



**ದಿ ಓರಿಯಂಟಲ್ ಇನ್ಸೂರೆನ್ಸ್
ಕಂಪನಿ ಲಿಮಿಟೆಡ್**

ಪೃಥ್ವಿ, ಅಗ್ನಿ, ಜಲ, ಆಕಾಶ ಎಲ್ಲದರ ಸುರಕ್ಷೆ ನಮ್ಮ ಬಳಿ
(ಭಾರತ ಸರ್ಕಾರದ ಒಂದು ಉದ್ಯಮ)

ವಲಯ ಕಛೇರಿ : ಲಿಯೋ ಶಾಪಿಂಗ್ ಕಾಂಪ್ಲೆಕ್ಸ್
44/45, ರೆಸಿಡೆನ್ಸಿ ರೋಡ್ ಕ್ರಾಸ್
ಬೆಂಗಳೂರು - 560 025.

**दि ओरिएण्टल इन्शुरेंस
कम्पनी लिमिटेड**

पृथ्वी, अग्नि, जल, आकाश सबकी सुरक्षा हमारे पास
(भारत सरकार का एक उपक्रम)

क्षेत्रीय कार्यालय : लियो शॉपिंग कॉम्प्लेक्स
44/45, रेसिडेन्सी रोड क्रॉस
बेंगलूर - 560 025

**The Oriental Insurance
Company Limited**

Prithvi, Agni, Jal, Aakash, Sabki Suraksha Hamare Pass
(A Govt. of India Undertaking)

Regional Office : Leo Shopping Complex
44/45, Residency Road Cross
Bangalore - 560 025

Tel : 080-4661 6100

DEPT: ESTABLISHMENT

DATE: 25/09/2018

TENDER NOTICE NO 117/2018-19

Contact Nos: 080 46616171, 080 46616100

Sub: Calling for Telephone AMC for Syntel Neos Digital EPBAX System

We are inviting sealed tender quoting the rates for AMC for the above mentioned EPBAX System.

Terms and Conditions are as follows:

1. Nature of AMC would be Comprehensive i.e covers free replacement of all parts. Any parts shall be of serviceable quality. All parts which have been removed shall become the property of the company.
2. The service provider shall attend to such complaints, defects etc., as may be pointed out by us during the period of the contract.
3. The service calls will be attended within one working day
4. Service Provider should advise us all the necessary care that has to be taken to avoid major breakdown.
5. Repairs, trouble shooting and maintenance of Cabling also would be done by the service provider, by only charging for the material and not the labour.
6. This contract shall also include shifting or re-locating of extensions, by charging only for the material.
7. The AMC charges 75% would be paid upfront and the balance 25% would be paid at the end of the contract.
8. Penalty will be charged @ 100/- per day for downtime more the 24 hours .
9. Preventive maintenance service is to be carried out every three months .

Corporate & Regd. Office : "ORIENTAL HOUSE", P.B. No. 7037, A-25/27, Asaf Ali Road, New Delhi - 110 002

Toll Free No. : 1800 11 8485, Non-Toll Free No. : 011-33208485 Website : www.orientalinsurance.org.in

CIN : U66010DL1947GOI007158

GE/80GSM/03-2018/3000

GSTIN : 29AAACT0627R4ZS

10. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would, include:
- Checking of EPABX System and maintenance.
 - Checking of voltage adopter.
 - Checking of keys and Buzzers of the instruments
11. In case of delay in repair, procurement of spares a standby of same make must be provided for an interrupted operation and that can be taken back once the faulty system is put back into operation.
12. Sub – contracting of AMC services is not allowed.
13. The user undertakes to provide Electrical installation and to use voltage stabilizer as recommended. Any damages caused due to improper electrical Installation will not be covered under this agreement.
14. The service Provider will not be responsible for any damage caused due to mishandling of the system. In the event of dispute as to whether the damage was caused by mishandling the system or not the decision of Service Provider, based on the reports of the service representation shall be final and binding on the party. In such circumstances all the expenses incurred by the Service Provider shall be charged extra.
15. Contract also will include shifting/relocating of extesnions within the same premises.
16. The last date for receipt of tender is 28/09/2018.
17. The tender should be sent in closed sealed envelope addressed to the Deputy General Manager, The Oriental Insurance Company Limited, Regional Office, Bangalore-560025.



REGIONAL MANAGER