

Our Ref: RO:SMB:RCC:2845:2021

Date: 22.06.2021

SWITCHING AVO ELECTRO POWER LIMITED
PLOT NO. 1800/13487
KABULA NAGAR, NH-5,
NEAR NEW PURI BYPASS, BEHIND KOEL BUILDING
P.O – MANCHESWAR BRANCH OFFICE,
BHUBANESHWAR-751017

Dear Sir,

Sub: Work order for Annual Maintenance Contract of other make UPS installed at Branches & Offices under Sambalpur Region for FY'2021-22

This has reference to your quotation no. 2021-22/02/AVO/UBI RO SAMBALPUR/Q/UPS-AMC dated 17.04.2021 for Annual Maintenance Contract of various other make UPS at Branches, ATMs & Offices under Sambalpur Region. We are glad to place work order with you amounting to Rs. 30816.39 (Rupees Thirty Thousand Eight Hundred Sixteen & Thirty Nine Paise only) excluding taxes for the same. This contract shall be effective from 01-06-2021 and shall be effective till 31-03-2022. If there is addition/deletion of UPS in the list then the payment will be made accordingly. The services will be reviewed by UNION BANK OF INDIA on quarterly basis and continuation of the agreement will be subject to satisfactory services provided by you. The terms & conditions applicable will be as per below detailed guidelines issued by the Bank. You are requested to send us the line of confirmation for the same.

PAYMENT TERMS

- No advance payment.
- AMC payment will be released quarterly after deducting the penalties if any.
- AMC payment will be released quarterly only after submission of **PM reports**.
- All other terms & conditions is as per below Annexure. (Please refer Annex-I)

Thanking you,

On behalf of Union Bank of India,


Regional Head

REPAIR AND MAINTENANCE SERVICE:

THE VENDOR will maintain the EQUIPMENT in good working order and for this purpose will provide the following repair and maintenance services.

- A). THE VENDOR shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during UNION BANK OF INDIA normal local working hours. In cases, where any part of the EQUIPMENT need replacement THE VENDOR shall replace such parts, at no extra cost to UNION BANK OF INDIA, with brand new parts or those equivalent to new parts in performance. If any of the peripherals, components is not available or difficult to procure or procurement required to be delayed for replacement, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity equipment at no additional charges to UNION BANK OF INDIA. Provided that if THE VENDOR is required to replace capacitors (more than 5 years of age), magnetic (more than 7 years of age), these will be borne by Bank at prevailing market rates.
- B). THE VENDOR shall provide repair and maintenance service in response to oral, including telephone notice by UNION BANK OF INDIA.
- C). In case THE VENDOR fails to meet the above standards of maintenance, THE VENDOR shall be liable for liquidated damages of Rs. 100 per day for down time of machine after 48 hours of reporting the down call subject to maximum 10% of the AMC value of faulty equipment. The temporary substitute, machine/ equipment shall be replaced with the original machine/ equipment duly repaired within a week's time failing which the above damages will be incurred for the number of days exceeding one week.
- D). Preventive Maintenance: THE VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all the diagnostics, cleaning and removal of dust and dust from the exterior and interior of THE EQUIPMENT, and necessary repairing of THE EQUIPMENT) at least once within a quarter. THE VENDOR recognizes UNION BANK OF INDIA's operational needs and agrees that UNION BANK OF INDIA shall have the right to require THE VENDOR to adjourn Preventive Maintenance from any scheduled time to date and time not later than fifteen working days thereafter. **THE VENDOR shall submit copies of branch wise certificate of Preventive Maintenance signed by branch official on quarterly basis.**
- E). All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with THE EQUIPMENT.
- F). THE VENDOR shall produce copies of service call reports signed by Bank officials and/or summary of calls attended during the period & details of pending calls, if any along with the bill of AMC charge.
- I). In case of any damages to the load, that are connected to the UPS SYSTEMS arise due to high current passage from UPS/or any other issue related to UPS then Bank has the right to claim and deduct the amount from the AMC value.

PENALTY CLAUSE FOR NON-ADHERENCE TO SLA

The following SLA needs to be adhered for UPS with following financial penalties:

Sr. No.	Description	Response Time (during office hours)	Penalty (Rs.)
1	Call response time	3 hours	
2	Call resolution time including replacement of parts	Equipment down for total 2 day after logging complaint	No Penalty
		Above 2 day (3rd day onwards), if substitute is not provided	Rs. 100 per day (max. 10% of the AMC value of faulty equipment).

ORDER CANCELLATION

Bank has the right to cancel the work order for non-attending the call/non-replacement of the hardware. Also Bank has the right to cancel the work order without assigning any reason thereof.


Regional Head

