

- On call support shall be available 24 hours a day, 7 days a week. A one (1) hour response from time of the call (through telephone call) shall be provided.
- On-site support must have a response time of not more than 4 hours from the time of the call in cases when the phone support could not solve the problem.
- On hardware repair, testing shall be done on-site to know the extent of the problem. All components beyond repair shall be replaced at no cost during the warranty period. Service units should be available for the system and peripherals a day after testing and diagnosis for replacement of the defective unit(s).
- The winning bidder must provide expert personnel to service the equipment whenever any related problem should occur.

E. 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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