

Scope of work and Terms & Conditions:

- The vendor shall provide a rate contract for all the items (Mentioned in the tender) and maintain the price validity for three years. The items being procured through this Tender will be purchased on a Rate Contract Basis (call-off).
- The vendor shall deliver the requested items only on email request from the responsible department in OWWSC/ICT division on agreed delivery time within 4 days. The vendor shall process the orders after receiving an authenticated email request from the IT department. OWWSC will share the dedicated focal person with the selected vendor.
- The vendor shall deliver the required items as per the requests from the responsible department in OWWSC/ICT division.
- The warranty period specified by OEM is applicable for all delivered items even after this contract period and the vendor shall provide a warranty/Pro Support for all the delivered items until the warranty period get expired as per the agreed warranty period (Three Years).
- The vendor shall provide 3 years warranty for the laptops, desktops, LCDs, and workstations which includes the parts like: (Processor, memory, hard disk drive, graphic card, and power supply).
- The vendor shall provide the items specified in this contract and in cases where the OEM decides to phase out any model, it's the vendor's responsibility to provide the latest model for the discontinued items with the same agreed specifications at no extra cost to OWWSC. This should be agreed upon with the OWWSC IT team before processing the requests.
- OWWSC has full authority to return any parts/items that are not suitable for the OWWSC IT environment or not as per the requirements/specifications. All items/products proposed by the vendor shall be compatible with the latest version of the Operating System.
- The vendor shall provide and quote the items such as: (Desktops, Laptops, and Workstations) without operating systems.
- The payment will be processed based on the delivered items/a monthly basis.
- The stock availability and delivery are as follows:
 - **Within 4 days**