

## Contract | अनुबंध



Contract No | अनुबंध क्रमांक: GEMC-511687714126969

Contract Generated Date | अनुबंध तिथि: 04-Oct-2023

Bid/RA/PBP No. | बोली/आरए/पीबीपी संख्या: [GEM/2023/B/3948020](#)

Organisation Details   संगठन विवरण	Buyer Details   खरीदार विवरण
Type   प्ररूप : State Autonomous Ministry   मंत्रालय : - Department   विभाग : Health & Family Welfare Department Gujarat Organisation Name   संगठन का नाम : N/A Office Zone   कार्यालय क्षेत्र : Indian system of medicine and homeopathy	Designation   पद : MEDICAL OFFICER AYURVED Contact No.   संपर्क नंबर : 091-97271664-70 Email ID   ईमेल आईडी : mo-ayush-cdpr@gujarat.gov.in GSTIN   जीएसटीआईएन : - Address   पता : District Ayurved Office, AYUSH Branch, Jilla Panchayat bhavan, kawat road Chhotaudepur-391165, VADODARA, GUJARAT-391165, India

Financial Approval Detail   वित्तीय स्वीकृति विवरण	Paying Authority Details   भुगतान प्राधिकरण विवरण
IFD Concurrence   आईएफडी सहमति : No Designation of Administrative Approval   प्रशासनिक अनुमोदन का पदनाम : DAO Chhotaudepur Designation of Financial Approval   वित्तीय अनुमोदन का पदनाम : DAO Chhotaudepur	Role : PAO Payment Mode   भुगतान का तरीका : Internet Banking Designation   पद : DISTRICT AYURVED OFFICER CHHOTA UDEPUR Email ID   ईमेल आईडी : dao-ayush-cdpr@gujarat.gov.in GSTIN   जीएसटीआईएन : - Address   पता : District Ayurved Office, AYUSH Branch, Jilla Panchayat bhavan, kawat road Chhotaudepur-391165, Vadodara, GUJARAT-391165, India

Consignee Details   परेषिती विवरण		
S.No   क्र.सं.	Consignee Name & Address   परेषिती नाम & पता	Service Description   सेवा विवरण
1	Contact   संपर्क : 091-94263843-74 Email ID   ईमेल आईडी : hmo-ayush-cdpr@gujarat.gov.in GSTIN   जीएसटीआईएन : - Address   पता : District Ayurved Office, AYUSH Branch, Jilla Panchayat bhavan, kawat road Chhotaudepur-391165, VADODARA, GUJARAT-391165, India	Non Paper Printing Services - Quantity Based - Flex & Banners; Digital; PVC (as per ISO/IEC 7810) Paper-based Printing Services - Printing with Material; Pamphlet; Digital

Service Provider Details   सेवा प्रदाता विवरण	
GeM Seller ID   जेम विक्रेता आईडी : X56U220006178238 Company Name   कंपनी का नाम : EKTA OFFSET PRIVATE LIMITED Contact No.   संपर्क नंबर : 09904853800 Email ID   ईमेल आईडी : ektaoffset2015@gmail.com Address   पता : 0, NEAR BHAGWATI FURNITURE, NADIAD PIPLATA ROAD,, NADIAD, Kheda, GUJARAT-387355, - MSME verified   एमएसएमई सत्यापित : Yes MSME Registration number   एमएसएमई पंजीकरण संख्या : UDYAM-GJ-12-0003528 MSE Social Category   एमएसएमई सामाजिक श्रेणी : General MSE Gender   एमएसएमई लिंग श्रेणी : Male GSTIN   जीएसटीआईएन : 24AABCE6429P2ZA	

\*GST / Tax invoice to be raised in the name of | जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा - Buyer

## Service Details | सेवा विवरण

Service Start Date (latest by) | सेवा प्रारंभ दिनांक (नवीनतम) : 11-Oct-2023 Service End Date | सेवा समाप्ति तिथि : 10-Nov-2023

