



WORK ORDER

REF: CORAIPUR/IT/UPS-AMC/Switching AVO/2024-25

DATE:26.03.2024

To,
M/s Switching AVO Electro Power Limited
House No P9, Kavita Nagar,
Avanti Vihar, Raipur 492001
Landline – 0771-4906345
Email ID: raipur.service@avoups.com

Subject: AMC of 138 UPS for the branches/ATMs under CO Raipur for April' 2024 to Mar '2025

With reference to your proposal regarding AMC of UPS vide contract no. SAVORS220388-695 dated 20.03.2024 for the period of 01.04.2024 to 31.03.2025 for 138 UPS, we are pleased to accept your proposal & place order.

In addition to services offer by you in your proposal here we are stipulation of terms & conditions of AMC contract is as under:-

1.Rights- Bank reserves rights for selection of vendor as per own criteria and policies and services will be reviewed after completion of each quarter. If any kind of dissatisfaction is observed, Bank also reserve rights for cancellation of work order after giving 1 month notice period and work order to another vendor may be provided.

2.**Preventive Maintenance report:** the vendor has to perform PM activity quarterly & submit reports to CO.

3.Payment terms: Quarterly on arrears basis only on submission of the service report from each branch for every UPS.

4.**AMC Period: 01.04.2024 to 31.03.2025 (for One Year)**

5. Working Time (**Turn Around Time**) for repairing & restoration of hardware: The TAT will be-

Priority Levels	Incident Description	Max Response Time	Max Resolution Time
Level 1	calls within 50KM from any base point city	6 Hrs	24 Hrs
Level 2	calls beyond 50KM from any base point city	8 Hrs	48 Hrs

6. Penalty: Delay in attending calls will attract penalty of Rs.200/- per day .

7. Field Engineer's availability: Mandatory at Base Points (Durg, Kanker, Jagdalpur, Raipur) vendor may also arrange F.E. district wise as per his convenient. The F.E. must having his identity



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सूचना प्रौद्योगिकी विभाग, मंडल कार्यालय
प्लॉट सं. ४६, सेक्टर २४, नवा रायपुर, छत्तीसगढ़-४९२००२

INFORMATION TECHNOLOGY DEPARTMENT, CIRCLE OFFICE
PLOT NO.46, SECTOR-24, NAVA RAIPUR, CHHATTISGARH - 492002

card at the time of visit provided by the vendor. The vendor will share engineers details (Name, mob. No., distinction no., designation, field area, photograph) to CO Raipur.

8. Stand by H/w stock: The vendor must maintain set of buffer stock of parts and stand by hardware at these locations, So that branch will not suffer on demand.

9. Hardware replacement: in case of not repairable, The vendor will replace all parts at earliest. No delay will be entertained.

10. Hardware cleaning: in visit of branch/office by the F.E., it should also be ensured that UPS are also cleaned from the dust in safe manner.

11. No call will be chargeable except: Any equipment burnt/damaged/liquid seepage due to mishandling by end user during the course of AMC & any equipment burnt/damaged due to natural calamity like lightening/short circuit etc.

12. Monthly review with Service Delivery Manager- The vendor will submit the report on 24th of each month.

13. Quarterly meeting with Service Delivery Manager: the meeting will be arranged on 25th of each quarter at CO Raipur.

14. Support Matrix: The vendor will share support escalation matrix.

15. Central Response Centre: the vendor will share support escalation matrix.

16. Service Report: Below points are mandatory in SR otherwise reports will not be considered.

From Branch side	Signature, full name, PF no., Designation & contact no. of branch officials & comments
From Vendor side	Branch Name & Sol-ID, Details of UPS – capacity, make, model, Serial no., error, action taken. Requirements, next visit if call not closed F.E. Details- Name, Mob. No., distinction no. & signature

Please provide your acceptance to the above & raise invoice for payment.


Chief Manager
