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Punjab National Bank

Circle Office, Jodhpur

IT Department

802 Angira Darpan Chopasni Road

Jodhpur, Rajasthan (342001)

Phone: 0291-2630682

CO/JDR/IT/AMC/UPS/AVO/2/2022-23

Date: 28-06-2022

M/s Switching AVO Electro Power Limited

D-62 Chomu House

C-Scheme

Jaipur - 302001

Kind Attn: **Sh. Arun Yogi (9116039314)**

Dear Sir,

Subject: Award of AMC (Annual Maintenance Contract) for comprehensive Maintenance of UPS Systems at our branches / offices /ATM Locations (Onsite/Offsite) under Circle Office- Jodhpur (382200) for the period – 23-06-2022 to 22-06-2023

We are pleased to award Annual Maintenance Contract for the comprehensive maintenance of UPS systems s installed at our branches / offices and ATM locations (onsite/offsite) of the Bank under annual maintenance contract on the rates, scope of work, terms and conditions detailed hereunder. The AMC period shall be 23-06-2022 to 22-06-2023.

Location under AMC:

Table – 1

SR. NO.	SOL ID	BRANCH NAME	Item Type	Item Make/OEM	MODEL	UPS Capacity	Location	SR. NO
1	000200	ABU ROAD OFFSITE ATM- CHOUDHARY HOTEL	UPS	AVO	3KVA	3 KVA	ATM-Offsite	1100189744A3851700199
2	000200	ABU ROAD	UPS	BPE	MF1103L8	3 KVA	ATM-Offsite	UPS00200BR-1
3	005910	Sojati Gate Jodhpur	UPS	AVO	NA	3 KVA	ATM-Onsite	83321808502683
4	023200	RAILWAY STATION	UPS	AVO	3KVA	3 KVA	ATM-Offsite	UPS023200ATMOFF-1
5	023200	MGH Road (Shifted from Sardarpura-eUBI (091120)	UPS	AVO	NA	5 KVA	BRANCH	UPS023200BR-1
6	023200	MGH ROAD, JODHPUR	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P15B17G02782
7	042900	SIROHI	UPS	BPE	PB1105216 6KVA	6 KVA	Branch	P21B17L01048
8	042900	SIROHI	UPS	BPE	MF1103L8	3 KVA	ATM-Onsite	M11L17F00133
9	055100	BALOTRA -MAIN	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P15B18G03359
10	055100	BALOTRA -MAIN	UPS	BPE	MF1103L8 3KVA	3 KVA	ATM-Onsite	M11L18C01010
11	055100	BALOTRA-MAIN OFFSITE ATM (PERFECT TOWER)	UPS	BPE	MF1103L8 3KVA	3 KVA	ATM-Offsite	M11L21A00402
12	071200	PAOTA B ROAD-Trade Centre lying spare at CO Jodhpur	UPS	Prostar	3KVA	3 KVA	ATM-Offsite	ME09123426
13	071200	JEET COLLAGE	UPS	Hitachi Hirel	IP11S-3KVA	3 KVA	ATM-Offsite	H11140737001
14	071200	RATANADA, JODHPUR	UPS	BPE	MF1103L8 3KVA	3 KVA	ATM-Onsite	MF13059743
15	071200	RATANADA, JODHPUR	UPS	BPE	MF1103L8 3KVA	3 KVA	Branch	M11L17H00772
16	071200	RATANADA, JODHPUR	UPS	BPE	PB1105216 6KVA	6 KVA	Branch	P15B18G03191
17	071200	RATANADA OFFSITE ATM- RAI KA BAGH	UPS	BPE	MF1103L8 3KVA	3 KVA	ATM-Offsite	M11L19E00122
18	082400	PIPAR CITY	UPS	AVO	HP302-2C 3KVA	3 KVA	BRANCH	310022014A81941300655
19	088510	Shivanj	UPS	AVO	NA	5 KVA	BRANCH	900061707210025
20	382200	CIRCLE OFFICE, JODHPUR	UPS	BPE	HX3120L30 20KVA	20 KVA	Branch	HBB16L00081
21	124510	Sardarpura Jodhpur	UPS	AVO	NA	5 KVA	BRANCH	E1905069296
22	124510	Sardarpura Jodhpur	UPS	AVO	NA	3 KVA	ATM-Onsite	83321808502695
23	128410	Amy School	UPS	AVO	NA	3 KVA	ATM-Onsite	83321808502629
24	139910	Tinwari	UPS	AVO	NA	3 KVA	BRANCH	83321902502280
25	149700	SHASTRI NAGAR, JODHPUR	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P15B17C02647
26	149700	SHASTRI NAGAR, JODHPUR	UPS	Prostar	NA	3 KVA	ATM	UPS149700ATM
27	157410	BARMER	UPS	AVO	NA	5 KVA	BRANCH	E1905069257
28	167210	JALORE	UPS	AVO	NA	5 KVA	BRANCH	E1905069298
29	171510	Balesar Durgawatan	UPS	Tritronics	NA	3 KVA	ATM-Onsite	P055700114-3
30	171510	Balesar Durgawatan	UPS	AVO	NA	5 KVA	BRANCH	E1905069280
31	215010	SORDA	UPS	Hitachi Hirel	NA	6 KVA	ATM-Onsite	WNH03171791001
32	218320	UNIB SANGRIA	UPS	AVO	3KVA	3 KVA	ATM-Onsite	1LAL071203177020182
33	226400	PNB CHB, JODHPUR	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P15B17G02755
34	262000	UNDOO	UPS	AVO	HP302-2C 2KVA	2 KVA	ATM-Onsite	832217912610461
35	262100	GAGRIYA	UPS	Hitachi Hirel	IP11-6KVA	6 KVA	BRANCH	VH08160649001
36	263200	KHARA	UPS	Hitachi Hirel	IP11-3KVA	3 KVA	BRANCH	VH09150303010
37	263200	KHARA	UPS	AVO	HP302-2C 2KVA	2 KVA	ATM-Onsite	31002531681766
38	356200	PALI MARWAR	UPS	AVO	UX30001IS 2KVA	2 KVA	ATM-Onsite	0630K701
39	356200	PALI MARWAR	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P15B17G02764
40	382200	CIRCLE OFFICE, JODHPUR	UPS	BPE	HX3120L30 20KVA	20 KVA	Branch	HBB16L00080

