

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687741744674

अनुबंध तिथि | Contract Generated Date : 11-Mar-2024

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2024/B/4545008](#)

संगठन विवरण Organisation Details	खरीदार विवरण Buyer Details
प्रकार Type : Central Government मंत्रालय Ministry : Ministry of Railways विभाग Department : Indian Railways संगठन का नाम Organisation Name : North Central Railway कार्यालय क्षेत्र Office Zone : NCR	पद Designation : SrDOM JHS संपर्क नंबर Contact No. : 0510-2440883- ईमेल आईडी Email ID : sdom@jhs.railnet.gov.in जीएसटीआईएन GSTIN : - पता Address : DRM office compound North Central Railway Jhansi, JHANSI, UTTAR PRADESH-284003, India

वित्तीय स्वीकृति विवरण Financial Approval Detail	भुगतान प्राधिकरण विवरण Paying Authority Details
आईएफडी सहमति IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: DRM, JHNASI वित्तीय अनुमोदन का पदनाम Designation of Financial Approval: SR.DFM/JHS	Role: BUYER भुगतान का तरीका Payment Mode: Railways पद Designation : SrDOM JHS ईमेल आईडी Email ID : sdom@jhs.railnet.gov.in जीएसटीआईएन GSTIN : - पता Address: DRM office compound North Central Railway Jhansi, Jhansi, UTTAR PRADESH-284003, India

परोक्षिती विवरण Consignee Details		
क्र.सं. S.No	परोक्षिती नाम & पता Consignee Name & Address	सेवा विवरण Service Description
1	संपर्क Contact : - ईमेल आईडी Email ID : mviit@jhs.railnet.gov.in जीएसटीआईएन GSTIN : - पता Address : Operating Movement Section, DRM Office campus North Central Railway Jhansi, JHANSI, UTTAR PRADESH-284003, India	Printing and Photocopying Service - Photocopying; Onsite; 24X7 days; 3; With Operator; Paper to be provided by service provider; A4 (21.0 x 29.7); 75-85; JK Copier; Monochrome

सेवा प्रदाता विवरण Service Provider Details	
जेम विक्रेता आईडी GeM Seller ID : 1C5F200001249281 कंपनी का नाम Company Name : ZEETEK IT SOLUTION संपर्क नंबर Contact No. : 08423458817 ईमेल आईडी Email ID : kumarjitendra7792@gmail.com पता Address : 208, IDGHA ROAD, PREM NAGER, ISAI TOLA, Jhansi, UTTAR PRADESH-284003, - एमएसएमई सत्यापित MSME verified : Yes एमएसएमई पंजीकरण संख्या MSME Registration number : UDYAM-UP-39-0006058 एमएसएमई सामाजिक श्रेणी MSE Social Category : SC एमएसएमई लिंग श्रेणी MSE Gender : Male जीएसटीआईएन GSTIN: 09HYOPK1577F1ZV	

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Buyer

सेवा विवरण | Service Details

सेवा प्रारंभ दिनांक (नवीनतम) | Service Start Date (latest by): 01-Apr-2024

सेवा समाप्ति तिथि | Service End Date : 31-Mar-2026

श्रेणी नाम | Category Name : Printing and Photocopying Service

बिलिंग चक्र | Billing Cycle: monthly

विवरण Description	Estimated Number of Pages per month	Price Per 100 Page
Operator	With Operator	
Resolution (DPI)	300	
Paper Thickness in GSM	75-85	
Cartridge	To be provided by Service Provider	
Size of Paper(In CM)	A4 (21.0 x 29.7)	
Age of Machine	New	
Capacity of the machine for dispensing the pages per day	5000-10000	
Installation of Machine	Onsite	
Shift for Operating Machine	3	216,567
Type of Service Required	Photocopying	31.77
Paper	Paper to be provided by service provider	
Buyer will pay for Electricity Bill	Yes	

