

File No. 6-5/2017-GA  
Government of India  
Ministry of Culture  
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Shastri Bhawan, New Delhi  
Dated the 10<sup>th</sup> October, 2018

To

The Proprietor,  
M/s Satnam Enterprises,  
1934, Outram Line, Kingsway Camp,  
Delhi - 110009.


Sub: Awarding of Comprehensive Annual Maintenance Contract for repair & maintenance of Air Conditioners and repairs of general electrical equipments in the Ministry - reg.

Sir,

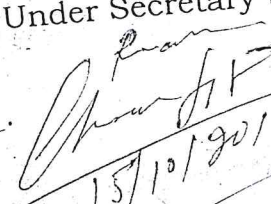
Kindly refer to this Ministry's e-Tender ID no. 2018\_MC\_337361\_1 dated 15<sup>th</sup> May, 2018 and your letter number nil dated 17<sup>th</sup> September, 2018 on the subject cited above and to say that the Comprehensive Annual Maintenance Contract for repair & maintenance of Air Conditioners and repair of general electrical equipments in the Ministry has been awarded to your firm for a period of one year w.e.f. 20.09.2018 to 19.09.2019 at the rates mentioned in the enclosed Annexure-I and II and the terms and conditions mentioned in the Tender Notice.

2. The CAMC is initially for a period of one year which can be further extended subject to the satisfactory performance.

Yours faithfully,

  
(Manoj Dehury)

Under Secretary to Government of India

O/c.   
15/10/2018



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**Annexure - I**

Sl. No.	Description of work/job work	M/s Satnam Enterprises
1.	<b>Window ACs 1.5 &amp; 2.0 ton:</b> Full Comprehensive Annual Maintenance service contract including cleaning, oiling, washing, greasing, fitting of switch/wire/plug, replacement of compressors and replacement of all spare parts and when required viz. Relay circuit, running capacitor, condenser, starting capacitor, all kind of motors rewinding and replacement, fans, wiring of motor, wiring of transformers, gas filling/charging including cost of gas, thermostat, Valve, knob set, OFF' and ON' switches, set of 3 pads, conciliator, fan/fan blade/blower, cutting and welding, Flushing, Vacuum & pressure the system and brazing pipe, if any etc.	Rs. 4,750/-
2.	<b>Split ACs 1.5 &amp; 2.0 ton:</b> Full Comprehensive Annual Maintenance service contract including cleaning, oiling, washing, greasing, fitting of switch/wire/plug, replacement of compressors and replacement of all spare parts and when required viz. Relay circuit, running capacitor, starting capacitor, condenser, all kind of motors rewinding and replacement, fans, wiring of motor, wiring of transformers, gas filling/charging including cost of gas, thermostat, Valve, knob set, OFF' and ON' switches, set of 3 pads, conciliator, fan motor/fan blade/blower, maintenance/repairing of its voltage stabilizer, cutting and welding, Flushing, Vacuum & pressure the system and brazing pipe, if any etc.	Rs. 4,950/-
3.	<b>Window type AC:</b> charges for fresh installation involving of all new fitting/fixtures & including erection of suitable wooden stand & covering the gap with new plywood, wherever necessary	Rs. 450/-
	Charges for shifting and subsequent installation requiring minor additions/alteration in the original fitting & fixtures (Window AC)	Rs. 160/-
	Charges for shifting and subsequent installation requiring minor additions/alteration in the original fitting & fixtures (Split AC)	Rs. 6,700/-
4.	Repair of Stabilizer	
5.	Remote of AC	Rs. 450/-
	(a) Window AC	
	(i) Repair	Rs. 2,600/-
	(ii) Replacement (Original Company make) (only in case of lost)	Rs. 4,400/-
	(b) Split AC	
	(i) Repair	Rs. 2,600/-
	(ii) Replacement (Original Company make) (only in case of lost)	Rs. 4,400/-