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SR. NO.	SOL ID	BRANCH NAME	Item Type	Item Make/OEM	MODEL	UPS Capacity	Location	SR. NO
41	388600	MADHUBAN	UPS	Hitachi Hirel	IP11H-6WP 6KVA	6 KVA	BRANCH	VH02161945002
42	388600	MADHUBAN	UPS	AVO	UX30001IS 3KVA	3 KVA	ATM-Onsite	1LAL07120317702001
43	414500	SARDAR SCHOOL, JODHPUR	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P26B17B00028
44	444500	FALNA	UPS	NPS	605 3KVA	3 KVA	BRANCH	1034608029
45	444500	FALNA	UPS	AVO	UX30001IS 3KVA	3 KVA	ATM-Onsite	9420910
46	447400	BHINMAL	UPS	Hitachi Hirel	IP11-3KVA	3 KVA	ATM-Onsite	VH09151046002
47	447400	BHINMAL-Nahar Hospital	UPS	AVO	3KVA	3 KVA	ATM-Offsite	310022398995471000000
48	515310	DRDA Jodhpur	UPS	Tritronics	NA	3 KVA	ATM-Onsite	A008610814-2
49	595300	NARWA	UPS	IT POWER	IP11H-3 3KVA	3 KVA	BRANCH	3Y06140017012
50	615200	Army Cantt-Jodhpur	UPS	IT POWER	NA	3 KVA	BRANCH	UPS615200BR-1
51	615201	Army Cantt-Jodhpur	UPS	NA	NA	3 KVA	ATM-Onsite	UPS615200ATM-1
52	688100	JALORE	UPS	AVO	HP302-2C 3KVA	3 KVA	ATM-Onsite	SAV019510910
53	735000	SUMERPUR	UPS	IT POWER	IP11H-3 3KVA	3 KVA	BRANCH	H11140741001
54	735000	SUMERPUR	UPS	AVO	ESC 130-12 2KVA	2 KVA	ATM-Onsite	3100213127C56533
55	735300	PHALODI	UPS	AVO	ESC 130-12 2KVA	2 KVA	BRANCH	900021408060494
56	735300	PHALODI	UPS	AVO	3KVA	3 KVA	ATM-Onsite	140100376003
57	735500	JASOL	UPS	IT POWER	IP11H-3 3KVA	3 KVA	BRANCH	H11140750001
58	735500	JASOL	UPS	AVO	UX30001IS 2KVA	2 KVA	ATM-Onsite	310022016796423000000
59	735800	Sanchoe	UPS	Hitachi Hirel	IP11-3KVA	3 KVA	BRANCH	UPS735800BR-1
60	735800	Sanchoe	UPS	AVO	HP302-2C 2KVA	2 KVA	ATM-Onsite	E1405010672
61	735900	JAITARAN	UPS	AVO	DP302	3 KVA	ATM-Onsite	310025316817663100000
62	736000	OSIYAN	UPS	Hitachi Hirel	IP11 3KVA	3 KVA	BRANCH	VH09151046005
63	736000	OSIAN- Vivekand Hospital	UPS	Hitachi Hirel	IP11H-2WP 2KVA	2 KVA	ATM-Offsite	VH01161768002
64	736100	Sojat City	UPS	Microtek	MT004 3KVA	3 KVA	BRANCH	15N0BMAE033512
65	736100	Sojat City	UPS	IT POWER	IP11H-3 3KVA	3 KVA	BRANCH	140100376002
