

Warranty

BA to provide comprehensive onsite warranty for a period of 2 years and applicable to all product / equipment which include spare and service.

Any fault to critical equipment which is part of this required solution should be replaced and installed without any additional cost.

Solution should work flawlessly and any downtime to the entire solution at any of the deployment location should be resolved 48 hours.

Failure of any of the critical equipment/part which impacts entire solution should be replaced within 48 hours

If the equipment failure doesnot impact the entire solution should be considered to be replaced within 72 hours.

The warranty/support/maintenance period will start from date of completion of the Project i.e. from the date on which installation report is signed by TPWODL.

BA shall provide maintenance of the all supply and services item for a period of 2 years as per terms and conditions laid in this document.Bidder to submit

Vendor shall be authorized channel partner of OEM. Vendor shall submit the authorization certificate form OEM along with this SLA.

Uptime guarantee: Uptime of the equipment's will be 99 %. This will be calculated on monthly basis