

TENDER DOCUMENT

FOR ANNUAL MAINTENANCE CONTRACT OF

COMPUTERS AND PERIPHERALS IN ALL INCOME TAX OFFICES

LOCATED IN CHENNAI REGION (INCLUDING TAMBARAM, TIRUVALLUR,

TIRUVANNAMALAI, VELLORE AND KANCHEEPURAM).

DATE

#### 1. INTRODUCTION

The Principal Chief Commissioner of Income Tax (Tamilnadu and Puducherry) invites sealed tender from reputed service providers having tie up with manufactures / authorized distributors / dealers of personal computers, printers and accessories for providing Annual Maintenance Service of the Computers, Printers, UPS and accessories listed in Annexure C in Income tax Offices located in Chennai Region (including Tambaram, Tiruvallur, Tiruvannamalai, Vellore and Kancheepuram).

#### 2. Description of work

The following is the nature of work covered under AMC

Repair, Cleaning and Maintenance of Desktop Computers. Removal of virus from PCs, loading of Systems and Application software, addressing and solving problems arising in software application loaded on PCs. Cleaning of unwanted programs installed and deletion of temporary files etc. are to be done regularly.

Downgrading and Upgrading of Operating Systems for desktops systems whenever necessary are to be carried out after taking necessary backups of data.

The complaints related to hardware, operating systems (including formatting of hard disks as and when required and loading of necessary drivers) and virus scanning and clearing would be required to be attended to and rectified by the engineer.

Shifting of PCs in same building/room may be required if necessary.

Inventory of PCs needs to be done every six months.

The position of the antivirus already installed/available in each PCs should be ascertained after getting the contract and reputed anti-Virus software like Kaspersky / Norton 360 / Symantec etc. shall be installed for all the non-networked desktop PCs.

The PCs not under warranty will be covered by this AMC and in case of malfunction, all the defective parts, of the equipment shall be replaced with genuine spare parts. This condition about replacement would come into effect after the contract period has begun.

# 3. INSTRUCTIONS TO THE TENDERERS

- The bids should be prepared strictly in accordance with the instructions contained in the specifications. These shall be submitted in a properly sealed cover as described clause 3.2 of these specifications to the Commissioner of Income tax (Admin. and TPS), O/o. The Principal Chief Commissioner of Income Tax Tamilnadu and Puducherry, Aayakar Bhawan, 121 M G Road, Nungambakkam, Chennai 600 034 mentioning "OFFER FOR ANNUAL MAINTAENANCE OF COMPUTERS, PRINTER AND ACCESSORIES". The interpolations, insertions, cuttings and corrections, if any, made in the quotation, must be duly initialed by the tenderer..
- The tender shall be received in 2 bids viz., "Technical Bid" and "Price Bid". The "Price Bid" shall be considered only of those who fulfill the criteria of "Technical Bid" along with Signed copy of Annexure A (Signature of owner or authorized Signatory with date, in all pages) which will be kept as part of tender of the successful bidder. Both the bids are to be placed in two sealed envelopes (clearly superscribe 'Technical Bid' and 'Price Bid') which in turn are to be placed in one sealed cover along with Annexure A super scribed as "Quotation of AMC for Computers Printers and Peripherals".

- 3.3 The Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry reserves the right to accept or reject the tender at its sole discretion without assigning any reason.
- While submitting the bids as per the specifications, the bidder shall be deemed to have read, understood and accepted all the terms and conditions stated in the tender document for this work and the clauses of the Contract Agreement that, if selected, it will be required to enter into. All information / documents as listed in Para 4.3 shall be furnished along with the bid.
- 3.5 Conditional or ambiguous tenders are liable to be rejected summarily.
- Telegraphic/telex/fax/e-mailed letter head quotations will not be acceptable and will be rejected.
- 3.7 Please note that no prices shall be indicated in the technical bid otherwise the bid will be disqualified.
- The bidder will indicate the complete address of the company/office and service center along with the name(s) of the contact person(s) and their telephone/Fax/Mobile No.s(s) and other particulars as per the Proforma given in **Annexure -B**.
- The bidder shall quote the unit-wise charges for the maintenance of the equipment as detailed in **Annexure -C**. However, the bidders shall be rated on the basis of their overall AMC charges for all the items and not on the basis of the charges for *AMC* for the individual units quoted by them. The rates should be quoted both in figures and words and each page of tender document must be signed by the tenderer. The rates shall be quoted at Cost excluding GST. GST will be paid as per the prevailing rates. In case of discrepancies, the minimum quoted price shall be considered for evaluation. In case of difference between the amounts in figures and in words the rates quoted in words will govern.
- 3.10 The details of manpower requirement for all the locations across Chennai region are detailed in **Annexure –D**.
- The last date of receiving of above tenders which is prepared as per procedure in Para 3.1 & 3.2 above is **24.08.2021**, **Tuesday**, **5.00 P M**. In case, the day happens to be a holiday, the bids will be accepted on the next working day and in such case the opening will be on the next day. The offers/bids can be sent by Registered Post/Courier/Speed Post or by Hand sufficiently in advance so as to reach the office of The Comrnissioner of Income Tax (Admin and TPS) 121 M G Road, Nungarnbakkam, Chennai 600 034, as at Para 3.1 & 3.2 above, by the scheduled date and time. Any bid received after the due date and time, by whatever means, shall not be considered and shall be returned unopened.
- The technical bids will be opened on <u>25.08.2021</u>, <u>Wednesday at 11.00 AM</u>. in the Conference Hall, Aayakar Bhawan, 121 M G Road, Nungambakkam, Chennai 600 034. The Financial Bids will be opened on the same day at 3.00 PM.
- 3.13 The offers should be valid for acceptance for a period of at least 15 (Fifteen) days from the date of opening of the bids.