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**Annexure - II**

<b>A</b>	<b>FAN/HOT CASE</b>	
1.	Maintenance of all types of fans of all make	
	a) Pedestal fan (servicing, repair of armature, motor etc.)	Rs. 690/-
	b) Table fans (servicing, repair of armature, motor etc.)	Rs. 690/-
	c) Wall mounted fans (servicing, repair of armature, motor etc.)	Rs. 690/-
2.	Maintenance of hot case	Rs. 690/-
3.	Maintenance of heat blower/oil radiator	Rs. 690/-
<b>B.</b>	<b>CALL BELLS/REMOTER BELLS</b>	
4.	Minor repair of call bell	Rs. 180/-
5.	Rate for new call bell/buzzer (cordless) with installation (Cona/Anchor/Havells)	Rs. 1350/-
6.	Rate for new ding dong bell (cordless) with installation (Cona/Anchor/Havells)	Rs. 1350/-
7.	Rate for new round push button	Rs. 50/-
<b>C.</b>	<b>WIRES/CABLES/ELECTRICAL FITTING (Cona/Anchor/Havells)</b>	
8.	3 core wire (23/76) copper wire (rate per meter)	Rs. 70/-
9.	3 core wire (40/76) (rate per meter)	Rs. 74/-
10.	3 core wire 23/76 (rate per meter)	Rs. 70/-
11.	3 core wire 70/76 (rate per meter)	Rs. 90/-
12.	2 core wire 23/76 (rate per meter)	Rs. 30/-
13.	PVC 3/20 (rate per meter)	Rs. 12/-
14.	PVC 3/22 (rate per meter)	Rs. 12/-
15.	PVC 7/20 (rate per meter)	Rs. 13/-
16.	<b>MCB Socket (5 ampere) Anchor, Havells, Cona make</b> Rate for 5 Ampere MCB Socket of Anchor make Rate for 5 Ampere MCB Socket of Havells make Rate for 5 Ampere MCB Socket of Cona make  <b>Rate for 15 ampere MCB switch</b>  Rate for 15 Ampere MCB Socket of Anchor make Rate for 15 Ampere MCB Socket of Cona make Rate for 15 Ampere MCB Socket of Havells make	Rs. 42/-          Rs. 90/-
17.	<b>MCB Switch (5 ampere &amp; 15 ampere) Anchor, Havells, Cona make</b> Rate for 5 Ampere MCB Switch of Anchor make Rate for 5 Ampere MCB Switch of Cona make Rate for 5 Ampere MCB Switch of Havells make  <b>Rate for 15 Ampere MCB switch</b>  Rate for 15 Ampere MCB Switch of Anchor make Rate for 15 Ampere MCB Switch of Cona make Rate for 15 Ampere MCB Switch of Havells make	Rs. 42/-          Rs. 90/-

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18.	<b><u>Multi socket 5 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
19.	<b><u>Multi socket 15 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
20.	<b><u>Wall socket 5 ampere (piano type)</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
21.	<b><u>Wall socket 5 ampere (multi socket)</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
22.	<b><u>Wall socket 15 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
<b>D</b>	<b>SWITCHES</b>	
23.	<b><u>Main Switch 30 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 250/-
24.	<b><u>Switch 5 ampere (piano type)</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
25.	<b><u>Switch 15 ampere (piano type)</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
26.	<b><u>Wall switch 5 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 42/-
27.	<b><u>Wall switch 15 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
<b>E</b>	<b>PLUGS</b>	
28.	Special plug for MCB	Rs. 270/-
29.	<b><u>3 in plug 5 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 44/-
30.	<b><u>3 in plug 15 ampere</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 90/-
31.	<b><u>New multi plug 3 pins (light)</u></b> Rate for Anchor make Rate for Cona make Rate for Havels make	Rs. 44/-



