

**GENERAL TERMS & CONDITIONS FOR ANNUAL MAINTENANCE  
CONTRACT**

**1. PERIOD OF CONTRACT**

The contract is done for a period of one year from the date of placement of order or signing MOU on AMC between the customer and servicing agency. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms and conditions.

**2. PAYMENT TERM**

The Servicing Agency will give a performance Bank Guarantee of 10% of order value of AMC exceeding Rs. 1 Lac. at the time of accepting the contract.

For all AMC, payment will be made on half yearly basis (50% of order value of AMC), after completion of six months service, subject to their satisfactory performance to be certified by customer, or alternatively where the customer agrees, 50% of order value may be released in advance, on submission of Bank Guarantee against 50% of order value of AMC.

**3. APPROVED PRICE**

OCAC's approved price fixed for each item may not be further negotiable/ The approved price will remain valid for two years from the date of empanelment, i.e dt 17.03.2010. The approved price does not include taxes, if any.

**4. REPLACEMENT OF PARTS**

Maintenance of the Computer, Printer and UPS includes supply and replacement of parts free of cost except some consumable items, The equipment parts replaced must be new and equivalent in performance to the existing parts. In the event of obsolescence and beyond repairable condition, items will be replaced by equivalent capacity at no extra cost.

**5. COMPONENTS NOT COVERED UNDER AMC**

- i. Non operational machines.
- ii. Ribbon cartridge, Tape cartridge, Ink cartridge and Toner cartridge/ etc.
- iii. Plastic parts such as covers, switches, sprockets, Platen knob etc. for printers.
- iv. Damages, caused due to force measure like natural calamities, electrical surges, high voltages and lightening etc.
- v. Laptop battery

**6. PREVENTIVE MAINTENANCE**

Preventive Maintenance will be made bimonthly. Operating system and Virus related issues are also to be solved by Servicing agencies.

**7. CHARGE FOR OUT STATION SERVICE**

The Servicing agency will provide service with additional charge for outstation equipment as follows,

- (i) Within 50 km of BBSR - none
- (ii) For 50 to 100 km. of BBSR – Rs. 100/- per visit
- (iii) For 100 to 200 km. of BBSR – Rs. 200/- per visit
- (iv) For 200 km. above from BBSR – Rs. 300/- per visit

**8. WORKING HOURS FOR REPAIR**

The maintenance shall normally be done during working hours of the customer. i.e. from 10.00 AM to 5.00 PM. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays. Prior arrangements through proper communication should be worked out in all cases by the servicing agencies.

9. The Service Engineer will be allowed to handle the respective equipment only with permission of the Officer-in-Charge of computer.

10. Normal response time for repair is 24 hours for Bhubaneswar and Cuttack and 48 hrs. for rest of the places . The customer may charge penalty as follows.

	Period	Penalty
Response time	Above 24 hours & below 48 hours	Warning but no penalty(for local)
	Above 48 hours & below 96 hours	Warning but no penalty(for out station)
	Above 48 hours & below 96 hours	a penalty of 1% of the contract amount per system. (for local)
	Above 96 hours & below 192 hours	a penalty of 1% of the contract amount per system. (for out station)
	Above 96 hours	a penalty of 2 % of the contract amount per system. (for local)
	Above 192 hours	a penalty of 2 % of the contract amount per system(for out station)

**11. JURISDICTION OF HIGH COURT OF ORISSA**

Suits, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Orissa extends.

**12. FINAL AUTHORITY**

The final authority for payments will be the Head of office of the customer offering the AMC.

	<b>Low end</b>	<b>Mid end</b>	<b>High end</b>
Server	PO price up to Rs.1,50,000/-	PO price up to Rs.3,00,000/-	PO price above 3,00,000/-
Laser Printer (Mono)/MFP	PO price up to Rs.20,000/-	PO price up to Rs.50,000/-	PO price above 50,000/-
Laser Printer (Col)/MFP	PO price up to Rs.50,000/-	PO price up to Rs.1,00,000/-	PO price above Rs.1,00,000/-
Scanner	PO price up to Rs.20,000/-	----	PO price above Rs.20,000/-