

**Terms of Reference:**

1. A formal AMC to be developed and maintained with all vendors for ATM routine checkup.
2. In case of any new installation of any product, the warranty period will be calculated from the activation date of the devices and the minimum tenure for warranty period will be 01 year. In this tenure if any trouble or damage took place with that device/system, then the service provider will have to fix the issue with immediate effect & no service charge will be paid for such services within the warranty period.
3. Within the following 15 days after any service, if the same problem raises again, then the service provider will have to attend the call again & fix the problem without charging any further service charges.
4. Post installation: Quarterly inspection of any new/ fresh devices to be done by the concerned vendor during the warranty period and feedback to be provided to the concerned team. During the interim period of warranty vendor will not be able to charge any amount for this checking purpose.
5. If any vendor attended any issue at any branch but failed to solve that, in that case the vendor will not be able to claim any service charge on behalf of that service. Only after solving the issue the vendor can claim for service charges.
6. In case of new installation, the service charge can be claimed as 1 job for a single system. Demanding for device specific service charges will not be acceptable. Such as: (for CCTV system installation the total work will be considered as a single job but if the vendor fix "burglar & Seismic" panel then the vendor can claim for another service charge for the second system.
7. For fire extinguishers supply & refill, we need professional fire safety & support related service providers.
8. In case of supply of fire extinguisher or refill, any service charge will not be provided by BBL. If new fire extinguisher provided, installation materials like clumps should be provided by the vendor company.
9. In case of new installation, a sticker should be provided on the equipment including company name & installation date.
10. Vat & Tax: The quoted price should include applicable VAT & Tax.
11. Price Validity: Should be 24 months.
12. Liquidated Damages for Delay: The Bidder has to complete the entire work within the stipulated period as mentioned in clause no 3, in failure 1% of total contract value will be deducted for each Week delay but Penalty will be considered pro-rata basis. Bank will not consider any delay in delivery unless due to force majeure.
13. Payment Terms: Payment will be made after Final Acceptance (FAC will be given after successful delivery and installation as per scope) & upon submission of the bill with work order & original challan which is duly signed by authorized personnel (IT Person's Sign, Name, PIN & Seal, if available). Payment will be made through Bank Account only.
14. The Bidder shall have to submit their proposal as per the format attached with the RFQ. Any proposal not following the format will be considered as disqualify and will not consider for evaluation.

Accepted By  
(Sign with Seal)  
Authorized person from Bidder's end

---