

Warranty	1 Years Comprehensive Onsite Warranty
Authorization (if manufacturer authorization letter not attached CPC treat as non-responsive)	Manufacturer authorization letter should be attached
Selling Experience (Proof documents should be attached)	Bidder should have min. of 10 years' experience selling computers and peripherals
ISO Certification (Proof documents should be attached)	Manufacturer's ISO Certification should be attached Bidder's ISO Certification should be attached
Service and Maintenance	Ability to provide island wide maintenance service 3 Preventive maintenance services per year during the warranty period.
Workshop Facilities (If details are not attached CPC treat as non-responsive)	Bidder should have well established workshop Bidder should provide island wide service center details Documents evident to be providing of the following <ul style="list-style-type: none"> ➤ Address ➤ Contact details and date of commencement of each branch/regional office. Manufacture authorized workshop facilities Maintenance staff details should be attached
Response Time	To be responded within 4 hours
Resolving Time	To be resolved within 48 hours If not similar equipment should be provided on loan
Online Support	OEM web site to check specification and drivers download
Unit Price	Specify
Ink Price	Black Color
Number of prints per ink bottle	Black Color
Print cost per standard (A4) Page	Black Color
Any other consumables	Specify