

Terms & Conditions for the
Comprehensive Annual Maintenance Contract for IT Equipment
ICMR-NIRT, MADURAI UNIT

- 1 Preventive Maintenance Should be done Once in 3 months without fail.
- 2 Call should be attended within 2 Hours.
- 3 If the call is not completed within 48 Hours a stand-by should be provided.
- 4 The Firm should be system integrator managing and providing support for Computer Hardware, software and Peripherals of existing IT Hardware.
- 5 The firm should preferably have experience in maintenance of similar setup.
- 6 Preference will be given to those firms who are registered/approves by any competent Government Department/Organization.
- 7 AMC should cover all the Spares in the systems & Monitors including Floppy Drive, Hard Disk, Keyboard, Mouse, and Optical Drives including Plastic items and Cables in Systems & Monitors.
- 8 AMC should cover all the Spares in the Laptops including Batteries and Charging Adaptors.
- 9 AMC should cover all the Spares in the Printers including Printer Head, Leaser Fuser Assemblies, Fuser Unit, Teflon Sheets and all Plastics items.
- 10 AMC should cover all the Spares in Scanners including lamp, transparency units and all plastics items.
- 11 Actual Commencement of the AMC starts only after inspecting all the IT Equipment at the site. This inspection has to be done by the Vendor & Acquaint themselves with all the local conditions, means of access to undertake maintenance etc., once they have awarded the contract, No Claims will be accepted on this account of inspection period.
- 12 Replacement of Faulty items has to be of same model, brand and capacity. Otherwise, if the items are not available with manufacturer or agency may be replaced with other equivalent make.
- 13 AMC should cover all the software issues like OS problem, updates & etc.,
- 14 AMC Should Cover cleaning of Virus from the computers with latest Antivirus software.
- 15 CAMC for UPS should cover all the spares, wear and tear items. The firm should inspect the External Battery Strength once in two months and report to ICMR-NIRT, Chennai. Batteries will be supplied by ICMR-NIRT and necessary battery replacement work has to be carried out by the AMC Vendor.
- 16 All the configuration may be inspected and sticker may be pasted at the time of AMC.
- 17 On Call Charges for servicing the Systems, Printers and Scanners should be given separately (which are not covered under AMC).
- 18 No Advance Payment shall be made. Payment will be made on quarterly basis after completing service satisfactorily for each quarter.