

**TERMS AND CONDITIONS FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE SERVICE CONTRACT FOR DESKTOPS / LAPTOPS / PRINTERS AND OTHER DEVICES :**

1. The Non-Comprehensive Maintenance Service Contract for a period of two years.
2. The party, shall truly and faithfully carry on the said job as Is done by the services in proper manner /standard fashion for the comprehensive maintenance of the Computers, Laptops, Printers, and other Peripherals as mentioned in Schedule-I.
3. The Non-Comprehensive maintenance includes Preventive Maintenance, quarterly regular services of the Desktops, Laptops, Printers, UPS and other peripherals of any items necessary for keeping the devices active and free from any defects or disturbance and also any unscheduled call for corrective and maintenance services, taking appropriate measures / steps on time to set right the malfunctioning of the Desktops, Printers, Laptops, UPS and other peripherals,. The replacement of all spares is subject excluded under the Maintenance contract. The replacement of defective spares with Original spares or spares of equivalent specification will be done by the party on chargeable basis.
4. The party shall depute full time experience and qualified two residential engineers to attend and rectify the faults instantly and the engineers should stay in the officer hours i.e. from 09:00 AM to 05:30 PM on all working days or upto late hours, as per requirement. Provision for availability of service engineers on Saturdays, Sundays or other holidays should be made in case of emergency with the instructions of HoD.
5. The party should set up the computer service based equipment in the Institute in the AMC period for solving of any minor / major problems, if occurred.
6. The engineers will register the complaint on the complaint register with date and time and record the date & time of clearing the fault with satisfactory report signed by the HoD.
7. The system down time should not exceed 24 hours from the time at which the complaint was made. In case the system is not repaired within 24 hours time in workplace, the alternative standby system should provide and the faulty device is to be taken for workstation with the approval of competent authority.
8. With due diligence, the party should check the device prior to taking at their workstation for servicing purpose. The party is the sole responsible for any damages while servicing the device.

9. The party should complete the Preventive Maintenance atleast for 100 (one hundred) devices per month.
10. To perform system tuning for better performance and to install necessary software on all devices (i.e. as listed) including Warranty Computers as and when required.
11. The Payment will be made on quarterly basis.
12. No advance payment is permissible. However, payment will be made only quarterly basis after successful completion of each quarter and on the strength of the certificate given by the HoD
13. Other statutory levies (i.e. GST and GSTTDS) applicable to such contracts/services will be deducted at source, as per the rates applicable at the time of payment.
14. If the service is not satisfactory, the contract will be terminated with a month notice and no correspondence in this matter will be entertained in future.
15. On completion of evaluation process, the L1 firm should send the contract on Rs.100/- bond x 2 sets (non-judicial) with the signature and seal of the firm in all papers. After Competent Authority's signature on the contract, a copy will be sent to the firm and a copy will retained in the Institute.
16. All disputes & differences whatsoever which may arise between the parties during the persistence of the agreement, in connection herewith, shall be referred to Arbitration at ICMR-National Institute of Nutrition (ICMR-NIN), Hyderabad only.