**Office Equipment Maintenance Agreement Requirements for the Year 2024**

**The agreement covers Maintenance and necessary repairs for office equipment in Alfa premises.**

**Equipment included in this agreement is listed in Annex 1.**

# Article 1: Preventive & Corrective Maintenance Services, Spare Parts, and Software update

1. **Office Equipment; Shredder, Fax**

The Supplier shall provide the Maintenance Service according to the following conditions:

Maintenance service shall include:

* Corrective maintenance / unlimited / On-call emergency service

The labour necessary to maintain the equipment in good operating condition.

Hardware repair with calibration and cleaning.

* Annual Fees to be submitted **per machine** in the offer.

Maintenance service shall exclude:

Consumable i.e., Drum, Developer, Toner, Fuser oil, Web material, paper…etc. are not covered by this agreement.

1. **Hardware Maintenance “Banknote Money Counterfeit and Counting machine with related thermal printer” (Detailed list in Annex 1)**

The Supplier shall provide the Maintenance Service according to the following conditions:

* Preventative maintenance every 2 months.

The labour necessary to maintain the equipment in good operating condition.

A full hardware maintenance with calibration and cleaning.

* Corrective maintenance / unlimited / On-call emergency service.
* Replacement and fees of defected Spare Parts.
* Annual Fees to be submitted **per machine** in the offer.

1. **Software Maintenance Agreement for “Banknote Money Counterfeit and Counting machine” (Detailed list in Annex 1)**

The Supplier shall provide the Maintenance Service according to the following conditions:

* The labour necessary to maintain the equipment in good operating condition.
* Preventative Software maintenance every 2 months. The Company is responsible for maintaining covered equipment in good operating condition, providing remedial maintenance during the maintenance period, **ensuring proper equipment functionality, and detecting any potential of counterfeit money or incorrect counting operations** throughout the period of the agreement. **(Mandatory for USD / EURO / LBP)**
* Corrective maintenance / On-call emergency service in case of any failure occurrence.
* Replacement of defected Spare Parts (when necessary for proper counterfeit detection and counting money operations)

# The Supplier is responsible for replacing counterfeit money if it is not detected at any time during operations.

* The maintenance company is responsible for notifying MIC1 immediately if new software updates are available for local and foreign currencies or if they are no longer available from the manufacturer.
* Annual Fees to be submitted **per machine** in the offer.

1. **Software Update Agreement for “Banknote Money Counterfeit and Counting machine” (Detailed list in Annex 1)**

The Supplier shall provide the Maintenance Service according to the following conditions:

* The labour necessary for software update.
* Full software update requirements for MIC1. Software maintenance and updates upon the release of new currency or counterfeit money in the Lebanese market.
* Software provisioning shall be within a maximum of 15 days from the request date.
* Software Update process shall be completed within 48 hours from the delivery of the machine to the supplier.
* Annual Fees to be submitted **per machine** in the offer.

# Article 2: Supplier’s Responsibility

1. The Supplier’s responsibility shall cease if:

* Equipment was serviced by other than the Supplier’s authorized technical representative.
* Non-approved or non-standard Equipment’s supplies were used by the Costumer.
* Equipment was damaged due to fire or natural disasters.

1. Response Time:

* The supplier is required to respond within a 24-hour time frame upon receiving the customer's request and within 48 hours for repair after the machine is delivered to the supplier.
* Supplier if fails to respect the specified time frame for intervention or response upon request, Supplier will be subject to a penalty of 5 % per occurrence to the Customer of the total amount of this agreement for a period of one (1) contractual year.

1. The supplier shall promptly provide a temporary replacement machine upon our request for maintenance or repair of any machine until defected machine is delivered to them.
2. Maintenance Service shall be provided during regular business hours of the Supplier and Customer
3. Service Report of maintenance or repair to be provided by Supplier in soft copy.
4. The supplier shall be responsible for any damage caused during maintenance activities.
5. The supplier will be notified of any recurring malfunction within a period of 1 month due to the same defect, who is required to inspect and repair the machine again and shall bear the expenses for the repair.
6. The Maintenance Company shall pay a penalty of 5 % per occurrence to the Customer from the total amount of this agreement (for one (1) contractual year) every time the Equipment is not working properly due to a violation of the Company to any point of Article 1 and /or due to any reason related to the Company itself.

**Article 3: Customer Obligations**

1. Equipment for maintenance or repair related to regional stores will be delivered to HQs building (Parallel or Pine) by MIC1 unless it is necessary to check the failure reason on-site. In such cases, the supplier should personally visit the related store.
2. The Customer shall notify the Supplier forthwith following a change in the location of the Equipment during the Maintenance period.
3. The Customershall ensure that it receives all information relevant to the “Equipment record Card” or a computer print-out of all technical activities related to his Equipment.