



Haryana State Electronics Development Corporation Limited
(a state government undertaking)
हरियाणा राज्य इलैक्ट्रॉनिक्स विकास निगम लिमिटेड
(हरियाणा सरकार का उपक्रम)

NO: HARTRON: HA(HW):2021: 4712-13
Dated: 15-11-2021

M/s Switching AVO Electro Power Ltd.
370 Sant Nagar, East of Kailsh,
New Delhi-110065

Subject: Work Order for AMC of AVO Make 6 KVA online UPS system installed at various location of SWAN.

We are pleased to place an order for CAMC of AVO make 6 KVA online UPS system (1+1 configuration) installed at various DNMCs location of SWAN as per details given below: -

S#	Description	Qty.	Unit Rates.(inclusive of GST.)	AMC	Total.
1	Comprehensive AMC of AVO make 06 KVA online UPS (1+1 configuration) system installed at DNMC, without battery and wire wounds for a period of 01.07.2021 to 30.06.2022.	22	14100.00		310200.00
			Total		310200.00

Contact Person: - Sh. Bikram Chawla, Manager Operations, Mob. 9316032540

Scope of Work/Terms & Conditions for the AMC is as follows: -

- The AMC is comprehensive.
- The firm will have operational help line numbers, sufficient staff and communication facilities in Haryana region to respond to breakdowns within 24 hours of complaint. Detailed information of these should be provided by the firm after issuance of Purchase order.
- The services should be provided on regular basis during office hours i.e. 8AM to 8PM and in case of emergency beyond office hours or Holidays etc.
- The firm will be required to undertake maintenance/repair of UPS onsite.
- Representative of the firm will not remove any part(s) or whole from the equipments without permission of the HARTRON/concerned field/site Engineer.
- Firm providing AMC services will have to provide all parts required for running of the UPS. The firm will have to supply original parts as required to run the equipment.
- The firm will have to repair the equipment within 24 hours of its complaint, in case of unsuccessful resolution deductions will be made as per defined criteria of the uptime with HARTRON

UPS availability between 100 to 99.75% no penalty.

UPS availability between 99.75 to 95%, 6.8% of quarterly bill.

UPS availability between 95 to 93%, 17% of quarterly bill.

UPS availability between less than 93%, 20% of quarterly bill.



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- viii) Payment will be made on quarterly basis at the end of each quarter after receiving satisfactory job completion certificate from site supervisor.
- ix) No increase in amount shall be considered at all during the full period of AMC. No any other changes will be payable like transportation, fare etc. for providing services.
- x) The rates will be fixed for entire period and firm will not be allowed to increase the rates once approved.
- xi) HARTRON can terminate the contract at any time without assigning any reason, if the work of the contractor is found unsatisfactory. In this respect, decision of HARTRON will be final and binding on the contractor.
- xii) 5% payment against PBG will be deducted on every quarter and released at the end of each year (here AMC period) throughout the entire period.
- xiii) OEM certificate for AMC required.
- xiv) Payment will be made on quarterly basis subject to provision of all supportive filed reports i.e. FSR along with the verified invoice.
- xv) Arbitration Clause: - In the eventually of any dispute the sole arbitrator shall be Principal Secretary to Govt. of Haryana, Deptt. Of IT & Electronics and his decision shall be binding on the concerned parties.
- xvi) Jurisdiction: All disputes will be settled with the jurisdiction of Chandigarh only.

(Harjeet Kaur)

Programmer (Proc.)

For Divisional Head, Procurement, HARTRON

On

O/e

CC: -

General Manager,
ICT/TDS Division, HARTRON..... For information please.