

AMSC TERMS & CONDITIONS

Annual Maintenance Contract for 4-axis automatic dispenser system

1. Non-Comprehensive AMSC:
 - 1.1 Vendor shall mandatorily quote for year-wise non-comprehensive AMSC for a period of 3 years which includes preventive maintenance every 6 months and breakdown calls if any, without which their offer will not be considered for evaluation.
 - 1.2 Vendor shall provide the confirmation to carryout non-comprehensive AMSC after the warranty period with agreed rate.
 - 1.3 L1 will be arrived at by considering price quoted for the equipment along with warranty as well as price quoted for non-comprehensive AMSC for a period of 3 years.
 - 1.4 List of Spares and price shall be quoted separately as part of price bid. However, it will not be considered for arriving at L1.

2. Scope of Work for Non-Comprehensive AMSC:
 - 2.1 Preventive Maintenance: 2 times/year (once for every 6 months). The preventive maintenance shall verify the functioning of the equipment and ensure that all parameters are normal and the equipment is performing to requirements
 - 2.2 Breakdown Maintenance: Breakdown maintenance shall be called for when the equipment is not working partially or completely. Vendor shall attend breakdown calls within 2 working days and carry out the required maintenance without any financial implication. Vendor shall agree to provide Remote Service assistance as and when required

3. Payment terms:
 - 3.1 Payment towards non-comprehensive AMSC will be made on successful completion of preventive maintenance every 6 months on submission of bill duly certified by Focal Point URSC
 - 3.2 On-site support shall be provided for attending to system breakdown/ malfunction within 48 hours of reporting the failure. Downtime compensation @ 0.5% per day of Annual AMC cost subject to maximum of 10% of Annual AMC value will be applicable for delay in attending breakdown calls beyond 48 hours