

Organisation Details

Type: Central Government
 Ministry: Ministry of Information and Broadcasting
 Department: NA
 Organisation: Publications Division Ministry of Information and
 Name: Broadcasting
 Office Zone: Soochna Bhawan, Delhi

Buyer Details

Designation: Section Officer
 Contact No.: -
 Email ID: sec-ang-dpd@gov.in
 GSTIN: N
 Address: Soochna Bhawan, CGO Complex, Lodhi Road,,
 SOUTH EAST DELHI, DELHI-110003, India

Financial Approval Detail

IFD Concurrence: Yes
 Designation of Administrative Approval: DG
 Designation of Financial Approval: DG

Paying Authority Details

Payment Mode: PFMS
 Designation: Section Officer
 Email ID: rajender.kumar@nic.in
 GSTIN: N
 Address: Soochna Bhawan, CGO Complex, Lodhi Road,,
 SOUTH DELHI, DELHI-110003, India

Consignee Details

S.No	Consignee Name & Address	Service Description
1	Contact: - Email ID: sec-ang-dpd@gov.in Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH EAST DELHI, DELHI-110003, India	Annual Maintenance service - EPABX System

Service Provider Details

GeM Seller ID: D09F180000090554
 Company Name: GALAXY TELECOMMUNICATION
 Contact No.: 01124643235
 Email ID: gtgalaxytelecom@gmail.com
 Address: 48,DSIDC COMPLEX,KOTLA MUBARAKPUR,
 NEW DELHI, Delhi-110003, -
 MSME verified: Yes
 MSE Social Category: General
 MSE Gender: Male
 GSTIN: 07AAGFG8284N1ZP

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

Service Details

Contract Start Date : 17-Sep-2021

Contract End Date : 16-Sep-2022

Service	Quantity (Quantity)	Unit Price Cost per EPABX System per Annum	Total Amount (Formula) (Cost per EPABX System per Annum*Quantity*Contract Period/365)
Annual Maintenance service - EPABX System Billing Cycle : quarterly Category Name : Annual Maintenance service - EPABX System Frequency of Routine/Preventive Maintenance Service : quarterly condition of Product (AT THE TIME OF BIDDING) : Under Warranty and functional; Under AMC and function; Functional; VINTAGE of the EPABX System : upto 3 years Amc for : pabx system-EPABX Number of SIP Trunks (max) : NA Number of Digital Phone (max) : 16 Number Phone/end point (Analogue Extensions /FXS) (max) : 96 Type of AMC : Comprehensive Number of Junction/FXO line (max) : 8 Brand/MAKE OF EPABX SYSTEM : NEC Technology/Architecture of EPABX system : Hybrid (Microprocessor based also supporting SIP extension) OTHER ASSETS which are Integral part of the EPABX system and covered under the scope of the AMC service : MDF Number of SIP Phones (max) : NA Buyer Parameter & Add-ons :	1	179,685	179,685
Total Amount Including All Duties and Taxes in INR			179,685

SLA Details - Annual Maintenance service - EPABX System

SPECIAL TERMS AND CONDITIONS (STC) FOR ANNUAL MAINTENANCE CONTRACT- AMC SERVICE OF EPABX- SYSTEM

and depending on the item under contract. This would include (Depending upon the contract Duration /contractual obligation):

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

Note : Buyer may use GeM portal to meet requirement of battery replacement as and when need arise.

4. BUYER OBLIGATIONS:

4.1 Buyer should mention the correct model numbers of equipment / spare parts cat part id etc to the service provider for effective service rendering. The details shall include the EPABX â€œ SYSTEM and OTHER ASSETS covered under the scope of The AMC service as integral part of the EPABX System .

4.2 Buyer shall nominate a Nodal officer/engineer in-charge from its organization to coordinate with Service Provider to facilitate proper co-ordination.

4.3 Buyer Department shall ensure that the Service Provider or its authorized personnel gets the required access to location/areas/rooms for providing the services as per contract.

4.4 The buyer specific instructions including specific activities/ work requirements related to the AMC of EPABX - SYSTEM shall be provided by the Buyer with approval of competent Authority at the time of bidding.

4.5 If needed complete layout of the site/location/building where EPABX - SYSTEMs are located/installed may be provided by the Buyer to Service Provider after placement of the contract to the successful bidder.

4.6 Buyer shall make the payments on time as per the agreed time lines to the Service Provider.

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5. Service Provider Obligations:

5.1. The Firm 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 separate register along with details of rooms/place where they are placed/ located. If there is shifting of the equipment/s under this AMC, the SP (service provider / firm) will have to make changes in record accordingly. Designated nodal officer would assist the SP in this task and ensure this to be done under his supervision.

5.2. Service Provider should deploy technically competent service engineer / engineers at users premises as per deployment details intended in bid document to ensure proper upkeep of equipment and quick resolution of fault during the AMC period.

5.3. Complaint can be registered either telephonically or by e-mail or in person at helpdesk set by SPA at user premises by the service provider Proper record of the complaints should be maintained by the AMC Service Provider /Support Engineer at each consignee location / user premises.

5.4. The Service Provider should use suitable instruments / tools to examine and repair the equipment. The AMC Service Provider should have the required drivers / software for maintaining the PCs and peripherals and for configuring them. If required in bid document, service provider should also do the update / maintenance of operating system, software installation provided by user, installation of patches, configuration of applications/ software and updating of drivers etc.

5.5. 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 got repaired or replaced, with its proper model number and necessary details.

5.6. The Service Provider must fulfill the requirement of number of preventive maintenance services mention in the contract / e bid documents.

5.7. 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 personnel to ensure the obligations of non-use and non-disclosure of confidential information.

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6. Special Terms and Conditions :Â

6.1 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.

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

6.3 The user Departments shall indicate preferably the Equipment Name, Quantity, Location,

- a. The AMC contract is based on Unit rate per EPABX system per Annum (in Rs.)
- b. The payment will be made to AMC Service provider as indicated in bid document. If bid document is silent then Payment will be made on quarterly basis (if the services are satisfactory) on submission of invoice/ bill by the Service Provider on completion of each quarter after deducting penalty amount, if any.
- c. 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 as a result of the above.

10. Penalties and Termination:

The Service Provider shall be responsible for faithful compliance of the terms and conditions of this AMC. In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

Service Provider shall have the right to terminate the contract if the Buyer fails to make the payment on time i.e. payments to be made for the previous quarter before the due of next quarter.

Penalty to be imposed if the resolution / maintenance involving part replacement is delayed above 48 hours.

If the Service Provider is not able to complete or turn up for the calls, then Buyer can avail the services from any other local service provider / local technician and the amount so incurred in such repair or replacement can be deducted from the bill of Service Provider / from his due amount.

The cumulative penalty cannot exceed 10% of the contract value for that period. The AMC may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy, if any.

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Penalties

Sl. No	Service Agreement	Level	Base Performance	Line	First default	Second default	Third default and subsequent defaults
1	Delay in starting the AMC Services		AMC services to start within maximum 2 weeks from award of the contract		Termination of contract	A	A
2	Log sheet Maintenance		Log sheet to be maintained Per Visit / per maintenance arising on call		Warning to be given	0.5% will be charged from the order	1% will be charged from the order
3	Delay in carrying out Preventive/ Routine maintenance as per schedule		To be carried out within 48 hours when due.		0.5 % of billed amount for every day delay	0.5 % of billed amount for every day delay	0.5 % of billed amount for every day delay
4	Delay in carrying out repairs where no spare part change is involved		4 hours of reporting		1 % of billing amount for the quarter for every one day delay	2% of billing amount for quarter for every one day delay	3% of billing amount per quarter for every one day delay
5	Delay in carrying out repair in where		should be resolved within 48 days of		2 % of billing	3 % of billing	5 % of billing amount per

1.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.

1.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.

1.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.

1.10 Financial Certificate:

1.10.1 The expenditure involved for this purpose has received the Sanction of the competent financial authority.

1.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.

1.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.

1.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.

Note: This is system generated file. No signature is required.

Organisation Details

Type: Central Government
 Ministry: Ministry of Information and Broadcasting
 Department: NA
 Organisation Name: Publications Division Ministry of Information and Broadcasting
 Office Zone: Soochna Bhawan, Delhi

Buyer Details

Designation: Section Officer
 Contact No.: -
 Email ID: sec-ang-dpd@gov.in
 GSTIN: N
 Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH EAST DELHI, DELHI-110003, India

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Payment Mode: PFMS
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 GSTIN: N
 Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH DELHI, DELHI-110003, India

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S.No	Consignee Name & Address	Service Description
1	Contact: - Email ID: sec-ang-dpd@gov.in Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH EAST DELHI, DELHI-110003, India	Pest and Animal Control Service - Maintenance Contract; 12 months; General Pests/Insects Control

Service Provider Details

GeM Seller ID: 176D180000536581
 Company Name: SANGEETA GOEL
 Contact No.: 09818218118
 Email ID: pestwatchindia@gmail.com
 Address: A-47/F,MUNIRKA, NEW DELHI, DELHI-110067, -
 MSME verified: Yes
 MSE Social Category: General
 MSE Gender: Female
 GSTIN: 07AAIPG0896J2ZF , 07AAIPG0896J2ZF , 07AAIPG0896J2ZF

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

Service Details

Contract Start Date : 01-Jul-2021

Contract End Date : 30-Jun-2022

Service	Quantity (Area in Sq meter)	Unit Price Per Sq meter charges	Total Amount (Formula) (Per Sq meter charges*Area in Sq meter)
Pest and Animal Control Service - Maintenance Contract; 12 months; General Pests/Insects Control Billing Cycle : weekly Category Name : Pest and Animal Control Service Service Duration : 12 months Type of treatment : General Pests/Insects Control Type of Service Required : Maintenance Contract Buyer Parameter & Add-ons :	7,834	11.25	88,132.5
Total Amount Including All Duties and Taxes in INR			88,132.5

SLA Details - Pest and Animal Control Service - Maintenance Contract; 12 months; General Pests/Insects Control

1. Agreement overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the buyer and Service provider. The purpose of this agreement is to facilitate implementation of Pest and Animal Control Service from the buyer's premises or any other premises designated by buyer. This Agreement outlines the scope of work, buyer's obligations, special terms and conditions related to service delivery and payment of services for mutual understanding of the stakeholders. The Agreement remains valid till completion of scope of services or end of contractual duration (whichever is earlier) unless either superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties thereof.

The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

1. General terms and conditions for Services;
2. Service Specific STC of the Services contracts shall include the service level agreement (SLA) for the service;
3. BID / Reverse Auction specific ATC.