Category Name | श्रेणी नाम : Non Paper Printing Services - Quantity Based

Billing Cycle   बिलिंग चक्र : monthly		
Description   विवरण	Required quantity (in Numbers)	Rate per unit
Frame	Without Frame	
District	NA	
Orientation	Not Required	
Type of Printing	Digital	
Product of Printing	Flex & Banners	
Colour of Nameplate	Not Required	
Design	Not Required	
Color of Lettering	Not Required	

Printing Content	Text + Logo	45	960
Thickness	220 GSM		
Dimensions	6ft x 3ft		
Zipcode	NA		
Eyelets	Not Required		
Finishing	Not Required		
Material	PVC (as per ISO/IEC 7810)		
Mounting/ Installation Type	Advertising Site		
Lease/ Agreement/ Rent receipts (in case of rented space) to be uploaded(document proofs to be submitted by SP)	NO		
Type of Lettering	Not Required		

**Total Amount (Formula) | कुल राशि (रु०) :**  
(Required quantity(in Numbers)\*Rate per unit)

Total Value without Addons   ऐडऑन के बिना कुल मूल्य (INR)	43200
Total Addon Value   कुल एडऑन मूल्य (INR)	0
Total Value Including Addons   ऐडऑन सहित कुल मूल्य (INR)	43200

**Category Name | श्रेणी नाम : Paper-based Printing Services**

**Billing Cycle | बिलिंग चक्र : monthly**

Description   विवरण	Number of Copies	Price per page
District	NA	7200
Size of the Paper (in cm)	A4 (21.0 x 29.7)	
Single/ Double Sided	Single Sided (One Sided)	
Mode of Printing	Digital	
Type of Printing	Printing with Material	
Number of languages of printing	Single	
Thickness of Paper in GSM	66-70 GSM	
Printing Content	Text + Pictorial	
Zipcode	NA	
Category of Printing	Pamphlet	
Inserts	Pictures	
Lease/ Agreement/ Rent receipts (in case of rented space) to be uploaded(documentary proofs to be submitted by SP)	NO	
Paper Material	Colour Printing Paper	
Standards of Paper	Conformity to Indian Standard IS 12766	
Language	Gujarati	
Colour of Printing	Front Multi - Color Back Single Color	
Number of pages per Item	1	

**Total Amount (Formula) | कुल राशि (रु०) :**  
(Number of Copies\*Price per page\*Number of pages per Item)

Total Value without Addons   ऐडऑन के बिना कुल मूल्य (INR)	7128
Total Addon Value   कुल एडऑन मूल्य (INR)	0
Total Value Including Addons   ऐडऑन सहित कुल मूल्य (INR)	7128

**Amount of Contract | अनुबंध की राशि**

Total Contract Value Including All Duties and Taxes   सभी शुल्क और करों सहित कुल अनुबंध मूल्य (INR)	50328
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**SLA Details | एसएलए विवरण**

### Special Terms and Conditions for Paper-Based Printing Service

#### 1 Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Printing Service provider. The purpose of this Agreement is to facilitate the implementation of Paper-Based Printing Services for the use of the Buyer or any other designated person/ representative of the Buyer. This Agreement outlines the Scope of Work, Buyer's Obligations, Special Terms and Conditions related to service delivery, and payment of services for mutual understanding of the Stakeholders. The Agreement remains valid till completion of Scope of Services or end of contractual duration (whichever is earlier) unless either superseded by a revised Agreement mutually endorsed by the Stakeholders or terminated by either of the parties thereof.

The Services contracts placed through GeM shall be governed by the following set of Terms and Conditions:

1. General terms and conditions for Services.
2. Service Specific STC of the Services contracts shall include the Service Level Agreement (SLA) for the Service.
3. BID / Reverse Auction specific ATC.

The above terms and conditions are in reverse order of precedence i.e., ATC supersedes Service specific STC which supersedes GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with the Scope of Work and Service Level Agreement as enumerated in the document shall be construed to be part of the Agreement between Buyer and Service Provider.

## 2 Objectives and Goals

The objective of this Agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Buyer by Service Provider. The goals of this Agreement are to:

1. Provide clear reference to service ownership, accountability, roles, and responsibilities of both parties;
2. Present a clear, concise, and measurable description of services offered to the Buyer;
3. Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with the conditions specified.
4. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The Agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. The Agreement can also be revised/ modified on mutual consent of the stakeholders.