66	736100	Sojat City	UPS	AVO	ESC 130-12 2KVA	2 KVA	ATM-Onsite	E1405010614
67	736200	BORUNDA	UPS	AVO	HP302-2C 2KVA	2 KVA	ATM-Onsite	310025316817663000000
68	736200	BORUNDA	UPS	AVO	HP302-2C 2KVA	2 KVA	ATM-Onsite	310028400947259000000
69	762600	PAL ROAD	UPS	EPOCH	5KVA	5 KVA	BRANCH	CU1H0K1P113
70	762600	PAL ROAD	UPS	AVO	UX30001IS 2KVA	2 KVA	ATM-Onsite	310025316817663000000
71	762600	PAL ROAD	UPS	AVO	UX30001IS 2KVA	2 KVA	ATM-Onsite	310028400947259000000
72	762600	PAL ROAD, JODHPUR	UPS	BPE	PB1105216 5KVA	5 KVA	Branch	P15B18G03383
73	774100	BAITU	UPS	HI TECH	NA	3 KVA	ATM-Onsite	UPS774100ATM-1
74	774100	BAITU	UPS	IT POWER	IP11H-3 3KVA	3 KVA	BRANCH	UPS774100BR-1
75	774200	PACHPADRA	UPS	Hitachi Hirel	IP11-3KVA	3 KVA	BRANCH	VH1015134002
76	774200	PACHPADRA	UPS	HI TECH	2KVA	2 KVA	ATM-Onsite	13020042677
77	786900	Rabdiyawas	UPS	IT POWER	IP11H-3 3KVA	3 KVA	BRANCH	3EA140100376004
78	870700	KAKANI	UPS	Hitachi Hirel	IP11-3KVA	3 KVA	BRANCH	VH08150632015
79	876900	CHAUHTAN	UPS	AVO	UX30001IS 2KVA	2 KVA	ATM-Onsite	UPS876900ATM-1
80	876900	CHAUHTAN	UPS	BPE	MF1103L8 3KVA	3 KVA	Branch	M11L17H00773
81	878500	SERWA	UPS	Hitachi Hirel	IP11H-6WP 6KVA	6 KVA	BRANCH	UPS878500BR-1
82	878500	SERWA	UPS	AVO	HP302-2C	2 KVA	ATM-Onsite	1100189745A3851700387
83	878500	SERWA	UPS	BPE	MF1103L8	5 KVA	Branch	M11L17H00765
84	894800	PNB PAOTA	UPS	Microtek	MT004 3KVA	3 KVA	BRANCH	17HG1SBAZ067653
85	894800	PNB PAOTA	UPS	Hitachi Hirel	2KVA	2 KVA	ATM-Onsite	VH0216956002
86	916700	BALOTRA IA	UPS	Hitachi Hirel	IP11-3KVA	3 KVA	BRANCH	VH08160650001
87	925200	Boranada	UPS	IT POWER	IP11H-3 3KVA	3 KVA	ATM-Onsite	1140300M0
88	964100	DHORIMANA	UPS	AVO	15 KVA	5 KVA	BRANCH	AVO0518
89	965700	GUDAMALANI	UPS	IT POWER	IP11H-3 2KVA	2 KVA	ATM-Onsite	1L10300M02316
90	965700	GUDAMALANI	UPS	BPE	MF1103L8 3KVA	3 KVA	Branch	M11L17F00308
91	976800	REODER	UPS	AVO	UX30001IS 2KVA	2 KVA	ATM-Onsite	83221710101501
92	976800	REODER	UPS	BPE	PB1105216 3KVA	3 KVA	Branch	M11L17E00405

