

RO/SAMB/GAD/2023-24/

**Switching AVO Electro Power Limited Plot**  
**No. 1800/13487 Kabula Nagar, NH-5**  
**(Opp. Of Green Field, Behind Koel Building**  
**Po Mancheswar Branch Office, Bhubaneswar-751017**  
**Dist Khurda Odisha**  
**Email- [skn@avoups.com](mailto:skn@avoups.com)**

Ref: Annual Maintenance Charges on UPS System Installed at different Branches/Currency Chest/Offices under SAMBALPUR Region.

Dear Sir,

With reference to above, we are pleased to inform you that your tender for AMC of all UPS System installed at different Branches/ Offices/ Currency Chest is accepted by our Higher Authorities, at the rate quoted by you (i.e ₹ 4000/- for 57 Nos. of 3 KVA UPS, ₹ 6000/- for 01 Nos. of 5 KVA UPS, totaling ₹ 2,34,000/- (Excl GST) for 57 Nos of UPS System under Sambalpur Region, under following terms & conditions.

- ❖ The contract will be on comprehensive onsite basis inclusive of repairs and replacement of spare parts including all transformers, circuit cards, cooling fans, wires, cables etc. incase of UPS.
- ❖ The contract will be effective for a period of Three years from 01.04.2023, which may be extended by the Bank for further period of up to One year on the same terms and conditions, depending up on satisfactory service by the vendor. However, PO will be issued for twelve months for 2023-24 and after the expiry; PO will be issued on yearly basis for rest of the period. **The vendor will have to enter into necessary contract with the bank, (Format Attached).** However, any party may opt out of the agreement by serving at least 3 months of prior notice.
- ❖ Vendor shall be responsible for any loss or damage caused to any of the UPS owing to negligence on his part, and thus liable to compensate.
- ❖ The service engineers will be required to be available on all working days (Monday to Saturday) during the office hours from 9.00 a.m. to 7.00 p.m. (other than bank holidays and 2nd and 4th Saturday). The engineers may also have to work on holidays and afteroffice hours, if necessary. The engineers should be equipped with mobile phones at vendor's cost for quick communication, and the numbers should be shared with the Bank. In addition to the Service Engineers, we will require a call coordinator at vendor's site who will register, assign, track and monitor all calls for all the above locations of the Bank. It will be the duty of the call coordinator to ensure that all calls are closed within the specified time limit.
- ❖ The Service Engineers should have a minimum qualification of having passed Higher Secondary (12th) examination (or equivalent) of any Board and have a certificate of having successfully completed related vocational course. All employees must be Major.
- ❖ Vendor is required to carry out Periodic Preventive Maintenance activities (minimum once in a quarter) on all the equipment under AMC.
  - This includes periodic cleaning and replacement of parts including all transformers, circuit cards, cooling fans, wires and cables without any extra payment.



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- Apart from this the battery maintenance should also be taken up along with the UPS maintenance.
- During this time, the AMC vendor will have to send service personnel to clean- up/blow the UPS at each branch and Office.
- The earthing should be checked and the reading should be mentioned in the Preventive maintenance report. Any abnormalities found should be immediately brought to the notice of the Branch manager and GAD/BSD department of Regional Office.
- ❖ It shall be Vendor responsibility to make all the UPS systems work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract. Different makes/models of UPS are being offered for maintenance. Vendor should be equipped to maintain systems of different manufacturers.
- ❖ The rates quoted cover onsite maintenance of the UPS system, costs of replacement parts and cost of personnel and parts, etc.
- ❖ While shifting any hardware out of the Bank's premises for repairs, Vendor will have to arrange for suitable replacement/standby of the respective material hardware, to enable un- interrupted services at branch/Office.
- ❖ Bank may decide to add or remove certain items or certain branches/localities from the AMC at any point of time during the contract. Payment for any inclusion / deletion of such items during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case.
- ❖ The payment will be released on yearly basis by the respective branch/office, subject to the vendor submitting, "Satisfactory Service Reports" of the respective branch / office. Branch will be bound to release payment whose satisfactory service reports were submitted to their respective branch/office.
- ❖ During the of tenure of AMC, some of the hardware items may attain "end of life". Vendor will be required to notify to the Bank, list of such assets minimum one year before discontinuation of such assets from maintenance, to enable Bank procure replacement hardware. Maintenance charges will not be payable on such discontinued hardware, from date of discontinuation.
- ❖ Replacement of parts will be at vendor cost with brand-new original spares of the brand / make / model of the UPS or reputed makes with best quality spares. AMC vendor should keep sufficient spares at their premises and should provide replacement parts within a reasonable period and in no case more than 24 hours from call logging. The maximum time for resolving down calls will be 24 hours. If the resolution is to take beyond above specified time limits, Vendor is obliged to provide standby arrangement for the UPS till the unit is repaired. If the down calls are not resolved within the above time limit and in case standby is not provided, a penalty of Rs.250 per day per item will be levied, Rs.400 per day will be levied if not resolved within 48 hours & Rs.500 per day per item beyond 60 hours from the date of breakdown call.
- ❖ In case Vendor is not able to accept the contract after it is awarded or if vendor is not able to do the work after accepting the contract, Vendor will be liable to pay damages to the Bank including the expenses & charges, which the Bank have to pay for getting such work done.
- ❖ The above act of abandonment of work would automatically debar the vendor from any further dealings with the Bank. In case the call / complaint is not resolved, Vendor will have to log a complaint with the supplier / service provider and monitor the call till its resolution. Vendor will be required to provide the Bank with Help desk / call resolution statistics on a fortnightly basis or as advised by the Bank from time to time. The details provided should include:



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- a) Calls logged on daily basis with time & allotted call / complaint number / equipmentmake / model / Sr. Nos.
- b) Nature of complaint.
- c) Statistic on the response time / resolution time.
- d) Monitoring / follow-up with the supplier service provider in case of equipment underwarranty.
- ❖ A bank guarantee amounting to 10% of AMC value shall be submitted to the Bank for AMC tenure, once the contract is awarded.
- ❖ Vendor would be responsible to manage / maintain the Asset Inventory based on the Equipment Unique Serial No. including the hardware movement information from one location to another. Vendor will be required to check and monitor the progress of next delivery and installation. Vendor would be required to maintain and submit to our office, on quarterly basis, location wise inventory list, duly updated with details of new installation if any and incorporating the hardware movement during the period under reference
- ❖ Vendor should not violate IPR during the entire process of maintenance, including procurement, installation, removal/disposal of the systems and parts thereof along with all associated software, if any.
- ❖ If Bank desires to shift the equipment to a new site and install it there at urgently, Vendor shall be informed the same immediately. Bank shall bear transportation charges for such shifting and vendor shall provide necessary assistance to Bank in doing so. Charges for dismantling /re-installation will not be payable in such case.

Please acknowledge the receipt of this letter.

Thanking You,

  
(Amit Kumar Jha)  
Chief Manager