S. N	Type of pest control	Description	Warranty Period for One time treatment
3	General Pest Control	Involves spraying the entire premises and surrounding areas with special reference to Bathroom, Kitchen, Pantries, Drainage, Sewers, Toilets, and other vulnerable areas such as lift lobbies, main entrance, dispersal area etc. This Service will cover Pests like Cockroaches, Beedbugs, Silverfish and certain extent of flies and Mosquitoes.	Warranty Period for One time treatment
4	Rodent control	Meant for controlling rat problem inside as well as outside the premises and safeguarding the important files, papers, Boxes, carpets, electrical and Telephone wiring, wooden ceiling, paneling, cardboards, raw materials etc. from rodent's damage. The SP shall visit regularly for changing and replacing the glue pads/bait-stickers & used glue pads should be disposed off outside the building.	3 months
5	Termite control	Termites are a group of insects that mostly feed on dead plant materials, with the ability to digest cellulose. Injecting termiticide into affected portions of the woodwork, Woodwork in contact with machinery for example, door frames, cabinets, cupboards etc. shall be treated by drilling and injecting termiticide at the points of contact. Through drilling holes at the junctions of the walls and the door and pumping chemicals through these holes, wherever necessary. The drilled holes are effectively sealed thereafter. The application of blanket spray and dusting wherever necessary	12 months
6	Vector control	Vector control is any method to limit or eradicate flying insects or other arthropods (here collectively called "vectors"). The service should be carried out for controlling mosquitoes, flies, fleas, and other flying insects.	3 months
7	Cockroach and Ant control	This will comprise removal and prevention of cockroaches and ants through baiting, gel based or spray treatment. The treatment should be carried out in kitchens/Pantries, washrooms, drains, sewers and other vulnerable areas.	3 months
8	Preconstruction anti termite Control	Pre-construction termite control, better known as Soil Treatment, is performed in the preliminary phase of construction of a property. This will form a chemical barrier between ground slab and masonry that will prevent the insects to approach the building. The treatment encompasses use of approved chemicals in water emulsion in foundation trenches for columns, plinth beams, plinth filling, at junction of walls and floor, in expansion joints etc. in stages as detailed in this specifications and drawings.	2 years
9	Pigeon & Birds control	Prevents Pigeon and bird's entry in the premises with the use of bird spikes and Anti bird net.	4 months
10	Monkey control	Prevention of Monkeys through netting and spikes installations	4 months

III. Details of chemicals should contain - Name of chemical, Name of company, Concentration, Chemical composition, Quantity consumed, Size of packing, Batch no, Manufacturing & expiry date

IV. SP should maintain small stock of antidote while performing service

V. There should be no open baiting

VI. SP should adhere to periodicity of spraying chemicals

VII. Inspection of quality by supervisors during the execution of service by the staff

VIII. The service provider shall have all the necessary permits/licenses/clearances/certificates under the CIBRC and other applicable laws for providing this service.

IX. The supervisor and workers should be certified and should have valid license to perform such service

X. The service provider must ensure that all necessary measures are taken to ensure safety of furniture, structure and people within the premise where the service is performed.

XI. The service provider should deliver the service within stipulated time frame as agreed in the contract. The delay in execution of service shall attract penalties.

XII. A mandatory, detailed contingency plan(s)/evacuation plan in the event of overdose of chemical shall be provided by the Service provider.

6. Stakeholder's obligation

6.1. Buyers' obligation

- It is the responsibility of the buyer to mention the address, area and other specifications accurately to help SP understand the requirement.
- Buyer should provide free access to all parts of the premises for the purpose of inspection, treatment or surveillance and agree to ensure that all safety and treatment instructions are followed during and post treatment.
- To minimise pest incidence by carrying out in reasonable time those recommendations made by the pest control technician
- To provide access for Pest Control representatives to carry out its services at any reasonable time or as specified.
- The buyer should provide space for storage of chemicals/pesticides and other equipment's to the service provider, in case of maintenance contracts.
- The buyer should be available at the premise on the scheduled date and time slot of treatment. In case the buyer is not available on the scheduled date and time the contract shall be treated as cancelled.
- In case the buyer wishes to cancel/reschedule the appointment the same must be intimated to the SP 24 hours prior to the scheduled date.
- The buyer shall fill the inspection form after the completion of the treatment duly signed by the buyer with date.
- The buyer reserves the right to randomly draw samples of the insecticides utilised by the service provider for pest control, for tests in any govt. approved laboratory in case of doubts or complaints. The cost of such tests shall be borne by the operator.

6.2. Service provider's obligation

- The service provider is obligated to attend your site or property, inspect the relevant area and treat the active habitat of the Relevant Pests the buyer has identified. The service provider should aim to either eradicate the pests or control them, depending on the type of pest, location and safety issues.
- The details of the technicians (including name and contact number) visiting the site should be shared with the buyer in advance.
- The service provider should issue identity badges (as per approved format) to all his technicians being engaged to carry out the work including the supervisor.
- The technicians visiting the site should identify themselves before commencing any work
- The service provider is obligated to explain to the buyer any precautions or safety measures to be taken during the treatment
- The service provider is obligated to use chemicals only certified by WHO, Central Insecticides Board and Bureau of Indian Standards (BIS)
- The service provider should be liable to pay damages as per the penalty clause of this SLA in case of any incidences.
- The service provider is obligated to offer free service in case of relapse of pests within the warranty period of the contract for one-time service. In case of maintenance contract, the service provider should visit the premise to inspect and check the status of pest control treatment and ensure the area is free from pest/animal during the entire maintenance contract period.
- The service provider shall maintain the record for all the inspections and the status. Besides maintaining written records, the date of the treatment and next due date shall also be indicated by the contractor through appropriate stickers in places such as in doorways/toilet area etc.
- In case of maintenance contracts, service provider is liable to store about one months' inventory of the chemicals in the storage space. The security of chemicals/records will be the responsibility of the service provider and the allotted space shall under no circumstance be used for any other purpose.
- The manpower and supervisor should be certified pest control professionals as per the industry standards

7. Other Requirements

- The currency of the contract will be valid for one year or as per order from the date of commencement.
- The service provider shall at no time violate provisions of the Insecticides Act, 1968 and Insecticides Rule 1971 and /or any other relevant laws and rules as framed by the Government of India, State Government or Local Bodies.
- The service provider will be responsible to dispose all insects / rodents and shall remove all chemicals by cleaning / dusting the area after performing pest control services.
- shall depute experienced persons for execution of job along with all material, machines and manpower.
- All the equipment (eg. trap boxes, Glue traps) and consumables (eg: Pesticide spray) required for the service will be provided by the service provider at no extra cost to the buyer department.
- The service provider would submit a monthly monitoring report as given in the Annexure A for 'Maintenance contracts' to the Buyer Department.
- For 'maintenance contract' the buyer shall have the right to inspect the premises serviced by the Service provider at any time of the contract period. The buyer may nominate a Quality Inspector (QI) to inspect the premise every month and submit observations (draft template in Annexure A). In case of any deficiencies found in the

8. Service Tracking

Tracking of services ensures quality of service delivery in time bound manner, effective service tracking helps in analyzing 's performance as well as Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for the both Buyer and service provider, non-tracking of the same may lead to a fine/ penalty on either party.

8.1. Logbook

- i. The service provider shall update the logbook on the GeM portal as per the logbook process flow.
- ii. Once the service provider updates the logbook online, the Buyer shall either accept or reject these entries within the prescribed time limit. The buyer will also record the any service non delivery or non-performance issues, and subsequent penalties. Failure to take action on logbook entries updated by service provider shall be deemed as accepted.
- iii. The service provider can raise an issue against the rejection of any entry by the buyer within prescribed timelines of such rejection with the designated representative of the Buyer.

8.2. Service Performance and Feedback

- i. The principal point of contact for the issues arising out of this agreement will be the service provider or a designated representative who shall be any employee of the service provider in administrative and managerial capacity and in a position of authority to resolve issues. Nonetheless, the service provider shall be solely responsible for maintaining the quality and level of service provided.

9. Payment Terms

This section provides details about the terms and conditions of payment towards the services, it may also include deduction of payment in case of faulty service. Some notable points under payment terms are-

9.1. Payment Condition

- i. The payment shall be made as per the financial quotes submitted by the service provider and accepted by the Buyer.
- ii. No advance payment shall be made to the service provider.
- iii. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.

9.2. Payment Cycle

- i. Payment shall be made once the service provider submits the invoice for the same as per the prescribed process flow.
- ii. The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook and service feedback.

9.3. Payment Process

- i. Payment shall be made only after submission of invoices, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.
- ii. All the penalties/ fine/ interest (if applicable) will be settled before making the payments. shall not have any objection on the same.
- iii. Payment will be made through bank transfer only, in no circumstance cash/ cheque payment will be made.

10. Amendment of Contract

During service delivery period some conditions may occur when the Buyer and/ or may require to amend the Agreement, some of such conditions may be as followed-

- i. *Amendment of the Contract after event of Force Majeure:* In case of occurrence of any exceptional event/ circumstance which has affected either party directly to perform the agreed services, the agreement can be amended. However, cause, evidence and nature of such effect shall be notified to the other party.
- ii. *Amendment in statutory variations:* All statutory variations leading to increase in the cost of the contract will be debited to the buyer accounts.
- iii. *Amendment of the Contract as per both parties' consent:* Amendment of the Contract shall be done as per mutual consent of both parties, no party shall be made liable to pay/ get any compensation for agreement amendment. However, the variation put together shall not reduce or exceed 25% of contract value.

11. Termination of Contract

The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for the following reasons:

- i. *Mutual consent:* The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
- ii. *Breach of contractual obligations:* Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the if, the breaches a material provision of this Contract where that breach is not capable of remedy; or if the breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.
- iii. *Breach of SLAs:* The contract may also be terminated if i) the cumulative penalties rise to 10% of the contract value ii) repeated breach of any SLA beyond 3 instances as per buyer discretion.

However, termination of this Contract shall not affect any accrued rights or remedies of either party.

Terms and Conditions

1. General Terms and Conditions-

1.1 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special

Contract



Contract No: GEMC-511687707721511

Generated Date: 15-Sep-2021

Bid/RA/PR No: GEM/2021/B/1445014

Organisation Details	Buyer Details
Type: Central Government Ministry: Ministry of Information and Broadcasting Department: NA Organisation Name: Publications Division Ministry of Information and Broadcasting Office Zone: Soochna Bhawan, Delhi	Designation: Section Officer Contact No.: - Email ID: sec-ang-dpd@gov.in GSTIN: N Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH EAST DELHI, DELHI-110003, India

Financial Approval Detail	Paying Authority Details
IFD Concurrence: Yes Designation of Administrative Approval: DG Designation of Financial Approval: DG	Payment Mode: PFMS Designation: Section Officer Email ID: rajender.kumar@nic.in GSTIN: N Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH DELHI, DELHI-110003, India

Consignee Details		
S.No	Consignee Name & Address	Service Description
1	Contact: - Email ID: sec-ang-dpd@gov.in GSTIN: N Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH EAST DELHI, DELHI-110003, India	DTH/CABLE SERVICE

Service Provider Details	
GeM Seller ID:	60E0180000489152
Company Name:	ANIL COMMUNICATION
Contact No.:	09968825825
Email ID:	anil_communication15@yahoo.com
Address:	shop no. 17.ndmc market, kautilya marg,chanakya puri,near ashok hotel, new delhi, DELHI-110021, -
MSME verified:	Yes
MSE Social Category:	General
MSE Gender:	Male
GSTIN:	07ABKPY2382G2Z7 , 07ABKPY2382G2Z7

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

Service Details	
Contract Start Date : 22-Sep-2021	Contract End Date : 21-Sep-2022
Category Name : DTH/CABLE SERVICE	
Billing Cycle : quarterly	