<b>F. RATE OF TUBE LIGHTS/BULBS</b>		
32.	Rate for replacement of tube light frame	Rs. 85/-
33.	LED Bulb 0.5 Watt (Philips, Crompton etc)	Rs. 70/-
34.	Colour bulb each (for engagement light)	Rs. 15/-
35.	Supply & fixing of engagement light (red and green light bulbs)	Rs. 810/-
36.	Philips bulb (230V-25W Candle CFL)	Rs. 70/-
<b>G. RATE OF BOARDS</b>		
37.	Acrylic/Fibre board (7X4)	Rs. 10/-
38.	Acrylic/Fibre board (8X6)	Rs. 10/-
39.	Acrylic/Fibre board (8X10)	Rs. 10/-
40.	Acrylic/Fibre board (8X12)	Rs. 10/-
41.	Sheet bakelite (per inch)	Rs. 0.5 paisa
42.	Indicator on board each	Rs. 15/-
43.	Fuse on each board	Rs. 15/-
44.	Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Anchor make Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Havels make Rate for 3 multi-pin sockets & 3 switches (15 ampere) with fuse and indicator of Cona make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Anchor make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Havels make Rate for 4 multi-pin sockets & 4 switches (15 ampere) with fuse and indicator of Cona make	Rs. 990/-      Rs. 1090/-
45.	Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Anchor make Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Havels make Rate for 3 multi-pin sockets & 3 switches (5 ampere) with fuse and indicator of Cona make	Rs. 790/-
46.	Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Anchor make Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Havels make Rate for 4 multi-pin sockets & 4 switches (5 ampere) with fuse and indicator of Cona make	Rs. 890/-
<b>H. MISCELLANEOUS</b>		
47.	Batten per square feet	Rs. 30/-
48.	Fixing of batten per square feet	Rs. 20/-
49.	Supply of fixo-pen per sq. feet	Rs. 50/-
50.	Fixing of fixo-pen per sq. feet	Rs. 30/-
51.	MCB box each (Anchor/Havels/Cona)	Rs. 325/-
52.	Mini circuit breaker of Anchor, Havells/Cona	Rs. 10/-
53.	PVC pipe per square feet	Rs. 10/-
<b>I. FANS OF ALL TYPES (EXCLUDING CEILING FANS)</b>		
54.	Installation charges of wall fan with new fitting and fixtures	Rs. 125/-

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**AGREEMENT BETWEEN MINISTRY OF CULTURE AND**  
**M/S SATNAM ENTERPRISES, NEW DELHI**

The terms and conditions of the contract shall be as under :-

1. Bidder are required to submit Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand only) in the form of Demand Draft in favour of Drawing & Disbursing Officer, Ministry of Culture, Government of India, New Delhi from any Nationalized/Scheduled Bank. A representative of the firm will be permitted to present at the time of opening of quotations.
2. The rates of Comprehensive Annual Maintenance Contract of ACs (split and window) will include oiling, cleaning, greasing, servicing, fixing of wires, chemical wash, gas filling, replacement/repair of any or all the parts including replacement of motor/compressors/condenser and other electrical parts, air filter, connecting wires/metal plugs of the switches by new ones, carrying out pressure leak testing including vaccummising the system during the duration of the contract at the exclusive risk, responsibility and the cost of the contractor.
3. The contractor shall use ISI marked parts for repair/replacement. If the firm uses a non-ISI marked parts a penalty of double the cost of the part will be imposed.
4. It shall also be the responsibility of the approved contractor to periodically service and inspect/check all the ACs (Split & Window) and other general electric items of Ministry which are under the maintenance period, so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the user Section/Officers at least once in a quarter to the effect that the said apparatus are working satisfactorily during the quarter in question.
5. No advance payment will be made to the firm. Payment will be made quarterly basis of the AMC period. As regards AC Stabilizer, Fan (Wall Fan & Pedestal Fan), the firm will provide services on call basis as and when required.
6. The contractor shall be required to inspect all the air conditioners and put these into operation immediately failing which the contract may be cancelled by the undersigned without assigning any reasons and the security, etc. deposited by the contractor shall be forfeited.
7. For regular and proper maintenance/repair of the air conditioners and general electric equipments for attending to the complaints received from officers immediately, it shall be obligatory on the part of the contractor to depute sufficient number of qualified mechanics (minimum two) on all working days from 9.30 a.m. to 5.30 p.m. throughout the duration of the contract to attend immediately to the complaints received from the users of air conditioners and general electric equipments. In case of emergency, the complaints would also be required to be attended on holidays.
8. As far as possible, the maintenance/repair work shall be carried out in the premises of this Ministry. Only such work, execution of which is not possible in the premises of this Ministry, may be allowed to be done in the workshop of the firm. In no case, an air conditioner and general electric equipments, or part thereof, shall be taken out of the premises without formal written permission of this Ministry. No transportation charges will be paid on this account. The firm will also provide



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standby arrangement without any extra cost till the repaired ACs and electric equipments are brought back and re-installed. The air conditioners and electric equipments or part thereof, taken to the workshop will have to be brought back within two days, failing which the cost the machine/part will be recovered from the firm.

