

## **Form d4) Service Support**

The Bidder is requested to include in each chapter of the current document, the following information in order to demonstrate the compliance with requirements appearing in Annexure I Scope of Supply.

### **1.1 Service Support Organisation**

*[The Bidder shall provide the details of service support establishments in India with the strength of service personnel at each of the service centres. The location and capacity (role and workforce) of the Service Support in India shall be clearly specified, and resumes for the key service personnel shall be provided in the current chapter, using "Proforma for Curriculum Vitae". The details of all service personnel in India shall be provided as per table below.]*

<i>Name</i>	<i>Location</i>	<i>Role</i>	<i>Years of Experience</i>

*[The supplier shall also describe the Structure of the Service Support which will be put at GARC disposal for Operation Support and Technical Support, describing how the local Service Support will interface with the parent Company and its Central Technical Service, in terms of work force and spare parts. Further, the Bidder shall provide the details of location and mechanism of service support from parent company situated outside India. The Bidder shall provide the resumes of key personnel from its world-wide service support organization who will be responsible for providing the service support to GARC.]*

*Extent of breakdowns which would be solved by the local Service Support, the process required to solve them and the associated duration and down times shall be described.*

*Further, the extent of breakdowns which would require Worldwide Support, the process required to solve them and the associated duration and down times shall also be described.]*

### **1.2 Warranty Conditions**

*[The Bidder is required to explicitly commit to the following terms and conditions appearing in Annexure I, by filling the blank space with the corresponding information on the Bidder]*

\_\_\_\_\_ offer includes a comprehensive warranty of three years from date of Invoicing, for equipment supplied under this tender, including the following:

- \_\_\_\_\_ commits cumulative down time not exceeding 300 natural hours a year including the time required for preventive maintenance and irrespective of the working hours.
- Any preventive maintenance and / or repair for breakdown is included in our Offer. No charge on this account (including cost of calibration, spare parts, wear parts, consumables to be changed during maintenance, travel and accommodation expenses, etc.) will be borne by GARC.

- The preventive maintenance will be carried out by our personnel or our technical partners', at a frequency of 6 months. Preventive maintenance will not be performed by a representative personnel, but by employees of our Company or our technical partners' for equipment under their scope of supply.
- Every six months, our personnel or our technical partners', for equipment under their scope of supply, will inspect the equipment and submit a report on overall health & maintenance status of the equipment

As required in the conditions above, we include under the Warranty conditions both preventive and corrective maintenance during the Warranty period. This includes all scheduled preventive maintenance, as well as assistance in case of breakdown, not limited to the scheduled visits, but committing to the 24 hours response time after breakdown is reported, independently from the cause of the breakdown. Both spare parts and labour shall be covered by these conditions in case of breakdown happening due to normal use of the facilities, and in no case GARC shall be charged for labour costs associated to any kind of breakdown during this Warranty period.

Any repair for breakdown arising due to manufacturing defect shall be carried out by the Bidder at his own cost. No charge on this account (either rectification of the problem, replacement of par(s) or replacement of the module) shall be payable by GARC.

In addition to the above, the performance of the equipment supplied is guaranteed for the first five years from the date of acceptance, meaning that acceptance tests could be performed from time to time, and any corrective action in order to reach the requested performances, if the **equipment** fails to pass the acceptance test, bidder will be responsible for restoring the performances.

### 1.3 Annual Maintenance Contract

The AMC for the three following years after Warranty expires is quoted year-wise separately. During this period bidder shall commit to all the terms and conditions as mentioned above in the warranty with a difference that the spare parts cost during this period shall be borne by GARC. Particularly, breakdown repair costs due to labour activities required by breakdown calls are included in the quoted AMC.

The cost of Annual Maintenance Contract for one year would correspond to \_\_\_\_\_ percent of our "Total Price of the Package" appearing in Form e) of Financial Bid, including all the terms and conditions required in this chapter.

### 1.4 Spare Parts List

*[The Bidder is required to include in this chapter the full list of Spare Parts which will be required to ensure the needs for the first 5 years of operation of the equipments supplied, as well as the location of the same and delivery time to the Centre. Individual prices for each supplied Spare Part needs to be included in the financial bid. No information on prices shall be provided under this chapter.]*

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## PROFORMA FOR CURRICULUM VITAE

1. **Name of Staff** [*Insert full name*]: \_\_\_\_\_
  
2. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_
  
3. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: \_\_\_\_\_
  
4. **Training** [*Indicate significant training obtained*]: \_\_\_\_\_
  
6. **Countries of Work Experience:** [*List countries where staff has worked in the last ten years*]: \_\_\_\_\_
  
7. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:  
\_\_\_\_\_
  
8. **Details of Tasks Assigned for this Assignment** [*List all tasks to be performed under this assignment*]:  
\_\_\_\_\_
  
9. **Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned**  
[*Among the assignments in which the staff has been involved, indicate the assignments that best illustrate staff capability to handle the tasks listed under point 8.*]
  
10. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment : dates of employment, name of employing organization, positions held.*]: