

Additional Scope of Work and Additional Terms & Conditions

1. The following shall be carried out within the scope of the work
 - i. Providing & placement of 05 Nos. Explosive Trace Detectors (ETD) with 700 VA online UPS power backup, including 400 nos. swabs and all necessary accessories, cables, software and training guide etc.
 - ii. 05 Nos. Explosive Trace Detectors (ETD) shall have a 5-year OEM comprehensive onsite warranty.
 - iii. During warranty period, the appropriate qualified engineer of bidder/OEM shall visit every quarter for preventive maintenance and submit relevant report to department as per OEM standard checklist.
2. Only OEM or their authorized dealers / distributors / agencies are eligible to participate. Necessary document proving OEM or their authorized dealers / distributors / agencies shall be submitted by the firm at the time of bid submission.
3. The bidder/OEM shall submit service escalation matrix at the time of bid submission.
4. The warranty period shall commence after successful handing over of the equipment.
5. The warranty shall include items supplied, all specified parts and software included in the item or supplied with it, other than consumables, which will need to be bought as and when used. Any updates released by the OEM for satisfactory performance of equipment during warranty period shall also be in the scope of the work.
6. The complaint during warranty & CMC period shall be attended to within 24 working hours. In case, there is need of replacement of any component/part, the same shall be supplied within 72 working hours. The duration of complaint shall be on Call to Resolve basis. Besides, 24x7 online support for all the hardware and software items of the tender shall also be provided.
7. The bidder shall make available direct and hassle-free facility including dedicated telephone numbers for lodging the complaint.
8. During the OEM warranty period, in the event of non-completion of service/non-repair of an Explosive Trace Detectors (ETD) beyond 72 working hours after reporting, the seller shall be liable to pay penalty at the rate of 0.5% of the cost for each equipment per week of delay from the seller for maximum upto the Performance Guarantee already available with the department, during/after which department shall have the right to get the service/rectification done from alternate sources at the risk and cost of the seller. Cost of any such rectification which shall be undertaken by department shall be recovered from Performance Guarantee of the seller already available with the department.