9. The contractor shall be required to do the work at the approved rates. If, for any reason, the firm is not able to do so, the work shall be got done from some other firm or from the open market at the cost of the contractor and the expenditure so incurred thereon shall be recovered from him. This may even entail the termination of the contract and forfeiture of the security deposit.

10. In case the contractor fails to cope up with the work load or does not render satisfactory services, the contract awarded to him shall be cancelled by giving 15 days notice without assigning any reason whatsoever and his security deposit and payment, due to him, if any, shall be forfeited. In this connection, decision of the Ministry shall be final and binding on the contractor.

11. AMC charges will be made in four quarterly installments after satisfactory performance of the company. Payments towards new Air Conditioners and electric equipments which will be automatically included in the ambit of AMC after completion of their warranty period and such Air Conditioners which are replaced during the period of maintenance, will be made on pro-rata basis.

12. In the event of contractor backing out of the contract in midstream, without prior explicit consent of the Ministry, not only the EMD would be forfeited, but also he will be liable to the recovery of the higher cost, vis-à-vis that contracted with him incurred by the Ministry for the balance period of contract through alternative means and would also be blacklisted for future contracts in the Government Ministry. In case the complaints of maintenance/repair of the air conditioners and general electrical equipments are not attended to within two hour, penalty of Rs. 150/- will be levied per day per Air Conditioner and no maintenance charges for this period will be admissible.

13. Ministry of Culture reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason therefore. It also reserves the right to reject the quotation without assigning any reason thereof or to renew the contract for such period as it may deem necessary taking into account, the satisfactory services rendered by the contractor during the season.

14. The contractor should clearly state such items that are not covered under the contract. The rates chargeable for any component/items not covered under Comprehensive AMC should be specifically mentioned in the quotation.

15. If at any point of time, the services of the Service technicians, being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the service technician immediately.

16. The Competent Authority reserves the right to conduct performance review of the contracting firm at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported.

17. During the period of the contract, if any mishap occurs, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.



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18. In the event of completion/lapse of tender, the service provider has to handover all ACs and general electrical equipments in running conditions to the next service provider.

19. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

मनोज देहुरी / MANOJ DEHURY  
अवर सचिव / Under Secretary  
संस्कृति मंत्रालय / Ministry of Culture  
भारत सरकार / Govt. of India  
नई दिल्ली / New Delhi

Gurpreet  
Signature of the authorized signatory  
of M/s Satnam Enterprises with seal

SATNAM ENTERPRISES  
1934, Outram Line  
Kingsway Camp, Delhi-9



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No. F. 6-5/2017-GA  
Government of India  
Ministry of Culture  
General Administration Section

Shastri Bhawan, New Delhi  
Dated : 30 July, 2019

To

M/s Satnam Enterprises,  
1934, Outram Lane,  
Kingsway Camp,  
Delhi - 110009.

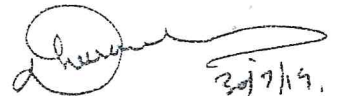
Subject:- Extension of Comprehensive Annual Maintenance Contract (CAMC) for repair/maintenance of Air Conditioners and other electrical equipments installed in the Ministry for further period of one year with effect from 20.09.2019 to 19.09.2020.

Sir,

I am directed to convey the approval of the competent authority of the Ministry of Culture for extension of the CAMC awarded to your firm for repair/maintenance of air conditioners and other electrical equipments installed in this Ministry for a period of one year with effect from 20.09.2019 to 19.09.2020 on the same rates, terms and conditions as mentioned in this Ministry's letter dated 10<sup>th</sup> October, 2018. The performance security of Rs. 25,000/- deposited in the form of FDR may kindly be revalidated for the extended period.

2. This issues with the approval of Joint Secretary (Admn.), Ministry of Culture.

Yours faithfully,

  
(D. M. Khare)

Under Secretary to the Govt. of India

Copy to:-

1. Cash Section, Ministry of Culture
2. PAO, Ministry of Culture
3. IFD, Ministry of Culture.