Description	Number of connection	(Unit Price) Price per connection per month
Type of Package : Postpaid		
Infotainment Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : History TV 18, FYI TV18, National Geographic Channel, National Geographic Wild, Sony BBC Earth, Epic, Discovery, Animal Planet, Discovery Science, Discovery Turbo, Living Zen, Living Travelz		
Infotainment HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : History TV18 HD, FYI TV18 HD, Nat Geo People HD, National Geographic HD, Nat Geo Wild HD, SONY BBC EARTH HD, Discovery HD, Animal Planet HD		
Urdu Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : Zee Salaam, News18 Urdu		
Malayalam HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : Zee Keralam HD, Surya HD, Asianet HD		
Gujarati Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : Zee 24 Kalak, Colors Gujarati, Colors Gujarati Cinema, CNBC Bajar, News18 Gujarati		
MP Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : Zee MP Chattisgarh, News18 Madhya Pradesh/Chhattisgarh		
Rajasthan Paid Channel (Hint:- Buyer may select paid channel as per their requirement) : Zee Rajasthan News, News18 Rajasthan		
UP Paid Channel(Hint:- Buyer may select paid channel as per their requirement) : Zee UP Uttarakhand, News18 Uttar Pradesh/Uttarakhand		

channel as per their requirement) :	
Sport Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	1Sport, Star Sports 1 Hindi, Star Sports 1, Star Sports Select 1, Star Sports Select 2, Star Sports 2, Star Sports 3, STAR SPORTS FIRST, Sony Ten 1, Sony Ten 3, Sony Six, Sony ESPN, Sony Ten 2, Neo Prime, Neo Sports, Eurosport
Eng News Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	WION, CNN News 18, CNN INTL, Times Now, Mirror Now, India Today, NDTV 24x7, BBC World News
Hindi Movies Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Cinema, &Pictures, Zee Bollywood, Zee Anmol Cinema, Zee Action, Colors Cineplex, Star Gold, Star Gold Select, Star Utsav Movies, Star Gold 2, Sony Max, Max 2, Sony Wah, UTV Movies, UTV Action
Malayalam Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Keralam, News 18 Kerala, Surya Tv, Surya Movies, Kochu TV, Surya Music, Surya Comedy, Asianet, Asianet Movies, Asianet Plus, Flowers TV
Punjabi Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Punjab Haryana Himachal, News18 Punjab Haryana Himachal
Type of Service :	New connection for DTH Service
Business News- Hindi Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Business, CNBC AWAAZ
Eng News HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	CNBC Prime HD, Times Now World HD
Punjabi/Haryana Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	ZEE PUNJABI
Other Regional Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	ZEE BIOSKOPE
Hindi Gec Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee tv, &TV, Zee Anmol, Colors, Colors Rishtey, Zoom, Star Plus, Star Bharat, Star Utsav, Sony, SAB, Sony Pal, Bindass, Investigation Discovery
Tamil Movies Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Thirai
Eng Music Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	VH1
Bangla HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Bangla HD, Colors Bangla HD, Star Jalsha HD, Jalsha Movies HD
Hindi News Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	TEZ
English GEC HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee cafe HD, Colors Infinity HD, Comedy Central HD, Star World HD, Star World Premiere HD, AXN HD
Type of Setup box :	Digital HD
Tamil HD Paid Channel (Hint:- Buyer may select paid channel as per their requirement) :	NA
Music Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zing, MTV, Zee ETC Bollywood
Eng Gec Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Cafe, Colors Infinity, Comedy Central, Star World, AXN
Hindi General Entertainment(GEC) HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee TV HD, &TV HD, Colors HD, Star Plus HD, Star Bharat HD, SET HD, SAB HD, Discovery Jeet HD
English Movies HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	&flix HD, &prive HD, HBO HD, Movies Now HD, Rometry Now HD, MNX HD, MN+ HD, Star Movies HD, Star Movies Select HD, PIX HD
Marathi Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Marathi, Zee Talkies, Zee Yuva, Zee 24 Taas, Colors Marathi, News18 Lokmat, Star Pravah, Sony Marathi
Music HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Vh1 HD, MTV Beats HD, MTV HD+, Nat Geo Music HD
Kannada Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Kannada, Colors Kannada, Colors Super, Colors Kannada Cinema, News18 Kannada, Udaya Tv, Udaya Movies, Udaya Music, Udaya Comedy, Chintu TV, Star Suvarna, Star Sports 1 Kannada, Star Suvarna Plus
Telugu Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Telugu, Gemini Tv, Gemini Comedy
Bihar Paid Channel (Hint:- Buyer may select paid channel as per their requirement) :	Big Ganga, Zee Bihar Jharkhand, News18 Bihar/Jharkhand
Lifestyle/Fashion HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Living Foodz HD, Fox Life HD, TLC HD World, Travel XP HD
Kannada HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Kannada HD, Colors Kannada HD, Udaya HD, Star Suvarna HD
Sports HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Star Sports 1 HD, Star Sports 1 HD Hindi, Star Sports Select HD1, Star Sports Select HD2, Star Sports HD2, ESPN HD, TEN 1 HD, TEN 2 HD, TEN 3 HD, SIX HD
Marathi HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Marathi HD, Zee Talkies HD, Colors Marathi HD, Star Pravah HD
Oriya Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Sarthak, Zee Odisha, Colors Oriya, News18 Oriya, Alankar, Tarang, Tarang Music, Prarthana TV
Hindi Movies HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Cinema HD, &pictures HD, Colors Cineplex HD, Star Gold HD, Star Gold Select HD, MAX HD, UTV HD
Kids HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Nick HD+, Cartoon Network HD+, Baby TV HD, Disney International HD
Business News- English Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	CNBC TV18, ET Now, NDTV Profit

requirement) :	
Bangla Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Bangla, Zee Bangla Cinema, 24 Ghanta TV, Colors Bangla, News18 Bangla, Star Jalsha, Jalsha Movies, Sony Aath, Colors Bangla Cinema, Star Sports 1 Bangla
Movies (Kannada) Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	ZEE PICCHAR
Kids Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Nickelodeon, Nick Jr., Sonic, Pogo, Cartoon Network, Sony YAY, Hungama tv, Disney Channel, Disney Jr., MARVEL HQ, Discovery Kids
Hindi News HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Aaj Tak HD
Eng Movies Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	&Flix, HBO, WB, Movies Now, MNX, Romyed Now, Star Movies, PIX
Telugu HD Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Zee Telugu HD, Gemini TV HD, Maa Movies HD, ETV HD
Lifestyle/Fashion Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	Living Foodz, Fox Life, NDTV Good Times, TLC, Travel XP
Tamil Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	NA
North East Paid Channel(Hint:- Buyer may select paid channel as per their requirement) :	News18 Assam North East

Total Amount (Formula) :

(Price per connection per month*Number of connection*Contract Period/30)

Total Value without Addons :	92880
Total Addon Value	0
Total Value Including Addons	92880

Amount of Contract

Total Contract Value Including All Duties and Taxes in INR

92880

SLA Details - DTH/CABLE SERVICE

SERVICE STC

SPECIAL TERMS AND CONDITIONS FORDTH/CABLE SERVICE

• **PREAMBLE:**

All DTH/Cable Service 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 Special Terms and Conditions (STC) of DTH/Cable Service - as defined in Service Catalogue which includes Service Level Agreement (SLA) for the Service or Service for a product;
3. BID / Reverse Auction specific ATC (if applicable)
4. The above terms and conditions are in reverse order of precedence i.e. ATC shall supersede Service Specific STC and GTC, and Service Specific STC shall supersede the GTC, only in case of interpreting conflicting provisions.
5. 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.
6. 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 the scope of work, Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder.

1.

Agreement Overview

This Agreement represents a Special Terms and Conditions (STC) and the Service Level Agreement (SLA) between the Buyer and DTH/ Cable Service Provider Agency. This Agreement outlines the 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 service to Buyer by Service Provider.

The goals of this Agreement are to:

1. Provide clear reference to service ownership, accountability, roles and/or responsibilities.
2. Present a clear, concise and measurable description of service provision to the customer.
Depict Terms and Conditions for all the involved stakeholders.
3. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.
4. 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:

- DTH/Cable 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-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the Contract.

Scope of the DTH/Cable Service

1. All necessary New Hardware components for DTH/CABLE Service for a new connection to be provided by the service provider.
 - Set Top Box
 - Adapter
 - Remote Control
 - A/V Cable(depending on STB type)
 - HDMI Cable(depending on STB type)
 - Parabolic reflector antenna (For the DTH Service)
 - Consumables Spares and Accessories for external and internal Installation
 2. Installation of all equipments, internal cabling in the building and external cable T.V. connectivity (Vertical cabling) to be done by the Service Provider. In case any installed equipment/ cable is found to be defective during the contract period, the same shall be replaced by Service Provider at no extra cost.
 3. All Free To Air (FTA) channels available on the service provider platform to be provided by the Service Provider to the buyer at free of cost.
 4. DTH service Activation Schedule and Quality of Services (QOS) Thereof
- (i) Installation and activation time will be of maximum 30 days from the date of signing of agreement.
- (ii) The Installation and QOS shall be made strictly as per the GeM service Contract.
- (iii) The Service Provider shall ensure good signal strengths and uninterrupted DTH / Cable service

Buyer Obligations

1. Buyer department shall ensure that the Service Provider gets the required access to the areas and rooms for providing the aforementioned services.
2. Buyer department should log complaint as soon as they find any malfunctioning or problem in the DTH/ Cable services, to avoid any further delay in services.
3. The buyer will provide the required electricity connection for the Installation of DTH /Cable equipments.

Service Provider Obligations

1. Service Provider will provide all necessary Hardware components for DTH/CABLE Service for new connections .
2. Service Provider will be responsible for all the Cable layout up to the subscribers TV (vertical cabling), Antenna installation (In case of DTH Service), and arrangement of required equipments for quality transmission and reception of signals and safety of users, user equipments/Set Top Box (STB) and maintenance.
3. Service Provider will provide All Free To Air (FTA) channels available on the service provider platform to the buyer at free of cost.
4. The Service Provider shall provide DTH/ Cable service for all paid channels selected by the buyer.
5. Obtaining any permission required for laying Cables etc. outside buyer's premises will be the sole responsibility of the Service provider .
6. All necessary tools and equipments required for testing and installation of the Network/Service have to be arranged by the Service provider. The Service provider will have to show the signal level/Carrier-to-noise ratio and any other parameter arriving at Buyer premises if demanded by Buyer, and ensure that such levels are within standard limits for quality reception of TV Channels as per TRAI Notification/BIS applicable.
7. All necessary addition/modification/replacement etc. required for digital quality Service will be the responsibility of the Service provider.
8. The Service provider will make sure that there are no loose cables hanging which may effect the aesthetics of the premises. If any dead cable is hanging, it should immediately be removed.
9. The Service Provider shall be in possession of all the licenses and permits required .
10. The Service Provider shall register all the complaints by providing a complaint number to buyer. Downtime counting shall start one hour after registering the complaint and stop when the DTH services are restored back to satisfactory operational standards. A report should be generated for each complaint indicating complaint number, time of complaint, time of response of service engineer, cause of problem, action taken and time taken to put the appliance in working condition, get it signed by the buyer and give a copy of the report.
11. The Service Provider will be fully responsible for authorization on transmission of the Channels from respective broadcasters/any other relevant authorities.
12. The Service provider shall not sublet, transfer or assign the full work or any part thereof to any other person/company/organization. In case it is found that the work has been subletted , the Service provider shall be terminated immediately.
13. Service provider shall follow all rules and regulations pertaining to Environment safety as laid down by the Government from time to time.
14. The Service Provider shall have service centers manned by technical support staff to provide after sales support.

Special Terms and Conditions

1. Service providers must have a valid licenses to provide the services stipulated in the contract such as registration with Registering Authority as per The Cable Television Networks (Regulation) Act 1995 and its Amendments, if any, and must follow the Guidelines/Orders etc. issued by TRAI in this respect from time to time. In case, the services are provided through DTH, the DTH Service providers must abide by the DTH guidelines and licensing conditions 2001 of Govt. of India and its subsequent amendments, if any, and also the Direct-to-Home broadcasting services (Standards of quality of service and redressal of grievances) Regulations 2007 of TRAI and its amendments, if any. Service provider should also have valid license from concerned Govt. authorities or any of its authorized agencies for DTH broadcasting services in India.
2. The TV Signals should be originated either by installing Centralized Head-end Equipments at buyer premises and/or by extending Authorized signal from Outside, and/or, the services can be provided by installing DTH Antenna for individuals/groups.
3. The Service Provider shall make sure that all the selected channels as per the package are duly provided uninterruptedly through the DTH/ Cable equipment installed. Any planned downtime of network or unavailability of any channel(s), shall be intimated to the Buyer in advance.
4. Buyer will in no way be responsible for broadcasting of any channel for which the service provider does not have valid broadcasting rights

System Uptime

1. **DTH/ Cable Service should be available for 24 hours. However, exemptions due to Force Majeure and/ or downtime due to any other reason which is beyond**

the control of the Service Provider's shall be applicable.

