

ਪੁਰੁਲਿਆ ਮੰਡਲ ਕਾਰਜਾਲਯ

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PURULIA CIRCLE OFFICE

ਰਾਧਾਕ੍ਰਿਸ਼ਣ ਮੋਡ, ਸ਼ਸ਼ਧਰ ਗਾਂਗੁਲੀ ਰੋਡ, ਰਾਜਾਬਾਂਧਪਾੜਾ, ਪੁਰੁਲਿਆ-723101  
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ਸੰਦਰਭ ਸੰ/Ref. no: CO/PRL/IT/Infra/UPS/ /2021-22

ਦਿਨਾਂਕ/Date: 24/06/2021

M/s Switching AVO Electro Power Ltd.  
230, S.N.Roy Road,  
Kolkata - 700038

Kind Attn:

Dear Sir,

**Sub: Work Order for annual maintenance contract for UPS installed at branches and ATMs**

We are pleased to inform that your quotation has been approved by our competent authority for AMC (ANNUAL MAINTENANCE CONTRACT) of UPS installed at branches and ATMs under purulia circle office from 01.07.2021 to 30.06.2022. The details of Branches/ATMs are attached below:-

S.No	Branch/ATMs	Sol ID/ATM ID	UPA Rating	Qnty	Rate by AVO
1	Bandwan	192920	3 KVA	2	7600
2	Bikramdihi	199620	3 KVA	1	3800
3	Taldangra	199720	3 KVA	1	3800
4	Chhatna	193020	3 KVA	1	3800
5	Dulmi	213820	3 KVA	2	7600
6	Ramsagar	197120	3 KVA	1	3800
7	Khalgram	199420	3 KVA	1	3800
8	Pratap Bagan	210720	3 KVA	2	7600
9	Santore	216000	5 KVA	1	6500
10	Radhanagar	102900	5 KVA	1	6500
11	Ambikanagar	102600	3 KVA	1	3800
12	Bankura	129500	5 KVA	1	6500
13	Bishnupur	766800	5 KVA	1	6500
14	Gobindpur	160500	5 KVA	1	6500
15	Gogra	160400	3 KVA	1	3800
16	Gopinathpur	102700	3 KVA	1	3800
17	Hetia	201900	2 KVA	1	3200
18	Indas	320300	5 KVA	1	6500
19	Jhilimili	112700	3 KVA	1	3800
20	Joypur	117100	3 KVA	1	3800
21	Kaliaberia	775300	5 KVA	1	6500
22	Kenda	168100	5 KVA	1	6500
23	Masiara	218500	3 KVA	1	3800



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24	Moynapur	102800	3 KVA	1	3800
25	Purulia	47500	5 KVA	1	6500
26	Kenda	N2168100	2 KVA	1	3200
27	Jhilimili	N1112700	2 KVA	1	3200
28	Bankura University	N5129500	2 KVA	1	3200
29	CHATNA	D1775300	2 KVA	1	3200
30	N.L.Ghosh street	B1047500	3 KVA	1	3800
31	Tata Road, Dulmi	N3047500	3 KVA	1	3800
32	BT Sarkar Road	N2047500	2 KVA	1	3200
33	Vidya Bhawan	B1129500	3 KVA	1	3800
34	Indas Bazar	B1320300	2 KVA	1	3200
35	Hetia	N1201900	2 KVA	1	3200
36	Gobindpur	N1160500	2 KVA	1	3200
37	Gopinathpur	N1102700	2 KVA	1	3200
38	Ambikanagar	N1102600	2 KVA	1	3200
39	Consumer Coperative com.	N6129500	3 KVA	1	3800
TOTAL					177300

**Terms and Conditions of UPS AMC:-**

1. The maximum response time for complaint from the site shall not exceed 4 hours (excluding travelling time).
2. If the UPS would not be repaired within 7 days of complaint, the vendor will be required to provide the stand by working UPS system.
3. Any failure in the UPS should be rectified within maximum period of 48 hours of lodging complaint at State Capitals and Sites with-public air-transport facilities. Normal transit time not exceeding 24 hours additionally will be allowed if the Site happens to be other than State Capital and Sites without public air-transport facilities.
4. Replacement of all parts of UPS System shall be covered under AMC.
5. AMC payment will be made on quarterly basis in advance after submitting quarterly preventive maintenance visit report along with AMC invoice.
6. The approved vendor shall provide free maintenance services to the bank offices/ branches during the AMC period through professionally qualified personnel who have expertise in the UPS system supplied by the vendor.
7. GST - @18% as applicable extra.
8. AMC Period – 1 year.





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### **SYSTEM UP TIME**

Vendor has to guarantee minimum uptime of 98% per quarter during the entire contract period. For calculation purpose of up time, Bank will consider followings:

1. Branch/ bank office: business hours 9 am to 6 pm on all working days.
2. ATM: 24x7 basis throughout the year.

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.

### **PREVENTIVE MAINTENANCE**

During the warranty period as well as during the annual maintenance contract the vendor in addition to attending to calls for repairs/maintenance shall conduct the preventive maintenance checks on quarterly basis.

The following activities under preventive maintenance should be done on quarterly basis (report to be submitted to concerned Bank's office)

1. Cleaning of UPS (inside & outside) and batteries.
2. Checking & tightening of Terminals of UPS & Batteries
3. Recording of each & every battery parameters of respective UPS
4. Replacement of defective components i.e. indicators, lamps and meters, protection / safety components etc. except transformers if required.

### **PENALTY:**

#### **FOR MAINTENANCE/ SUPPORT DURING CONTRACT**

If any of the UPS system 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.



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If vendor is not able to meet the UPTIME requirement as specified above, then penalty will be applicable as under:

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 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.

### RECOVER OF PENALTY:

**During AMC Period:** Amount of penalty as per above clauses will be recovered/adjusted while making payment of AMC for the equipment covered under the AMC contract. In case of non-renewal of AMC, vendor will submit an unconditional undertaking to pay the pending penalty amount or damages immediately after demand from PNB. Penalty may also be recovered from any payment due to the vendor **Note:** Bank has the right to recover penalty amount from any dues that may be payable to the vendor under any previous contract with the Bank under the right of set off.

NB: Please visit our Circle office for execution of contract note. Please send us a signed copy of this work order as a token of acceptance.

Yours faithfully,

Chief Manager & Dy. Circle Head (Support)  
Purulia Circle office



24/6/21