



AMC QUOTATION – DELTA UPS MODELS

TRAVEL FOOD SERVICES PVT. LTD.

VER 1.0

DATE: 11<sup>th</sup> June 2024

AMC QUOTATION FOR DELTA UPS MODELS



CREST/AMC/24-25/15

11.06.2024

M/s. TRAVEL FOOD SERVICES PVT. LTD.  
1st Floor, Block A, South Wing  
Shiv Sagar Estate, Dr. Annie Besant Road,  
Worli, Mumbai - 400018  
Kind Attn.: Mr. Samrat

Subject: AMC offer for various models of Delta UPS

Dear Sir,

With reference to the above said subject, we are enclosing our detailed AMC proposal along with Terms & Conditions

We look forward to receive your valued order which gives us an opportunity to serve you.

Thanking you and assuring you our best of services at all times.



For Crest Infotech

Encl.

Service Contract Agreement with Terms and Conditions



AMC AGREEMENT

<u>PO Should be on:</u> Crest Infotech # 804, I-1 wing, Bhoomi Park 2 Off Marve Road, Malad (West) Mumbai 400095 Maharashtra GST NO: 27ADLPP2041E1ZQ	Date	11.06.2024
	Agreement No	
	AMC Period	2024 – 2025  (AMC will start from PO date)

Customer Name	Region/Location
M/s. TRAVEL FOOD SERVICES PVT. LTD.	WEST

S/ No	Description	Serial No	Qty	Unit Price (INR)	Amount (INR)
01	Delta HPH 20 KVA	Z9K19300037W0	01	35,000	35,000
				Total	
				Add 18% GST	6,300
Total Amount					41,300

Amount in Words: Rs Forty one thousand three hundred.

Parts Excluded from the contract

- Batteries
- Wire wound components
- Fuse, MCB and Switch Gears
- Cables & Ventilation Fans
- AC & DC Capacitors

Preventive Maintenance: 4 Per Annum  
  
Break Down: N nos. of calls per annum

Payment Terms: 100% Along with PO

Special Clauses: Annual Maintenance contract will be effective only after the receipt of advance payment. Date of expiry of contract shall not get extended in case of delay in release of payment

We accept the rates given above and the Terms & Conditions given overleaf. The rights and obligations of the parties are governed only by this contract agreement with Terms & Conditions given overleaf

Customer's Signature & Stamp

Crest Infotech



## GENERAL RULES AND TERMS & CONDITIONS

### 1.0 VALIDITY

The contract is valid for one year from the agreed starting date. The contract could be renewed at the end of its period on mutually agreed Terms & Conditions. Either party is entitled to terminate the contract in writing if the other party commits a significant breach of the contract and fails to remedy such breach within 30 days of being brought to the attention of the other party. In such an event, the contract fee should be applied on prorated basis, up to termination date and any balance due/excess shall be paid/refunded.

### 2.0 SCOPE

#### 2.1 MAINTENANCE

##### 2.1.1 Breakdown Maintenance

This is to be carried out in the event of malfunction, which prevent the operation of the equipment. Work to be carried out during the service coverage time as per the AMC Contract. Breakdown Maintenance includes fault finding, repair or replacement of defective parts and functional checking.

##### 2.1.2 Preventive Checkup

This consists of measures regarded by Crest Infotech as necessary to maintain the equipment in proper operating condition. Preventive Checkup includes functional checking, environmental checking, electrical parameter checking, battery health checkup and cleaning of UPS if necessary. Preventive checking shall be carried out between Monday to Friday during working hours (9~6) planned in advance with customer representative.

#### 2.2 Spares and Materials

2.2.1 The defective parts diagnosed during maintenance can either be repaired or replaced by new or serviced parts. Spares replaced will be either the same make or equivalent. Crest Infotech shall decide whether defective parts are to be replaced or repaired. Parts removed shall be property of Crest Infotech.

2.2.2 All the spares “except those are not covered” will be supplied by Crest Infotech as a part of service contract and these spares will be kept at Crest Infotech office. Additions/Deletions of these spares, if any would be done by Crest Infotech to ensure minimum downtime.

### 3.0 Response / Turnaround Time

Response shall be immediate over the phone.

↗ Metro cities : RT : 4 Hrs TAT : 12 Hrs

↗ State Capitals ( Non Metro): RT : 6 Hrs TAT : Same Business Day



- ↗ Tier-I Towns : RT : Travel time + 4 Hrs , TAT : Next Business Day
- ↗ Tier-II Towns : RT : Travel Time + 12 Hrs, TAT : within 48 Hrs+ Travel time
- ↗ Remote Sites : RT: Travel time + 2 Days, TAT: Travel time + 5 Days  
( >500 Km from Service Centre)

#### 4.0 Tools/Instruments

Crest Infotech would provide necessary tools and instruments to their service Engineer for the purpose of servicing the equipment covered by the contract.

#### 5.0 Obligations and Rights of the Parties

5.1 The customer agrees to use and operate the equipment only in the manner specified and approved by the OEM. Prior permission has to be sought by customer before adding load on the UPS.

5.2 If a malfunction develops in the equipment as a result of accident/ fire/ lightning/ willful damage/ negligence/ overloading / faulty electrical power supply/ other equipment not covered by this contract/deviations from approved operating conditions; the cost of repairs will be borne by customer.

5.3 The customer must make the equipment available to Crest Infotech engineer when the onsite visit is planned and extend necessary cooperation so the required work can be properly carried out.

5.4 Crest Infotech reserves the right to sub contract to its authorized service franchises the responsibility to service your installation or part thereof. Crest Infotech assumes full responsibility for the quality of services rendered by the authorized service franchises

#### 6.0 Grounds for Discharge from Liability

Crest Infotech is relieved of its liability if it is unable to carry out the maintenance, repair the equipment or supply spare parts, If this is due to industrial conflict or some other circumstance such as war, fire, natural catastrophe, accident, currency or import restrictions or delays from subcontractors due to a circumstance which is beyond the control of Crest Infotech

#### 7.0 Prices

Prices are Inclusive of applicable taxes as mentioned above. There will be upward revision of 10% in AMC Prices next year.

#### 8.0 Payment Terms

The fee for the service contract is payable 100% advance along with PO. Payment should be made in favor of CREST INFOTECH



- 8.1 The annual maintenance charges specified in this contract shall be payable in advance and the payment shall fall due on the date of commencement of the service contract. Crest Infotech reserves the right to withhold the maintenance services without any notice and without prejudice to all its rights and remedies if the payment is not made when due.
- 8.2 Any services carried out by Crest Infotech outside the scope of the contract shall be charged extra with prior approval from the customer.
- 9.0 Disputes  
Arbitrators shall decide disputes concerning the interpretation or validity of this contract.
- 10.0 Call Center Details:  
Calls can be logged over phone or mail.  
Toll free no. 1800 266 3300 or 1800 103 6333  
E mail id: [Upshelpdesk@intellicomcenters.com](mailto:Upshelpdesk@intellicomcenters.com)  
Below details to be shared with Delta Call Center

Sr. No	Particular	Details
1	UPS serial no -	
2	Model no.	
3	Site address-	
5	Contact Person - Complete Name (End customer Person)	
6	Contact Number of Person at Site- (end customer Person)- Mobile number only	
7	Email ID of End customer -	
8	Problem Description	

Thanking you



For Crest Infotech  
98202 50585