#### 4. QUALIFYING REQUIREMENT

- 4.1.a The bidder must have experience of providing the similar services for Maintenance of PCs, Servers, Printers, and UPSs etc. with engineer(s) to other Govt. Organizations/PSUs/Nationalized Banks and should be in the field for at least five (5) years. **Proof to be submitted with tender document.**
- 4.1.b The bidder must enclose a copy of ESI Registration, EPF Registration and GST Registration, Labour Licence from the date of incorporation of the Company from the year on which the bidder has come into the purview of various statutory authorities.
- 4.1.c Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) per application in the form of Demand Draft/Banker's Cheque of Scheduled Bank drawn in favour of the Administrative officer, O/o the Commissioner of Income tax(Admn. & TPS), Chennai-34 shall accompany the Technical Bid. Technical Bids without Earnest Money Deposit shall be rejected. EMD will be returned to all the unsuccessful bidders at the end of selection process. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexure A, B and C are found to be incorrect or false during the tender selection process.
- 4.1.d The bidder should have a minimum annual turnover of Rs. 3 Crores or more in each of the financial years 2018-19, 2019-20 and 2020-21. Copies of returns of income for the AY 2018-19, 2019-20 and 2020-21 with profit and loss account and balance sheet, Income and Expenditure Account, Audited Financial Statement should be submitted with the tender document.
- 4.1.e. The Bidder must have gross contractual receipts in the field of servicing of PCs of Rs. 3 Crores and above during the financial year 2020-21. A statement showing list of clients along with evidence for contractual receipts with the date and the date of payment to the statutory dues like PF, ESI, GST etc and payment of salary to the employees should be enclosed along with the qualifying bid.
- 4.1.f. During the past 5 years no Government organization should have disqualified or black listed the bidder. There should be no disputes involving clients on the basis of the terms of contract with bidder. A Self-declaration certificate should be enclosed in the technical bid. List of cases with full details where the bidder is involved in disputes with various statutory authorities with year, date and remarks mentioning the nature of dispute.
- 4.1.g The bidder should have paid all the statutory dues to the PF, ESI, bonus etc. and salary to the employees on the due date for which the payment has been received from the existing clients. A self declaration certificate in this regard should be enclosed along with the technical bid.
- 4.1.h The Bidder should be a Chennai based company under the Companies Act 1956. Its Registered Office should be situated in Chennai.
- 4.1.i The bidder should have obtained the Certificate of ISO 9001 or higher.
- 4.1.j In the event of any of the above conditions not being satisfied the Qualifying Bid will be rejected and the Finance Bid will not be opened.

- 4.1.k. In the event of the Contract being awarded, the Bidder should be prepared to deploy the persons w.e.f. 01.09.2021.
- The bidder should have sufficient qualified personnel whose details should be given in Technical bid as per **Annexure -B SL No 7**.
- 4.3 All the information should be provided as per the **Annexure -B & Annexure -C**.

