,



(D. M. Khare)

Under Secretary to the Govt. of

धीरेन्द्र मोहन खारे
Dheerendra Mohan Khare
अवर सचिव / Under Secretary
संस्कृति विभाग / Ministry of Culture
एन.ए.ए. / E.A. of India
नई दिल्ली / New Delhi