Brand of Paper	JK Copier	
Colour Type	Monochrome	
Number of Working Days in a week	24X7 days	
Number of months within contract period	24	
कुल राशि (रुद्र) Total Amount (Formula) : (Price Per 100 Page*Estimated Number of Pages per month*Number of months within c ontract period/100)		
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1651280.06
कुल ऐडऑन मूल्य Total Addon Value(INR)		0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1651280.06
अनुबंध की राशि Amount of Contract		
सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)		1651280.06
एसएलए विवरण SLA Details		
SERVICE STC SPECIAL TERMS AND CONDITIONS FOR Photocopying and Printing Service		
1 Preamble		
<p>This Agreement represents the Special Terms and Conditions (STC) and the Service Level Agreement (SLA) between the Buyer and Service provider. The purpose of this Agreement is to facilitate implementation of Photocopying and Printing Services for the use of Buyer or any other designated person/ representative of the 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.</p> <p>The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:</p> <ol style="list-style-type: none"> 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. <p>The above terms and conditions are in reverse order of precedence i.e. ATC supersedes Service specific STC which supersedes GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with Scope of Work and Service Level Agreement as enumerated in the document shall be construed to be part of the Agreement between Buyer and Service Provider.</p>		
2 Objectives and Goals		
<p>The objective of this Agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Buyer by Service Provider. The goals of this Agreement are to:</p> <ol style="list-style-type: none"> 1. Provide clear reference to service ownership, accountability, roles and responsibilities of both parties; 2. Present a clear, concise and measurable description of services offered to the Buyer; 3. Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified; 4. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons. <p>The Agreement will act as a reference document that both the parties have understood the above- mentioned terms and conditions and have agreed to comply by the same. The Agreement can also be revised/ modified on mutual consent of the stakeholders.</p>		
3 PARTIES TO THE AGREEMENT		
<p>The main stakeholders associated with this agreement are below-</p> <ol style="list-style-type: none"> 1. Buyer: Buyer is responsible to provide clear instructions, approvals and timely payments for the services availed 2. Service Provider: Service provider is responsible to provide all the required services in timely manner. Service provider may also include seller, any authorized agents, assignees, successors and nominees as described in the Agreement <p>The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document.</p>		
4 SCOPE OF SERVICES		
<p>Photocopying and Printing Service shall be provided end-to-end by the Service Provider along-with cost effective solutions and services to photocopy or print a wide variety of documents and any other paper based demand.</p> <p>The scope of the service requires the Service Provider to provide the Photocopying and Printing Services to the Buyer as per the specifications stipulated by the Buyer. It shall be the obligation of the Service Provider to provide services according to the following parameters:</p>		
i) Type of Service Required		
<ol style="list-style-type: none"> a) Printing b) Photocopying 		
ii) Installation of Machine:		
<p>This shall provide the Buyer to choose the place of installation of the machine:</p> <ol style="list-style-type: none"> a) Onsite b) Offsite 		
iii) Number of working days in a week:		
<p>Option to choose from days of operation of the machine in a week as per Buyer's needs.</p>		
iv) Shift of Operating Machine:		
<p>Option to choose for number of shift of operation required in a day.</p>		

v)Operator:

Buyer will have the option to choose if they require an operator or not.

vi)Paper:

Option to choose if the service is required including paper.

vii)Size of The Paper (In CM):

Option to choose the size of the paper from ~40+ variants.

viii) Thickness Of Paper In GSM

The term GSM refers to the substance weight of paper, relating to an area of paper that remains constant, irrespective of sheet size and expressed as grams per square metre. The field provides option to choose thickness of paper.

ix) Colour Type

Options to choose the content colour type.

x) Estimated number of pages per day:

Buyer to indicate an estimated number of pages to be photocopied/ printed in day.

xi)Resolution (DPI)

DPI is used to describe the resolution number of dots per inch. Buyer have the option to choose the DPI required.

xii) Age of the Machine:

Buyer can choose from the option of the age of the machine they require.

xiii) Brand of Paper:

Buyer can indicate the brand of paper they require. Such factors shall be included for the final price/ invoice by the Service Provider.

xiv) Cartridge:

Buyer to indicate if they will pay for the cartridge. Such factors shall be included for the final price/ invoice by the Service Provider.

xv) Buyer to pay for electricity:

Buyer can mention if they will pay for the electricity consumed. Such factors shall be included for the final price/ invoice by the Service Provider.

xvi) Add-On of spiral binding is also available with the service and can be procured along with the procured along the service.

4.1 Service Details and Standards

1. All the photocopying or printing should be of desired quantity and quality. Any shortfall will attract penalty.
2. The order should be aligned to the specifications chosen by buyer. The quality of material should not deviate from what is chosen by the buyer

4.2 Defined Timelines

1. Since, timely delivery is the biggest essence of the contract, the Service Provider shall ensure that the number copies mentioned by the buyer is done within stipulated time.
2. Any kind of delay in delivery penalties.

4.3 Service Assumptions

1. The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest here in any manner or degree directly or indirectly to any person, firm or corporation whatsoever.
2. The Service Provider at his/ her own cost will arrange all the equipment(s), materials (in case of photocopying/printing with material), and other things/ services etc. necessary for photocopying/printing depends on the type of photocopy/print (with or without material).

