

तार का पता: "मिनीस्टील"

Telegraphic Address : "MINISTEEL"

सूचना का  
अधिकार

सं० \_\_\_\_\_

No. \_\_\_\_\_

भारत सरकार  
GOVERNMENT OF INDIA  
इस्पात मंत्रालय  
MINISTRY OF STEEL  
उद्योग भवन  
UDYOG BHAWAN

नई दिल्ली-110107

New Delhi-110107

28<sup>th</sup> August, 2015

To,

M/s Gurusons Communications Pvt. Ltd.  
109, Southex Plaza-I. NDSE -II,  
New Delhi 110049

**Subject: Award of Annual Maintenance Contract (AMC) of Two systems of Siemens Hipath 3550- KTS Exchange installed in the Ministry of Steel.**

Sir/Madam,

I am directed to refer to your Online Bid No. 105232 dated 16.05.2015 regarding award of Annual Maintenance Contract (AMC) of two Nos. of Siemens Hipath 3550 KTS Exchange installed in the Ministry of Steel and to say that the Competent Authority has accepted the rate of AMC for **Two systems of Siemens Hipath 3550- KTS Exchange** as per **Annexure-II** subject to the terms and conditions mentioned in **Annexure-I**.

2. The period of Annual Maintenance Contract (AMC) will be *valid for one year with effect from 01.09.2015 to 31.08.2016*. This period may be further extended as per the requirement of the Ministry or may be curtailed/terminated before expiry of this period.

3. The Annual Maintenance Contract (AMC) will be made effective only after receiving of your acceptance of terms and conditions of Annual Maintenance Contract (AMC) and deposit of Performance Security of *Rs. 6000/- (Six thousand only) by way of Fixed Deposit (FD)*.

4. You are, therefore, requested to deposit PERFORMANCE SECURITY immediately to this Ministry so that the Annual Maintenance Contract (AMC) could be finalized.

5. This issues with the concurrence of Internal Finance Division (IFD) vide their Dairy No.715/IFD /2015 dated 26.08.15

Yours faithfully,

Encl: As above

(H. K. Wadhwa)

Under Secretary to the Govt. of India

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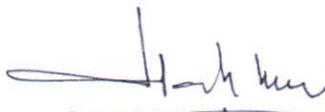
Copy to:

1. NIC, Ministry of Steel (with request to upload it on the website of the Ministry of Steel)
2. Internal Finance Division (IFD), Ministry of Steel
3. Pay and Accounts Office, Ministry of Steel

### Terms and Conditions

1. The contract will be valid for a period of 12 months w.e.f. award of the contract. However, the contract may be further extended as per the requirement of the Ministry for a period of six months or may be curtailed/terminated before expiry of this period owing to deficiency in service after giving one weeks' notice to the selected firm.
2. The contract shall be on a **Comprehensive Maintenance Service Basis** and no extra charges for any general wear and tear/spare parts, etc. shall be made by the Ministry of Steel. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition.
3. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of KTS shall be held up for want of any standby arrangements.
4. The payment towards Comprehensive Annual Service Maintenance Contract shall be made in four installments each after the successful completion of three months/each quarter on production of satisfactory reports from the concerned users. **Payment shall be made by electronic transfer to the account of the firm on submission of pre-receipted typed bill in triplicate.**
5. The Firm will have to provide Comprehensive Service Maintenance Contract in respect of the Key Telephone System installed in the Office of the Hon'ble State Minister of Steel & Mines for Steel, office of Secretary (Steel) and chamber of higher officers of Ministry of Steel.
6. The Firm shall not appoint any sub-contractor for the work under any circumstances.
7. The Firm shall ensure that their technicians/workers are polite, courteous, well behaved and honest. The Agency shall be responsible for the conduct/integrity of persons deputed for Comprehensive Service Maintenance Contract works in the Government premises and will also be responsible for any act of omission or commission on their part. The Agency will vouch for their character and integrity.
8. The Firm's technicians/workers shall not indulge in any unlawful activity in the premises and shall have good moral character. The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds/ damage done by its technicians/workers.
9. The Ministry shall have the right to impose cash penalty on the Agency/Firm or deduct such amounts as deemed appropriate from its Security Deposit/Quarterly Bills in the event of this Ministry being put to any financial loss directly or indirectly by any act of omission/commission or negligence on the part of the Agency's technicians/workers.
10. Insurance and accident risks of the technicians/workers will be the sole responsibility of the Agency/Firm.
11. The Ministry reserves the right to order any technician/worker of the Firm to leave its premises if his/her presence at any time is felt undesirable.
12. The Agency shall supply and use the parts/materials of the standard/branded types only. Ministry's decision to accept/reject a particular part/item shall be final and binding on the Agency/ Firm. The Agency/ Firm shall be responsible to supply/ replace any of the required items to the full satisfaction of this Ministry at all times during the validity of the contract.
13. The contract can be terminated by giving two month's notice in writing by either party.

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 अवर सचिव  
 इस्पात मंत्रालय  
 उद्योग भवन, नई दिल्ली