Payment Terms:

1. The payment will be made to DTH/ Cable Service provider as indicated in bid document.
2. If bid document is silent then Payment will be made on Monthly/Quarterly / Half yearly /Yearly basis on submission of bill by the Service Provider on completion of each Monthly/Quarterly / Half yearly /Yearly after deducting penalty amount, if any.
3. For Prepaid Service, Penalty will be dealt as per GTC of the Portal including Service Provisions defined under Service Conditions.
4. Payment shall be provided by the buyer to the service provider within 10 days of receiving the invoice, complete in all respects.
5. Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the service rates during the entire period of contract; no difference shall be paid or claimed as a result of the above.

Breach of Contract and Termination

The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for the following reasons by either party:

1. Mutual consent: The contract may be terminated based on mutual consent in case the services are no longer required by the Buyer by providing reasonable notice period as per the term of the contract or minimum of 30days. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
2. Breach of contractual obligations: Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract where the breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 10 days after receiving notice requiring it to do so. The Service Provider shall have the right to terminate the contract, without any liability to the Buyer, if the Buyer fails to make payments to the Service Provider as per the payment scheduled agreed in the Contract.
- iii. Breach of SLAs: A penalty to be imposed if the Service Provider failed to restore DTH/ Cable service within 4 hours.
 1. The cumulative penalty cannot exceed 10% of the contract value for that period. The contract may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy.

Penalties and Termination

S.No.	Description	Penalty
1)	Failure in providing necessary solution within 4 hours	10% of per day per subscriber of contract value
2)	Failure in providing necessary solution within 8 hours	20% of per day per subscriber of contract value
3)	Failure in providing necessary solution within 24 hours	50% of per day per subscriber of contract value
4)	Failure in providing necessary solution within 48 hours	100% of per day per subscriber of contract value
5)	Failure in providing any solution within 10days	Termination of contract

Calculation of Service Formula: $\text{Price_per_connection_per_month} \times \text{Quantity} \times \text{Contract_period} / 30$

This service formula works on price of the connection per month by the number of connection multiplied by the contract period/30

Corrigendum

1. **Extended Upto** : 2021-08-30 12:00:00
2. **Extended Upto** : 2021-08-31 12:00:00
3. **Extended Upto** : 2021-09-04 09:00:00
4. **Extended Upto** : 2021-09-04 12:00:00

Additional Data/Document(s) : Seller

1. Certificate (Requested in ATC) [click here](#)

Terms and Conditions

General Terms and Conditions-

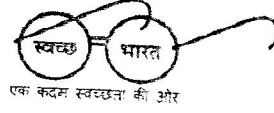
- 1.1 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
 - 1.2 Terms of delivery: Free Delivery at Site including loading/unloading. In respect of Items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.
 - 1.2.1 Contracted goods should be delivered at the consignee or designated delivery location as per the working time of the buying organisation. Seller may get the same confirmed from consignee before scheduling delivery.
 - 1.2.2 A copy of the contract should be available with the messenger / dispatching agency that delivers the Goods at consignee / delivery location (preferably pasted / attached outside the consignment / package) for easy reference and ease in delivery acceptance.
 - 1.3 Delivery period: The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.
 - 1.4 Performance Security: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.
 - 1.5 Taxes and Duties: Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.
 - 1.6 Octroi Duty and / or other local taxes: Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).
 - 1.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.
 - 1.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.
 - 1.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.
 - 1.10 Financial Certificate:
 - 1.10.1 The expenditure involved for this purpose has received the Sanction of the competent financial authority.
 - 1.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.
 - 1.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.
 - 1.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.
- ### 2. Additional Terms and conditions-
- 2.1 After award of contract - Successful Bidder shall have to get Detailed Design Drawings approved from buyer before starting fabrication. Successful Bidder shall submit Detailed Design Drawings for Buyer's approval, within 5 days of award of contract. Buyer shall, either approve the drawings or will provide complete list of modification required in the drawings within 7 days. Seller shall be required to ensure supply as per approved Drawings with modifications as communicated by Buyer. If there is delay from buyer side in approval of drawing- the delivery period shall be re-fixed without LD for the period of delay in approval of Drawing.
 - 2.2 AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
 - 2.3 Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
 - 2.4 PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.
 - 2.5 For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
 - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
 - b. Execution certificate by client with order value.
 - c. Any other document in support of order execution like Third Party Inspection release note, etc.

Note: This is system generated file. No signature is required.



प्रकाशन विभाग
PUBLICATIONS DIVISION

सूचना एवम् प्रसारण मंत्रालय
भारत सरकार
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GOVERNMENT OF INDIA
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24365610, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
C.G.O. COMPLEX,
LODHI ROAD, NEW DEHI-110003

Ref No.....

No. D-19016/02/2020-21/A&G

Dated
03.11.2021.....

M/s Frank Copeir Pvt Ltd.,
#402, 5 Ansari Road,
Darya Ganj,
New Delhi 110 002

Subject: Extension of contract for Full Service Maintenance Contract of photocopy machines installed in Publications Division (Hqrs.) & Employment News, New Delhi.

Sir,

This is in continuation of this Division's letter of even number dated 29.11.2020 regarding award of contract Full Service Maintenance Contract of photocopy machines installed in Publications Division (Hqrs.) & Employment News, New Delhi and your letter No. FCPL/2021/11 dated 01.11.2011.

2. I am directed to inform you that the Competent Authority has decided to extend the above contract from **01.11.2021 to 31.10.2022 or till the finalization of new contract, whichever is earlier** on the same rates of contract i.e Rs. 0.41 for each B&W print out and Rs. 5.00 for each colour printout.

3. Therefore, you are requested to continue the services of Full Service Maintenance Contract of photocopy machines till 31.10.2022 or the finalization of new contract, whichever is earlier as per the existing terms and conditions of the contract.

3. This issues with the approval of the Competent Authority.

(B.K. Biswas)
Deputy Director
Tele# 2436 2974



प्रकाशन विभाग
PUBLICATIONS DIVISION

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सूचना भवन,
सी.जी.ओ. काम्पलेक्स
लोधी रोड, नई दिल्ली-110003
Fax : 011-24366670, 24362905
24365610, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
C.G.O. COMPLEX,
LODHI ROAD, NEW DEHI-110003

Ref No.....D-15014/02/2020/A&G

21.09.2020.....
21-09-2020

M/s Jyoti Cottage Industries,
RZ-11, Shop No. 5,
Tilak Pull Road, Uttam Nagar
New Delhi-110059.

Subject: Award of contract for Rubber Stamps and Name Plates in Publications Division
(Hqrs.) for official use.

Sir,

I am directed to refer to your bid dated 07.09.2020 for preparation of rubber stamps and name plates in Publications Division (Hqrs.) for official use. The period of contract shall be for one year from 21.09.2020 to 20.09.2021, which will be further extended for one more year on the same rates and terms & condition.

2. The Competent Authority has decided to award rate contract for preparation of rubber stamps and name plates at the rate given below. The terms and condition of tender document will be applicable during the currency of contract. You are also requested to deposit the security deposit of Rs. 3,000 (Rupees three thousand only) in the form of FDR pledged in favour of DG, Publications Division within 10 days of issue of this letter.

Sl. No.	Item	Rates
1.	Computerized Self-inking Rubber Stamp (good quality)	100.00
2.	Computerized pre-ink Rubber stamp (good quality)	225.00
3.	Wooden Rubber Stamp	9.00 per line
4.	Round Rubber stamp (wooden)	50.00
5.	Round Rubber Stamp self ink (computerized)	150.00
6.	Plastic (base blue) Name plate – per sq. inch	2.00
7.	Brass Letter Name plates –with acrylic sheet/wooden board – (per letter of about 1.5")	14.5 wood 17.50 acrylic
8.	Brass Name plates – engraved names in Black – per sq. inch	7.00
9.	Steel Name plate (good quality) with black letter – per sq. inch	6.00

3. This issues with the approval of the Competent Authority.

B.K. Biswas
(B.K. Biswas)
Deputy Director(Admn.)
Tele#24368009



प्रकाशन विभाग
PUBLICATIONS DIVISION

सूचना एवम् प्रसारण मंत्रालय

भारत सरकार

MINISTRY OF INFORMATION & BROADCASTING
GOVERNMENT OF INDIA

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सूचना भवन,
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24365010, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
C.G.O. COMPLEX,
LODHI ROAD, NEW DEHI-110003

Ref No.....D:27011/08/2020-21/A&G

Dated.....
05.03.2021

M/s Sunil Book Binding House,
1375, Bagichi Tanshuk Rai,
Ajmeri Gate,
Delhi-110006.

Subject: Award of rate contract for Binding of Library Books , Journals, Office Register/Records etc. in Publications Division (Hqrs.) for official use.

Sir,

I am directed to refer to your bid dated 23.02.2021 for rate contract Binding of Library Books , Journals, Office Register/Records etc. in Publications Division (Hqrs.) for official use. The period of contract shall be for one year from 01.04.2021 to 31.03.2022, which will be further extendable for one more year on the same rates and terms & conditions.

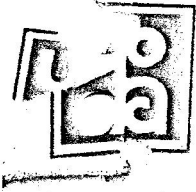
2. The Competent Authority has decided to award rate contract for Binding of Library Books, Journals, Office Register/Records etc. at the rate given below. The terms and condition of tender document will be applicable during the currency of contract. You are also requested to deposit the security deposit of Rs. 5,000 (Rupees Five thousand only) in the form of FDR pledged in favour of DG, Publications Division within 10 days of issue of this letter.

S. No.	Name of the Items	M/s. Sunil Book Binding House Rates (in Rs.)
1	Paper Binding (With or without black ink)	
a	Small Size	
b	Medium size	30.00
c	Foolscap size	40.00
d	Double Foolscap size	50.00
2.	Cloth Leather Magazine	60.00
a	Small Size	
b	Medium size	40.00
c	Foolscap size	50.00
d	Double Foolscap size	60.00
3.	Half Leather	70.00
a	Small Size	
b	Medium size	50.00
c	Foolscap size	60.00
d	Double Foolscap size	70.00
4.	Binding of Office record like pay bills TA bills etc.	80.00
a	Ordinary binding	
b	Half Cloth binding	70.00
5.	Binding of Service Books	75.00

a.	Half Cloth binding	
6	Stitching of Files/Records	75.00
7.	Lamination of Accession & Issue Register of Library	25.00
8.	Spiral Binding (1-200 pages) with cover pages	50.00
		200.00

3. This issues with the approval of the Competent Authority.

(B.K.Biswas)
Deputy Director(Admn.)
Tele#24368009



प्रकाशन विभाग
PUBLICATIONS DIVISION

सूचना एवम् प्रसारण मंत्रालय

भारत सरकार

MINISTRY OF INFORMATION & BROADCASTING
GOVERNMENT OF INDIA

Website : www.publicationsdivision.nic.in



सूचना भवन,
सी.जी.ओ. काम्प्लेक्स
लोधी रोड, नई दिल्ली-110003
Fax : 011-24366670, 24362905
24365610, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
C.G.O. COMPLEX,
LODHI ROAD, NEW DEHI-110003

Ref No.....D:26001/02/2019-20/A&G

29.07.2020.....

M/s Star Travel Solutions,
Shop No. G-11 & G-31,
NBCC Local Shopping Complex,
Kidwai Nagar East,
New Delhi-110023.

Subject: Award of rate contract for hiring of extra Vehicles on day to day basis in Publications Division (Hqrs.) for official use.

Sir,

I am directed to refer to your bid dated 24.07.2020 for rate contract for hiring of extra vehicles on day to day basis in Publications Division (Hqrs.) for official use. The period of contract shall be for one year from 29.07.2020 to 28.07.2021, which will be further extended for one more year on the same rates and terms & condition.