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Location which will be under warranty:

SR. NO.	SOL ID	BRANCH NAME	Item Type	MODEL	UPS Capacity	Location	SR. NO
1	686800	R.A.M.	UPS	HP1005	5 KVA	BRANCH	501101277150L8100005
2	686800	R.A.M.	UPS	HP1005	5 KVA	BRANCH	501101277150L8100029
3	414600	AIR FORCE	UPS	HP1005	5 KVA	BRANCH	501101244120L7100053
4	082400	PIPAR CITY	UPS	HP302-2C 2KVA	2 KVA	ATM-Onsite	310028400947259000000
5	406500	BARMER	UPS	HP1005	5 KVA	BRANCH	50110124412017100000
6	406500	BARMER	UPS	HP3KL	3 KVA	ATM-Onsite	31002251523435200
7	000200	ABU ROAD OFFSITE ATM -RAILWAY STATION	UPS	HP3KL	3 KVA	ATM-Offsite	310021312A71450800193
8	894800	Paota C road	UPS	HP1005	5 KVA	BRANCH	UPS8949BR-1
9	262100	Gagaria	UPS	HP3KL	3 KVA	ATM-Onsite	UPS262100ATM-1
10	226400	CHBC	UPS	HP3KL	3 KVA	ATM-Onsite	UPS226400ATM-1
11	113100	Chopasni Road	UPS	HP1005	5 KVA	EASE Outlet	UPS113100EASE-1
12	262000	Undoo	UPS	HP1005	5 KVA	BRANCH	AVOBR262000
13	055100	BALOTRA-MAIN OFFSITE ATM (PERFECT TOWER)	UPS	MF1103L8 3KVA	3 KVA	ATM-Offsite	M11L21A00402
14	636300	MCC	UPS	HX3110L20	10 KVA	BRANCH	H02B19E00454

Total Amount of AMC as follows:

SN	Vendor Name	Capacity of UPS	Quoted Price excluding GST	Qty of UPS	AMC amount for UPS
1	M/s Switching AVO Electro Power Limited	2 KVA	3,250.00	19	61,750.00
		3 KVA	3,850.00	49	1,88,650.00
		5 KVA	5,500.00	16	88,000.00
		6 KVA	6,500.00	6	39,000.00
		20 KVA	22,000.00	2	44,000.00
Grand Total				92	4,21,400.00

Price above is exclusive of taxes like GST etc. that shall be paid extra by Bank on actuals as on date of invoicing. However, it includes all charges including duties and charges related to freight, insurance, forwarding, packing, dispatch, installation of spare parts / components, visit of engineers to site for service, preventive maintenance etc.

* UPS systems which are presently under warranty and to be migrated from warranty to AMC during proposed AMC period on unit price rate as mentioned in Table -2 on pro rata basis calculation

Terms and conditions for AMC shall be as under:

- The contract shall be valid for a period of one year from the date **23-06-2022 to 22-06-2023**, if not revised earlier. The services and support will be reviewed in every six months taking into consideration the level of support and services provided by the AMC vendor. Bank may terminate the contract in case the services and support are found not satisfactory.
- Payment on account of AMC shall be released by Bank on half yearly basis. For advance payment, the vendor may opt PBG option.
- Vendor will do Preventive maintenance of all UPS systems under AMC contract on half yearly basis with no extra cost to Bank. PM also includes backup testing of Battery Banks.

