ANNEXURE-I

Scope of work and Commercial terms & conditions for Annual Maintenance (AMC) of Multifunction Printer Canon Image Runner Advance Color-2020H-20 PPM installed in EPI, New Delhi

Scope of Work:

1. AMC will include smooth functioning of the Canon Image Runner Advance Color-2020H-20 PPM Printer installed during the operation of the contract.

2. The Contractor will physically inspect all the hardware of the printer to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge of commencement of AMC. At the end of the duration of AMC, the contractor shall hand over complete hardware in good working condition and shall replace the damage parts if any.

3. Machine down time should not be more than 24 hours from the time of report of fault. Otherwise the contractor shall provide similar standby equipment of the same configuration in the good working condition.

4. The contractor shall indemnify and keep EPI's Office harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and/or negligence or willful acts or omission of the Contractor or his employees deputed to EPI's Office.

5. Spare parts supplied by contractor in lieu of irreparable components should be brand new/original make of OEM for giving satisfactory performance. Used/repairsed spare parts will not be accepted.

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

7. Contractor should provide the following type of services during the currency of the AMC.

   - Preventive maintenance once in a month
   - Corrective maintenance
   - Software services for system operations

8. Monthly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the contractor to IT Division of EPI. This effect shall also be entered in the log book of each equipment. Monthly schedule shall be decided in consultation with IT Division of EPI.
9. Contractor shall not subcontract the jobs to any outside agency including their franchisee.

10. EPI can terminate the contract at any time by giving one-month prior notice to the contractor in writing without any compensation.

11. The EMD submitted by the successful bidder shall be returned on submission of Security Deposit of 5% of total order value in the form of demand draft which shall be refunded to him on successful completion of the contract.

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

13. Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the IT Division of EPI. No advance payment will be made.

14. The quarterly bills for AMC shall be submitted in duplicate along with copies of service reports or month-wise MIS reports maintained by the Contractor. The service reports are to be signed by the user of multi function printer as well as by the concerned officer of IT Division of EPI.

15. All complaints / problems reported shall be rectified by the contractor to the satisfaction of users. The max. response time for repairing the system shall not be more than 24 hours and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be Rs 100/- per system/sub-system per day till the defect is rectified. In this regard the decision of EPI shall be final.

16. If the contractor is not able to rectify the fault within the stipulated period of maximum seven days then EPI can get it rectified from the other source at the risk and cost of the contractor.

17. The penalty /repair charges, if any, incurred by EPI as per clauses 15,16 shall be deducted by this office from the quarterly bill of the Contractor.

18. The vendor shall undertake the maintenance job on “as is where basis is”.

19. The work shall be undertaken with modern gadgets and to the entire satisfaction of the official/officer concerned.

20. All preventive and safety measures shall be taken by Contractor to ensure that no damage to material and equipment takes place during the course of performing their duties. Damages, if any, caused by the contractor shall be recovered from the security deposit or deducted from the bills raised by the contractor.

21. The Contractor shall not, at any stage, cause or permit any nuisance at the premises of EPI or do anything which may cause unnecessary/disturbance or inconvenience to others.
22. Taxes will be deducted at source as per rules applicable.

23. The contract shall be for a period of one year starting from the date of acceptance of work order which may be extended by another year at the sole discretion of EPI at the same terms and conditions.

24. Any dispute arising out of contract shall be referred to CMD-EPI or his nominee whose decision shall be final and binding on the both parties.

25. Price to be quoted to be all inclusive and shall remain firm during the currency period of AMC. No extra payment shall be admissible.

26. For consumables, bidders are requested to quote the rates in the price bid format. EPI reserves the right to place order of consumables as and when required on need basis during the currency period on the rates fixed. The price of consumables shall remain firm and fixed for period of AMC.

27. Toner shall be arranged by EPI at its own cost as and when required.

28. The EPI reserves the right to place order for AMC and all consumables fully/Partially to different bidders. However whenever consumables are arranged by EPI or different bidder, the responsibility of installation rests with the AMC provider.

29. The payment of AMC and optional consumables as indicated in the price Bid format shall be done by EPI only. The payment of optional shall be made in addition to AMC charges as and when required during the currency of AMC.