## 3 Parties to the Agreement

The main stakeholders associated with this agreement are below-

1. **Buyer:** The buyer is responsible to provide clear instructions, approvals, and timely payments for the services availed
2. **Service Provider:** The service provider is responsible to provide all the required services in a timely manner. The service provider may also include the seller, any authorized agents, assignees, successors, and nominees as described in the Agreement

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document.

## 4 Scope of Services

Paper-based Printing Service shall be provided end-to-end by the Service Provider along-with cost-effective solutions and services to print a wide variety of books, booklets, brochures, forms, envelopes, cards, note cards, flyers, posters, letterheads, forms, business cards, Diary, Planner, Desk Calendar, Wall Calendar, Poster Calendar, Bill Books and any other paper-based printing demand along with a complete customizing package.

The scope of the service requires the Vendor to provide Paper-based Printing Services to the Buyer as per the specifications stipulated by the Buyer.

### 4.1 Service Details and Standards

1. All the printed orders should be of the desired quantity. Any shortfall in numbers will attract a penalty.
2. The order should be aligned to the specifications chosen by the buyer. The quality of the material should not deviate from what is chosen by the buyer

### 4.2 Defined Timelines

1. Since timely delivery is the biggest essence of the contract, the Service Provider shall ensure that the order should be delivered as and when mentioned by the buyer.
2. Any kind of delay in the delivery of printed orders shall attract penalties.

### 4.3 Service Assumptions

1. The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest here in any manner or degree directly or indirectly to any person, firm, or corporation whatsoever.
2. The Service Provider at his/ her own cost will arrange all the equipment(s), materials (in case of printing with the material), and other things/ services, etc. necessary for printing depending on the type of printing (with or without material).

## 5 Service Provider's Obligation

1. The service provider shall ensure the level of service delivered is of the highest professional standard and shall ensure full compliance with the terms and conditions of the contract.
2. The Service Provider shall conduct printing activities and deliver printed material in accordance with the conditions of the Agreement at the time and place and in the manner as specified by the Buyer.
3. The Service Provider shall print, bind and deliver the work in clear and legible type, form and style and with other fit and proper material in a good and workmanlike manner, and by the process specified, and where a sample is supplied, in accordance therewith.
4. The awarded Service Provider shall deliver 3 (three) hard copies of the initial edited version of the compendium along with a soft copy in Word/PDF or any other preferred format for approval (stage one).
5. The Service Provider shall whenever called upon to do so, give full particulars, and information with regard to any work in hand and shall also permit an official deputed by the Buyer to inspect his printing premises at all required times. The Service Provider shall give assistance and information as may be required by him/ her in connection with any contract or contracts.
6. Page Design should be given by Service Provider based on the Buyer's requirement. The service provider shall provide a sample copy with the final page design to the Buyer before proceeding with the printing of the complete assignment. The service provider should clearly work as per detailed layout design, font size, style, color, alignment, spacing, pagination, etc.

## 6 Buyer's Obligations

1. The Buyer Department may choose to provide a specimen in the form of a hard or soft copy indicating the rough layout of tables/graphs/text matters/Photographs of Installations etc. to give an idea in general. This is, however, not to be treated as a sample.
2. The buyer will rigorously verify the materials (content etc) provided for printing for authenticity, clearness, and legibility, before handing them over to the service provider.
3. In case of printing only type of Service, Buyer should provide the required material to Service Provider well on time, to avoid the delay in the start of Printing Service.
4. Price Variation Clause: "It is advisable to include Price Variation Clause in the long-term contracts to take care of the increase/decrease in prices of various ingredients which majorly affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through ATC for long-term contracts. The additional payment, if any, on account of PVC can be done offline till such time online functionality is developed on GeM."

## 7 Service Tracking

Tracking of services ensures the quality of service delivery in a time-bound manner, effective service tracking helps in analyzing Service Provider's performance as well as the Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for both Buyer and Service Provider, non-tracking of the same may lead to a fine/ penalty on either party.

