

MICR(Tech.)Sec.
Date 03-11-2025.

Details of the Machine

Name of the machine	HP Indigo Press-5500 Digital Printer (Six Colour) with Chiller unit of the machine.
Manufacture of machine	Hewlett-Packard development Company. Israel.
Year of installation	January - 2012
Machine software	Server attached to Printer with peripheral including Software.
Comprehensive AMC Cost	Firm may quote Comp. AMC charge with the following conditions.

The firm may quote Comprehensive AMC cost includes all above items. The firm will be responsible to maintain the printer & peripheral including software for smooth running of the printer.

Terms & Conditions are as follows: -

1. Period of CAMC: One (01) year.

2. Service condition:

Firm shall service and repair the equipment within 24 hours after getting the ISP request / communication. Such Service shall be undertaken during ISP normal working hours on working days to ensure trouble free production on the machine.

Firm shall be entitled without any hindrance to depute its employees / Technical personnel authorized by them to enter the customer's premises at all reasonable time to inspect and service the equipment. However ISP being a security printing organization, the Firm will abide by the security procedure of ISP.

3) The Consumables as per attached Annexure-A will be provided by ISP. Other Materials & Spare parts apart from Annexure-A, will be covered under Comp. AMC. HP Indigo Press-5500 software will be updated time to time.

Apart from above consumables, rest other materials & spare parts will be covered under AMC

- I. Firm shall supply all spare parts, tools and test equipment needed for maintenance of the equipment free of cost other than consumables mentioned as above on returnable basis.
- II. Firm will also provide Software support as & when required including changes.
- III. Preventive Maintenance: The firm's service engineer will do preventive maintenance as and when required during the agreement period. This will include the general health check, calibration, setting etc of the Printer. The firm will have to send the schedule of preventive maintenance within one week of receipt of order for the Com. A.M.C. period.

4) Customer's obligations:

I. Customer (ISP) will provide firm, personnel with access to the system for the purpose of providing service. In addition, ISP will make electric power supply available to firm and provide access to communication facilities.


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II. Customer (ISP) will ensure electric power supply and environmental conditions in accordance with specification for the site.

5) Imposing of penalty:

Firm shall service & repair the equipment within 24 hours after getting the ISP request / communication if the machine / system is not repaired within stipulated time and it becomes in-operational for more than 24 hrs, penalty will be imposed and for imposing penalty, the down time will be calculated after considering following;

- Downtime will be calculated on a working of One shift i.e. 1 x 08 hours = 08 hours (considering 6 working days in a week)
- Downtime hours will be calculated every quarterly and signed off by MICR section's and service providers' personnel. Thereafter payment will be made on quarterly basis. At the end of every quarter, downtime will be calculated mutually agreed and payment will be deducted pro-rata basis.
- Maintenance support will be provided by Firm from 8.00 AM to 5.00 PM on all working days excluding Holidays (I.S.P). However, in case the service is essentially required beyond the above time period, the necessary approval for time period will be taken and intimated accordingly as per firms request.
- The contract is on fixed rate contract and no variation is allowed. On the completion of the contract period, the equipment shall be handed over back to ISP on good & healthy running conditions by the firm.
- Firm should submit the police verification report to ISP within 15 days of receiving of contract for the employees of the firm, who will attend the AMC activities in I.S.P.

AM (TO) 
03/11/25

DM (TO) *on leave*

DGM (TO) *Satyanarayan Kolo*
03/11/2025

Jt.GM (TO) *[Signature]*
3/11/2025

Annexure-A

S.No.	Decription
1	HP Electroink Black 4.0
2	HP Electroink Cyan 4.0
3	HP Electroink Magenta 4.0
4	HP Electroink Yellow 4.0
5	HP Electroink Orange 071
6	HP Electroink Violet 071
7	CMYK Calibration Can Kit
8	HP Imaging Oil 4.0
9	Imaging Agent 4.2
10	HP Recycle agent 1 ltr
11	Image Trns Blanket K2Y
12	HP Photo Imaging Plate
13	Bid 58.2
14	Filter I/O 10 micron L27
15	Carbon Brush-ITM BIAS
16	Gripper Clamp Assy
17	PIP Enhancement Unit (PEU)
18	KIT Suction Cups 5000 set 36
19	KIT Grid Scorotron
20	Brush Cooper/ Carbon Alloy
21	Carbon Brush N-51 6.3X5X20
22	Spin On Filter 3 Micron
23	KIT Suctipon Cups 30X0 Set 36 – 7964
24	KIT Bobbin wir with Dumper
25	KIT Gaskets for ITM Cover
26	Sponge Roller top Assy
27	Cleaning Station Wiper
28	HP PIP Underlayer
29	Scorotron Grid
30	HP Electroink 3.2-Green
31	Impression Paper 30 Unit Old>Q4620B
32	Filter (Carb.)
33	HP PEU Unit
34	Sapphire Solution 5%
35	HP EI White 5000 & 7000ser (Also C.C. for 7000)
36	HP Printing Imaging Plate 6U 3000,4000,5000
37	Top Assy PIP Enhancing Unit Ser # 2
38	Cal. Liq. Black 4.0
39	Cal. Liq. Magenta 4.0
40	Cal. Liq. Yellow 4.0
41	Cal. Liq. U/S Ornge 070 2 Old
42	Electroink Light Cyan
43	Electroink light magenta
44	Electroink Green
45	Electroink Reflex Blue
46	Electroink Transparent
47	Empty Can Kit