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4. UPS calls will be attended within 24 hours for district level site and in 48 hours for outer site.
5. At least one engineer should be available at each district under CO-Jodhpur i.e., Jodhpur, Pali, Jalore, Barmer, Sirohi.
6. One Area Manager of company must be dedicatedly assigned by the company to monitor PNB, CO-Jodhpur's UPS calls.
7. Vendor must maintain the availability of spare parts at Jodhpur level and in case, repairing of any faulty UPS requires movement from Bank's premises to nearest workshop of company for repairing then Bank will not bear any cost related to shifting and standby UPS will be provided to maintain uninterrupted power supply of Branch/ATM location.
8. Standby UPS of equal capacity should be provided in case of faulty UPS is not repaired during engineer visit with no extra cost to Bank.
9. On-site comprehensive AMC cost includes all kind of repairing, replacement of faulty part of UPS systems under AMC. Bank will not bear any kind expenses against the maintenance of UPS under AMC except Contract amount.
10. The contract shall be valid for a period of one year from the date 01-05-2021 to 30-04-2022, if not revised earlier. The services and support will be reviewed in every three months taking into consideration the level of support and services provided by the AMC vendor. Bank may terminate the contract in case the services and support are found not satisfactory and forfeit the BG.
11. AMC of UPS system will not become void if the Bank further buys any other supplemental items from a third party and installs it with these items in the presence of the representative of the vendor. However, the AMC will not apply to such third-party items got installed by the Bank.
12. Vendor shall provide sound service / support by arranging timely attending of calls within minimum resolution time, as specified in this document, received from the branches / offices where the items have been supplied & installed; and problem rectification through competent service engineers. To meet up time, vendor shall maintain sufficient buffer stock of UPS systems and inventory of spare parts at all the support centers to avoid unnecessary delay in obtaining the spare parts.
13. AMC work order for the required items shall be placed by the IT Dept-Jodhpur. AMC terms and conditions shall also be governed by Service Level Agreement (SLA)
14. The Bank reserves the right to terminate the comprehensive AMC by issuing one month's notice to the vendor if the services rendered by the vendor(s) are found dissatisfactory. In that case, the vendor(s) will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.
15. Not following all that is mentioned above, the Bank reserves the right to outsource the maintenance work to a third party or the Bank may decide to perform the same through its internal resources.





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Whatever the case may be (either third-party maintenance or maintenance through internal resources), the vendor shall provide requisite maintenance training, technical know-how, and expert assistance to the persons and/or agencies, duly authorized by the Bank for this purpose.

16. If any of the parts / components will not available or difficult to procure or the procurement is likely to be delayed for replacement, the replacement must be carried out with part / component of equivalent capacity or higher capacity at no additional charges to the Bank.
17. The bank reserves the right to cancel the order/ contract of the vendor and recover expenditure incurred by the bank on the following circumstances:
 - The vendor commits a breach of any of the terms and conditions of the contract.
 - The AMC vendor goes into liquidation voluntarily or otherwise.
 - The progress regarding execution of the contract by the AMC vendor does not comply with the SLAs and the deviations are above the defined threshold limits.
 - Deduction on account of penalty exceeds 10% of the total contract price subject to a maximum of 50% of AMC amount of the system for the quarter.
 - Delay in service / support of UPS systems and their accessories, beyond the specified period for the same as mentioned in the order.
18. After the award of the contract, if the vendor does not perform satisfactorily or delays execution of the contract terms, the bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the vendor is bound to make good the additional expenditure, which the bank may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause is applicable if for any reason the contract is cancelled.
19. Payment on account of AMC shall be released by Bank as per Payment terms. The vendor may opt for submission of PBG. Vendor has to follow following PBG terms in case they opt for receipt of payment on submission of PBG.
 - a) The vendor shall submit a Performance Bank Guarantee in INR for the 25% of net AMC value as stated in table 2 above in favour of "Punjab National Bank, Circle Office- JODHPUR" **valid for 13 months** from the AMC start date within 30 days of AMC letter issued by Bank on specified format of PBG. No payments related to AMC shall be released (If opted for PBG submission) in case of non-submission of Performance Bank Guarantee.
 - b) In the event of the AMC vendor being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the AMC vendor is unable to service the contract for whatever reason.
 - c) Notwithstanding and without prejudice to any rights whatsoever of the bank under the contract in the matter, the proceeds of the PBG shall be payable to bank as compensation by the AMC vendor for its failure to complete its obligations under the contract. Bank shall notify the AMC vendor in





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writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the AMC vendor is in default.

