

National Handicapped Finance and Development Corporation
PHD House, 3rd Floor, Siri Institutional Area, August Kranti Marg,
New Delhi-110 016
(DEPwD,MSJ&E, Govt. of India)

Invitation of quotation for the AMC of EPABX (32 port/users) in NHFDC. The last date of receipt of quotation is on or before 14.03.2016

The terms & conditions are as under:

Terms & conditions for the AMC of EPABX in NHFDC

1. The AMC provider will carry out all necessary repair and servicing of the equipment installed at NHFDC office on site.
2. The duration of the AMC shall be one year from the date of awarding the contract, which may be extended for another period of one year subject to approval of competent authority.
3. The AMC provider shall replace free of cost all unserviceable/defective spares/components during AMC period.
4. All complaints logged upto 1130 Hrs are to be attended on the same day and thereafter either the same day or on next day.
5. The AMC provider shall make sure to have one monthly visit to check proper functioning of the EPABX system.
6. No advance shall be paid towards AMC charges. The AMC charges shall be paid in quarterly installments after satisfactory service of each quarter after receipt of the bill from AMC provider in this regard.
7. In case of services rendered not found satisfactory, NHFDC reserves the right to terminate the contract without any prior notice.
8. In case of failure to attend the complaint beyond one day, an amount of Rs.300 / - per day shall be deducted from the AMC charges.
9. Either party (i.e. NHFD & AMC Provider) can terminate the AMC by giving one month prior notice to the other party