# THE TERMS AND CONDITIONS OF AMC (ANNEXURE IV)

- The successful bidder/contractor shall provide services for the repair and maintenance of the equipment to be maintained at all Income tax Offices located in Chennai Region, including Tambaram, Tiruvallur, Tiruvannamalai, Vellore and Kancheepuram, including Repair and Maintenance of Desktop Computers, Printers and associated hardware, removal of virus from PCs, Loading of Systems and Application software, addressing and solving problems arising in software application loaded on PCs and Printers. All these services for the system software, application software and antivirus software are also required for desktops under warranty. The Pr. Chief Commissioner of Income Tax reserves the right to add new locations and remove existing locations from the contract.
- 5.2 The AMC shall also include the following:
  - I. Loading of latest registered/Licensed Antivirus software (to be provided by the successful bidder/contractor) including installation of free updates from the website (using Dongle which is to be provided by the successful bidder/contractor) on regular basis.
  - II. Providing software support such as loading of operating system (loading of Application software, device drivers of various peripherals).
  - III. Reinstallation of OS in case of system failure (including PC related OS) after taking necessary backup of data.
  - IV. Cleaning of unwanted programs installed and deletion of temporary files etc. are to be done regularly.
  - V. Inventory of PCs needs to be taken in a particular format at the start of AMC period and at the end of AMC period.
- The successful bidder/contractor shall mobilize its technical manpower and resources in such a manner that qualified engineers having minimum qualification of 'Diploma in Engineering' in related fields or equivalent or higher and are able to attend the calls within short time. Any complaint registered during the service hours must be attended to by that day itself i.e. within 2 hours after reporting the problem. Under special circumstances, owing to specific needs of Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry, service engineers may also be required beyond the specified service hours (i.e. 9.00 AM to 6.00 PM). For example, for conducting examination in ITD/ITBA Application, presentations on Information Technology related subjects, preparations required at odd and late hours prior to holding of such examinations or presentations, services may be required beyond the service hours. Sometimes, problems may arise on the eve of such important events and may necessitate intervention of service engineers beyond the service hours.

- At the start of the service, the successful bidder/contractor shall coordinate with Joint Director (Systems) / Income Tax Officer (HQ) (Admin and TPS), O/o Principal Chief Commissioner of income Tax, Tamilnadu and Puducherry to identify the users (their mobile numbers and e-mails) with physical location of their machines. This database must be updated every time. Each machine (Monitor / CPU / Mouse / Keyboard / UPS/Printer) should be marked with sticker containing address/ details of successful bidder/contractor and SL No. of machine.
- The successful bidder/contractor should provide a call report to the Joint Director (Systems) / Income tax officer (IHQ) (Admin & TPS) for each call in mutually agreed format and he will maintain a call register for complaints.
- 5.6 The successful bidder shall submit a bank guarantee for a sum of 5 percent of contract amount.

# 6. PREVENTIVE MAINTENANCE

6.1 All the equipment under the AMC should pass through quarterly preventive maintenance and the preventive maintenance report, duly signed by the Officers, should be submitted along with the quarterly bills.

# ADDITIONS / CHANGE OF LOCATION:

- The Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry reserves the right to delete/include any of the Goods in the existing contract during the currency of the contract. However, the rates for inclusion of new Goods into the Contract shall be on pro-rata basis mutually worked out and agreed upon by the both parties.
- 7.2 The Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry reserves the right to relocate the Goods as and when necessary after intimation to the successful bidder/contractor.
- 7.3 In case any computer equipment is required to be shifted from one place to another, its de-installation from old location and reinstallation at new location shall be done by the successful bidder/contractor.
- In case of shifting of the said equipment beyond 50km from the existing location, the terms and condition of the AMC shall get extended by mutual consent, to the said equipment at the location to which it is shifted and on, such further terms and conditions as are mutually agreed upon between the successful bidder *I* contractor and the Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry in writing.

# RESPONSE TIME

- The successful bidder/contractor shall attend to the minor complaints within one hour of the complaint made on the same day. By minor complaints, it is meant that the faults can be corrected within 24 hours. Alternate plans may also be checked out by the Joint Director (Systems)/ Income Tax Officer (HQ) (Admin and TIPS) from time to time to solve the problems immediately. Minor problems must be solved on the same day and should be carried over to the next day only under unavoidable circumstances and with prior permission of the Joint Director (Systems) / Income Tax Officer (HQ)(Admin and TPS), failing which it will attract fine.
- In case of major faults which cannot be rectified within 24 hours, a standby unit of equivalent configuration shall have to be provided within 24 hours by the successful bidder/contractor so that the work of that user/section does not suffer. The provision of

standby unit does not absolve the successful bidder/contractor from the responsibility of repairing the fault earlier. If the faulty equipment is not rectified and installed within 7calendar days from reporting the fault, penalty would be levied from the date of complaint.

If any glitch/problem is not resolved within a specified time limit (1 hour in case of minor problem and 7 days in case of major problems), the Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry will be at liberty to get the same repaired by any outside, vendor and the cost of the same shall be deducted from the quarterly bill of the successful bidder / contractor.

