

Ref No: RO/GAD/DDN/2025-26/28

06.08.2025

GENERAL TERMS & CONDITIONS FOR THE CONTRACT

A. SCOPE OF WORK :

Under this Agreement contractor agrees to provide following comprehensive maintenance service in respect of Note/Bundle Counting Machines (Floor Top) & Note Authentication cum Counting Machines (Table Top) for the period from 01st Sept 2025 (date of agreement) to 31st August 2026 as per agreed charges. The contractor agrees to provide following services:

- I. Four quarterly periodical preventive maintenance services as per agreed schedule in which the Note/Bundle Counting Machines (Floor Top) & Note Authentication cum Counting Machine (Table Top) shall be thoroughly checked, cleaned and adjustments made to bring the same in working order.
- II. NCM & NAM are available in branches spread over different locations of Uttarakhand (as per list - annx A) thus availability and/or reach of engineers should be ensured timely.
- III. Contractor's engineer will make unlimited machine breakdown repairs free of charge at different locations as and when needed. Cost of replacements/spare parts in above case will be borne by the contractor. The parts replaced will either be a new part or equivalent in performance to new part.
- IV. Contractor should comprehensive includes labor, parts, freights, transportation, taxes, duties and levies on spare parts except physical damage or damage caused fire or water.
- V. Complaint lodged by the Bank's branch must be attended within 24 hours in plain & within 48 hours in hilly areas.
- VI. Contractor will submit reports on issue/problem with Machine(s) and repair/maintenance work done for each incident of malfunctioning.

B. EXCLUSIONS :

- I Malfunctions or damage brought about by external circumstances such as Fire, Water incident etc.
- II Malfunctions or damage caused by major up-grading of machines or making specification changes.
- III In the above events cost of only spare parts will be charged extra.

C. TERMS OF AGREEMENT & PAYMENT :

- I The charges shall be payable on quarterly basis after the conclusion of a Quarter.
- II The contractor shall submit the consolidated quarterly bill latest by 10th day of the completion/conclusion of the quarter for which bill is being furnished along with call report/PMC report of each branches/offices to Regional Office Dehradun.
- III The consolidated payment for all machines on behalf of all Branches shall be released by Regional Office Dehradun.
- IV In case the contractor is not in a position to attend the work for any reason, substitute arrangement shall be made immediately by the contractor at their own cost. However, if the contractor fails to make alternate arrangement within two working days the Bank shall be free to get necessary repairs done by engaging any other party and the expenditure on such repairs shall be adjusted against the present or future dues of the vendor.
- V The contractor shall place a security deposit of Rs 10,000/- (Rs. Ten Thousand Only) in the form of Fixed Deposit with the Bank.
- VI Infringement of any of the above terms will be deemed to be breach of contract and contract will be cancelled forthwith empowering the Bank to institute a legal action as remedy against for the compensation.

D. GENERAL CONDITIONS :

Contractor shall not be liable for any damage or loss, direct or indirect, or any consequential liability to any person or property as a result of equipment operation or breakdown or accident or fire or any other circumstances beyond the control of the

contractor.

- I. The Bank shall be responsible for providing proper power supply and environmental conditions for the operation of Machines.
- II. This Agreement constitutes complete and exclusive statement of the Agreement between the parties relating to the subject matter thereof. Any provisions terms or conditions of the customer's purchase order forms, which are in any way inconsistent with or in addition to the terms of this Agreement, shall have no applicability to the maintenance and service performed hereunder.
- III. The Bank reserves the right to increase or decrease the number of Note/Bundle Counting Machines (Floor Top) & Note Authentication cum Counting Machine (Table Top) at any point of time.
- IV. In the event of addition of any Machines under the scope of this Comprehensive AMC, the maintenance will be carried out by the contractor for which the contractor will be eligible for an additional consideration on pro rata basis. In the event of weeding out of old/defective Machines in the office, the same shall be removed from the contract and the amount payable to the contractor will be reduced accordingly on pro rata basis.
- V. As the Bank is a public service provider, the repair/maintenance of Machines should be done in such a co-ordinated manner that the functionality of the Bank is not hampered in anyway.
- VI. The rates accepted by the Bank will remain effective till August 31, 2026.

(Indu Mishra)
Chief Manager-BSD