



Ref. No: AAI/WR/MUM/CNS-Stores/WO-18/2022-23/168

24th November, 2022

**M/s Faxonics Technologies Pvt. Ltd.**

Maruti Mansion, 5th floor,  
17, Raghunath Dadaji Street,  
Near Handloom House, Fort,  
Mumbai - 400 001

**SUBJECT : Work Order for CAMC of Multi - Function Laser Printer at CNS, Mumbai for 02 Years.**

**REFERENCES:**

- i) Tender Ref. No. AAI/MUM/CNS//2022-23/06
- ii) Tender ID: 2022\_AAI\_128292\_1
- iii) Your Bid No. 466633 dt.21/09/2022
- iv) LOI issued by AAI: AAI/WR/MUM/CNS-Stores/LOI/2022-23/165 dated 21/11/2022
- v) Acceptance of LOI by the contractor vide email dated 22/11/2022
- vi) Any other correspondence in connection with the Tender.

Sir/ Madam,

1. Reference is made to the above mentioned correspondences and your offer (Technical, Commercial proposal & various subsequent clarifications) submitted against above referred tender.
2. In this regard, Airports Authority of India (herein referred to as purchaser), is pleased to place a Work Order for **CAMC of Multi - Function Laser Printer at CNS, Mumbai for 02 Years** as per details in **Annexure-I** to **M/s Faxonics Technologies Pvt. Ltd.**, (hereinafter referred as contractor).
3. **PRICE** : The items in the **Annexure-I** shall be supplied and work executed by **M/s Faxonics Technologies Pvt. Ltd.**, at a total cost of **Rs.1,98,169/-** (Rupees One Lakh Ninety Eight Thousand One Hundred Sixty Nine Only) inclusive of all taxes, freight, Insurance, packaging, forwarding & all other associated costs etc. **including GST.**
4. **TIME SCHEDULE: w.e.f. 01/12/2022 TO 30/11/2024 (02 YEARS)**
5. **PAYMENT TERMS: As per Annexure-II to this letter of award.**
6. **PAYING AUTHORITY:** Regional Executive Director, Airports Authority of India, Mumbai shall be the paying authority for deliverables under this Work Order.

Bills may please be raised in the name of General Manager (CNS)-Mumbai, Airports Authority of India, Mumbai-400 099.

**(AAI, MUMBAI GST NO : 27AAACA6412D1Z8)**

7. **CONSIGNEE:**

Jt. GENERAL MANAGER (ATSEP) - CNS STORES,  
O/o GENERAL MANAGER (CNS),  
AIRPORTS AUTHORITY OF INDIA,  
ATS COMPLEX, SUTAR PAKHADI ROAD, NEAR SAHAR CARGO COMPLEX,  
ANDHERI (E), MUMBAI - 400 099.  
**CONTACT NO: 022-2681 9437 / 2682 8023**

8. **PERFORMANCE BANK GUARANTEE, LIQUIDATED DAMAGES and WARRANTY, SCOPE OF WORK :** As per Annexure-II to this letter of award.
9. This letter of awarding of the work shall form a part of the contract and all terms and conditions mentioned in the tender document and subsequent modifications (if any) circulated through corrigenda to the tender shall be a binding on both the parties, i.e. **AAI and M/s. Faxonics Technologies Pvt. Ltd.**
10. A copy of this award letter is to be returned duly signed in each page, to this office as a token of your acceptance.
11. **SIGNING OF THE AGREEMENT:** M/s Faxonics Technologies Pvt. Ltd. is required to enter into an agreement within 30 days from the date of issue of this work order on a Non-Judicial stamp paper of Rs.100/-. Cost of non-judicial stamp paper will be borne by the contractor.
12. Please acknowledge the receipt of this Work Order.