#### SPARE PARTS

- The successful bidder / contractor shall keep sufficient number of spares such as CPUs, Monitors, HDDs, FDDs, CDROM, Combo Drive, cables etc. as standby so as to put these in service whenever required. At least three numbers each of CPUs, Monitors, Keyboards, Hard disks, Mouse, Printers, CD-ROMS, Floppy Drives, and Cables etc. would be kept in store, as standby for use at any time if replacement is required. Sufficient number of PCs and Printers shall be kept for equivalent configuration replacement in case of major faults. Any cost incurred towards transportation of the faulty/repaired as well as standby equipment shall be borne by the successful bidder/contractor.
- The successful bidder *I* contractor shall provide new genuine spare parts, assemblies and sub-assemblies in place of such items, which develop defects/suffer breakdown during the period of AMC. All spare parts replaced shall be new (not used or second hand).

## 10. TERMS OF PAYMENT

- The successful bidder /contractor shall submit his bill towards the charges for the annual maintenance services in four quarterly installments after the end of each quarter. The payment for the same shall be subject to recoveries, if any, due to delay in rectification of faults or due to rendering working equipment unserviceable. No advance payments shall be made. The bill should be accompanied with the report generated from the online portal for complaint registration.
- The successful bidder/contractor shall be required to pay taxes, which would be levied by the Govt., for the execution of the work awarded under the Contract and all such charges must be included in the final price declared in the financial bid.
- The Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.
- If any of the equipment(s) remain non-operational/non-functional due to unattended Hardware/Software/OS malfunctioning beyond the agreed upon permissible period as specified in Clauses above or/and if standby equipment is not provided, then deduction of Rs.200/ (Rupees Two hundred only) per item/part per calendar day, from the day complaint is made till the date the complaint Is resolved, shall be deducted from the quarterly bill. If the equipment is not put in working condition within a month, the equipment of same specification or whatever with nearest available specification shall be procured and its cost shall be deducted from the AMC charges for this contract.
- If any PC is found without antivirus software or updates beyond one month, deduction of Rs. 50 /- per PC per day shall be made from the quarterly bill,
- Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill. Additional deductions, towards procurement of equipment against unrepaired equipment, if any, shall to be bear by successful bidder / contractor.

- 10.7 Pro-rata recoveries, for withdrawal from AMC of any of the Computer System, associated peripherals shall be made. Any equipment can also be added on pro- rata basis during the period of AMC.
- The Joint Director(Systems) / Deputy Director(Systems) / Income Tax Officer (HQ)(Admin.&TPS) will review the status of pending complaints with the successful bidder/contractor from time to time. If it is found that many complaints (5 or more) requiring repair of systems are pending for over a month, the Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry reserves the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.
- The fine specified as above may be waived off under circumstances beyond the control of the vendor by the Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry by an order in writing on the recommendation of the Commissioner of Income tax (Admin and TPS). However, the vendor will not be eligible for automatic waiver and the waiver must be obtained in writing for it to be applicable.
- 10.10 If the defaults/failures reach up to a level where daily and/ or monthly limits for fines, are being reached, the Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry shall be at liberty to review the contract and rescind it after an inquiry, which may be initiated by a written communication and completed within 15 days of initiation. The vendor shall be given an opportunity of being heard in this regard.

#### 11. SUB-CONTRACT(S)

11.1 The successful bidder / contractor shall not either into a Sub-contract with any other person(s)/company(ies) or transfer the contract or any benefit there under to any person(s) or company(ies).

#### 12. RENEWAL / TERMINATION OF THE CONTRACT

- The contract will be initially for a period of one year, The Principle Chief Commissioner of Income Tax, Tamilnadu and Puducherry, however, reserves the right to the Renewal/Extend the terms of the contract after obtaining willingness of the successful bidder / contractor, with or without altering any or all the terms and condition and rates of the contract.
- During renewal of the contract, the hardware quantity per item may be added / reduced.
- The Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving, one-month notice to the successful bidder/contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the successful bidder / contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, the Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry shall not accept any responsibility for any loss suffered by the successful bidder / contractor.
- In case of termination of contract; the Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry shall be liberty to get the job completed from alternative sources at the risk and cost of the successful bidder/ contractor and deduction to this account shall be made from the successful bidder/contractor.

#### 13. ARBITRATION

In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry and by the person(s) to be appointed or nominated by the successful bidder / contractor and their decision shall be final. Also in the event of any dispute relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry and by the successful bidder / contractor for arbitration and decision of such person(s) would be binding on both parties. The proceedings of the arbitration shall be carried out only in Chennai.

