

TAMILNADU ARASU CABLE TV CORPORATION LTD, CHENNAI – 8.

Tender No: TACTV/001/AMC for PVC Card Printer/2018 dt.23.4.2018.

RFQ for Annual Maintenance Contract (AMC) of PVC Card Printers installed in all the Arasu e-Sevai Centres of TACTV across Tamil Nadu.

CORRIGENDUM-1

Sl.No.	Clause No.	Existing	Amended as
1	3 (a)	The Vendor shall provide comprehensive maintenance of PVC Card Printers with spares for the period to be agreed in the Annual Maintenance contract including replacement of Printer head irrespective of the number of times.	The Vendor shall provide comprehensive maintenance of PVC Card Printers with spares for the period to be agreed in the Annual Maintenance contract including replacement of Printer head to a maximum of 2 Printer Head per year per Printer.
2	3(d)	Response: Within 4 hours	After call login, within 4 hours docket id to be given and telephone verification to be done. Response within 24 hours of call logging and remote support can be done for rectification of fault.
3	3(3)	Resolution: within 24 hrs of call logging	After remote support, if complaint not resolved within 24 hrs, it should be attended in person within next 24 hrs.
4	4.2.6 & Annexure-IV (6)	The Bidder should provide references of two clients, who have availed similar services from the bidder during the last 2 years as on date of submission of bids.	Bidders can also submit atleast 2 clients name and contact details to whom service of Card Printers done.

5	4.2.8	The Bidder should be a company under CMM level 3 and above.	The successful bidder after entering in to AMC, should support for driver software and set up file whenever required by TACTV.
6	Annexure-9 – 6(a)	Payment will be made on quarterly basis after the completion of the quarter within a week on submission of the performance certificate duly certified by the NIC officials.	Payment will be made on quarterly basis after completion of the quarter within 30 days on submission of performance report duly signed by the respective District Dy.Manager/ Special Tahsildar of TACTV.
7	Clause 3(j) scope of work	The Vendor shall maintain service log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly signed by the TACTV official	The vendor shall maintain service call report on the nature of service rendered during each visit duly mentioning printer sl.number, nature of fault etc.,
8	Clause 3(n) Scopet of work	All the above assets are in working condition and are in use which may be verified before commencement of AMC.	Except printer Head issue, other minor repairs should be under AMC as such.
9	Annexure-6 & 7 Sl.no.3	Zebra Printer Model No:800033336N	Z32-00000200IN00

Managing Director