



भारतीयजीवनबीमानिगम
उत्तर क्षेत्रीय कार्यालय, नई दिल्ली

Ref: OS/EQ/AMC-Water Purifier

Dated: 07.02.2024

Service Level Agreement

Service Level Agreement for CAMC of water purifiers of different Companies / Models of RO & (UF + UV type) installed at various locations (staff quarter, guest houses, and Office premises) in Delhi / NCR, details regarding number / type are attached as per annexure C.

Models : (1) Tentative 250 units of water filter & 11 units of RO of different makes.

- For UV + UF models, replacement of candle/ Filters /Membranes will be done at the commencement of CAMC and again during next half yearly period.
- For RO machines, replacement of RO Kit will be done **once** in a year.
- All electronic parts' replacement will be covered in AMC.
- Complaints in between CAMC period will be attended by the service provider free of cost.
- The parts/components/sub-assemblies used for repair/replacement by the service provider will be of same make and functional capability as originally available in the PURIFIER. All types of spares, consumables and accessories shall be available with the service provider for equipment covered under the contract. An undertaking is required to be submitted to this effect at start of CAMC services. Service provider shall ensure that only original parts of same make/brand are used for replacement.

Terms & Conditions for CAMC

1. The contract will be for a period of one year, extendable two times for one more year on the sole discretion of LIC on the same terms and conditions.
2. No enhancement of rates will be allowed during the currency of the contract period.
3. LIC reserves the right to terminate the contract at any time during the tenure of the contract without assigning any reason.
4. The service provider shall be responsible for all injuries and accidents to persons, employed by him.
5. In the event of any loss/damage being occasioned to LIC on account of the negligence of the service provider's employees, the service provider shall make good the loss sustained by LIC either by replacement of the material/equipment or payment of compensation.
6. CAMC Amount will be paid in two half yearly installments after completion & submission of service slip duly completed by inhabitant along with bill. Payment will be made directly into your account through NEFT.

7. Buyer shall nominate a Nodal officer from its organization to coordinate with Service Provider to facilitate proper co-ordination.
8. All the consumable articles / parts such as material required for cleaning repairs and maintenance will be provided by the service provider at no extra charge to the buyer. The spares and accessories shall be of standard quality .The spares and accessories shall be compatible with purifier and according to specification provided by the manufacturer and with best quality
9. Repair should be conducted as per standard accepted guidelines for the water purifier repair and as per OEM manual .The parts/components/sub-assemblies used for repair/replacement by the service provider will be of same make and functional capability as originally available in the PURIFIER . All types of spares, consumables and accessories shall be available with the service provider for equipments covered under the contract. An undertaking is required to be submitted to this effect at start of CAMC services. Service provider shall ensure that only original parts of same make/brand are used for replacement.
10. The service provider shall ensure visit by Technician/engineer in the beginning and after 6 months for routine check.
11. The service provider shall ensure Replacement of candle / Filters /Membranes at the time of contract and again after 6 months.
12. All electronic parts' replacement will be covered in CAMC.
13. Complaints in between CAMC period will be attended by the service provider free of cost.
14. Ordinarily a complaint must be attended within 24 hours when no change of spare part is involved, however, in case of requirement of change of spare part, the complaint should be resolved within 72 hours of lodging, failing which Rs.200/- penalty per day of delay will be imposed.
15. The details of Equipment Quantity, Location, Invoice Date/ vintage, are mentioned in scope of work.
16. Service provider to give guarantee for the replaced part as per OEM warranty or at least 6 months if not covered in OEM warranty .Service provider is to ensure that only original part of same model/brand are used for replacement .In case of replacement of parts are not covered as per the CAMC package applicable service provider shall ensure that rates charged are not more than OEM rates.
17. Service provider should have facility to enable user department to register complaints through call center or through website or e-mail. Proper record of the complaints should be maintained by the CAMC Call Centre/Office/Support Engineer. Service provider should have a dedicated telephone no. for service support.
18. Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details.
19. The vendor is required to submit this letter along with quotation duly signed with rubber stamp at place provided here in below in this letter in token of acceptance of all terms and conditions.

 

20. The life Insurance Corporation of India reserves right to accept or reject the quotation or cancel the entire process.
21. The bidders have to submit, ITR and balance sheet of last 3 years or a CA certificate mentioning the turnover of the company and work order copies for last 3 years.
22. Contract will be awarded to the vendor whose total rates for CAMC are least (L1) as per Annexure "A".
23. If it is found that there are more than one bidders qualifying as L1, decision criteria for award of tender will be turnover of the service provider for last 3 years and the bidder having combined highest turnover in last three years will be selected as L1.
24. Issuance of quotation letter does not confer any right of whatsoever nature on the vendor.
25. **Escalation matrix and name of persons coordinating CAMC jobs to be submitted to buyer after CAMC is awarded. Service provider shall make sure that equipment under CAMC is in working conditions in users' premises. The service provider shall provide service support as and when required during the CAMC period without any extra cost**
26. It shall be the responsibility of the service provider to make the water purifier work satisfactorily throughout the contract period, also to hand over the water purifier to the department in working condition on expiry of the contract. In case any damage in the same is found, penalty would be applied at the time of payment and the amount as per the defined penalty would be deducted.
27. The buyer reserves the right to increase or decrease the quantity to be ordered up to 25 percent during the currency of contract.
28. GST will be paid as per prevailing rates.
29. The selected vendor will be required to sign Pre Contract Integrity Pact.


Regional Manager (OS)

 