- d) The bank shall also be entitled to make recoveries from the vendor's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
20. No adjustment of the contract price shall be made on account of variation of costs of labor, exchange rate and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract.
21. The contract period for service / support for UPS systems installed at aforesaid branches / offices will be valid for one year. The bank may extend the empanelment period with mutual consent of bank and vendor if the next empanelment process gets delayed. Extension shall be in tranches of 1 (one) month till the next empanelment is completed or extended two months whichever is earlier.
22. The AMC vendor and bank will execute Service Level Agreement, which would include all the service and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank. The AMC vendor shall execute the SLA within one month from the date of acceptance of the AMC award letter.
23. At the discretion of Bank, Bank may discard any UPS system covered under AMC during the contract period and the AMC amount shall be released to vendor on pro-rata basis for such items.

Payment Terms for AMC

The Bank will make payment for service / support under AMC for UPS systems as per following scheduled term:

a) In case Performance Bank Guarantee is submitted to Bank

25%	Advance at the start of first quarter on receipt of branch wise invoices and Performance Bank Guarantee for 25% of AMC contract value valid for 13 months from PO acceptance date
25%	Advance at the start of second quarter on receipt of branch wise invoices and Preventive maintenance reports falling under period of first quarter
25%	Advance at the start of third quarter on receipt of branch wise invoices and Preventive maintenance reports falling under period of second quarter
25%	At the expiry of fourth quarter on receipt of branch wise invoices and preventive maintenance reports falling under period of third and fourth quarter

b) In case Performance Bank Guarantee is NOT submitted to Bank





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25%	At the expiry of first quarter on receipt of branch wise invoices and Preventive maintenance reports falling under period of first quarter
25%	At the expiry of second quarter on receipt of branch wise invoices and Preventive maintenance reports falling under period of second quarter
25%	At the expiry of third quarter on receipt of branch wise invoices and Preventive maintenance reports falling under period of third quarter
25%	At the expiry of fourth quarter on receipt of branch wise invoices and Preventive maintenance reports falling under period of fourth quarter

Scope of Work for Vendor:

The scope of work shall be as under for AMC.

SN	Criteria
1	Service, support and maintenance of UPS systems supplied and installed by M/s Numeric / Novateur Electricals of different capacities, viz. 2 KVA, 3 KVA, 5 KVA, 10 KVA along with routine checkup of standard and reputed make SMF batteries installed at various locations of the Bank under Circle Office-Jodhpur (locations details specified in in table 1) as per as per the Bank's requirement and to the satisfaction of the Bank.
2	The AMC vendor for UPS system will also coordinate with battery vendors, irrespective of batteries purchased from them or from third party during AMC period of UPS systems, to provide the necessary assistance for uninterrupted functioning of UPS system and batteries without any extra charge to Bank.
3	The vendor undertakes to ensure availability & maintain sufficient inventory of genuine spare parts of UPS systems as specified in table-1 above during the contract period. The accessories required for proper functioning of system should also be part of AMC.
4	The vendor shall provide efficient and effective service/support on 6 days a week basis (09:30AM to 06:30 PM, except 2 nd & 4 th Saturdays) with the resolution / response time as specified in SLA. In case of any defects, faults and failures in the equipment could not be repaired, rectified during the said period, the vendor will be required to accomplish their duties beyond the said schedule in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the vendor shall replace such parts at no extra cost to the bank. For this purpose, the vendor shall keep sufficient stock of spares in the custody of the resource engineer / diversified locations. Vendor may be asked to provide their services on Holidays too in case emergent conditions warrants.
5	The vendor undertakes to conduct a quarterly preventive maintenance throughout the AMC period. The scope of service will include: <ul style="list-style-type: none"> • Performance tuning including but not limited to cleaning and maintenance of system. • Checking and Maintenance of health of batteries integrated with UPS system. • Any other check / service that will make equipment work smoothly and as per system uptime on regular basis.
6	All parts in UPS systems including cables of all kinds shall be included under AMC unless otherwise manhandled, spoiled including wear and tear.

