

Annexure-C

ANNUAL MAINTENANCE CONTRACT (AMC)

1. The AMC period shall be for 1 (one) calendar year w.e.f. the date of signing the MOU.
2. The AMC does not include Software maintenance. Service Calls which are software related may be billed extra.
3. AMC service call is attended within 48 hrs (forty eight hours) in District Headquarters and 72 hrs (seventy two hours) in other locations.
4. AMC service within 72 hours will be subject to provision of standby machines/equipment or replacement of machine / equipment with similar or better specifications.
5. Penalty of Rs. 500/- (Rupees five Hundred) per day will be realized from the maintenance party for inability to fulfill conditions at Sl. 4 till the problem is rectified.
6. Printer components such as print heads, transfer drums, Ink / toner cartridges, ribbons, ribbons cartridges which are consumable items are not covered under the AMC.
7. AMC within 72 hours will not include scheduled holidays, unless provisions are made to keep the premises open for repair / restoration works.
8. Machines may be taken out of premises for repair / restoration works with due permission from competent authority.

On behalf of the Department

On behalf of the Firm/Supplier

Name & Signature

Name & Signature

Designation & Address

Designation & Address

*Note:*

1. *Time specification at Sl. 3 is suggestive and subject to negotiable between the parties.*
2. *Penalty payment at Sl. 5 is suggestive only and the concerned departments may decide*