

Serious Fraud Investigation Office [SFIO] located at the above address intends to award Annual Maintenance Contract for Air Conditioners for a period of one year extendable for one more year on satisfactory completion to the authorized service providers of Voltas/LG make. The interested parties may apply in the format appended below on or before 30<sup>th</sup> November 2009. The detailed terms and conditions may be seen in the office website [www.sfio.nic.in](http://www.sfio.nic.in)

Assistant Director [I/A]

Format:

Quantity	Particulars	Rate	Amount [Rs.]
<b>1<sup>st</sup> wing</b>			
18	1.5 ton Window Type AC – Voltas RAC [ including 2 Casette Type and 3 Window ACs fitted With reverse cycle valve for heating and Cooling ]		
03	1.5 ton Window Tupe AC – LG RAC		
02	1.5 ton high Wall Split AC – Voltas		
04	3.0 ton split Type AC		
<b>Second Wing</b>			
13	1.5 ton RAC – LG make		
02	2.0 ton Casette type AC – LG make		
02	2.0 TR venture slime line air conditioner		
	Sub Total		
	Applicable VAT		
	Applicable Service Tax		
	Total		

- ❖ The AMC would be for the period from 1.1.2010 to 31.12.2010 extendable for a further period of one year on satisfactory performance.
- ❖ Checking and servicing the unit will be done by the company four times in a year;
- ❖ Attending to the unit when called upon during normal working hours
- ❖ Repairing the unit or parts thereof, as also overhauling the unit, free of charge in service station, if required, as a result of fair wear and tear during the AMC period;
- ❖ Providing a service unit as and when available, free of charge, during repair/overhaul for the unit in company's service station;
- ❖ Supplying free of charge all spares and materials, which are needed for the unit as a result of fair wear and tear during AMC; Only genuine spare parts should be used.
- ❖ Attending to urgent breakdown calls, not involving spare parts replacement, during normal working hours on holidays & Sundays except on national holidays;
- ❖ All complaints should be attended to on the same day they are reported;
- ❖ An expert engineer will be deputed by your company immediately for service/repairs etc. on receipt of call/complaint from SFIO;
- ❖ The annual fee for maintenance service is payable on quarterly basis.
- ❖ If the maintenance service is terminated by the company before the completion of the one year period a pro-rate refund to the fee for the unexpired period (full months) will be made by them;
- ❖ If the owner withdraws the voltas/LG room air conditioner from AMC before the completion of one year period, a pro-rate refund of the fee for the period (full months) less the cancellation charges of 8% of the annual fees will be made by the company
- ❖ The air filter of the room air conditioner must be cleaned at regular intervals
- ❖ The company has the option to terminate the maintenance service if the room air conditioner is serviced repaired by any part other than themselves or their authorized dealers, in case of change of ownership or for any reason whatsoever;
- ❖ A 'fall clause' will be effective to the approved rates. i.e. if your company undertakes identical works in other Ministries / Departments at rates lower than the rates approved by this office, your company will have to charge at those rates from this office also.

- ❖ The ACs normally required to be repaired in office premise only. In exceptional cases when the ACs cannot be repaired in the office premises and required to be taken to the service section of the company, the SFIO will not make any payment towards charge and the expenses for the to and fro transportation of the machine should be borne by your company.
  
- ❖ The SFIO expects efficient and prompt service from your company on which no compromise will be made.
  
- ❖ Earnest money in the form of DD/banker's cheque for Rs.5000/- [Rupees five thousand only] drawn in favour of Pay and Accounts Officer, MCA may be attached along with acceptance of the terms and conditions.