2. The Competent Authority has decided to award rate contract for hiring of extra vehicles on day to day basis at the rate given below. The terms and condition of tender document will be applicable during the currency of contract. You are also requested to deposit the security deposit of Rs. 20,000 (Rupees Twenty thousand only) in the form of FDR pledged in favour of DG, Publications Division within 10 days of issue of this letter.

Particulars	407 2.5 Ton (Rs.)	17 ft. 5 Tons (Rs.)	6W-9 Tons (Rs.)	Innova (7 seater) (Rs)
Rates for loading unloading for 40 km for working 5 hrs on any day (including labour)	6500	6500	9000	2800
Rates for loading unloading for 100 km for 12 working hrs on any day (including labour)	7500	7500	11000	2800
Rates for additional hrs beyond 10 pm (including labour)	15700	15700	23700	5800
Rates per additional km beyond 100 km	45	45	62	25
Night Charges from 11.00 pm to 5 am	460	480	550	250

3. This issues with the approval of the Competent Authority.

FOR STAR TRAVEL S.

FOR STAR TRAVEL SOLUTIONS

Sat Gadi

PROF

Krishna
(B.K. Biswas)

Deputy Director (Admn.)
Tele#24368009

u/c

Application for entering into an Agreement with Department of Posts for Speed Post/ Express/ Business Parcel services

To,
The Designated authority
Sir/ Ma'am,

I would like to avail following services of the Department of Posts and to be registered as bulk (contractual) customer

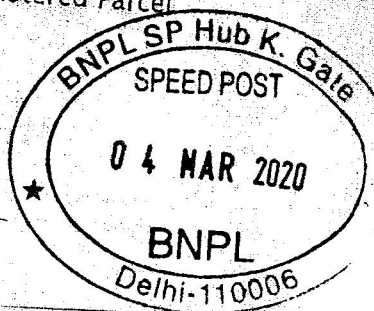
Name of the service	<input checked="" type="checkbox"/> Speed Post <input type="checkbox"/> Express Parcel <input type="checkbox"/> Business Parcel
Category	<input type="checkbox"/> eCommerce <input checked="" type="checkbox"/> Other than e-Commerce
Cash on Delivery facility required	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
National Account facility required (in case of booking from more than one locations)	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Number of booking locations and name of nodal office for centralised billing and payment	0 one
Mode of Payment	<input checked="" type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance Deposit <input type="checkbox"/> At the time of booking
Whether Central/ State Government Ministry/ Department/ Nationalised Bank/ Scheduled Bank/ PSU	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO GOVERNMENT/SOCHNA BHAWAN
Nature of the firm*	Registered/ Partnership/ Sole proprietor/ Individual/ others (please specify)
PAN/ TIN/ CIN/ Aadhaar Card*	
Registered Office*	DPD, SOCHNA BHAWAN
Address where articles will be generated	PUBLICATION DIVISION, M/O P&B.
Address of correspondence	SOCHNA BHAWAN, CHOCOMPLEX, NEW DELHI-110003
Contact details	Name: Mr Manoj Agarwal, BUSINESS MANAGER Complete address with PIN Code: Ph. No: Fax (if any): Mobile No. Email id:
Approx. number of Speed Post/ Express Parcel/ Business Parcel articles to be booked in each month and postage payable for them	25000
Any other facility viz pre-mailing etc required (please specify)#	- NA -
Date:	Place:
Authorised Signatory*	

*please provide supporting document.

subject to provision for same

Note: The KYC documents may be collected from customers requiring bulk booking facility for Registered Parcel

Rajnish
9268331161



बी. के. बिश्वास B. K. BISWAS
उप निदेशक (प्रशा.)
Deputy Director (Admn.)
प्रकाशन विभाग/Publications Division
सू. प्र. मंत्रालय/Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

For Office Use

- a) It is certified that the information as given above have been verified with the supporting documents and found correct
- b) Recommended for entering into an agreement for proving credit/ Advance deposit facility.
- c) Not Recommended due to following reasons (strike-off if not applicable):-
 - (i)
 - (ii)

Signature of Designated Authority

a) The Application is hereby approved for entering into an agreement for proving credit/ Advance deposit facility/ payment at the time of booking [please tick appropriate option]

a) The Application is hereby rejected due to following reasons (strike-off if not applicable):-

- (i)
- (ii)

Signature of Approving Authority

Format of Agreement for BNPL customers

Annexure - B

An agreement made this 03 day of May 20 between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and DPD, SOOCHNA BHAWAN having its Head Office at NFW DELHI residing at CGO COMPLEX N. DELHI (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post/ Express Parcel/Business Parcel consignments under credit as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the 03 day of May 20 and shall continue in force for a period of 02 years.
2. The sender shall prepare, pack and make up the Speed Post/ Express Parcel/ Business Parcel consignments as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
3. The sender shall ensure that no article, transmission of which is prohibited for transmission as Speed Post/ Express/ Business Parcel consignments as per the instructions issued by the Department from time to time, is presented for booking.
4. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
5. The expected monthly postage on booking of Speed Post/ Express Parcel/Business Parcel consignments comes to Rs. 25,000/-
6. Security deposit in form of NA for Rs. 100000 (in figures) NA (In words), which is equal to anticipated of three billing period Speed Post/ Express Parcel/Business Parcel charges has been furnished by the sender and is enclosed.

OR

Kushal 11 of 23
वी. के. बिश्वास / B. K. BISWAS
उप निदेशक (प्रशा.)
Deputy Director (Admn.)
प्रकाशन विभाग, Publications Division
रू. प्र. संख्या 2/Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

(4)
31

As the sender is a Central/ State Government Ministry/ Department/ Nationalized/Scheduled Bank/ Public Sector Undertaking, the authorized signatory of the sender has furnished an undertaking that the sender shall make the full payment of the bills raised by the Department by the end of the month following the month of which the bill pertains.

7. In case of revision of Speed Post/ Express Parcel/ Business Parcel charges etc. the Department shall hold the right to revise the amount of security deposit to be furnished. In case of any such revision, the sender shall furnish the security deposit of the additional amount within a period of four weeks of intimation by the Department.
8. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons thereof at any time giving one month's notice in writing to the other party.
9. The Department shall raise the Speed Post/ Express/ Business Parcel charges bill by 7th of every month in respect of all Speed Post/ Express/ Business Parcel consignments booked by the sender of his authorised agents/sellers in the preceding month. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised or due date fixed in case of fortnightly billing.
10. In case the sender fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
11. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn
12. No booking of Speed Post/ Express Parcel/ Business Parcel consignments will be allowed from the sender after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the due date, Department will have the right to invoke the security deposit for recovery of the total outstanding amount.
13. Any payment due to the firm from the Department will not be adjusted against the bill.
14. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
15. Department will not be responsible for the quality/content of the product being sent by the contractor or his authorized agent.

Page 12 of 23

K. Biswas

बी. के. बिस्वास/E. K. BISWAS
उप निदेशक (प्रशा.)
Deputy Director (Admn.)
प्रकाशन विभाग/Publications Division
सू. म. मंत्रालय/Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

- 16. As the sender is sending COD articles also, sender must assure to remit back any amount paid to him or any of his sellers wrongly or in case where double payment is noticed.
- 17. Any claim of the sender shall not be adjusted against amount payable to Department.
- 18. The sender must understand that Speed Post/ Express/ Business Parcel is not an insured service unless expressly provided and liability of Speed Post/ Express/ Business Parcel is limited to the provision of Post Office Act, 1898.
- 19. In case of any legal implications, the same should be dealt only in the jurisdiction of office where the agreement is signed.
- 20. The Sender shall post its articles at PBC, K. Gate Office (s).

Witness:

1.	2.
1. Signed by _____ for and on behalf of the President of India.	2. Signed by _____ for and on behalf of the

Kristina

बी. के. विश्वास/B. K. BISWAS
 उप निदेशक (प्रशा.)
 Deputy Director (Admin.)
 प्रकाशन विभाग, पब्लिकेशन्स डिवीजन
 ए. ए. मंडल रोड, ए. ए. ए. ए.
 भारत सरकार, नई दिल्ली
 Govt. of India, New Delhi

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Annexure 'E'

PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT ORGANISATIONS/NATIONALISED/SCHEDULED BANKS/ PUBLIC SECTOR UNITS

UNDERTAKING

I B.K. Viswas designation Deputy Director on behalf of DPD (Name and address of the organisation) hereby undertake to ensure payment of the monthly bills to be raised by the Department of Posts for the Speed Post/Express/Business Parcel consignments to be booked by _____ (name of the organisation) under credit facility (BPNL scheme) to the Department of Posts by the due date indicated in the bill.

Kishna

Signature

बी. के. विश्वास/B. K. BISWAS
उप निदेशक (प्रशा.)
Deputy Director (Admin.)

Name

प्रकाशन विभाग/Publications Division

(Designation Stamp of the Officer)

स. प्र. मंत्रालय/Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

Certified that B.K. Biswas Designation Dy. Director is competent to issue this undertaking on behalf of DPD (name of the organisation)

Signature & seal of the competent authority of the Organisation.

Kishna

बी. के. विश्वास/B. K. BISWAS
उप निदेशक (प्रशा.)
Deputy Director (Admin.)

प्रकाशन विभाग/Publications Division

स. प्र. मंत्रालय/Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

Department of Post: INDIA POST
Speed Post BNPL HUB KASHMIRI GATE DELHI-110006
RATE CHART FOR Speed Post Service without service tax (effective from 01-10-12)

Weight Slab.	A	B	C	D	E
	Local (Rs.)	Upto 200 Km. (Rs.)	200-1000 Km. (Rs.)	1001-2000 Km (Rs.)	Above 2000 km.
Up to 50 grams	15	35			
51 to 200 grams	25	35	35	35	35
201 to 500 grams	30	50	40	60	70
501 to 1000 grams	40	65	60	80	90
1 Kg to 1.5 Kg	50	80	90	120	140
1.5 Kg to 2 Kg	60	95	120	160	190
2 Kg to 2.5 Kg	70	110	150	200	240
2.5 Kg to 3 Kg	80	125	180	240	290
3 Kg to 3.5 Kg	90	140	210	280	340
3.5 Kg to 4 Kg	100	155	240	320	390
4 Kg to 4.5 Kg	110	170	270	360	440
4.5 Kg to 5 Kg	120	185	300	400	490
5 Kg to 5.5 Kg	130	200	330	440	540
5.5 Kg to 6 Kg	140	215	360	480	590
6 Kg to 6.5 Kg	150	230	390	520	640
6.5 Kg to 7 Kg	160	245	420	560	690
7 Kg to 7.5 Kg	170	260	450	600	740
7.5 Kg to 8 Kg	180	275	480	640	790
8 Kg to 8.5 Kg	190	290	510	680	840
8.5 Kg to 9 Kg	200	305	540	720	890
9 Kg to 9.5 Kg	210	320	570	760	940
9.5 Kg to 10 Kg	220	335	600	800	990
10 Kg to 10.5 Kg	230	350	630	840	1040
10.5 Kg to 11 Kg	240	365	660	880	1090
11 Kg to 11.5 Kg	250	380	690	920	1140
11.5 Kg to 12 Kg	260	395	720	960	1190
12 Kg to 12.5 Kg	270	410	750	1000	1240
12.5 Kg to 13 Kg	280	425	780	1040	1290
13 Kg to 13.5 Kg	290	440	810	1080	1340
13.5 Kg to 14 Kg	300	455	840	1120	1390
14 Kg to 14.5 kg	310	470	870	1160	1440
14.5 Kg to 15 Kg	320	485	900	1200	1490
			930	1240	1540

NEW SPEED POST DISCOUNT STRUCTURE EFFECTIVE W.E.F. 1-10-2012

Monthly Speed Post Business	New Discount Rates *
Rs. 50,001 to 1,00,000	6.25%
Rs. 1,00,001 to 2,50,000	9.38%
Rs. 2,50,001 to 5,00,000	12.50%
Rs. 5,00,001 to 7,50,000	15.63%
Rs. 7,50,001 to 10,00,000	18.75%
Rs. 10,00,001 to 15,00,000	21.25%
Rs. 15,00,001 to 20,00,000	22.50%
Rs. 20,00,001 to 25,00,000	23.75%
Rs. 25,00,001 & above	25.00%

Open a Speed Post Account & get Monthly billings, fast dispatches, Track & Trace Facility, International Speed Post Door Pickups on heavy consignments, regular customer care support, just drop consignments

LOGISTICS POST

APPLICATION FOR AVAILING 'BOOK NOW PAY LATER' SERVICE IN RESPECT
OF LOGISTICS POST CONSIGNMENTS

To
Chief Postmaster General/Postmaster General

Subject: Application for availing Book Now Pay Later (BNPL) service
in respect of logistics post.

