

IT DEPARTMENT, ZONAL OFFICE AHMEDABAD, 4TH FLOOR, CHANAKYA BUILDING, OPP ASHARAM ROAD, AHMEDABAD, GUJARAT, PIN NO-380009, Email:-zoahmit@pnb.co.in

Ref No: ZOAHM/ITD/343

Date:29-03-2022

M/s Switching AVO Electro Power Ltd
75, Sarjan Industrial Park, Ambika Tube Compound,
Vatva, Ahmedabad-382445

Reg: Annual Maintenance Contract (AMC) for UPS systems deployed in Zonal Office Ahmedabad for the period of 12 months from 01.04.2022 to 31.03.2023.

This is in reference of AMC quotations received from your office vide mail dated:21.03.2022, Competent Authority has provided its approval for the AMC contract of UPS systems for the period 01.04.2022 to 31.03.2023.

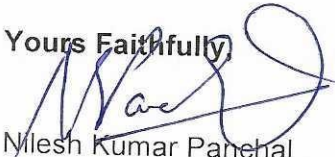
The details of quantities and rates are given as under:

SNo	Description	Serial No.	Rates approved (per item per year)
1	AVO make UPS (qty:01, 05 KVA)	900061903090082	6,000 + taxes
2	Numeric make UPS (qty:01, 05 KVA)	1160403184	6,500 + taxes

You are requested to acknowledge the receipt as continuity of services till 31.03.2023. Further, you should ensure replacement/repairing of faulty parts maximum within 2 working days from the date of lodge of complaint and preventive maintenance checkup should be done in every quarter. Payment shall be released Half yearly on submission of invoices and PM reports.

All other terms & conditions will be governed by Service Level Agreement (SLA) attached with this purchase order.

Yours Faithfully,


Nilesh Kumar Panehal
Chief Manager(IT)
Zonal Office, Ahmedabad
Mob: 9712974204

ANNUAL MAINTENANCE CONTRACT

1. MAINTENANCE SERVICE:

During the term of this Annual maintenance Contract the firm SWITCHING AVO ELECTRO POWER LIMITED agrees to maintain the equipment in good working order and for this purpose will provide the following maintenance service to **PNB**

e. The firm shall attend the equipment during 10: 00 AM-6:30 PM in any working day.

The firm shall attend service calls, in response to oral including telephone, notice / mail by **PNB** maximum within 24 hours from the complaint lodged.

f. Preventive Maintenance: The firm shall conduct Maintenance Twice in a year (inspection, testing, satisfactory execution of all diagnostics) . During the currency of this Contract, on a day at a time to be mutually agreed upon. All maintenance service described herein shall be performed by qualified maintenance Engineers totally familiar with the equipment. During the preventive maintenance each battery voltage will be diagnosed and shall be informed. Any replacement of batteries shall be borne by **PNB** at extra cost.

g. Turnaround time: 24-48 Hours

h. Parts covered in AMC: Repairing of all major parts except batteries. AMC will be void in case of water logging in UPS and high voltage input to UPS. In case of any critical failure, which beyond our technical understanding or spare parts not available, we shall provide our AVO make Online UPS of similar or higher capacity within the turn around time. If it happens that, SWITCHING AVO ELECTRO POWER LIMITED shall not able to repair the "AVO/Numeric Make" UPS during the contract, it will be returned back without being repaired and the standby "AVO" UPS will be providing support throughout the contract. At the end of the Contract, if the same will be renewed with SAVO, the "AVO" UPS will be providing the support, otherwise the same will be withdrawn and taken back.

2. The Firms maintenance personnel shall, subject to clause herein be access to the equipment when necessary, for purpose of performing the maintenance services indicated in this Offer.

3. FORCE MAJEURE:

Neither party shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure, Act of god., or any governmental act, fire , earthquake , explosion , accident , Industrial dispute, civil, commotion , or anything beyond the control of either party. The party's shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay to the parties shall, in so far as may be practicable under the circumstances, complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned events shall preclude the Firm from meeting any or all off its obligations hereunder, of a period of more than three months from the date of assurance of such act, it shall be open to either party to rescind this contract by giving one months notice.

Yours Faithfully,
For, Switching AVO Electro Power Ltd.

Navneet Kumar
Manager - Sales & Services
Mo:-9375430740

