

No. D-18016(2)/2013-GA  
Government of India  
Ministry of Micro, Small and Medium Enterprises

Udyog Bhavan, New Delhi  
Dated 30<sup>th</sup> May, 2013

4/6/13

To,

M/s Sympoh Marketing Pvt. Ltd.,  
4648/1, Ansari Road,  
21, Darya Ganj,  
New Delhi- 110002

Subject: Annual Contract under Full Service & Maintenance Agreement (FSMA) for various make/model of Photocopier Machines in the Ministry for the year 2013-2014 (w.e.f. 01.06.2013 to 31.05.2014)- reg.

Sir,

I am directed to refer to this Ministry's letter of even number dated 30<sup>th</sup> April, 2013 and your quotation No. nil dated 20.05.2013 on the above subject and to say that the competent authority in the Ministry has decided to award the annual contract under Full Service & Maintenance Agreement (FSMA) for various make/model of Photocopier Machines in the Ministry @ 0.31 paisa per copy minus wastage discount 1% for the year 2013-2014 (w.e.f. 01.06.2013 to 31.05.2014) to your firm on the following terms & conditions:-

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


1. The rates quoted shall remain in force for a period one year i.e. w.e.f. 01.06.2013 to 31.05.2014 and during the currency of the contract, no demand for revision of rates on any account shall be entertained.
2. The contract includes preventive and corrective service as and when required.
3. Under the FSMA contract, you will supply us service, consumables and spares without any additional charges
4. All machines which are under running condition would be taken under FSMA on as is where is basis.
5. The complaints shall be attended to immediately and one trained engineer will be deputed to attend to complaints. In case the machine remains idle beyond 48 hours after lodging of the complaint, an equivalent amount of average workload (on per day basis) of the machine shall be deducted from the payment.
6. The payment will be made on quarterly basis after the service is rendered, on production of bills. The meter reading in the bill may be got verified by the Section.

Contd...2/-

7. The Machine will be repaired thoroughly by you at the site. In case the copier requires extensive repairs in your workshop, arrangements for taking the copier to your workshop and back will be made by you for which nothing will be paid by this Ministry.
8. If your performance is found unsatisfactory then you will be given a written notice with a request to improve your performance. However, if the performance still does not improve within a fortnight then the contract may be terminated without making any further reference.
9. The company shall not engage any sub-contractor or transfer the contract to any other person.
10. The company shall be held responsible for any damage that shall be caused by action of its employees(s).
11. The company shall maintain a logbook containing details of billing/maintenance/repair/replacement of parts duly signed by the occupants(s) of the room where the photocopier is installed.
12. The Ministry of MSME shall have the right to ask for removal of any person of the company who is not considered to be orderly in discharge of his duties.

Besides the above, other terms & Condition will remain the same as mentioned in the Ministry's letter of even number dated 30<sup>th</sup> April, 2013

Yours faithfully,



(Magan Lal)

Section Officer(GA)

Tel. No. 23061574

मगन लाल / MAGAN LAL

अनुभाग अधिकारी / Section Officer

सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय

Ministry of Micro, Small & Medium Enterprises

उद्योग भवन, नई दिल्ली

Udyan Bhawan, New Delhi