Sir/Madam

We propose to book Logistic Post consignments this month /
every month from Logistics Post Centre, Kashmiri Gate, Delhi (name of the station).
The destination station/stations of the consignments shall be throughout India.
The average weight of each consignment shall be as per requirement. The consignments shall be booked for about as & when need arises days
per month.

2. We shall also be requiring following value added services. (Check the one
applicable)

- (i) Pick up from organization's premises (indicate the locations)
- (ii) Loading of consignments by India Posts
- (iii) Door-delivery, including unloading by India Post
- (iv) Storage of goods before dispatch and on delivery India Post

3. We have gone through the terms and conditions of the BNPL scheme in
respect of logistics post and wish to enter into a contract with the Department of
Posts to avail the BNPL service in respect of logistics post consignments to be
booked by us.

4. Copies of the following documents are attached: -

- (i) Registration certificate
- (ii) Annual financial account of the organization for the last three years.
- (iii) Latest income tax clearance certificate

Date

Kishore
Signature

Name B.K. Biswas

Designation Deputy Director

Name & Address of the organization Publication Division, M/o Information &
Broad casting

Tel. No. 011-2436 8009

बी. क. बिस्वास / B. K. BISWAS
उप-निदेशक (प्रशा.)
Deputy Director (Admn.)
प्रकाशन विभाग, प्रसारण विभाग
कृ. स. संस्थान, भा. 1 & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

Received
m/s Shree
K. Das.

CONTRACT

An agreement made this 15th day of December, 2020 between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and DPD, Soochana Bhawan having its Head Office at New-Delhi residing at CSO Complex, N-Delhi (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Logistics Post consignments without prepayment of logistics post charges as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the 15th day of December, 2020 and shall continue in force for a period of one year.
2. The sender shall prepare, pack and make up the logistics post consignments as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and prescribed in the 'Operational Guidelines for Logistics Post' and as notified by the Department from time to time.
3. The sender shall supply such documents / certificates as may be required by various transport, state or police authorities etc. to enable the Department to carry, convey and deliver these articles to the addressees.
4. The sender shall ensure that no article, transmission of which is prohibited for transmission as Logistics Post article as per the 'Operational Guidelines for Logistics Post' and other instructions issued by the Department from time to time, is presented for booking.
5. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
6. The expected monthly Logistics Post charges come to Rs. 2,00,000/-

वी. राजेश्वर BISWAS
 Deputy Director (Admn.)
 प्रकाश विभाग, Communications Division
 सू. प्र. मंत्रालय, Min. of I & B
 भारत सरकार, नई दिल्ली
 Govt. of India, New Delhi

7. A bank guarantee or a security deposit in a post office of the amount NA which is equal to two month's expected Logistics Post charges has been furnished by the sender and is enclosed.

OR

As the sender is a Nationalized Bank / Public Sector Undertaking, the authorized signatory of the sender has furnished an undertaking that the sender shall make the full payment of the bills raised by the Department by the end of the month following the month of which the bill is raised and is enclosed.

8. In case of revision of Logistics Post charges etc, the Department shall hold the right to revise the amount of post office security deposit or bank guarantee to be furnished. In case of any such revision, the sender shall furnish the bank guarantee of the revised amount within a period of four weeks of intimation by the Department.
9. The sender shall make all possible arrangements at the delivery point so that the representative of the Department can effect prompt delivery and does not have to wait or is inconvenienced in any manner whatsoever and the articles are not returned on any ground for which the Department is not responsible or has no control.
10. The sender shall get the consignments insured before or at the time of the booking with any insurer as the sender may deem fit. The Department would not be liable to compensate either the consignor/consignee, or any insurer.
11. Delivery would be made on production of the consignor's copy of the delivery challan. Alternatively, delivery will be made on production of a reasonable proof of identity and address by the consignee. In case of door delivery only one effort would be made to effect the delivery at the convenient time at consignee's address intimated by the consignor. If the consignee does not take the delivery within 2 working days of date of intimation (excluding Sunday and holidays), demurrage charges, on hourly basis, calculated at double the storage rates, would be collected from the consignee before the delivery is affected.
12. Once the delivery is affected under acquittance of such representative of the addressee, the Department shall not be responsible for any loss / damage detected subsequently.
13. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons therefore at any time giving one month's notice in writing to the other party.

Kishna
बी. के. बिस्वास B. K. BISWAS
उप-निदेशक (प्रशा.)
Deputy Director (Admn.)
प्रकाशन विभाग / Publications Division
सू. नं. 1/1973/मि. ऑफ. I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

14. The Department shall raise the logistics post charges bill by 7th of every month in respect of all Logistics Post consignments booked by the sender in the preceding month. The sender shall make the payment of the bill raised by the last working day of the month following the month of which the bill was raised e.g. bills for the consignments booked during May 2013 will be raised by 7th June 2013 and shall be paid by 30th June 2013 by the customer.
15. In case the organization fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on daily basis and will be imposed from the due bill date).
16. The Department shall not accept any booking of consignments under RNPI contract from the defaulting organization till all the pending bills along with the penalty due are paid in full to the Department. However, the Department may accept the booking of Logistics Post consignments from such defaulting organization on full prepayment of logistics post charges.
17. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.

Witness

1.

2.

1. Signed by _____

for and on behalf of the President of India.

2. Signed by _____

for and on behalf of the

Kishna

बी. के. बिस्वास / B. K. BISWAS
 सहायक निदेशक (प्रशा.)
 Deputy Director (Admn.)
 प्रकाशन विभाग, प्रजासंचार विभाग, I & B
 सु. प्र. भवन, नई दिल्ली
 भारत सरकार, नई दिल्ली
 Govt. of India, New Delhi

ANNEX 'C'
PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT
DEPARTMENTS/ NATIONALIZED BANKS/PUBLIC SECTOR UNITS

UNDERTAKING

I B.K. Biswas designation Deputy Director on behalf of
DPD (Name and address of the Government Department/
Nationalised Bank/ PSU etc) hereby undertake to ensure payment of the monthly
bills to be raised by the Department of Posts for the logistics post consignments
to be booked by _____ (name of organization) under BNPL scheme to
the Department of Posts within the stipulated time period prescribed in the
Contract dated _____.

Krishna

Signature

Name _____

बी. के. बिस्वास / B. K. BISWAS
(Designation Stamp of the Officer)
प्रकाशन विभाग, प्रकाशन विभाग (प्रशा.)
सु. प्र. भ. प्रशा. विभाग, 1 & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

Certified that B.K. Biswas, Designation Dy. Director is competent to issue
this undertaking on behalf of DPD (name of the organization/firm)

Krishna

Signature & seal of the competent authority of _____

बी. के. बिस्वास / B. K. BISWAS
the Organization/ Company
Deputy Director (Admn.)
प्रकाशन विभाग, प्रकाशन विभाग (प्रशा.)
सु. प्र. भ. प्रशा. विभाग, 1 & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi



प्रकाशन विभाग
PUBLICATIONS DIVISION
सूचना एवम् प्रसारण मंत्रालय
भारत सरकार

MINISTRY OF INFORMATION & BROADCASTING
GOVERNMENT OF INDIA
Website : www.publicationsdivision.nic.in



150 सूचना भवन,
सी.जी.ओ. काम्प्लैक्स
लोधी रोड, नई दिल्ली-110003
Fax : 011-24366670, 24362905
24365610, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
C.G.O. COMPLEX,
LODHI ROAD, NEW DEHI-110003

Ref No.....F.No. : D-14001/01/2019-20/A&G

Dated 07.01.2021

To,
M/s Bhadoriya Engineering Co.,
S-148(Som Bazar Road) Raja Puri,
Uttam Nagar, New Delhi-110059.

Sub: Annual maintenance Contract (AMC) of Room Heaters, Heat Convector (Blower), Hot Case, oil filled Radiator & Geyser, Refrigerator, & Water Dispenser etc.-Reg.

Madam/Sir,

I am directed to refer to your quotation No. Nil, dated- 24.12.2020 and to say that the competent authority has approved the following rates for repair/maintenance Room Heaters, Heat Convector (Blower), Hot Case, oil filled Radiator & Geyser, Refrigerator, & Water Dispenser etc. which is installed in Publications Division (6th Floor, Ground Floor & Employment News), Soochna Bhawan, New Delhi for the period of one year w.e.f. 07.01.2021 to 06.01.2022 and extendable for another one year on the basis of satisfactory performance. The award of AMC is subject to terms and condition as per NIT.

S.No.	Name of items	Rate in Rs. (per Unit)
1.	Room Heater/Rod Heater	390/-(Including Tax)
2.	Blower/Sun Flow	690/-(Including Tax)
3.	Oil filled Heater	1139/-(Including Tax)
4.	Hot Case	1249/-(Including Tax)
5.	Refrigerator	2490/-(Including Tax)
6.	Water Dispenser	2990/-(Including Tax)

2. This issues with the approval of the Competent Authority.

Received.

Yam
7/1/2020
9868244391

Yours truly,

(B.K. Biswas)
Deputy Director
Phone-24368009



प्रकाशन विभाग
PUBLICATIONS DIVISION

सूचना एवम् प्रसारण मंत्रालय
भारत सरकार

MINISTRY OF INFORMATION & BROADCASTING
GOVERNMENT OF INDIA

Website : www.publicationsdivision.nic.in



सूचना भवन,
सी.जी.ओ. काम्प्लैक्स
लोधी रोड, नई दिल्ली-110003
Fax : 011-24366670, 24362905
24365610, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
C.G.O. COMPLEX,
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2. This issues with the approval of the Competent Authority.

