

Terms and conditions:

Comprehensive AMC for BMS, FAS and ACS supplied and installed by Siemens.

A) Scope of Work

1. **AMC contract period is from the date of issue of Purchase Order to twelve months.**
2. Four or more periodical visits during the AMC period. The system should be thoroughly checked, cleaned and adjusted.
3. Unlimited visit during the period of the contract in the event of breakdown/ malfunction of the equipment.
4. Free repair/ replacement of system components (Controllers, IO cards, Panel, Detectors, PC, Valves, Pressure switches, Solenoids, sensors etc) and softwares during the AMC period.
5. In case of leakage of agent solely on account of a defect in the assembly of the valve and the cylinder, the refilling / topping up of agent should be carried out at no extra charge.
6. The detailed service activities need to be carried out during the service visits:
 - Inspection of all Controls and Control Panels.
 - Operational test of Controls and Control panels.
 - Full function tests of equipment.
 - **Quarterly submission of detailed full-service report mentioning each modules and the functionality of the components installed and suggest improvements and upgrades.**
7. A team needs to be deputed for maintenance during the contract period, which will include the following:
 - Corrective maintenance (including repair services & spare parts).
 - Emergency intervention.
 - Inspection.
 - Software back up.
 - Software update (excluding up gradation) – only updates of software including patches if any.
 - Any logic changes
 - Functionality test.
 - Fine tuning.
 - Tele support.
8. When updates, tune-ups, and enhancements become available, the vendor shall:
 - Install the relevant software updates, tune-ups and enhancements
 - Deliver complementary documentation, if applicable
 - Familiarize one person in your organization with the changes made, if applicable
 - Inform about software extensions and upgrades
9. The vendor shall visit the site before quoting and check for all the faults. The faults should be rectified without any extra cost during the AMC period.
10. The software used for rectifying should be the licensed one and no third party software's are allowed.
11. For any change in the minor configuration/ additional changes of the working systems, remote desktop option will be provided and the same needs to be done without any extra cost.
12. The contractor should have completed similar comprehensive AMC for BMS, FAS and ACS (OEM: Siemens). The copy of work completion to be submitted along with the tender.
13. The contractor should have necessary authorisation letter from the OEM: Siemens. The copy of the letter to be submitted. The copy of the letter to be submitted along with the tender.

14. In case of any faults/breakdowns, the fault/breakdown should be resolved within 24 hours from the time of intimation. Failing to do so, the contractor should provide a valid reason to CMTI. CMTI has the right to take necessary action and it will be final.

15. Payment terms:

- i) **Payment will be made on quarterly basis after completion of preventive maintenance and submission of reports.**