

IT Department, Circle Office Paschim Medinipur, Burdge Town, Near Bus stand, Midnapore -
721101

To
Biswajit Dutta
Manager: Switching AVO Electro Power Ltd

Sub: Renewal AMC Offer for 3 & 5 & 10 KVA AVO UPS Systems

Ref- PO – IT/AVOAMC/2023-24, Dated- 01.07.2023.

We are please to inform that you are being awarded the AMC of the mentioned UPS inventory as per price mentioned below. The PO will be valid till 30.06.2024.

Item Description	Location	AMC Period	Unit Rate (Rs.)
2, 3 KVA UPS, online UPS	As per list attached	01.07.2023 to 30.06.2024	3400.00
5 KVA UPS, online UPS			6100.00
10 KVA UPS, online UPS			12500.00

Terms & Condition: -

- 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: The PAYMENT will be 100% in advance / as per Banks Norm.
6. GST Details:- No- 19AAICS2473CIZC, SAC NO.-998713
- 7.UNIT RATE HAS BEEN GIVEN; Total amount will be as per the list attached.

SLA

- 1) All break down call on systems covered under AMC will be attended within 24 (City area) /48 (distant locations) 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.

Regards,

Senior Manager IT

वरिष्ठ प्रबंधक / Sr. Manager
सूचना प्रौद्योगिकी विभाग / IT Department
पंजाब नैशनल बैंक / Punjab National Bank
मिडनैपूर कार्यालय, पश्चिम मेदिनीपुर / Circle Office, Paschim Medinipur