

RO:SAMBAL:ECM:IT:885

Date:-30.03.2024

To,  
M/s Switching AVO Electro power limited.  
Plot no 1800/13487, Kabula nagar,  
Mancheswar Branch office,  
Bhubneshwar - 751017

Dear sir,

**Re:-Renewal of AMC for UPS installed at branches / ATM under Sambalpur Region**

We refer to mail dated 13.03.2024 for renewal of Annual Maintenance contract for UPS installed at branches / ATMs under Sambalpur Region, we hereby provide the approval for the renewal of UPS installed at 29 branches & 13 ATMs.

The AMC for UPS of 13 ATMs will be only for the first half of the year i.e. from 01.04.2024 to 30.09.2024 as these ATMs are under process of migration from CAPEX to OPEX. Hence the total calculated price is given below:-

Details	Amount
Basic AMC charge	Rs. 1,93,250/-
GST@18%	Rs. 34,785/-
Total	Rs. 2,28,035/-
<b>Grand Total</b>	<b>Rs. 2,28,035/-</b>

The renewal is based on certain conditions as mentioned below:

- The preventive maintenance of all the UPS should be done every quarter and work completion certificate duly signed by the respective Branch Head should be submitted to RO on quarterly basis.
- All the ups should be cleaned properly during preventive maintenance. It has been found engineers are not cleaning the ups during preventive maintenance.
- The TAT for attending a UPS down call should be not more than 2 days.
- In case of delay to attend a call a lumpsum penalty will be imposed that will be deducted from the final AMC amount during the year end payment.

You are advised to comply with the above condition and provide best service.

Regards,

(Surendra Gond)  
(Regional Manager)

