

General Terms & conditions for Annual Maintenance contract .

(7.5 Ton ductable AC unit with heater -7 Nos and 5.0 Ton split AC unit with heater 2 nos and 2.0 Ton wall mount AC unit 4 nos and 3.0 Ton Floor standing) installed at Centre for e-Governance, 9th floor, Haryana Civil Secretariat, Chandigarh/30 Bays Building , Chandigarh and Sinchai Bhawan, Panchkula .

Details of Air-Conditioners.

Sr. No.	Capacity	Qty	Make	Installed at	Installation year
1.	7.5. Ton	7	Carrier Make	Centre for e-Governance, 9 th floor, Haryana Civil Secretariat.	2001
2	5.0 Ton	2	Carrier Make	-do-	2001
3	2.0 Ton (Split)	2	Carrier Make	Room No. 57, 30 Bays Building Sector 17, Chandigarh.	2002
4	2.0 Ton (Split)	2	L.G. Make	IT Training Lab, 5 th floor, Sinchai Bhawan Sector 5, Panchkula.	2006
5	3.0 Ton (Floor Standing unit	1	L.G. Make	Centre for e-Governance, 9 th floor, Haryana Civil Secretariat.	2006.

General Terms & Conditions:

1. Routine inspection, checking and servicing of the unit, including cleaning of filters, shall be carried out in the first week of every month. In case, there is a break-down call in the last week of a month the routine inspection, checking and servicing for the next month may be carried out along with the break down call. The service report will be prepared by the vendor and submitted to the Society for IT Initiative Fund for e-Governance. Vendor will submit a checklist of preventive maintenance activities to be carried out every month.
2. Breakdown call shall be attended within 8 hours for category "A" and 16 working hours of the call for category "B". In case unit is not up and running satisfactorily within 16 working hours, the vendor will provide a stand bye unit. In default thereof, the vendor shall be liable to pay penalty at rates indicated below for all the days, including non working days, during which the unit did not perform satisfactorily.

Rate of Penalty (in Rs./day)	Capacity	Location of the Category "A"	Rate of Penalty (in Rs./day) for category "A"
150/-	Non operational single 5.0 Ton AC unit.	FCIT Room , SSIT Room , Server Room and knowledge Centre.	Rs. 250/- per day.
150/-	Non operational single 7.5 Ton AC unit.		
100/-	Non operational single 2.0 Ton AC unit.		
100/-	Non operational single 3.0 Ton AC unit.		

3. The vendor shall be responsible for free gas charging and free replacement of all spares and materials.
4. The maintenance will be comprehensive and all inclusive (including power & control system with MCB's, heating system, compressors and coils). i.e the Society will not bear any additional cost other than the AMC amount. Providing of single phase/three phase power will be responsibility of Society.
5. The agreed AMC charges will be exclusive of any service tax which may be levied by Govt. of India in future. The AMC amount, net of any outstanding and penalty, due to the vendor will be payable every quarter year after satisfactory completion of service.
6. After the completion of AMC, all the AC units will be handed over to the Society in proper running condition.
7. Any kind of consequential/liquidated damages/losses to the A.C. units and its sub-systems due to normal operations and during maintenance service shall also be covered under the maintenance contract.
8. Tax deduction, if applicable, will be made at source, the TDS certificate will be provided to the vendor.
9. Vendor shall provide phone/fax number for lodging complaint during office hours and in emergency. An e-mail address will also be desirable. Vendor shall also give the complaint number on loading of the complaint.
10. Either party will be able to terminate the agreement with 3 months advance notice.