SCOPE OF WORK

Work covered in this tender document shall generally be as detailed herein below. However, the contractor shall be responsible to complete the work in all respects and in doing so provide/supply all facilities which may not be covered explicitly herein below but nevertheless are required to complete the work envisaged with the exception of only such items as have been specifically excluded from contractor's Scope.

Detailed Scope of work: The Broad responsibility areas of the Contractor will inter alia be as under:

Annual Maintenance of Printer and Cartridge refilling covering the following: All the printers installed in HIMSR & HAHC Hospital of brands like HP, Canon, Epson, Dell etc. shall be maintained by the contractor with day to day maintenance, refilling and repairing during the contract period to ensure its proper and smooth functioning of the printers.

a) All the printers which are mentioned in the list (Annexure 2) shall be covered under the Comprehensive AMC for 2 years.
b) One technician will visit the Hospital on all working days between 8:00 AM to 5:00 PM
c) Provide on call service after working hours, it should be attended within 2-3 hours.
d) A quarterly maintenance chart should be maintained and get it signed from concerned authority.
e) The replacement of all the spares is included under the AMC. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charge of any kind.
f) The successful bidder has to maintain all the relevant records, register and documents as required for record purpose.

The AMC does not cover the following:

a) If the printers are damaged from our end due to mishandling, fire shot circuit etc. it shall not be covered by the party.
b) In case of any physical damage due to force majeure conditions needing replacement of spares, the spares shall be arranged by contractor with prior approval on approved rates and shall be claimed separately by submitting proper supporting.