### 7.1 Logbook

1. The Service Provider shall maintain a log book which should be signed by the consignee to verify the materials delivered to the Buyer.
2. The service provider shall thereafter update the logbook on the GeM portal as per the logbook process flow.

3. Once the service provider updates the logbook online, the consignee shall either accept or reject these entries within the prescribed timelines. The buyer will also record any service non-delivery or non-performance issues, and subsequent penalties. Failure to act on logbook entries updated by the service provider shall be deemed as accepted.
4. The Service Provider can raise an issue against the rejection of any entry by the buyer within prescribed timelines of such rejection with the designated representative of the Buyer.

## 7.2 Service Performance and Feedback

1. The principal point of contact for the issues arising out of this Agreement will be the Service Provider or a designated representative who shall be an employee of the Service Provider in an administrative and managerial capacity and in a position of authority to resolve issues. Nonetheless, the Service Provider shall be solely responsible for maintaining the quality and level of service provided.

## 8 Deductions and Liquidity Damages

Breach of SLA is defined as performance lower than requisite performance in this Agreement. The following conditions shall specify breach of contract and the Buyer shall have the right to immediately terminate the Agreement.

1. Cumulative penalties reach 10% of the Contract Value; and
2. Subcontracting or outsourcing of the contract/ Agreement, in part or whole.

Penalties shall be levied on the Service Provider, for the violation of the Service Level Agreement as mentioned below:

#	Nature of Default	Description of default	Deductions
1.	Defective/Damaged Goods		
	a. Defect/Damage of up to 25% of the order (by volume)		i. 2% of the contract value
	b. Defect/Damage from 25%-50% of the order (by volume)	Any kind of damage/destruction of printed material and/or Damage of product during logistics, or defect in the product such as low quality of material/printing, error in content, printing not according to buyer's specifications; Improper logo/pictures/color shades/improper binding/finishing, etc.	ii. 3% of the contract value
	c. Defect/Damage of more than 50% of the order.		iii. 4% of the contract value or option to terminate the contract.
2.	Delay in Delivery	Delay in delivery of the order or order not received at the desired location on time, as specified.	0.5% per week. Cumulative every week.
	Non-supply of complete order (Shortfall)		
	a. Up to 25% of the order		a. 3% of the contract value
3.		The quantity of order supplied is less than ordered.	
	b. from 25% - 50% of the order		b. 5% of the contract value
	c. more than 50% of the order		c. 7% of the contract value or option to terminate the contract

The maximum cumulative deductions on all the occasions put together shall not exceed 10% of the contract value and exceeding the limit is liable for cancellation of the Agreement.

## 9 Payment Terms

This section provides details about the terms and conditions of payment towards the services, it may also include the deduction of payment in case of faulty service.

Some notable points under payment terms are-

### 9.1 Payment Condition

1. The payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer.
2. No advance payment shall be made to the Service Provider.
3. The price quoted shall cover all aspects of service delivery. It shall be inclusive of all consumables required to provide the service.

### 9.2 Payment Cycle

1. Payment shall be made once the services are delivered, and the Service Provider submits the invoice for the same.
2. The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook, and service feedback.

### 9.3 Payment Process

1. Payment shall be made only after submission of invoices, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.
  2. All the deductions/ interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.
- iii. Payment will be made through bank transfer only, in no circumstance cash/ cheque payment will be made.

### 10 Amendment of Contract

During the service delivery period, some conditions may occur when the Buyer and/ or Service Provider may require amending the Agreement, some of such conditions may be as followed-

1. *Amendment of the Contract after the event of Force Majeure:* In case of occurrence of any exceptional event/ circumstance which has affected either party directly to perform the agreed services, the agreement can be amended. However, the cause, evidence, and nature of such effect shall be notified to the other party.
2. *Amendment in statutory variations:* All statutory variations leading to an increase in the cost of the contract will be debited to the buyer accounts.
3. *Amendment of the Contract as per both parties' consent:* Amendment of the Contract shall be done as per mutual consent of both parties; no party shall be made liable to pay/ get any compensation for agreement amendment. However, the variation put together shall not reduce or exceed 25% of the contract value.

### 11 Termination of Contract

The Agreement shall come to an end either on completion of the Contract Period or shall be terminated for the following reasons:

1. *Mutual consent:* The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including the notice period.
2. *Breach of contractual obligations:* Any incidents considered as a breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract where that breach is not capable of remedy, or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.
3. *Breach of SLAs:* The contract may also be terminated if i) the cumulative penalties rise to 10% of the contract value ii) repeated breach of any SLA beyond 3 instances as per buyer discretion.

However, termination of this Contract shall not affect any accrued rights or remedies of either party.

### 12 Calculation Formula

Total Contract Value will be calculated as:

Total Contract Value =  $n * r * q$ , Where

n = No. of Pages per Item

r = Rate per Page

q = Quantity (No. of items)

Cost of Add-ons (if selected by the buyer in bid) will be added to the above values. Calculation of Add-Ons will be as per the below formula:

Add-Ons Value =  $(r1 + r2 + r3 + r4 \dots) * q$

where r1, r2, r3, r4, etc. are the rates quoted by the service provider for all individual Add-On services,

and q = Quantity (No. of items)

## SLA Details | एसएलए विवरण

### Service Level Agreement

#### Non-Paper Printing Services - Quantity Based

### 1 Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Printing Service provider. The purpose of this Agreement is to facilitate the implementation of Non-Paper Based Printing Services for the use of the Buyer or any other designated person/ representative of the Buyer. This Agreement outlines the Scope of Work, Buyer's Obligations, Special Terms and Conditions related to service delivery, and payment of services for mutual understanding of the Stakeholders. The Agreement remains valid till completion of Scope of Services or end of contractual duration (whichever is earlier) unless either superseded by a revised Agreement mutually endorsed by the Stakeholders or terminated by either of the parties thereof.

The Services contracts placed through GeM shall be governed by the following set of Terms and Conditions:

1. General terms and conditions for services;
2. Service Specific STC of the Services contracts shall include the Service Level Agreement (SLA) for the Service;
3. BID / Reverse Auction specific ATC.

The above terms and conditions are in reverse order of precedence i.e. ATC supersedes Service specific STC which supersedes GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with the Scope of Work and Service Level Agreement as enumerated in the document shall be construed to be part of the Agreement between Buyer and Service Provider.

### 2 Objectives and Goals

The objective of this Agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Buyer by Service Provider. The goals of this Agreement are to:

1. Provide clear reference to service ownership, accountability, roles, and responsibilities of both parties;
2. Present a clear, concise, and measurable description of services offered to the buyer;
3. Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified;
4. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons

The Agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply with the same. The Agreement can also be revised/ modified on mutual consent of the stakeholders.

### 3 Parties to the Agreement

The main stakeholders associated with this agreement are below-

1. **Buyer:** The buyer is responsible to provide clear instructions, approvals, and timely payments for the services availed
2. **Service Provider:** The service provider is responsible to provide all the required services in a timely manner. The service provider may also include the seller, any authorized agents, assignees, successors, and nominees as described in the agreement

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document.

### 4 Scope of Services

The scope of "Non-Paper-based Printing Service" is to print a wide variety of products like Plastic flex, standees, cloth flex, plastic banner, cloth banner, signage, nameplates, etc. of the specified number on/ of required dimensions.

#### a. Flexes and Banners

Flexes and banners are digitally printed ubiquitous communication mediums. It is most widely used for outdoor advertising as it is flexible, durable, economical, and reusable. Printed Flex and Banners are durable, fade-resistant, and tear-resistant materials that can be used for outdoor as well as indoor advertising and imparting information. Printed flex banners can be used in hoardings, events, exhibitions, etc. for pasting or hanging with eyelets. It has to be applied externally.

