A. Technical & Other Services Requirements:

1. List of PCs/ Servers/ Printers and other peripherals under the scope of AMC are given at Annexure B. The aim of AMC is to get the specified services smoothly from the existing Hardware and Software under Network.

3. AMC will include functioning of all the installed hardware and other accessories installed during the operation of the contract.

4. The Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of AMC. At the end of AMC, the contractor shall hand over complete hardware in good condition and shall have to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose a detailed list of equipments or parts to be replaced by the outgoing contractor, shall be prepared by incoming contractor and duly approved by IT Division of this office.

5. Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if however it takes longer time fully functional standby / replacement should be given. This would include the attached peripherals also.

6. Contractor shall depute A QUALIFIED ENGINEER to attend maintenance call half day at our Mumbai Office for all working days and if required on holidays also.

7. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.

8. In case any engineer or the attendant wants to avail leave of short duration, he must inform in advance to this office and the Contractor. Engineer or attendant can only be relieved for that period after getting suitable replacement from the Contractor.

9. No person below the age of 18 years shall be deputed to this office.

10. Contractor shall visit this office at least once in two months to discuss the problems and their immediate rectification.
11 Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.

12 If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired upto the satisfaction of user /IT Division within a period of maximum ten days.

13 Contractor should provide the following type of services

- Preventive maintenance
- Corrective maintenance
- Software services for system operations
- Assistance in H/w & S/w Upgradation

**Monthly cleaning of hardware using standard isopropyl alcohol.**

14 Consumables like printer ribbons, toner, cartridge tapes and stationary will not be included in AMC. The printer **OPC Drum, heads & cables, Monitor picture tubes, battery for SMPS & Main board, Laptop Battery, LAN cards, printer knobs, keyboards, fuse, Networking cables and all other components of H/W shall be included in the AMC.**

15 Software support with reference to installation of Windows NT/98/2000/XP/Windows 7, Word processing software, Spreadsheet software, Database software, Presentation software, MS Office 98/2007, Antivirus, etc. must be provided in case of any problems reported by user. The AMC engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.

16 To keep PCs in EPI’s Office virus free, the Contractor will update every 7 days anti-virus software provided on various machines.

17 The user will maintain the system as per the guidelines given by the contractor. Proper instructions to operate the system/software will be given by the firm, if required to the user.
B. **Commercial Terms & Conditions:**

1. Contractor shall not subcontract the hardware maintenance jobs to any outside agency including their franchise.

2. The contract shall be for a period of **one year** from which the contract is signed.

3. The contract can be terminated at any time by giving one-month notice to the party in writing at the discretion of this office.

4. Annual Maintenance Contract (AMC) would be comprehensive i.e., including cost of new/original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., repairs in a maximum period of two-month time then it must be replaced immediately by the contractor with an original new one.

5. Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the IT Division of this office.

6. The number of PCs/peripherals under AMC mentioned in list can be increased or decreased at the discretion of this office. The quarterly payment shall be made for actual number of hardware under contract. The item-wise rate given in the AMC will be applied to the peripheral added during the period of contract.

7. The bills for AMC will have to be submitted in duplicate of the **end of each quarter**.

8. All complaints / problems reported should be rectified to users satisfaction by the contractor. The penalty for not meeting the up time commitment shall be 0.5% of AMC charges per day that System is down. The decision of EPI shall be final.

   However if the contractor provides a stand-by system/subsystem of the similar configuration and quality acceptable to this office on returnable basis, the penalty for the downtime shall be calculated only to the date of providing such systems/subsystems to this office.

9. If the service engineer fails to attend this office without suitable replacement then a penalty of **Rs. 500/- per day** shall be imposed and the same will be deducted from the quarterly payment of the contractor. The service engineer should report in this office by **1:30 PM** daily and be in the office till **5:30 PM**. During the office hours these representatives will not be allowed to attend any outside calls and will report to IT Division, which will guide and control his/her/their working.

9. The penalty /repair charges, if any, as per clauses 8,9,10 & 11 shall be deducted by this office from the quarterly payment to the Contractor.