



Bid Document for Server and Network Support Service IT

Payment Terms:

Payment will be made on quarterly basis for the man-hours utilized during the quarter. Vendor shall submit invoice on quarterly basis along with the monthly report for support provided on hourly basis which shall be duly certified by Purchaser's Engineer in Charge and IT Head and Log Book countersigned by Purchaser's Engineer in charge & IT Head. Vendor has to maintain log book containing details of logs of complain received date & time wise, work performed with time details, visits to attend calls, nature of problem, action taken to resolve the problem.