#### b. Signages

Signage is the design or use of signs, letters, and symbols to communicate a message, or information to the public or a specific group, usually for the purpose of marketing or information. Some of the most frequently used signages are 'Exit', 'Toilets', 'Entry Restrictions', 'No Smoking', 'Corridor Directions', etc

#### c. Nameplates

It is an engraved plate with letters, attached to something and bearing the name of the owner, position, occupier, maker, or the thing itself. Some of the most frequently used nameplates are 'official names with designations', 'meeting room names', 'conference room names', etc.

#### d. Cards

A card is usually a rectangular piece of stiff paper, thin pasteboard, or plastic for various uses, such as to write information on or printing as a means of identifying the holder.

The scope of the service requires the Vendor to provide the Non-Paper Based Printing Services to the Buyer as per the specifications stipulated by the Buyer. It would be the obligation of the Vendor to provide services according to the following parameters:

1. Material
2. SurroundingFrame
3. Finishing
4. Design
5. Mounting/ InstallationType
6. PrintingContent
7. Language ofText
8. Type of lettering
9. Max Limit of characters
10. Colour of lettering
11. Colour ofNameplate
12. Dimensions (in cm)
13. Thickness (in mm)
14. Lamination
15. Size(Dimensions)
16. Orientation
17. The thickness of Flex (in GSM)
18. Type ofPrinting

#### 4.1 Service Details and Standards

1. All the printed orders should be of the desired quantity. Any shortfall in numbers will attract a penalty.
2. The order should be aligned to the specifications chosen by the buyer. The quality of the material should not deviate from what is chosen by the buyer

#### 4.2 Defined Timelines

1. Since timely delivery is one of the most important aspects of this service contract, the Service Provider shall ensure that the order should be delivered as per the timelines defined in the purchase order.
2. Any kind of delay in the delivery of printed orders shall attract deductions.

#### 4.3 Service Assumptions

1. The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest here in any manner or degree directly or indirectly to any person, firm, or corporation whatsoever.

### 5 Service Provider's Obligation

1. The Service Provider shall ensure the level of service provided is of the highest professional standard and shall ensure full compliance with the terms and conditions of the contract.

2. The Service Provider at his/ her own cost shall arrange all the equipment(s), materials (in case of printing with the material), and other things/ services, etc. necessary for printing. The Buyer shall provide only the manuscript (both hard and soft copies).
3. The Service Provider shall do the printing and deliver printed material in accordance with the conditions of the Agreement at the time and place and in the manner as specified by the Buyer.
4. The Service Provider shall, whenever called upon to do so, give full particular information with regard to any work in hand and shall also permit an official deputed by the Buyer to inspect his printing premises at all required times. The Service Provider shall give assistance and information as may be required by him/ her in connection with any contract or contracts.
5. Design should be given by Service Provider based on the Buyer's requirement. The Service Provider shall provide a sample copy with the final design to the Buyer before proceeding with the printing of the complete assignment. The service provider should clearly work as per detailed layout design, font size, style, color, alignment, spacing, pagination, etc.
6. The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/State] and especially Minimum Wages Act, Payment of Wages Act, PF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, etc. as applicable from time to time. The employees of the Service Provider shall not be deemed to be employees of the Buyer; hence compliance with the applicable acts/ laws will be the sole responsibility of the service provider.

## 6 Buyer's Obligations

1. The Buyer Department may choose to provide a specimen in the form of a hard/soft copy indicating the rough layout of tables/graphs/text matters etc. to give an idea of general get up etc. This is, however, not to be treated as a sample.
2. Materials (content etc) provided for printing by Buyer shall be rigorously verified for authenticity, clearness, and legibility before being handed over to Service Provider.

## 7 Service Tracking

Tracking of services ensures the quality of service delivery in time bound manner, effective service tracking helps in analyzing Service Provider's performance as well as the Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for both Buyer and Service Provider.

### 7.1 Logbook

1. The Service Provider shall maintain a logbook which should be signed by the buyer to verify the materials delivered to the buyer.
2. The service provider shall thereafter upload the logbook on the GeM portal as per the logbook process flow.
3. Once the service provider updates the logbook online, the Buyer shall either accept or reject these entries within the prescribed time limit. The buyer will also record any incident of non-delivery or non-performance issues, and subsequent deductions shall be levied. Failure to take action on logbook entries updated by the service provider shall be deemed acceptable to all.
4. The Service Provider can raise an issue against the rejection of any entry by the buyer within the timelines of such rejection with the designated representative of the buyer.

