

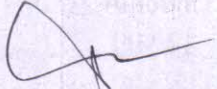
Annexure-I

File No. G-2/R.O./2016-17/Admin II

Dated: 02.01.2017

Subject: Comprehensive Annual Maintenance Contract (AMC) of RO Systems.

Sl. No.	Items/Description	Quantity	Rates (In Rs.)	Amount (In Rs.)
1.	Comprehensive Annual Maintenance Contract (AMC) of RO Systems.	2		
2	Tax if any.			
	Total amount			


**Senior Accounts Officer
For Addl. Director General (NZ)**

Annexure-II

GENERAL TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (A.M.C) FOR REPAIR & MAINTENANCE OF RO SYSTEM .

1. The quotations are invited for all-inclusive rates for comprehensive annual maintenance/servicing including repair/replacement of each part of the R.O. Systems.
2. The period of annual contract shall be for one year from the date of award of the Contract. The contract can be extended for another One year at the same rates and terms & conditions on the basis of satisfactory report by the users.
3. The initial servicing of the R.O. Systems will have to be completed within seven days from the date of commencement of the contract.
4. In case of any R.O. System go out of order, the repair work should be carried out by the agency in the premises of this office. Only such work, which cannot be executed in the premises of this office, would be allowed to be done in the workshop of the agency with the prior permission of the undersigned.
5. If the office feels that any of the R.O. System, under the contract was not properly maintained/serviced by the agency or does not function during any period, a reasonable deduction from the bills will be made. The decision of the government as regards the reasonableness of deduction will be final and binding on the agency. There will be penalty of Rs.500/- per day for delay in rectifying the fault beyond 24 hours of detection of the defect.
6. The successful Bidder should remit an amount to submit security deposit equal to 10% of Annual Payable amount as Performance Security in the form of FDR from any scheduled Commercial Bank duly pledged in favour of O/o **Chief Engineer (NZ), AIR & TV , New Delhi** .
7. The firm will be bounded to rectify the faults on the same day after lodging the complaint. The firm should give the undertaking to rectify the fault within 24 hours of reporting the fault.
8. The company should clearly indicate their past performance, technical capability and financial position etc. while submitting the tender.
9. Payment will be made quarterly after performing satisfactory service.
10. During the period of contract, the agency will be responsible for proper & consistently good functioning of all the R.O. Systems installed in this office. TDS level of Water should be maintained around 15 always.
11. The contractor shall use only ISI mark parts for repair/replacement.
12. The contractor will earmark at least two qualified and experience mechanics with their mobile phone details made available to the Caretaker for upkeep and maintenance of the RO Systems installed in this office. Calls should be attended promptly and within reasonable time on all days including Sunday and holidays.
13. Any dispute regarding contract shall be resolved through arbitrator to be nominated by the Competent Authority in this Division. The contract shall be subject to the Indian Law and Jurisdiction of the Courts located in Delhi.



**Senior Accounts Officer
For Addl. Director General (NZ)**