



The Kangra Central Co-op. Bank Ltd.
H.O. Civil Line, Dharamshala,
Distt. Kangra (H.P.) 176215

कांगड़ा केन्द्रीय सहकारी बैंक सीमित
मु. का.: सिविल लाईन, धर्मशाला,
जिला कांगड़ा (हि.प्र.) 176215

(60)



(circular)

Ref. No. IT/ATM/F 10492

Date 20/10/2023

M/s Switching AVO Electro Power Ltd.,
Service Center #2709/2 Street No 4-C,
Bhairon Mandir Wali Gali Chimi Road,
Ludhiana, Punjab-141003.

Subject : Annual Maintenance Contract of ATM site UPS.

Dear Sir,

Please refer to your AMC proposal no. AMC/QT/2023-24/999 dated 06.10.2023 for 2 KVA UPS and email dated 06.10.2023 for 3KVA UPS. In this connection, it is informed that your proposal has been accepted by the Bank on rates and terms & condition as follows :

Sr No	ATM ID	ATM Site	UPS make	Capacity	Serial Number	AMC Period		Cost (₹)
						From	To	
1	KCCB_034	Gaggal	Emerson	3 KVA	8332111100019	15/10/2023	14/10/2024	3,500
2	KCCB_107	Tang Narwana	APC	2 KVA	B22048011331	15/10/2023	14/10/2024	3,250
3	KCCB_108	Baruhi	APC	2 KVA	B22048030756	15/10/2023	14/10/2024	3,250
4	KCCB_109	Chintpurni	APC	2 KVA	B22048011301	15/10/2023	14/10/2024	3,250
5	KCCB_110	Bhareri	APC	2 KVA	B22048030754	15/10/2023	14/10/2024	3,250
6	KCCB_111	Nehran Pukhar	APC	2 KVA	B22048011316	15/10/2023	14/10/2024	3,250
7	KCCB_112	CB Nurpur	APC	2 KVA	B22113003930	15/10/2023	14/10/2024	3,250
8	KCCB_113	Adhwani	APC	2 KVA	B22113003928	15/10/2023	14/10/2024	3,250
9	KCCB_114	Haroli	APC	2 KVA	B22140007075	15/10/2023	14/10/2024	3,250
10	KCCB_115	Sissu	APC	2 KVA	B22140007080	15/10/2023	14/10/2024	3,250
11	KCCB_116	RH Una	APC	2 KVA	B22152005393	15/10/2023	14/10/2024	3,250
12	KCCB_117	Bijhari	APC	2 KVA	B22152005313	15/10/2023	14/10/2024	3,250
13	KCCB_118	Pubowal	APC	2 KVA	B22152005302	15/10/2023	14/10/2024	3,250
14	KCCB_301	Demo VAN	APC	2 KVA	B22002002636	15/10/2023	14/10/2024	3,250
15	KCCB_119	Dhaneta	AVO	2 KVA	310022398C43917200142	04/03/2024	14/10/2024	1,989
16	KCCB_120	Samirpur	AVO	2 KVA	310022398C79385200224	07/03/2024	14/10/2024	1,962
17	KCCB_121	Kotla	AVO	2 KVA	310022398C43917200149	13/03/2024	14/10/2024	1,909
18	KCCB_122	Bajoura	AVO	2 KVA	310022398C79385200211	07/04/2024	14/10/2024	1,687
19	KCCB_123	Garsa	AVO	2 KVA	310022398C79385200219	18/04/2024	14/10/2024	1,589
20	KCCB_124	Sathana	AVO	2 KVA	310022398C43917200010	03/10/2024	14/10/2024	98
Total AMC Amount (₹)								54,984

Note : UPS at ATM site mentioned from Sr No 15 to 20 are on pro-rata basis upto 14.10.2024

Terms and Conditions :

1. Rates are exclusive of taxes (GST will be applicable as per actual at the time of billing).
2. Payment will be released after concerned half year, after submission of Bill and PM reports, subject to deduction of penalty if any.
3. Service Provider shall provide AMC services as mentioned here under :
 - (a) Corrective maintenance in case of breakdown and repair/replacement of defective parts, if any with the same or reasonably equivalent to the part removed.
 - (b) During the preventive maintenance checkups, the system will be cleaned and general performance will be checked.
 - (c) Preventive Maintenance has to be carryout on half yearly basis. However, the preventive work can be dove-tail with the regular service calls. The PM reports duly verified by Incharge/Branch Manager should

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- be submitted to Head Office in original.
- (d) Cost of all spares that are replaced in the UPS systems will be covered under this Comprehensive Annual Maintenance Scheme.
 - (e) The vendor shall station/post sufficient Resident Engineers with in different locations in the region.
 - (f) Service Engineers of the Service Provider shall maintain sufficient inventory of spare parts of UPS with them at their office locations.
 - (g) Service Provider shall arrange the spare parts free of cost except consumables.
 - (h) The Bank will neither provide nor shall pay any charges for boarding, lodging and transportation facilities for the Service Provider or their representatives, as per the scope indicated in the agreement.
 - (i) Service Provider shall submit the Service Call Reports (after attending and rectification of the faults), duly signed & stamped by the Bank Officials.
 - (j) The service provider will also provide on site support at any new Site/Branch opened by the Bank during the period of Agreement.
 - (k) The service provider shall provide maintenance service through qualified, specialized, experienced and competent service Engineers with continuous availability.
4. Batteries fault should also reported in the Site Visit Report.
5. Service engineers shall be available to this office on call during all working days, and if required on holidays or extended hours also. They should be equipped with Mobile Phones, necessary tool kit, Spare parts etc.
- (a) The Service Provider shall have to visit to any branch location of the Bank on call to find out the working conditions and defects in the UPS beside scheduled Preventive Maintenance.
 - (b) Complaints response/resolution time and penalty details are as below :
 - i. Response Time : 2 Business days
 - ii. Resolution Time : 6 Business days
 - iii. Penalty : ₹100/- per day after breach of point 5(b)(i) and 5(b)(ii) for particular UPS till the resolution and maximum penalty should be 100% of total AMC value of that particular equipment.
6. Shifting of UPS and accessories should be done without any charges within 24 hours of intimation.
7. The AMC Contracts/Rates shall be initially valid for one year and can be extended further mutually by both parties.
8. AMC Contract can be terminated by the Bank with the prior notice of 30 days, in case AMC Service Provider company does not provide quality AMC Services to the Bank.
9. All disputes aroused, are subject to the court at Dharamsala Jurisdiction.
10. Limitation of liability : Not withstanding anything contained herein, neither party shall, regardless of form of claim, be liable for any indirect, special, punitive, consequential or incidental damages under this AMC-SLA Agreement and the aggregate liability of Service Provider, under this agreement, shall not increase/exceed the AMC Service Charges or Repair Charges or Fees etc. received by it under this agreement during AMC period.
11. Force Majeure : Service provider shall not be liable for any failure/delay in performance resulting directly or indirectly from causes beyond its reasonable control due to act of God, war declared situation, and deliberate negligence by the Bank/user, civil or political disturbance, lockouts, shortage of labor, drought, floods, fire, theft, accidents and other exceptional circumstances. In such a situation Service provider ceases under his agreement and then both the parties shall discuss the course of action mutually to be taken afterwards.

Thanking You.

Yours Faithfully,

— sd —

Deputy General Manager (IT)

Deputy General Manager (IT)

✓ Copy to :

1. All Concerned : for information please.

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