

No. C / 63 / 2020
GOVERNMENT OF PUDUCHERRY
POLICE DEPARTMENT

Puducherry, Dated: 10.01.2022.

To

M/s Altruistic Business Solution,
#222, 5th Cross, Kurumbapet,
Puducherry - 605 009.
Sir,

Sub: Police Department, Puducherry - Annual Maintenance Contract
for 1 No. of 1 No. of Liebert 10 KVA Online UPS for the period of
one year from 01.01.2022 to 31.12.2022 - Work Order - Reg.
Ref: Your Letter No.ABS/IT 21022/AS21B179, dt.07.12.2021.

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I am to refer to your letter cited above and to inform that the rate of Rs.12,086/- (Rupees twelve thousand and eighty six only) towards Annual Maintenance Contract charges for 1 No. of Liebert 10 KVA Online UPS working in the Central Control Room (Emergency Response Support System) (ERSS), Gorimedu, Puducherry for the period of one year from 01.01.2022 to 31.12.2022 according to the terms and conditions set out therein is accepted.

2. In this connection, this Department fix the terms and conditions for AMC of 1 No. of Liebert 10 KVA Online UPS as follows:-

- i) Payment will be paid in two installments one as on 30.06.2022 for Rs.6,043/- and Second installment on 31.12.2022 for Rs.6,043/- after deducting the penalty recovery if any.
- ii) The Annual Maintenance Contract Engineer shall make necessary entries in the AMC Visit Register regarding the service done, spare changed etc.
- iii) The vendor should attend periodic preventive maintenance, atleast once in two months and corrective maintenance on receipt of complaints.
- iv) Copy of the report on issue of UPS should be sent to the Inspector (Stores) retaining a copy with the contractor.
- v) The AMC Contractor should display their phone number to enable the users to call directly for attending to the repairs, if any.
- vi) The Vendor should attend the call within a minimum possible time without delay, since the job of Police is urgent in nature and 24 x 7.

NON-PERFORMANCE PENALTY:-

UPS

i) The Service calls will be attended within 24 hours and if the time exceeds 48 hours, a penalty can be charged @ per day AMC amount for the number of days the machine is down. However, it will not cover failure of batteries and natural calamities.

ii) The penalty amount will be deducted from the next installment of AMC amount.

3. In this regard, you are therefore requested to furnish contract agreement papers for maintenance & Service of the 1 No. of Liebert 10 KVA Online UPS in duplicate in the prescribed form duly signed by the authorized signatory for taking further action at this end.

Copy to: The Inspector of Police
CCR, Pondy.

Sir, noted plz
[Signature]

[Signature]
10/1/22
OFFICER ON SPECIAL DUTY
POLICE DEPARTMENT
PUDUCHERRY