

Date: 25.04.2024

**Switching AVO Electro Power Limited**  
**Ground Floor, M-29, Argora Housing Colony,**  
**Harmu Agora, Ranchi, Jharkhand, 834002**  
**Jharkhand - 834002, India**

**Reg: AMC OF 100 UPS FOR THE PERIOD 01.04.2024 TO 31.03.2025**

With reference to your AMC Proposal email dated 04.04.2024, we are pleased to place order for AMC of 100 UPS as listed in annexure attached to this letter.

**Terms & Condition**

- Payment will be release on 50 % advance and 50% after the Completion of AMC period, hence separate invoice to be submitted for release of payment.
- Preventive Maintenance report is to be submit before generating invoice for the payment.
- Vendor has to guarantee minimum uptime of 98% per quarter during the entire contract period. For calculation purpose of up time, Bank will consider followings:
  - c) Branch/ bank office: business hours 9 am to 6 pm on all working days.
  - d) ATM: 24x7 basis throughout the year.
- During AMC period if any UPS found in Branch/ bank office it should be covered in AMC as per mutually agreed terms.
- **FOR SYSTEM UP TIME** for this purpose total elapsed time between receiving the break down message (over telephone, Email or otherwise) and making the system functional or providing standby machine, will be treated as down time. It will be calculated on quarterly basis. Bank will charge penalty in case of not meeting the uptime requirements. If vendor is not able to meet the UPTIME requirement as specified, then penalty will be applicable as under:
  - 2. In case of AMC, charges will be deducted @ 5 % of the AMC amount subject to a maximum of 10% of AMC amount of the system for the quarter.

Kindly acknowledge receipt & continue to provide services. Looking forward for best of service from you at all times.



Sr. Manager IT