श्री. कृष्ण
मलिक

7017439901

07/01/21

Yours truly,

(B.K. Biswas)

Deputy Director
Phone-24368009



प्रकाशन विभाग
PUBLICATIONS DIVISION
सूचना एवम् प्रसारण मंत्रालय
भारत सरकार

MINISTRY OF INFORMATION & BROADCASTING
GOVERNMENT OF INDIA

Website : www.publicationsdivision.nic.in



48
सूचना भवन,
सी.जी.ओ. कॉम्प्लेक्स
लोधी रोड, नई दिल्ली-110003
Fax : 011-24366670, 24362905
24365610, 24362974
e-mail : dpd@sb.nic.in
SOOCHNA BHAWAN
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Yours truly,

(B.K. Biswas)

Deputy Director

Phone-24368009

Application for entering into an Agreement with Department of Posts for Speed Post/ Express/ Business Parcel services

To,
The Designated authority
Sir/ Ma'am,

I would like to avail following services of the Department of Posts and to be registered as bulk (contractual) customer

Name of the service	<input type="checkbox"/> Speed Post <input type="checkbox"/> Express Parcel <input checked="" type="checkbox"/> Business Parcel
Category	<input type="checkbox"/> eCommerce <input checked="" type="checkbox"/> Other than e-Commerce
Cash on Delivery facility required	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
National Account facility required (in case of booking from more than one locations)	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Number of booking locations and name of nodal office for centralised billing and payment	
Mode of Payment	<input checked="" type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance Deposit <input type="checkbox"/> At the time of booking
Whether Central/ State Government Ministry/ Department/ Nationalised Bank/ Scheduled Bank/ PSU	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Nature of the firm*	Registered/ Partnership/ Sole proprietor/ individual/ others (please specify)
PAN/ TIN/ CIN/ Aadhaar Card*	
Registered Office*	DPD, Soochana Bhawan
Address where articles will be generated	Soochana Bhawan, N. Delhi & Feeder Store
Address of correspondence	Soochana Bhawan, CGO Complex, Lodi Road, N. Delhi 110003
Contact details	Name: Business Manager (I/c) Sh. Maruf Alam Complete address with PIN Code: Ph. No. Fax (if any): Mobile No. Email id:
Approx. number of Speed Post/ Express Parcel/ Business Parcel articles to be booked in each month and postage payable for them	Rs. 5,00,000/- (Five lakh only)
Any other facility viz pre-mailing etc required (please specify)#	Yes
Date:	Place:
Authorized Signatory*:	

*please provide supporting document.

subject to provision for same

Note: The KYC documents may be collected from customers requiring bulk booking facility for Registered Parcel

Application for entering into an Agreement with Department of Posts for Speed Post/ Express/ Business Parcel services

To,
The Designated authority

Sir/ Madam,

I would like to avail following services of the Department of Posts and to be registered as bulk (contractual) customer

Name of the service	<input type="checkbox"/> Speed Post	<input type="checkbox"/> Express Parcel	<input checked="" type="checkbox"/> Business Parcel
Cash on Delivery facility required	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	
Mode of Payment	<input checked="" type="checkbox"/> Credit under BNPL scheme <input type="checkbox"/> Advance deposit <input type="checkbox"/> At the time of booking		
Whether Central/ State Government Ministry/ Department/ Nationalised Bank/ PSU			<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Nature of the firm*	Registered/ Partnership/ Sole properitor/ individual/ others (please specify) DIRECTORATE OF PUBLICATIONS DIVISION		
PAN/ TIN/ CIN/ Aadhar Card*			
Registered Office*	SOOCHANA BHAWAN, CGO COMPLEX, LODI ROAD, N-DELHI		
Address where articles will be generated	DPD, SOOCHANA BHAWAN NIT, FARIDABAD		
Address of correspondence	Publications Division, M/o I & B, Soochana Bhuwan CGO Complex, Lodi Road, New-Delhi -110 003		
Contact details	Name: Business Manager (I/c), Sh. Masud Alam Complete address with PIN Code: Ph. No. _____ Fax (if any): _____ Mobile No. 7838344971 Email id: _____		
Approx. number of Speed Post/ Express Parcel/ Business Parcel articles to be booked in each month and postage payable for them			Rs. 5,00,000/-
Any other facility viz premailing etc required (please specify)#			
Date:	Place: N-Delhi	Authorised Signatory*: Varishna	

*please provide supporting document.

subject to provision for same

Note: These KYC may be collected for customers requiring bulk booking facility for Registered Parcel

बी. के. बिश्वास / B. K. BISWAS
Deputy Director (Admn.)
प्रकाशन विभाग / Publications Division
सू. प्र. मंत्रालय / Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

For Office Use

a) It is certified that the information as given above have been verified with the supporting documents and found correct

b) Recommended for entering into an agreement for proving credit/ Advance deposit facility.

c) Not Recommended due to following reasons (strike-off if not applicable):-

(i)

(ii)

Signature of Designated Authority

a) The Application is hereby approved for entering into an agreement for proving credit/ Advance deposit facility/ payment at the time of booking [please tick appropriate option]

a) The Application is hereby rejected due to following reasons (strike-off if not applicable):-

(i)

(ii)

Signature of Approving Authority

Format of Agreement for BNPL customers

An agreement made this 1st January day of 2020 between the Department of Posts on behalf of the President of India (hereinafter called the 'Department' on the one part) and DPD, Sechana Bhawan having its Head Office at New Delhi residing at CGO Complex, N. Delhi (hereinafter called 'the sender' which expression shall unless excluded by or repugnant to the context be deemed to include his successor, representatives and permitted assigns) on the other part.

Whereas the Department has agreed with the sender to book, transmit and deliver such articles, presented by the sender as Speed Post/ Express/ Business Parcel consignments under credit as per the terms & conditions hereinafter contained.

It is hereby mutually agreed and declared by and between the parties hereto as follows:

1. This agreement shall come in force as from the 1st day of January 2020 and shall continue in force for a period of two years.
2. The sender shall prepare, pack and make up the Speed Post/ Express/ Business Parcel consignments as prescribed by the Department. The contents, shape and size of the articles shall be according to the provisions and conditions provided for and as notified by the Department from time to time.
3. The sender shall ensure that no article, transmission of which is prohibited for transmission as Speed Post/ Express/ Business Parcel consignments as per the instructions issued by the Department from time to time, is presented for booking.
4. The sender shall fill up correctly such documents / records, which may be prescribed by the Department to enable it to book, convey and deliver the articles expeditiously.
5. The expected monthly postage on booking of Speed Post/ Express/ Business Parcel consignments come to Rs. 5,00,000/-
6. A bank guarantee N/A of the amount N/A, which is equal to three month's expected Speed Post/ Express/ Business Parcel charges has been furnished by the sender and is enclosed.

OR

As the sender is a Central/ State Government Ministry/ Department/ Nationalized Bank / Public Sector Undertaking, the authorized signatory of the sender has furnished an undertaking that the sender shall make the full payment of the bills raised by the Department by the end of the month following the month of which the bill pertains.

- 7. In case of revision of Speed Post/ Express/ Business Parcel charges etc. the Department shall hold the right to revise the amount of bank guarantee to be furnished. In case of any such revision, the sender shall furnish the bank guarantee of the additional amount within a period of four weeks of intimation by the Department.
- * 8. The arrangements covered by this contract shall be liable to be terminated by either party without assigning any reasons therefore at any time giving one month's notice in writing to the other party.
- 9. The Department shall raise the Speed Post/ Express/ Business Parcel charges bill by 7th of every month in respect of all Speed Post/ Express/ Business Parcel consignments booked by the sender in the preceding month. The sender shall pay the bill amount in full on or before last day of the month in which bill is raised (Due Date).
- 10. In case the sender fails to make the payment by the due date, penalty at the rate of 12% per annum on the amount of the bill shall be imposed upon the defaulting organization (to be calculated on a daily basis). The penalty will be imposed from the Bill date.
- 11. In case customer fails to provide minimum business prescribed for a contractual customer for two consecutive months, credit facility will be withdrawn
- 12. No booking of Speed Post/ Express/ Business Parcel consignments will be allowed from the sender after one month from the due date of the payment of bill till all the pending bills along with the penalty due are paid in full to the Department. In case of non-payment of bill even after 2 months from the due date, Department will have the right to invoke the Bank Guarantee for recovery of the total outstanding amount.
- 13. Any payment due to the firm from the Department will not be adjusted against the bill.
- 14. Sender shall abide by all rules and orders etc. brought out by the Department from time to time on the subject.
- 15. Any claim of the sender shall not be adjusted against amount payable to Department.
- 16. The Sender understands that Speed Post/ Express/ Business Parcel is not an insured service unless expressly provided and liability of Speed Post/ Express/ Business Parcel is limited to the provision of Post Office Act.
- 17. In case of any legal implications, the same should be dealt in the jurisdiction of booking office only.
- 18. The Sender shall post its articles at PBC, K. Gate Office.

Witness:

<p>1. Signed by _____ for and on behalf of the President of India.</p>	<p>2. Signed by <u>Krishna</u> for and on behalf of the _____</p>
--	---

बी. के. विश्वास / B. K. BISWAS
 उप निदेशक (प्रशा.)
 Deputy Director (Admn.)
 प्रकाशन विभाग / Publications Division
 सू. प्र. मंत्रालय / Min. of I & P
 भारत सरकार, नई दिल्ली
 Govt. of India, New Delhi

PROFORMA OF UNDERTAKING TO BE PROVIDED BY GOVERNMENT ORGANISATIONS/
NATIONALIZED BANKS/PUBLIC SECTOR UNITS

UNDERTAKING

I B.K. Biswas designation Deputy Director on behalf of
DPD (Name and address of the organization) hereby undertake to ensure
payment of the monthly bills to be raised by the Department of Posts for the Speed Post/
Express/ Business Parcel consignments to be booked by DPD (name of
organization) under credit facility (BNPL scheme) to the Department of Posts by the due
date indicated in the bill.

Krishna

Signature

X
Name श्री. के. बिश्वास / B. K. BISWAS
(Designation Stamp of the Officer)
Deputy Director (Admn.)
प्रकाशन विभाग / Publications Division
ए. प्र. मंत्रालय / Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

Certified that श्री. B.K. Biswas Designation Dy. Dir (A) is competent to issue this
undertaking on behalf of DPD (name of the organization)

Dhiraj Singh
Signature & seal of the competent authority of the Organization.

धीराज सिंह / DHIRAJ SINGH
निदेशक (प्रशा.) / Director (Admn.)
प्रकाशन विभाग / Publications Division
ए. प्र. मंत्रालय / Min. of I & B
भारत सरकार, नई दिल्ली
Govt. of India, New Delhi

Organisation Details		Buyer Details	
Type:	Central Government	Designation:	Section Officer
Ministry:	Ministry of Information and Broadcasting	Contact No.:	-
Department:	NA	Email ID:	sec-ang-dpd@gov.in
Organisation:	Publications Division Ministry of Information and	GSTIN:	N
Name:	Broadcasting	Address:	Soochna Bhawan, CGO Complex, Lodhi Road,,
Office Zone:	Soochna Bhawan, Delhi		SOUTH EAST DELHI, DELHI-110003, India

Financial Approval Detail		Paying Authority Details	
IFD Concurrence:	Yes	Payment Mode:	Offline
Designation of Administrative Approval:	ADG	Designation:	Section Officer
Designation of Financial Approval:	DG	Email ID:	sec-ang-dpd@gov.in
		GSTIN:	N
		Address:	Soochna Bhawan, CGO Complex, Lodhi Road,,
			SOUTH DELHI, DELHI-110003, India

Consignee Details		
S.No	Consignee Name & Address	Service Description
1	Contact: - Email ID: sec-ang-dpd@gov.in Address: Soochna Bhawan, CGO Complex, Lodhi Road,, SOUTH EAST DELHI, DELHI-110003, India	Annual Maintenance service-AIR CONDITIONER

Service Provider Details	
GeM Seller ID:	DECC200001256020
Company Name:	Air Conditioning Engineers
Contact No.:	09811275744
Email ID:	airconditioningengineers375@gmail.com
Address:	375,ACE,11,LALITA PARK, LAXMI NAGAR, East Delhi, DELHI-110092, -
MSME verified:	No
GSTIN:	07AOIPS1139J1ZP

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

Service Details	
Contract Start Date : 15-Apr-2021	Contract End Date : 18-Apr-2022

Service	Quantity (Quantity)	Unit Price Cost per AC(AIR CONDITIONER) Per Annum	Total Amount (Formula) (Cost per AC(AIR CONDITIONER) Per Annum*Quantity*Contract Period/365)
Annual Maintenance service-AIR CONDITIONER Billing Cycle : quarterly Category Name : Annual Maintenance service-AIR CONDITIONER Nominal Cooling Capacity in TON : 2.0 Ton/6000 kcal/hr Amc Category : Air Conditioner-IS 1391 Vintage : Upto 3 years, 3 to 5 years, 5 to 7 years Type of AMC : Comprehensive Technology of Air Conditioner : Non-Inverter (Fixed Speed type) Condition of Air Conditioners (AT THE TIME OF BIDDING) : Functional Type Of AIR CONDITIONER : Window AC, High Wall Split AC, Ceiling Mount Split AC (Cassette AC) Amc Brand : Voltas Number of Routine/ Preventive Maintenance Service Per Year : One Preventive	146	994.000	145,124

Maintenance (Overhaul) + One Wet (Routine Service) + One Dry (Routine Service)
Physical Inspection/ Visit by Service Provider required before Bid Clouser : NA

Buyer Parameter & Add-ons :

Total Amount Including All Duties and Taxes in INR

145,124

SLA Details - Annual Maintenance service-AIR CONDITIONER

SPECIAL TERMS AND CONDITIONS (STC) FOR ANNUAL MAINTENANCE CONTRACT- AMC SERVICE OF AIR CONDITIONER

1.1 All Annual Maintenance Contract (AMC) of Air conditioner placed through GeM shall be governed by the following set of Terms and Conditions: The above terms and conditions are in reverse order of precedence i.e. ATC supersedes STC which supersedes GTC, in case of any conflicting provisions. The above set of conditions along with the Scope of supply including price as enumerated in the Contract Document shall be construed to be part and parcel of the contract. This document represents a Service Level Agreement ("SLA") governing the contract between the Buyer and Service Provider (SP). The purpose of this document is to outline the scope of work, Stakeholder's obligation and terms and conditions of all the services covered as mutually understood and agreed by the stakeholders. The main stakeholders associated with this STC are: Service Provider, Buyer. The responsibilities and obligations of the stakeholders have been outlined in this document. This document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions by the stakeholders. It is assumed that all the stakeholders have read and understood the same before signing this Annual Maintenance Contract Service shall mean and include repair, replacement and upkeep of the Air Conditioners installed at Buyer's premises/office/location, without any extra cost and expenses to Buyer hereinafter referred as to "AMC". The scope of AMC for Air Conditioner shall consist of two parts which are General Scope and Contract Specific Scope.