(R.V.TALPE)  
Jt.General Manager (ATSEP)  
For General Manager (CNS)-Mumbai  
Airports Authority of India, Mumbai-99

Encl:

- Annexure - I: Bill of Material & Cost of the work order.  
Annexure - II: Terms & Conditions.  
Annexure - III: Agreement Proforma.  
Annexure - IV : PBG Proforma

**ANNEXURE-I****Bill of Material & Cost of the work order****Name of Work: CAMC of Multi - Function Laser Printer at CNS, Mumbai for 02 YEARS**

| SN                                                                                | Description                                            | Qty. | Unit | Basic Unit Rate Rs. | Amount Rs. |
|-----------------------------------------------------------------------------------|--------------------------------------------------------|------|------|---------------------|------------|
| 1                                                                                 | CAMC of Multi - Function Laser Printer at CNS, Mumbai. |      |      |                     |            |
| 1.01                                                                              | 1 <sup>st</sup> YEAR CAMC                              | 54   | Jobs | 1555.00             | 83970.00   |
| 1.02                                                                              | 2 <sup>nd</sup> YEAR CAMC                              | 54   | Jobs | 1555.00             | 83970.00   |
|                                                                                   | Sub Total                                              |      |      |                     | 167940.00  |
|                                                                                   | GST @ 18%                                              |      |      |                     | 30229.00   |
|                                                                                   | Grand Total                                            |      |      |                     | 198169.00  |
| (Rupees One Lakh Ninety Eight Thousand One Hundred Sixty Nine Only including GST) |                                                        |      |      |                     |            |



(R.V.TALPE)  
Jt.General Manager (ATSEP)  
For General Manager (CNS)-Mumbai  
Airports Authority of India, Mumbai-99

**ANNEXURE -II**

Ref: AAI/WR/MUM/CNS-STORES/WO-18/2022-23/168

Date: 24/11/2022

The payment terms, Performance Bank Guarantee, Liquidated damages and Guarantee / Warranty, Scope of Work shall be as detailed below:

| Tender Clause      | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Section-III</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>4</b>           | <b>Performance Bank Guarantee (PBG) :</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4.1                | The successful bidder shall furnish the Contract Performance Bank Guarantee as specified in the tender within 30 days of acceptance of purchase/work order. The value of Performance Bank Guarantee shall be @ 3% of the total project cost for performance guarantee/warranty period from the issue of purchase order. This has to be done in a fixed period of time as per terms and conditions of the tender to avoid any delay in execution of work. In case of delay in execution of work the bidder shall be required to proportionately extend the PBG. In case successful bidder fails to submit the PBG within stipulated period, interest @ 12% p.a. on performance Guarantee amount would be levied (non-refundable) for delayed period of submission and shall be deducted from EMD or First running Bill. In case successful bidder fails to submit performance bank guarantee within 60 days from the date of issue of work order, AAI reserves the right to forfeit EMD and cancel the order. |
| 4.2                | Performance Bank Guarantee is to be furnished by successful bidder within 30 days after notification of the award and it should remain valid for a period of 90 (ninety) days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4.3                | The performance Bank Guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4.4                | The Performance Bank Guarantee shall be deemed to govern the following guarantees from the successful bidder, in addition to other provisions of the guarantee:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4.4.1              | The Hardware/Software supplied under the contract shall be free from all defects/bugs and upon written notice from AAI, the successful bidder shall fully remedy, free of expenses to AAI, all such defects/bug as developed under the normal use of the said hardware/software within the period of guarantee/Warranty.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4.4.2              | The Performance Bank Guarantee is intended to secure the performance of the entire system/items. However, it is not to be construed as limiting the damages stipulated in any other clause.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4.5                | The Performance Bank Guarantee will be returned to the successful bidder at the end of the period of liability without interest.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4.6                | The successful bidder will be fully responsible for the guaranteed performance of the supplied systems under warranty period. In case of any problem after commissioning and during guarantee warranty period the successful bidder will depute required resources to AAI's site to remove all defects at contractor's cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| 4.7               | The acceptance of valid reasons for non-compliance to clause 4 above shall attracts a fine at the whole discretion of AAI (subject to maximum 10% of the Contract Value) and AAI's decision with regard to imposition of the fine shall be final. The fine shall be recovered from the Performance Bank Guarantee.                                                                         |
| 4.8               | PBG shall be refunded to the contractor without interest, after he duly performs and completes the contract in all respects but not later than 90 (ninety) days of completion of all such obligations including the warranty under the contract.                                                                                                                                           |
| 4.9               | <p><b>The successful bidder shall submit BG (PBG/BG-SD/FBG) in accordance with the bank details.</b></p> <p> <b>CORPORATE NAME : AIRPORTS AUTHORITY OF INDIA</b><br/> <b>BANK NAME : ICICI BANK</b><br/> <b>IFSC CODE : ICIC0000007</b><br/> <b>BG ADVISING MESSAGE : IFN 760COV (BG ISSUE)</b><br/> <b>: IFN 767COV (BG AMENDMENT)</b><br/> <b>UNIQUE IDENTIFIER CODE : AAIRHQWR</b> </p> |
| 4.9.1             | While submitting the documents to BG issuing bank the vendor will also submit the request letter to the BG issuing bank as per Annexure-V:(B) PROFORMA FOR REQUEST LETTER TO THE BG ISSUING BANK of Tender document.                                                                                                                                                                       |
| <b>5</b>          | <b>SECURITY DEPOSIT :</b>                                                                                                                                                                                                                                                                                                                                                                  |
| 5.1               | 3% of total amount will be retained as contract performance guarantee in the event of failure in submitting Performance Bank Guarantee within stipulated time. However same will be released after submission of Performance Bank Guarantee.                                                                                                                                               |
| <b>Section-IV</b> |                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>5.</b>         | <b>SCOPE OF WORK:</b>                                                                                                                                                                                                                                                                                                                                                                      |
| 5.1               | The scope of the comprehensive annual maintenance (CAMC) service is for 02 years and covers the trouble free and smooth working of the Multi-function Laser Printer system and related assets covered under the contract as per package, all the time during the currency of the contract.                                                                                                 |
| 5.2               | Comprehensive Annual Maintenance Contract consist of Preventive & Corrective Maintenance.                                                                                                                                                                                                                                                                                                  |
| 5.3               | Report generation for each call/complaint and resolution with time and date.                                                                                                                                                                                                                                                                                                               |
| 5.4               | Analysis of the call/complaint and action taken for rectification, to prevent recurrence.                                                                                                                                                                                                                                                                                                  |
| 5.5               | Restoration of operation of system after any failure using hot standby/ spare equipment.                                                                                                                                                                                                                                                                                                   |
| 5.6               | Installation of software as and when required:                                                                                                                                                                                                                                                                                                                                             |
| 5.7               | Up-gradation of software as and when desired for system functionality or as recommended by the Hardware/ Software OEM.                                                                                                                                                                                                                                                                     |