### 7.2 Service Performance and Feedback

1. The principal point of contact for the issues arising out of this Agreement will be the Service Provider or a designated representative who shall be any employee of the Service Provider in an administrative and managerial capacity and in a position of authority to resolve issues. Nonetheless, the Service Provider shall be solely responsible for maintaining the quality and level of service provided.

## 8 Penalties and Fine

Breach of SLA is defined as performance lower than requisite performance in this Agreement. The following conditions shall specify breach of Contract and the Buyer shall have the right to immediately terminate the Agreement.

1. Cumulative penalties reach 10% of the contract value
2. Subcontracting or outsourcing of the contract, in part or whole

Deductions shall be levied on the Vendor, for the violation of the Service Level Agreement of the Contract as mentioned below

#	Nature of Default	Description of default	Penalty
<b>Damaged Goods</b>			
1	a. Damage of up to 25% of the order (by volume)		2% of the contract value
	b. Damage from 25%-50% of the order (by volume)	Any kind of damage/ destruction of printed material and/or Damage of product during logistics.	3% of the contract value
	c. Damage of more than 50% of the order (by volume)		4% of the contract value or the option to terminate the contract
2	Delay in Delivery	Delay in delivery of the order. Order not received at the desired location on time, as specified.	0.5% per week.
			Cumulative every week.
<b>Printing not as per Buyer's specifications</b>			
3	Defects of up to 25% of the order (by volume)	Low quality of material, printing, Errors in content, Printing not according to Buyer's specifications, ex: Improper Logo,	3% of the contract value
	Defects from 25% - 50% of the order (by volume)	Pictures, Color shades, poor quality of photographs and images, improper binding and finishing, or any variation to the approved sample, etc	5% of the contract value
	Defect of more than 50% of the order (by volume)		Option to terminate the contract

### Non-supply of complete order (Shortfall)

a. Up to 25% of the order		3% of the contract value
4		
b. from 25% - 50% of the order	The quantity of order supplied is less than ordered.	5% of the contract value
c. more than 50% of the order		7% of the contract value or the option to terminate the contract the contract

The maximum cumulative penalty on all the occasions put together shall not exceed 10% of the contract value and exceeding the limit is liable to cancellation of the contract.

## 9 Payment Terms

1. The Payment procedure as specified in the General Terms and Conditions (GTC) of GeM will be applicable.
2. Payment schedule to be as per payment terms specified in bid document/ATC by the buyer.

## 10 Formula Used

Total Contract Value = Rate \* Quantity

Where,

Rate = Rate per Unit quoted by Service Provider in the bid

Quantity = Number of Units required by the buyer as mentioned in the bid document

**Additional Required Data/Document(s) : Buyer | अतिरिक्त आवश्यक डेटा/दस्तावेज़: खरीदार**

1. Sample/ Description for the desired product : [click here](#)
2. Scope of Work : [click here](#)

**Additional Data/Document(s) : Seller | अतिरिक्त डेटा/दस्तावेज़ : विक्रेता**

1. Certificate (Requested in ATC) : [click here](#)
2. Lease/ Agreement/ Rent Receipts (in Case Of Rented Space) To Be Uploaded. : [click here](#)
3. Debarment / Blacklisting By Any Govt./psu/ulb/parastatal Organization In Last X Years : [click here](#)
4. Any Other Document As Requested By Buyer In Bid Document : [click here](#)
5. Proposed Solution : [click here](#)

**ePBG Detail | ईपीबीजी विवरण**

Advisory Bank | सलाहकार बैंक :

NA

ePBG Percentage(%) | ईपीबीजी प्रतिशत (%) :

NA

## Terms and Conditions | नियम और शर्तें

### 1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

### 2. Buyer Added Bid Specific Terms and Conditions-

#### 2.1 Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

Note: This is system generated file. No signature is required.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है।