Scope: The contract shall be on comprehensive basis, inclusive of repairs and replacement of the spare parts without any extra cost and expenses to the Buyer. The Service Provider (SP) shall carry out quarterly routine services, preventive maintenance and breakdown maintenance for the Air Conditioners (ACs) covered under this AMC. The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the Air Conditioners within the premises of Buyer's department as per provision laid down in SLA and other provisions contained in the contract.

4. BUYER OBLIGATIONS:

4.1 The Specific Scope shall cover the details regarding the Air Conditioners (such as type of Air Conditioner, Model of Air conditioner, Technology of AC, Nominal cooling capacity, Location of ACs, Vintage of AC, Type of Refrigerant etc.) and depending on site/location/building and other relevant conditions / precaution / requirements/details/information essentially considered to be informed to the Service Provider.

4.2 Buyer shall nominate a Nodal officer/engineer in-charge from its organization to coordinate with Service Provider to facilitate proper co-ordination.

4.3 Buyer Department shall ensure that the Service Provider or its authorized personnel gets the required access to location/areas/rooms for providing the services as per contract.

4.4 The Scope including specific activities/ work requirements related to the AMC of Air conditioner shall be provided by the Buyer with approval of competent Authority at the time of bidding.

4.5 If needed complete layout of the contract to the successful bidder.

5. Service Provider Obligations:

Service provider may depute/engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The sites visits shall be entirely at service provider's own cost and expense.

Service Provider shall depute OEM Authorized Service Engineer/ technically competent service engineer / engineers along with skilled helpers at Buyer's premises to ensure proper upkeep of the Air Conditioners and quick resolution of the fault during the AMC period.

The service Provider shall not demolish, remove, or alter structures or Buyer facilities on the site without prior written approval of Buyer. The Service Provider shall clean/dispose of all the debris and other material accumulated due to servicing/ maintenance of the Air Conditioners. The installation/ re-installation of ACs are NOT covered under the scope of the AMC.

As and when required the service provider shall report to representative/nodal officer designated by buyer about performance of the Air Conditioners.

The Service Provider shall undertake to arrange genuine spares parts of the Air Conditioners as and when required.

The Service Provider has to ensure availability of the spare parts in their stock. In case some of the major spare are not available with Service Provider, the same shall be arranged within seven days.

Service Provider shall maintain the confidentiality of any information related to the Air Conditioners under AMC. Service Provider shall be required to take appropriate measure to maintain confidentiality obligations by its personnel engaged.

The AMC service shall be commenced maximum within 15 days (Two weeks) of award of contract.

On award of the service order, the Service Provider would prepare a report regarding taking over of the Air Conditioner(s) before commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the Air Conditioner work satisfactorily throughout the contract period, also to hand over the Air Conditioners to the department in working condition on expiry of the contract. Any damage to the Air Conditioner units in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.

5.10 Service Provider (SP) shall maintain register indicating details of equipment being maintained and details of rooms/place where they are installed.

5.11 During AMC the SP shall carry out () number of wet and dry services per year as per contract.

5.12 During AMC the SP shall also carry out one number of preventive maintenance (overhauling) services per year.

5.13 No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval / direction of the Buyer.

5.14 Service Provider shall have facility to enable user department to register complaints either through telephone or by E-mail at user premises. Proper record of the complaints shall be maintained by the Service Provider/ Support Engineer/ call center for each consignee location/ User Premises.

5.15 Service Provider shall ensure availability of suitable instruments/tools for their service Engineer to examine and repair the Air Conditioners.

5.16 The preventive maintenance (overhauling) shall cover the details given below:-

- Acid cleaning of condensers and cooling coil fins repair of fins.
- Water cleaning of entire body.
- Tightening of all screws, fasteners.
- Checking all the electrical parts and wiring and repair of such parts.
- Oiling of all the moving parts.
- Checking the play (gap) of condenser motor and if required, refurbishing/replacing defective worn out parts.
- Checking cooling effect and if it is found that gas is less the same has to be topped up.
- Cleaning/ replacement of filters.
- Service of remote control and microprocessor controls.
- Repair of damaged insulation of refrigeration piping of split units, on account of routine service/ repair.
- Any other requirement as per the specific scope of service provided by the Buyer.

Note: Above said jobs are to be carried out at least once a year preferably in the month of May.

Apart from the overhauling, timely routine services (dry and wet) are also to be carried out which shall cover the following works:

- a. Cleaning of filters.
- b. Dust cleaning of entire unit by water/ air blower and cloth.
- c. Checking/ tightening of all the screws/ fasteners.
- d. Checking and tightening of electrical contact points and parts and if required, replacement of the defective parts.
- e. Any other requirement as per the specific scope of service provided by the buyer.

Service Provider shall maintain the log sheet which will include number of Services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.

Service Provider, as per need and requirement of the Department, may ensure appropriate deployment of the manpower.

Periodic/ Routine Maintenance shall be as per industry standard/ Maintenance manual of the Air Conditioners. The parts/components/sub-assemblies used for repair/replacement by the Service Provider will be of the of same make and functional capability as originally available in the system.

Service Provide shall be responsible for the verification of new part(s) from Buyer/ Buyer's nodal officer before fitting to equipments. The removed part is to be handed over to the Buyer/ Buyer's nodal officer. In case service provider notice any part is missing same to be brought to the

of the Buyer/Buyer's nodal officer or otherwise responsibility shall be of service provider.

All the consumable articles / parts such as material required for cleaning of AC Unit and machinery, repairs and maintenance will be provided by the Service Provider at no extra charge to the Buyer.

In case of delay in attending to problems, breakdown of Air Conditioners due to improper handling by the Service Provider's personnel then penalties for violation of Service Level Agreement shall be levied as indicated in the Penalty Clauses

After carrying out repair when required certificate regarding equipment working condition should be obtained from concerned Buyer/ Nodal Officer.

Service provider shall provide minimum warranty of 6 months for the replaced part from date of such replacement /repair.

Response Time: In case , no part is replaced, then such complaint must be resolved within 24 hours of lodging of such complaint .However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the Air Conditioner is not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider.

Service Provider shall be responsible for ensuring that the resources employed for carrying out the servicing and repair shall conduct themselves appropriately in the premises of the Buyer's department. In case of any misconduct penalties as indicated in the SLA shall be levied and Service Provider may be required to terminate the resource with immediate effect

The Service Provider shall provide proper identity cards, uniform, etc. for the resources to ascertain only authorized service persons are attending to the servicing and repairing work.

In case resources employed by the Service Provider resort to any theft the cost of the article shall be recovered from the Service Provider in addition to any other criminal action against such

The resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from the Buyer department. Service provider shall be responsible for complying with any and all applicable rules, regulations, bye laws and other statutory compliances.

Payment Terms: The AMC contract is based on Unit rate per AC per Annum (in Rs.)

The payment will be made to AMC Service provider on quarterly basis (if the services are satisfactory) on submission of bill by the vendor on completion of each quarter after deducting penalty 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 as a result of the above.

Penalties and Termination: The Service Provider shall be responsible for faithful compliance of the terms and conditions of this AMC. In case of noncompliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirements, committing fraud, etc. will be considered as a major default and the contract will be liable to be terminated immediately without giving any further notice.

Penalty to be imposed if the resolution / maintenance involving part replacement is delayed above 7 days.

If the Service Provider is not able to complete or turn up for the calls, then Buyer can avail the services from any other local service provider / local technician and the amount so incurred in such repair or replacement can be deducted from the bill of Service Provider / from his due amount.

The cumulative penalty cannot exceed 10% of the contract value for that period. The AMC may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy, if any.

Sl. No	Service Level Agreement
1	Delay in starting the AMC Services
2	AMC services to start within maximum 2 weeks from award of the contract
3	Log sheet Maintenance
4	Log sheet to be maintained Per Visit / per maintenance arising on call
5	Warning to be given
6	Rs 250
7	Rs 500
8	To be carried out as per intervals applicable
9	0.5% of billed amount for every day delay
10	4
11	Delay in carrying out repairs where no spare part change is involved
12	24 hours of reporting
13	1% of billing amount for the quarter for every one day delay
14	2% of billing amount for quarter for every one day delay
15	3% of billing amount per quarter for every one day delay
16	5
17	Delay in carrying out repair in where change of spare part is involved
18	should be resolved within 7 days of lodging of complaint
19	2% of billing amount for the quarter for every one day delay
20	3% of billing amount for quarter for every one day delay
21	5% of billing amount per quarter for every one day delay
22	6
23	Non provision of proper identity card to resources employed by service provider or non display of Identity card
24	Should be provided
25	Rs 500
26	Rs 750
27	Rs 1000 for 3 rd and subsequent default
28	7
29	If the employee of service provider is found to have misconduct or misbehaved in any manner or resort to any violent behaviour etc with or employees of buyer organisation or other employees of service provider
30	No such occasion should happen
31	Rs 1000 and

Sl No.	Name of Job	Existing contract period		Name of Agency	Available on GelM or not
		From	To		
1	AMC for EPABX System	17.09.2021	16.09.2022	Galaxy Telecommunication	yes
2	AMC For Pest Control	01.07.2021	30.06.2022	Sangeeta Goel	yes
3	Photocopier Machine	01.11.2020	31.10.2022	M/s Frank Copier Pvt. Ltd.	yes
4	AMC for AC	15.04.2021	18.04.2022	Air Condition Engineers	yes
5	AMC For DTH	22.09.2021	21.09.2022	Anil Communication	yes
6	AMC For Rubber Stamp	21.09.2020	20.09.2021	M/s Jyoti Cottage Industries	No
7	AMC For Heater/Blower/Hot case etc	07.01.2021	06.01.2022	M/s Bhadoriya Engineering	No
8	Book Binding	01.04.2021	31.03.2022	M/s Sunil Book Binding	No
9	Hiring of Truck	29.07.2020	28.07.2021	M/s Star Travel Solutions	No
10	Logistic Post	15.12.2020	14.12.2021	Department of Posts	No
11	Business Parcel	01.01.2020	31.12.2021	Department of Posts	No
12	Speed Post	03.03.2020	02.03.2021	Department of Posts	No