

THE ORIENTAL INSURANCE COMPANY LIMITED
REGIONAL OFFICE : BANGALORE – 560 025

DEPT: ESTABLISHMENT

DATE: 14/07/2022

Re: Annual Maintenance Contract for EPBAX System – 3 number Aitel PRI Lines(LAST DATE: 22/07/2022)

Sealed tender quotes are invited for the rates for AMC for the above mentioned EPBAX System .

The terms and Conditions of the contract are as follows:

1. Nature of AMC would be Comprehensive i.e covers free replacement of all parts. Any parts shall be of serviceable quality. All parts which have been removed shall become the property of the company.
2. The service provider shall attend to such complaints, defects for all intercom lines **(around 100 in all 3 lines) etc.**, as may be pointed out by us during the period of the contract.
3. The service calls will be attended within one working day
4. Service Provider should advise us all the necessary care that has to be taken to avoid major breakdown.
5. Repairs, trouble shooting and maintenance of Cabling also would be done by the service provider, by only charging for the material and not the labour.
6. This contract shall also include shifting or re-locating of extensions, by charging only for the material.
7. Penalty will be charged @ 100/- per day for downtime more the 24 hours .
8. Preventive maintenance service is to be carried out every three months .
9. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would, include:
 - Checking of EPABX System and maintenance.
 - Checking of voltage adopter.
 - Checking of keys and Buzzers of the instruments
10. In case of delay in repair, procurement of spares a standby of same make must be provided for un interrupted operation and that can be taken back once the faulty system is put back into operation.
11. Sub – contracting of AMC services is not allowed.

Manager