

Annexure-B

GUIDELINES ON TERMS & CONDITIONS FOR SUPPLY / WORK ORDER

The user departments may stipulate the following terms & Conditions on award of Supply/Work Orders:

1. Taxes: VAT/CST extra as applicable
2. Full payment will be made in producing POD (Proof of Delivery) and production of documents on satisfactory delivery and installation certificate signed by the receiving Officer of the installation location / site.
3. Terms of warranty: The warranty period on all components and items will be for a minimum duration of 1 year w.e.f from the date of supply, installation & commissioning.
4. Warranty period: After sales service
 - within 48 hrs (forty eight hours) in Dist Hqs.
 - within 72 hrs (seventy two hours) in other locations.
5. Delivery Period: The user department may specify.
6. Penalty for delay: A penalty of 1% of the total amount will be levied for a delay of every 15 days and the supply order will be treated as cancelled automatically after a delay of 45 days.
7. The inspection committee of IT&C Department reserves the right to inspect the premises of the empanelled firms at any point of time to ensure that sufficient facilities are maintained to service the equipment and other IT related works/supply orders executed by them.
8. Sub-letting of supply order or work order to another firm is not permitted.
9. Any items found in non-working condition or not conforming to the specifications will be rejected and the replacement will be done by the vendor / supplier concerned at his own cost.
10. All firms should be prepared to provide maintenance service for the equipment they have sold/supplied with or without AMC for a minimum period of 3 years.
11. In the event of any dispute arising out of the work/supply order, the proceedings shall be subject to the jurisdiction of any appropriate courts in the State of Nagaland.
12. On expiry of warranty, all user departments may execute a MoU on Annual Maintenance with the vendors.