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SN	Criteria
7	The AMC vendor would be responsible to replace / repair any kind of faulty items / spare parts / components / accessories of same or higher specification required for uptime of UPS systems as per SLA terms.
8	De-installation and Re-installation of UPS system and batteries in case shifting of systems is required to other place, without any extra charge to the Bank. However, shifting charges will be borne by Bank in case it is done by AMC vendor or shifting will be got done by Bank only.
9	The vendor will arrange for quarterly preventive maintenance of UPS systems and batteries without any extra charge to Bank and submit the report to Bank for their reference.
10	Any UPS system under AMC or any part of the same, if removed from bank's premises for repair, shall be supported by a Field Call Report (FCR) signed and stamped by the concerned branch / office and a copy be provided to the branch / office.
11	Vendor shall have to provide system generated Call registration and closure status in one report (in XLS format) on twice a week basis (Monday and Thursday or next day if Holiday) through email only to Circle Office-Jodhpur office. Report should have information viz. Equipment ID, Branch Name, Branch SOL ID, Branch Location, Category (Metro / Urban / SU / Rural), Call log no., Call registration date, call registration time, Nature of problem, call attended date, rectified date, rectified time, total hours of downtime etc. Vendor has to provide cumulative / consolidated report on open and closed complaints at each quarter for the preceding quarter and half year / full year in case desired by Bank.
12	Due to the renewal of AMC at the end of proposed maintenance contract period or termination of AMC by issuing one-month prior notice, whatever the case may be (either of above), the vendor shall provide requisite maintenance training, proper handshake, technical know-how, and expert assistance to the persons and/or agencies, duly authorized by the Bank for this purpose.
13	The AMC vendor shall provide stand by arrangement viz. full UPS systems to effected site incase fault is not repaired / replaced within agreed time span as per SLA terms (Annexure – B).
14	The vendor may provide temporary equivalent replacement i.e., Stand by UPS system of equivalent or higher configuration) in order to maintain 98% uptime on monthly basis
15	Incise; during AMC period any UPS systems will be identified that not included in subject contract then vendor will provide services and same will be included in next AMC billing period

Uptime and Penalty:

Uptime and penalty on vendor shall be as under and the same shall be executed under Service Level Agreement.

1) On-site comprehensive AMC: The AMC would be on-site and comprehensive in nature and back-to-back support from the OEM of batteries. The vendor will warrant complete system against defects arising out of faulty design, materials and media workmanship etc. for a period of one year from 01-05-2021 The vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.





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2) During the term of the contract, the vendor will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

a) Professionally qualified personnel who have expertise in the system supplied by the vendor will provide these services.

b) The vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 09:30 A.M. to 6:30 P.M. on 6 (six) days a week basis (except 2nd & 4th Saturday). In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the vendor are

required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the vendor shall replace such parts, at no extra cost to the bank, with brand new parts. For this purpose, the vendor shall keep sufficient stock of spares at Bank's IT Cluster office.

c. FOR MAINTENANCE/ SUPPORT DURING CONTRACT If any of the UPS system (including batteries) is down beyond 48 hours (at State Capitals & Sites with public air-transport facilities) or 72 hours (at other Sites) as the case may be, penalty will be charged or recovered from out of withheld amount towards warranty or payment due per day per UPS at the rate of 0.50% of purchase value. Maximum Penalty will be limited to 25% of the purchase order value of the item.

FOR SYSTEM UP TIME For this purpose total elapsed time between receiving the break down message (over telephone or otherwise) and making the system functional or providing standby machine, will be treated as down time. It will be calculated on quarterly basis. Bank will charge penalty in case of not meeting the uptime requirements. If vendor is not able to meet the UPTIME requirement as specified in para 12, then penalty will be applicable as under:

1. During the warranty period, for every fall of 1% up-time, charges will be deducted @ 1% of the cost of the system subject to maximum 10%.

2. In case of AMC, charges will be deducted @ 10% of the AMC amount subject to a maximum of 50% of AMC amount of the system for the quarter.

