

Special condition
 The firm shall ensure availability of spare and software updates/patches for a period of at least 05 years from the date of Installation or 05 years 06 months from the date of supply whichever is later.
 Obtaining of any licenses or any other statutory requirement for installation and working of all equipments shall be responsibility of the firm.

Service Support
 The firm shall provide a contact number and e-mail address for lodging the complaints and it should work round the clock. He should ensure stocking of sufficient spares in his local offices. Daily signed report must be generated in the format shown in shown below & submitted to the office of respective Sr.DCMs of Division.

Station	Location	ATVM No.	Working/ Not working	Complaint lodged date & time	Down time	Time taken to set right	Reasons

Test & Measuring Instruments, Special Tools and Installation Material
 All tests and measuring instruments and other arrangements required for all the acceptance tests shall be made available by the firm free of cost for conducting the tests.
 Special tools required for installation and maintenance of all the equipments shall be arranged by the contractor in adequate quantities. The contractor shall provide all installation material for complete commissioning of the system.

Warranty
 Firm shall cover all types of equipments & services pertaining to functioning of ATVMs, under warranty. Comprehensive warranty of 03 year from the date of installation alongwith service support should be given by firm.
 The firm shall provide a contact number station wise and e-mail address of service engineers for lodging the complaints and it should work round the clock. They should ensure stocking of sufficient spares in his local offices. Warranty support shall cover the following:-
 i) 24 hrs. x 7 days a week support.
 ii) After receiving complaints, ATVMs and SMCs have to be made operational within 72 hrs. Penalty @ `1000/- per day will be levied, in case down time exceeds 72 hrs. from the date & time of complaint being lodged by chief booking supervisor/Station Manager/Commercial Control of the Division of respective locations, who will keep proper record of date & time of lodging of complaint with firm and