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|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.8  | Bug fixing updates and modification of software/hardware to accommodate addition or deletion of system hardware.                                                                                                                                                                                                                                                                                                                          |
| 5.9  | Performing quarterly system performance tuning for optimum performance.                                                                                                                                                                                                                                                                                                                                                                   |
| 5.10 | Changing the system configuration, parameters and reorganizing disk space etc. if required.                                                                                                                                                                                                                                                                                                                                               |
| 5.11 | The contractor shall confirm in writing, the names of the Maintenance Engineers with complete contact details (address, e-mail, mobile number, etc.). Any change in these contact details shall be intimated to AAI in advance.                                                                                                                                                                                                           |
| 5.12 | Complaints shall be lodged to the Maintenance Engineer for rectification and restoration of systems. The Maintenance Engineer of the contractor shall ensure serviceability by periodic monitoring/ inspections, etc., and in case of any unserviceability shall take immediate corrective action.                                                                                                                                        |
| 5.13 | AAI Officer In-charge or his authorised representative shall be informed of any scheduled and corrective maintenance and post restoration of any unserviceable equipment/system/facility.                                                                                                                                                                                                                                                 |
| 5.14 | In case of any breakdown, the contractor maintenance personnel shall rectify the fault and restore the equipment and system to the satisfaction of the AAI unit In-charge within 4 Hours of reporting of the fault.                                                                                                                                                                                                                       |
| 5.15 | After rectification, operation and performance of the system shall be checked and maintained to the satisfaction of the AAI unit In-charge.                                                                                                                                                                                                                                                                                               |
| 5.16 | Contractor shall replace all the faulty & functionally not acceptable components, modules etc. at own cost.                                                                                                                                                                                                                                                                                                                               |
| 5.17 | Contractor shall maintain Preventive/ Corrective/Breakdown maintenance record at site, and get it counter-signed by AAI representatives for records and payment of AMC charges as per payment schedule.                                                                                                                                                                                                                                   |
| 5.18 | Contractor shall make appropriate entries about comprehensive performance based on Preventive/Corrective maintenance; Performance logged and his evaluation/ analysis.                                                                                                                                                                                                                                                                    |
| 5.19 | Proper Log books shall be maintained by the contractor for preventive, breakdown maintenance and preventive maintenance i.e. check each device status of working; if not working take appropriate action for serviceability and duly recorded in log books & periodic inspections as per the instructions of AAI, and shall be handed over to the AAI Officer Incharge or his authorised representative for inspection and certification. |
| 5.20 | All Maintenance log-books, reports, records, etc. shall be property of AAI, and the same shall not be removed from AAI premises or disclosed to any third party, without prior written permission of the AAI Officer In-charge.                                                                                                                                                                                                           |
| 5.21 | The amount of the CAMC shall be inclusive of all spares, software loading/ updating and services but excluding the consumables & plastic parts.                                                                                                                                                                                                                                                                                           |
| 5.22 | Contractor shall maintain sufficient inventory of spares to ensure compliance of terms and conditions of CAMC. Component level/card level maintenance shall have to be carried out by the contractor. It is therefore necessary that sufficient stock of spares is kept with the                                                                                                                                                          |

