HN-TMPL-VEND1: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) SE

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1. AMC AGREEMENT PARTICULARS

Between: Cooperative Housing Society Ltd. AND Service Vendor: _____

Scope of Work: Lift Maintenance / Fire Protection / Water Pumps / Generator

Contract Period: 12 Months from _____ to _____

2. SERVICE LEVEL AGREEMENT & PENALTY TERMS

1. Routine preventive maintenance visits: Minimum 1 visit every month.
2. Emergency breakdown response time: Within 2 hours of call logging.
3. Penalty for delayed response: Rs. 500/- per hour beyond SLA.
4. Vendor shall furnish PF, ESIC, and statutory insurance compliance certificates.