Scope of Work for Full Service Maintenance Agreement (FSMA)

a) There shall be 02 (two) Nos. of multifunctional colour printers to be procured by PPAC along with Full Service Maintenance Agreement (FSMA) for 5 years.

b) Contractor should stock all essential critical Spares required for maintaining total system without any delay.

c) **FSMA terms:** Comprehensive maintenance/ Full Service Maintenance Agreement (FSMA) for all Hardware's and Software's supplied. FSMA includes service, toners / ink cartridges, drums all spare parts of printer etc. will be borne by the vendor from day one onwards except paper.

d) OEM should furnish assurance support & spares for life of machine.

e) Service Engineer should attend the service call and rectify the machine within 48 hrs.

f) **DOWN-TIME COMPENSATION:** If the machine is down for more than 48 working hrs. Penalty will be applicable @0.5% of value for every week delay or part thereof beyond 48 working hrs. subject to a maximum of 10% of monthly invoice value.

g) Toners / ink cartridges, drums and all parts should be repaired / replaced immediately and also maintain minimum stock level at PPAC.

h) **FSMA Period:** The Period of the FSMA will be for Five (05) years from the date of issue of work order.

i) **FSMA Payment Terms:** Payment will be made on quarterly basis at actuals on Submission of bill and certified by the competent authority.

j) If the Service Provider repeatedly violates the terms & conditions of the contract or fails to execute the FSMA, the contract shall be liable to be terminated.

k) PPAC reserves the right to terminate the contract without assigning any reasons by giving a prior notice of 30 days.

l) **OEM:** Authorization certificate from Original Equipment Manufacturer (OEM) to be provided by the contractor.

m) **Location of the contract:** Petroleum Planning & Analysis Cell (PPAC), Scope Complex, Core-8, 2nd Floor, New Delhi-110003.

n) 02 (two) Nos. of brand new multifunctional colour printers supplied by the vendor shall be asset of PPAC.