

TERMS AND CONDITIONS:

1. The successful bidding company would carry out the inspection of items covered by AMC for their working condition. The faulty items, if any, would be repaired by the company at ITPO's cost, if consented by ITPO. The comprehensive maintenance of items covered under AMC would include preventive maintenance and repair or replacement of any items necessary for keeping the equipments active and free from any defects/disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning. The replacement of the all spares (**excluding printers heads, UPS Batteries, printer ribbon & toner cartridge**) would be included under the AMC. The replacement of the defective spares with good quality and standard spares will be done by the successful bidding company without any extra charge of any kind. Quarterly servicing of equipments will the help of vacuum cleaner and cleaning solutions would also be done.
2. For the purpose of maintenance, the company shall keep or arrange for necessary equipments and consumables like vacuum cleaner, cleaning liquids etc.
3. The comprehensive maintenance shall be carried out at the premises of ITPO during office hours. In case, the selected bidding company feels that the equipment cannot be repaired at site, it will carry and deliver the equipment at its own cost and risk to get it repaired promptly.
4. The bidding companies should not have been black-listed by a Central/State ministry or PSU etc.
5. The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 72 hours, the company will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 72 hours from the time of failure report, the ITPO may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the company rendering the maintenance services.
6. *The successful bidding company would also render complimentary day-today support for desktops/laser printers running under warranty from the manufacturer till the expiry of warranty*
7. The successful bidding company would depute **three resident engineers** in ITPO's premises for all working days to attend to the day-today maintenance, preventive maintenance etc. The annual cost of three resident engineers may either be included in the cost of maintenance of equipment or given separately in the appropriate column of commercial bid.
8. **Payment:** payment shall be released after each completed quarter of the year (3 months) against the satisfactory services and on submission of bill in duplicate. ITPO will process the payment as per procedure and terms & conditions in vogue.
9. **Security Deposit:** The supplier shall deposit an amount equivalent to 10% of the annual contract value towards security within 10 days of signing the contract. The security deposit may be in the form of Demand Draft/Pay Order/Bank Guarantee of any nationalized Bank. In case of default in services as per the contract, the security

submitted by the supplier is liable to be forfeited in part or full. Security shall be released immediately after the Bank Guarantee period is over. No interest will be payable by the purchaser on the performance security.