5 SERVICE PROVIDER'S OBLIGATION

1. Service Provider shall ensure the level of service delivered is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.
2. The Service Provider shall conduct photocopying/ printing of documents in accordance with the conditions of the Agreement at the time and place and in the manner as specified by the Buyer.
3. The Service Provider shall photocopy/print and deliver the work in clear and legible type, form and style and with other fit and proper material in good and workmanlike manner, and by the process specified, and where sample is supplied, in accordance therewith.
4. The Service Provider shall, whenever called upon to do so, give full particular and information with regard to any work in hand and shall also permit an official deputed by the Buyer to inspect at all required times. The Service Provider shall give assistance and information as may be required by him/ her in connection with any contract or contracts.
5. The Service Provider will not disclose information, Confidential or otherwise relating to Buyer, it might have or get access to and which may affect the reputation of the Organization, any time to other parties.
6. Service Provider shall ensure that all information, data and or documents given to them by the Buyer are kept confidential. The entire work of photocopying/printing are entrusted to the Service Provider under trust and hence any leakage of information or passing of the information for any commercial purpose/exploitation or any other purpose whatsoever shall amount to committing an offence of stealing and criminal breach of trust liable for criminal prosecution.
7. No documents shall be allowed to be taken or transmitted outside the Buyers premises without written permission from buyer, in any manner what so ever. No employee of Service Provider shall share any documents or information relating to it to any outside unauthorized person. Violation of the will render immediate termination of contract and no payments will be made to the Service Provider along with forfeiture of Performance Security. Service Provider shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court.
8. The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/State] and specially Minimum Wages Act, Payment of Wages Act, PF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, etc. as applicable from time to time. The employees of the Service Provider shall not be deemed to be employees of the Buyer; hence the compliance of the applicable acts/ laws will be the sole responsibility of the service provider.

6 BUYER'S OBLIGATIONS

1. Buyer shall provide adequate space with electricity connection and access to the authorized personnel of the Service Provider to work in the specified area. Buyer shall also nominate a Nodal officer from its organization to coordinate with Service Provider to set up the photocopying/printing service.
2. Buyer shall nominate officer (department/unit/cell wise) who will hand over the records to be photocopied or printed to the authorized person(if availed) of the Service Provider and also take back the same.
3. Buyer shall nominate officer (department/unit/cell wise) to receive and verify the quality and quantity of the photocopied or printed records. Such officers may be authorized to verify Service Provider's invoices / bills /claims and to issue receipts certificate (CRC) to enable the payment to the Service Provider.
4. Buyer shall nominate officer (department/unit/cell wise) to verify the violation of any conditions of the service level agreement (SLA) and impose penalty/deduction if any from the Service Provider's claims.

5. Buyer shall ensure that the authorized personnel should check the logbook each day and should verify the same.

6. Price Variation Clause:

"It is advisable to include Price Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which majorly affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through ATC for long term contracts. The additional payment, if any, on account of PVC can be done offline till such time online functionality is developed on GeM."

7 SERVICE TRACKING

Tracking of services ensures quality of service delivery in time bound manner, effective service tracking helps in analysing Service Provider'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.

7.1 Logbook

1. The Service Provider shall maintain a logbook which should be signed by the buyer to verify the materials delivered to the Buyer.
2. The Service Provider can raise an issue against the rejection of any entry by the buyer within prescribe timelines of such rejection with the designated representative of the Buyer.

7.2 Service Performance And Feedback

1. 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.

8 PENALTIES AND FINE

Breach of SLA is defined as performance lower than requisite performance in this Agreement. The following conditions shall specify breach of contract and the Buyer shall have the right to immediately terminate the Agreement.

1. Cumulative penalties reach 10% of the Contract Value; and
2. Subcontracting or outsourcing of the contract/ Agreement, in part or whole.

Penalties shall be levied on the Service Provider, for the violation of Service Level Agreement as mentioned below:

The party should guarantee minimum 90% availability (uptime) for the machines on monthly basis. Machine downtime will be reckoned only during the working hours. If desired quality of photocopy or print is not done from the machine it will also be calculated as downtime till it is not addressed. For example, working hours is 10.00 hours to 17.00 hours (7 hours) of working day. For example, if the down time starts at 12.00 hours on a day and extends up to 11.00 hours the following working day, the downtime would be calculated as below :-

From 12.00 hours to 17.00 hours on the first day = 5.00 hours

From 10.00 hours to 11.00 hours on the second day = 1.00 hours

Total down time = 6.00 hours.