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|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | maintenance engineer of the contractor, so that un-serviceability can be attended by the method of replacement in order to have minimum down time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>6.</b> | <b>Preventive maintenance:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6.1       | Quarterly Maintenance schedule                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6.1.1     | External cleaning of Multi-function Laser Printer system with a soft muslin cloth.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6.1.2     | Cleaning in the field with a blower.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6.1.3     | Check functioning of all systems and take corrective action, if necessary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6.1.4     | The repairs/maintenance of equipment is to be carried out at site. In case of a defect in equipment/ its accessories, necessitating major repairs at the service centre of the contractor, the same may be taken to service centre under intimation to the AAI Officer In-charge. In such cases, all expenditure and arrangement to dispatch, repair and return of the equipment/subassembly shall be borne/carried out by the contractor. Penalty shall be levied for delay beyond the prescribed time in setting right the equipment. The original equipment has to be reinstated at site after the repairs have been carried out at service centre at the earliest. |
| <b>7.</b> | <b>ITEMS QUANTITY AND LOCATION OFFERED UNDER SERVICES:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7.1       | Present systems are installed in different buildings and floors in Mumbai i.e. ATS Complex, RED office, New Sky Tower, HF transmitter and Juhu Airport. These systems are comprising of <b>CANON MF 4450 (Qty -10), CANON MF 4750 (Qty-02) and CANON MF 235 (Qty42).</b>                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>11</b> | <b>PAYMENT TERMS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11.1      | The Buyer shall be responsible for making the payment to the CAMC Service provider on timely (if the services are satisfactory) on submission of bill by the service provider on completion of each billing period (Quarterly) after deducting penalty amount, if any.                                                                                                                                                                                                                                                                                                                                                                                                 |
| 11.2      | Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the CAMC rates during the entire period of CAMC; no difference shall be paid or claimed as a result of the above.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11.3      | The price quoted shall be "on entire System PER ANNUM" basis. Where entire system will consist of various multi-Function Laser printers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11.4      | Payment will be released on quarterly basis after successful completion of work and deduction of penalty, if any.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11.5      | Vendor has to submit invoice in triplet along with the satisfactory performance certificate from the concerned CNS in charge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 11.6      | AAI shall deduct income tax and make other applicable recoveries from running bill payments as per prevailing rules. TDS (Tax Deducted at Source) certificate however shall be issued to contractor. No advance payment shall be made to the firm.                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|--------|-----------------------------------------------------------------------------------------------|
| 11.7   | Paying Authority is Regional Executive Director, AAI, WR, Mumbai.                             |
| 11.7.1 | Bill shall be raised in Favour of "AIRPORTS AUTHORITY OF INDIA", Payable at Mumbai - 400 099. |

**NOTE : OTHER TERMS & CONDITIONS AS PER TENDER DOCUMENT.**

(R.V.TALPE)  
Jt.General Manager (ATSEP)  
For General Manager (CNS)-Mumbai  
Airports Authority of India, Mumbai-99

**Signature Not Verified**

Digitally signed by MANISH KUMAR  
Date: 2023.02.22 17:02:01 IST  
Location: eProcurement System for  
Central PSUs