



Regional Office, Bangchatra Road, Cooch Behar, Pin -736101
gadcoocro@centralbank.co.in

RO/COB/GAD/2023-24/48

DATE:30.08.2023

To,

Switching AVO Electro Power Ltd
97,Raja Rammnohan Roy Road
Kolkata-700041

Kind Attention Mr. Amit Chakraborty

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

Ref:- your letter no. July 14, 2023 Ref NO: SAVO/CBI-North/029/23-24

Sir,

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

Payment details: The branch will pay amount of Rs, Rs.4500.00+(GST18%) for 3 KVA, Rs, Rs.7500.00+(GST18%) for 5 KVA and Rs, Rs.8500.00+(GST18%)for 6KVA UPS after every six months.

Terms and condition:-

- 1.Service will be provided within 6 hours of call log on time.
- 2.Stand By will be provided within 24 hours of call log on time.
- 3.Vendor must inform regarding the non-repairable UPS within one month otherwise all UPS will come under AMC of the Vendor after one month.
- 4.Branches will pay the AMC fees in the sixth month in half yearly basis.
- 5.Preventive maintainence will be done half yearly basis.
- 6.The AMC period is effective from 01.08.2023 to 31.07.2024.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 within 48 hours and Rs,500 per day item beyond 60 hours from the date of breakdown call.

Sarka
(Debjit Sarkar)

DRH,RO

Sarka

