



सेण्ट्रल बैंक ऑफ इंडिया
Central Bank of India

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RO/COB/GAD/2021-22/055

Date: 03/08/2021

To,
Switching AVO Electro Power LTD
Kolkata

Kind attention Mr. Kingshuk Chakraborty

Reg: AMC of UPS System for 51 branch offices of Coochbehar Region

Ref: Your offer letter Ref no. SAVO/CBI/COB/03/2021-22 Dated 26.07.2021

Sir,

We pleased to inform you that the competent authority has approved your comprehensive AMC proposal as per referred letter with following terms and conditions.

Payment details: The branch will pay amount of Rs. 1725/-(+GST) for 3 KVA and Rs. 2950/-(+GST) for 5-6 KVA UPS after every 06(Six) months.

Terms and Conditions

1. Service will be provided within 06 hours of call log on time.
2. Stand-by will be provided within 24 hours of engineer visit.
3. The AMC payment will be done by branch in half yearly basis.
4. Preventive maintainance will be done half yearly basis.
5. Vendor must inform regarding the non-repairable UPS within one month otherwise all UPS will come under AMC of the vendor after one month.
6. The AMC period is effective from 01/08/2021 to 31/07/2022. The contract may renew for further periods of specific durations by mutual understanding.
7. The maximum time for resolving down calls will be 48 clock hours (two working days). If the resolution is to take beyond specified time limits, vendor is obliged to provide standby arrangement for the UPS till the unit is repaired, beyond the above time limit and in case is not provided, a penalty will be levied of Rs. 200 per day per item, If not resolved withing 48 hours and Rs. 500 per day per item beyond 60hours from the date of breakdown call.

(Tapas saha)
Dy. Regional Manager

Encl: List of all branch offices.