#### 14. HANDING OVER

- 14.1 The successful bidder/contractor shall be required to hand over all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty shall be made good at high risk and cost by arranging its repair from external agencies.
- Any equipment not made available in working condition on the last working day of the contract period shall be rectified / repaired by the successful bidder/ contractor within next 3 working days failing which the equipment shall be got rectified from alternate sources and deductions of the same made from the AMC payment.
- The successful bidder/contractor shall provide services for 15 working days from the date of expiry of the contract for smoother transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in working condition till last hour of AMC contract period shall be rectified by the outgoing AMC contractor without any extra cost to Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry.

#### 15. OTHERS

- The successful bidder/contractor shall submit a duly signed and stamped 'Annual Maintenance Contract Agreement' on stamp paper of Rs. 100/- immediately after acceptance of contract.
- Each page of the MAC should be numbered and signed by the tendered with the seal of the firm.
- The contract shall be written in English that language version of the agreement shall govern its interpretations. All correspondence other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.
- The Principal Chief Commissioner of Income Tax, Tamilnadu and Puducherry may stipulate any further conditions during the period of the contract which will be duly communicated to the successful bidder/ contractor in writing.
- The successful bidder / contractor shall not employ any undesirable personnel and if any such person(s) is not acceptable to the owner, the successful bidder / contractor shall immediately replace him.

- The successful bidder/contractor shall observe all security measures as are applicable to the office' of the Principal Chief Commissioner of Income Tax, Tarnilnadu and Puducherry reserves the right to cancel the contract in case of breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the successful bidder/ contractor shall be made known to him by the office of the Principal Chief Commissioner of Income Tax Tamilnadu and Puducherry from time to time.
- The successful bidder/Contractor should ensure that current and suitable backup of First Party's data is kept before servicing the Goods. The Staff of the Joint Director (Systems) / Income tax officer (HQ) (Admin and TPS) will inform the successful bidder/contractor about the data to be needed for backup.
- The successful bidder/contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his own risk. The Principle Chief Commissioner of Income Tax, Tamilnadu and Puducherry shall not, in any way, be liable to make payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the successful bidder's/contractor's maintenance staff during the course of maintenance under this AMC.

(N RENGARAJ)

Commissioner of Income tax (Admin & TPS)

O/o the Principle Chief Commissioner of Income Tax, Tamilnadu and Puducherry

# ANNEXURE – A (PART OF TENDER DOCUMENT)

The Commissioner of Income Tax (Admn. & TPS), Chennai.
Sir/Madam,
Sub: Regarding tender for providing AMC of Computers.
I gone through the terms and conditions of the Tender for providing AMC of Computers in the office of the Principle Chief Commissioner of Income Tax, Tamilnadu and Puducherry and accept the same.
Place:

Signature of the bidder

To

Date:

# ANNEXURE – B TECHNICAL BID

- 1	SI. No.		
-	01. 140.		
	1	Name and address of the Company/Firm, Phone Number/Fax/Mobile/ Email ID	
	2	Name of the owner/Director etc., with address, telephone, mobile number and e-mail ID	
	3	Nature of business	
	4.1	Details of contracts awarded in the past	
	4.2	Name, address and contact number of the parties to whom AMC service is provided	
	4.3	Period and nature for which such service is provided.	
	5.1	Details of contract awarded in the present financial year	
		Name, address and contact number of the parties to whom service is provided	
		Period and nature for which such service is provided.	
	6	Escalation matrix of contact persons with mobile numbers and email ID who will be contacted after getting AMC	
		Details of qualified technical persons with name, qualification, mobile number	
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## ANNEXURE - C

## PRICE BID

SI. No.	Description of Asset	Configuration	Quantity	Unit price for AMC for one year	Total Price for AMC for one year
	Desktop Computers	Dual Core	38		
		Core 2 Duo	229		
1		13	99		
,		15	1084		
		17	34		
		Total	1,484		
	Printers	Bar Code	38		
		InkJet			
2		LaseJet	572		
-		Line Printer	1		
		Multi Function	568		
		Total	1180		
		Scanners	4		
3	Scanners	Bar Code	34		
		Total	38		
4	UPS	15 KVA	2		
		Total	2		

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge and belief. I further certify that I shall abide by the provisions of the Minimum Wages Act. In case any deviation / discrepancy is found in the above statement at any stage, the contract will be terminated immediately, and the concern will be blacklisted.

(Signature of authorized Signatory with date)

#### **DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my my/our knowledge and belief, In case of deviation / discrepancy is found in the above statement at any stage, the contract will be deemed to be terminated immediately and the concern will be blacklisted.

(Signature of owner or authorized signatory with date)

# ANNEXURE - D

SI. No.	Place	Service Engineer	
1	Chennai	7	
2	Tambaram	1	