

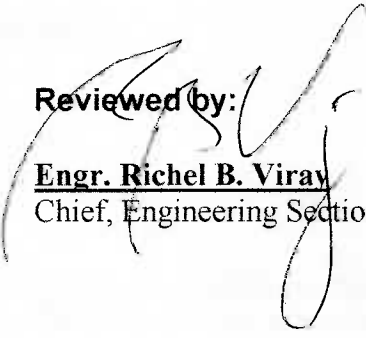
D. AVAILABILITY

- The winning bidder must provide pro-active maintenance support that automatically generates report and ends notification to the manufacturers 24/7 call support centers in cases of system abnormality so that component will be replaced and errors will be fixed before failure occurs.
- Hardware components that cannot be repaired must be provided with a service unit. Service unit and/or replacement parts must be available at all times.
- The component(s) that has been replaced must be operational within four (4) hours including response time of two (2) hours.
- Availability of service center and spare parts in case of repair beyond the warranty period.

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