FOR PREVENTIVE MAINTENANCE If the vendor fails to do the quarterly preventive maintenance of the UPS system successfully, penalty will be applicable as under:

During warranty and AMC period: Penalty will be applicable @1% of order value of the respective item for each such incident (per quarter) when the vendor does not do the PM activity.

d) The vendor shall ensure that the full configuration of the equipment is available to the bank in proper working condition viz. uptime of 98% on monthly basis.

e) Any penalty due during the AMC period will be adjusted against the forthcoming / pending yearly/ half yearly payments on account of AMC.

f) Bank may invoke Performance Bank Guarantee of vendor at any stage in case vendor is not maintained 98% uptime of systems.

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- g) The vendor shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.
- h) Preventive maintenance: The vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) of UPS system and batteries for all sites under AMC once in a quarter within first 15 days of the start of quarter on a day and time to be mutually agreed upon by In-charge of Bank's site. Notwithstanding the foregoing the vendor recognizes Bank's operational needs and agrees that Bank shall have the right to require the vendor to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
- i) The Bank shall maintain a register at its site in which, the Bank's operator / supervisor shall record each event of failure and / or malfunction of the equipment. The vendor's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the vendor's engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
- j) The vendor shall provide replacement equipment / standby if any equipment is out of the premises for repairs.
- 3) Any worn or defective parts withdrawn from the equipment and replaced by the vendor shall become the property of the vendor and the parts replacing the withdrawn parts shall become the property of Bank.
- 4) The vendor's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.
- 5) However, if Bank desires to shift the equipment to a new site and install it thereof urgently, the vendor shall be informed of the same immediately. The Bank shall bear the charges for such shifting if it is done by vendor and the vendor shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the vendor.
- 6) Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.
- 7) No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
- 8) The Bank can deduct the penalty amount from future payments payable or the vendor shall refund the amount forthwith to Bank on demand by Bank.





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9) On account of any negligence, commission or omission by the engineers of the vendor and if any loss or damage caused to the Equipment, the vendor shall indemnify / pay / reimburse the loss suffered by the bank.

10) Future additions of Accessories / Components: The Bank would have the right to:

i) Shift supplied systems to an alternative site of its choice.

ii) Disconnect / connect / substitute peripherals or any equipment acquired from another vendor.

iii) Expand the capacity / enhance the features / upgrade the equipment supplied, either from the vendor or another vendor. Provided such changes or attachments do not prevent proper maintenance from being performed or unreasonably increase the vendor cost of performing repair and maintenance service.

The AMC terms would not be considered as violated if any of 10) - (i), (ii) or (iii) above takes place. Should there be a fault in the operations of the system, the vendor, would not unreasonably assume that the causes lie with those components / accessories not acquired from them.

13 Vendor shall have to provide system generated (through company's call management system) Call registration and closure status in one report (in XLS format) on twice a week basis (Monday and Thursday or next day if Holiday) through email only to Circle Office-Jodhpur office. Report should have information viz. Equipment ID, Branch Name, Branch SOL ID, Branch Location, Category (Metro / Urban / SU / Rural), Call log no., Call registration date, call registration time, Nature of problem, call attended date, rectified date, rectified time, total hours of downtime etc. Vendor has to provide cumulative / consolidated report on open and closed complaints at the end of each quarter for the preceding quarter. Half year / full year report should also be provided by vendor in case desired by Bank. Bank may deduct penalty for Rs.200/- per week in case vendor fails to provide due reports for a week (anyone two / both reports per week).

14. The bank may extend the empanelment period with mutual consent of bank and vendor if the next empanelment process gets delayed. Extension shall be maximum one year. The competent authority for extension of empanelment / AMC period shall be the authority vested with financial power for AMC of computer hardware and peripherals as per applicable power chart issued by HO.

15 In case; during AMC period any UPS systems will be identified that are not included in subject contract then vendor will provide services and same will be included in next AMC billing.

Please sign and return a copy of this letter as token of having accepted aforesaid terms and conditions, scope of work etc. of the empanelment and Rate Contract within 7 days of receipt of the same. It shall be deemed accepted by you in case we do not receive your acceptance within stipulated time.





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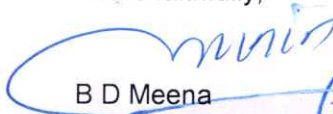
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Yours faithfully,


B D Meena
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