



मंडल कार्यालय: दक्षिण 24 परगना / CIRCLE OFFICE :SOUTH 24 PARGANAS

सूचना व प्राद्योगिक विभाग / INFORMATION & TECHNOLOGY DEPARTMENT

पद्मपुकर मोड़ डाकघर - बारूईपुर जिला - दक्षिण 24 परगना कोलकाता - 700144

PADMAPUKUR MORE PO - BARUIPUR DIST - SOUTH 24 PARGANAS KOLKATA -700144

कार्यालयीन नोट सं./Office Note no: CO/ITD/UPS/AMC/PO/054/2023-24

दिनांक/Dated: 07.07.2023

M/s Switching AVO Electro Power Ltd.  
#97, Raja Rammohan Roy Road  
Kolkata-700041.

Kind Attn: Shri Biswajit Dutta

**Reg: Work Order for Annual Maintenance Contract (AMC) of UPS in 44 Branches under South 24 Parganas Circle.**

Dear Sir,

This is to inform you that competent authority has approved your quotation number SAVO/PM/AMC-R 254/23-24 Dated 27-06-2023 for providing Annual Maintenance Contract of UPS for the period 01-07-2023 to 30-06-2024.

The approved rate is @2200 for 3 KVA and 4500 for 5 KVA for Circle Office South 24 Parganas, 44 Branches(List of branches enclosed).

**Terms & Conditions:**

1. GST-@ 18% as applicable
2. AMC excluding Batteries, including all spare parts.
3. In case of any major breakdown/external burning/unavailability of the parts in the market, a buyback offer will be given.
4. AMC will be taken after checking the UPS/ UPS should be in running condition.
5. GST Details: - No-19AAICS2473CIZC, SAC NO-. -998713
6. UNIT RATE HAS BEEN GIVEN, Total amount will be as per the latest inventory shared.

**SERVICE LEVEL AGREEMENT:**

- 1) All break down call on systems covered under AMC will be attended within 24 hours from reporting of incident.
- 2) If the UPS would not be repaired within 7 days of complaint SAVO will provide the standby working UPS system of the same or higher capacity, depending on the running load, at the problem site.
- 3) Physical damage to hardware equipment or damage due to electrical irregularities or accidents or by act of God incidents will be resolved on chargeable basis for spare parts only (if the UPS is in repairable condition)
- 4) Force majeure: - The AMC shall not cover any repair or replacement by loss/damage by flood, earthquake, fire, misuse, input supply short circuit, accidental natural calamities.
- 5) Cost of all spares replaced for UPS will be covered under this comprehensive AMC and it would be borne by the company.
- 6) SAVO will be responsible for local maintenance of adequate spares and repair parts in their inventory to facilitate maximum uptime of UPS.
- 7) Preventive Maintenance to be done at-least once in a half year.
- 8) At the time of expiry of the contract, all UPS under AMC shall be handed over in working condition so that AMC handover may be done smoothly to any other company. The company so selected for the AMC process shall be liable to provide services for at least 7 working days from the date of expiry of the contract without any additional cost. replacement of any spare parts in such cases will be borne by the Bank.

- 9) Company would be responsible and liable to pay for any loss or damages arising out of the negligence on their part.
- 10) Bank will not bear any transport related charges pertaining to requisition of spare parts. Bank will not responsible for arranging any kind of vehicle for engineer visit at the reported sites.
- 11) **Call shall be attended – on call basis as and when require with the true service report through AVO portal (that escalation matrix will be shared by SAVO)**

**Payment Terms:**

Payment would be released half yearly at the end of corresponding half year on submission of invoice based on latest UPS inventory on providing satisfactory services at per given rate and terms & conditions. However, if the rendered services by SAVO is not satisfactory we may terminate the contract at any point of time by giving notice of 30 days.

**Penalty clause:**

Any delay in provision of services by the company for more than 3 working days, penalty of Rs.100/day will be deducted till the time the complaint is resolved subject to the maximum of 20% of invoice. Penalty will be recovered/adjusted while making payment of the AMC bill of may be from any pending bill.

**Please send us your acceptance of the same within 7 days of receipt of this letter.**

  
Minar Rath  
Senior Manager IT  
Circle Office South 24 Parganas  
Punjab National Bank