No.36/27/2015 – Adm.
GOVERNMENT OF INDIA
MINISTRY OF MINES
**********
Shastri Bhavan, New Delhi.
Dated: the 8th February, 2016

To

M/s. MV Infotech India,
17/112, 1st Floor, DDA Flats,
South Niketan (Pushpa Bhawan),
New Delhi – 110 062

Subject: Comprehensive Annual Maintenance Contract for service maintenance of Computers, printers, laptop, scanners, servers, etc. in the Ministry of Mines.

Sir,

I am directed to refer to your quotation No. AMC/Mines/2015-16/20107 dated the 19th October, 2015, on the above mentioned subject and to say that the Competent Authority in this Ministry has approved the award of Comprehensive Annual Maintenance Contract for a period of one (1) year from 10.02.2016 to 09.02.2017 for service & maintenance of Computers, printers, laptop, scanners, servers, etc. in the Ministry of Mines to your firm as per the rates submitted in your above mentioned quotation letter:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Firm</th>
<th>Comprehensive Annual maintenance contract rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>M/s. MV Infotech India</td>
<td>Rs. 99,999/- (Rupees ninety nine thousand nine hundred ninety nine) plus taxes</td>
</tr>
</tbody>
</table>

The above said AMC will be subject to the following conditions:

a) The firm will start working from 10.02.2016.

b) All repairs and maintenance will be covered under the Terms & Conditions of the AMC.

c) The firm will attend to all complaints on receipt of information from the users directly with the prior approval of Administration Section. The services would be provided on regular basis during office hours and in case of emergency beyond office hours or on holidays, etc.

d) The firm will depute service engineer as per the terms of the contract. Their working hours will be from 0900 hours to 1730 hours. The service engineers will be covered under the biometric attendance system of the Ministry. The services engineers will be required to attend to any complaints on Saturdays, Sundays and holidays, if need arises.

Sd/-
sanjay singh
Section Officer
Ministry of Mines
Govt. of India
Shastri Bhavan
e) No advance payment will be made. For payment purpose, the bills would be submitted on a quarterly basis.

f) No increase in amount shall be considered at all during the full period of AMC. No other charges like transportation, etc. will be payable for providing the services for attending the complaints covered under this AMC at the residence of the Hon'ble Minister/Minister of State for Mines.

g) The work which is not possible to carry out in the office premises will be allowed to be done outside and no extra charges would be paid for that.

h) The Terms & Conditions for award of Contract circulated at the time of inviting quotation for grant of AMC will have to be followed and any violation of the same will entail cancellation of the contract.

i) This Ministry has the right to terminate this Comprehensive Annual Maintenance Contract at any time without assigning any reason what so ever, if the services are found to be unsatisfactory.

j) The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges and plastic components as indicated in the tender notice of the Ministry.

k) The period of this Comprehensive Annual Maintenance Contract shall be for one year w.e.f. 10.02.2016 to 09.02.2017, unless it is extended by the Ministry.

l) You are requested to deposit a performance security deposit in the form of a bank guarantee of Rs. 20,000/- (Rupees twenty thousand only) as mentioned in our tender document.

Yours faithfully,

(Sanjay Singh)
Section Officer (Adm)

Ministry of Mines
Government of India
New Delhi