

Brief Scope of Work

Tender: T/2442735/2021

Call- off contract for Supply of Printers, Consumable Spare Parts, Toners and AMC for three Years

GENERAL SCOPE

- Vendor shall provide rate contract for all the items mentioned in the tender document and maintain the price validity for 3 years. The items being procured through this Tender will be purchased on Rate Contract Basis.
- Vendor shall process the orders after receiving an authenticated email request from a responsible section in IT Department on the agreed delivery time (within one week). OWWSC will share the dedicated focal person with the selected vendor.
- Vendor shall provide two focal points contacts, primary and backup for communication during the contract period.
- Replacement of the Printers, Toners & Cartridges and Spare parts if there is any damage or hardware failure by the manufacture or during the transaction is the responsibility of the vendor.
- Installation/implementation of all printer's hardware items (if required) is sole responsibility of the vendor.
- Vendor shall provide minimum one-year warranty for all major parts like memory, hard disk, power supply.
- The vendor is required to propose only those products, which are not likely to go out of sale during the year. However, in cases where the OEM decides to phase out any model, the vendor is required to substitute the product with another product (model with equivalent or better configuration at no extra cost to OWWSC). This should be agreed with the responsible team in IT within OWWSC before process the requests and should be within the agreed item price.
- It is vendor responsibility to replace any damaged parts during un-pack, transit, or installation.
- Payment will be processed based on delivered items.
- Stock availability and delivery as follows:
 - **Within one-week.**