The downtime period will start from the time and date of reporting the complaint to the party. The availability percentage will be calculated. Penalty will be imposed on pro-rata basis, if the availability falls below 90%. Thus:-

Penalty = $(90\% - \text{Actual availability}\%) \times (\text{Bill Amount})$

90%

Actual availability percentage or each machine will be calculated as follows:-

Actual availability = $(\text{No of working days in the month} \times \text{Working hours}) - (\text{Downtime hours during the month}) \times 100 / (\text{Number of working days in the month} \times \text{Working hours})$

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

1. The payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer.
2. No advance payment shall be made to the Service Provider.
3. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.

Payment Calculation shall be as under:

Payment = $(\text{Number of pages photocopied/printed during the billing cycle} \times \text{rate per 100 page}) / 100 - (\text{applicable penalty as detailed})$

9.2 Payment Cycle

1. Payment shall be made once the services are delivered, and the Service Provider submits the invoice for the same.
2. 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

1. Payment shall be made only after submission of invoices, logbook, service feedback, non- submission of the same may lead to delay/ deduction in payment.
2. All the penalties/ fine/ interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.
3. 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 Service Provider may require to amend the Agreement, some of such conditions may be as followed-

1. *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.

2. *Amendment in statutory variations:* All statutory variations leading to increase in the cost of the contract will be debited to the buyer accounts.
3. *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:

1. *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.
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 that breach is not capable of remedy, or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 30 days after receiving notice requiring it to do so.

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

Calculation of Service Formula: $\text{Cost} \times \text{Quantity} \times \text{Number_of_months_within_contract_period} / 100$

This service works on cost per 100 pages multiplied by Estimated Number of Pages per month multiplied by Number of months within contract period/100

अतिरिक्त डेटा/दस्तावेज़ : विक्रेता | Additional Data/Document(s) : Seller

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

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	State Bank of India
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):	3.00
बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा The bidder shall furnish ePBG as applicable as per bid's terms and conditions	

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 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) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2.2 Service & Support:

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 Forms of EMD and PBG:

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

SR.DFM JHANSI DIVISION

payable at

JHANSI

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

2.4 Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

2.5 Certificates:

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2.6 Service & Support:

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

2.7 Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

- (a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-
 - (i) Inhibit the desires and designed function of the equipment.
 - (ii) Cause physical damage to the user or equipment during the exploitation.
 - (iii) Tap information resident or transient in the equipment/network.
- (b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual

Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

2.8 Purchase Preference (State):

Purchase preference to Micro and Small Enterprises (MSEs) from the State of Bid Inviting Authority : Purchase preference will be given to MSEs as Micro and Small Enterprises from the State of Bid inviting Authority whose credentials are validated online through Udyog Aadhaar/URC for that product category. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15 Quoted price as percentage margin of purchase preference/price} % of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 100 % of total value as defined/ decided in relevant policy.

2.9 Past Project Experience:

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

2.10 Buyer Added Bid Specific ATC:

Buyer Added text based ATC clauses

Buyer added Bid specific ATC (Additional terms and conditions)

Buyer Added bid specific ATC

- (1) The contractor shall maintain the equipment in good working condition during the contract period and shall correct the fault and failures. Repair or replace worn or defective parts of the machine where the equipments are installed.
- (2) The contractor shall ensure that the full configuration of the machine is in proper working condition after repair and maintenance.
- (3) Railways reserved the right to change the equipments at any locations if any when situation demands, as and when required.
- (4) A ready standby photocopy/printer is also to be provided by the service provider with the main machine so that the no brake down occurs in photo copying service.
- (5) The fault shall be rectified within in the same day and has to connect stand by printer immediately without affecting the printout/photocopy service. At the same times as far as possible, the failure must be rectified within 12 hours. If failure of main printer/photocopier beyond 12 hrs. occur then another similar heavy duty photocopy machine has to installed . The failure of main machine should be rectified any how within 24 hrs.
- (6) In case the guaranteed repair time not being met, the following penalty shall be levied.
- (7) Penalty clause for down time for photo copying/printout service:

Sr.no.	Duration	Penalty
1	00 to 30 minutes	Nil
2	For every next 30 minutes	Rs. 1000.00/-

a. Beyond 24 working hours (First day of receipt of complaint) and up to 48 working hours (2days of receipt of complaint), the penalty shall be 2% per day of the value of contract per month in question.

b. Beyond 48 working hours, the penalty shall be 3% per day, of the value of contract per month in question with all other conditions remaining identical as at above.

However, in case a working replacement is made within the above mentioned time, no penalty shall be levied for a period of one week.

8. Latest certified GeM user certificate must be uploaded.

9. Bidder must upload signed copy of ATC on their company / firm letter pad.

10. No any new document will consider after opening technical bid.

11. All uploaded document must be properly scanned and readable.

12. Service provider will maintain log book for service rendered and signed copy to be uploaded with bill.

13. Log book will be verified by consignee / user.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है।

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