NOTICE INVITING QUOTES FOR AMC FOR UPS SYSTEMS

No. 1180/PM2/2016/CRD  Dated 15.05.2017

Sub: Annual Maintenance Contract for UPS systems installed in the Commissionerate of Rural Development – reg.

Sealed quotes are invited from reputed AMC Providers for the Annual Maintenance Contract for the UPS Systems in the Commissionerate of Rural Development, Thiruvananthapuram. The firm should have their own service centre at Thiruvananthapuram to undertake repairs and servicing all the components including monitors and other peripherals. They should have sufficient infrastructure and expertise to maintain the systems, and reputed financial stability. The annual maintenance contract will be for a period of one year.

The site of the UPS Systems for which AMC to be executed is Commissionerate of Rural Development, 4th floor, Swaraj Bhavan, Nanthancode, Kowdiar P O, Thiruvananthapuram.

The quotes should be super scripted "AMC for UPS Systems" and addressed to "the Commissioner for Rural Development, 4th floor, Swaraj Bhavan, Nanthancode, Kowdiar P O, Thiruvananthapuram-3". The last date of receipt of quotes is fixed at 2 PM 29.05.2017. Late offers will not be accepted. The quotations will be opened at 3 PM on 30.05.2017 in the presence of authorized representatives of the firms, if any.

List of UPS Systems in CRD for the Annual Maintenance Contract is attached as annexure - I.

Terms and conditions:

Acceptance of the quotations will be subject to the following conditions:

1. Acceptance of the quotations constitutes a concluded contract. The successful vendor shall execute an agreement in stamp paper with Rs.200/- for the satisfactory fulfilment of the contract, if required.

2. Withdrawal from the quotation after it is accepted, will entail cancellation of the order. In such an event the Government reserves also the right to remove the defaulter's name from the list of Government Suppliers permanently or for a specified number of years.

3. No representation for enhancement of price once accepted will be considered during the currency of the contract.

4. The prices quoted should be inclusive of all taxes, duties, cesses, etc. which are or may become payable by the contractor under existing or future laws or rules of the country of origin/supply or delivery during the course of execution of the contract.

5. The tenderers shall quote also the percentage of rebate [discount] offered by them in case the payment is made promptly within fifteen days/within one month of taking delivery of stores.

6. Any sum of money due and payable to the successful tenderer or contractor from Government shall be adjusted against any sum of money due to Government from him under any other contracts.
Special conditions, if any, printed on the quotation sheets of the tenderer or attached with the tender will not be applicable to the contract unless they are expressly accepted in writing by the purchaser.

**AMC Conditions:**

1. The vendor shall be registered as a company under Companies Act.
2. The vendor shall have sufficient infrastructure to cater the service; they shall have sufficient financial and manpower strength in specific terms as follows:
   - Turn over of the vendor during the last financial year shall be more than 5 lakh.
   - The firm has their own service centre at Thiruvananthapuram to undertake repairs and servicing of all the components.
   - The vendor shall provide complaint booking over phone during 8 a.m. to 8 p.m. on all Government working days.
   - They shall have experience in the same field for minimum three years and they should have handled a minimum of 3 AMCs in the past, in State / Central Government Departments (should submit proof)
   - The vendor shall have sufficient communication facilities such as land phone, mobile phone, fax and on-line complaint registration facilities etc.
   - In the case of a back to back AMC business with others, the details of such contract stated clearly while submitting the tender documents.
   - The scope of AMC must be as follows:
     1. Monthly inspection and clearing;
     2. Quarterly preventive maintenance;
     3. Service level for break down maintenance:
        - Critical equipments: complaints shall be cleared in 24 hours;
        - Non-critical equipments: complaints shall be cleared in 72 hours.
        - Vendor shall do all call logging and provide quarterly reports.
   - If found necessary, the facilities in the centre and the infrastructure of the company will be verified by the department before awarding AMC.
   - The payment will be made in 4 equal installments payable in advance of each quarter. The last and final quarter payment will be made only after the successful completion of the contract.
   - The AMC shall cover the items listed in the annexure except for battery.
   - When repair/replacement takes place, the vendor shall not replace any of the components of the equipments with lower configuration. The vendor shall ensure that the replacement be made with OEM components only.
   - The vendor shall have the responsibility to fill the de-ionised water in the rechargeable tubular batteries. The filling of water shall be done once in two months or before the batteries are getting dried up whichever is earlier. The vendor shall make periodic check ups to ensure that the batteries are not dried up and also clear the rust deposited at the battery terminals, by applying petroleum jelly.

Thiruvananthapuram

Commissioner for Rural Development(i/c)

Enc: Annexure I
### Annexure I

<table>
<thead>
<tr>
<th>#</th>
<th>Type of UPS System</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hykon Make 15 KVA Online UPS system With 20 nos. of 100AH Exide make tubular batteries</td>
<td>2 nos.</td>
</tr>
<tr>
<td>2</td>
<td>Hykon Make 10 KVA Online UPS system With 12 nos. of 130AH Exide make tubular batteries</td>
<td>1 no.</td>
</tr>
<tr>
<td>3</td>
<td>Hykon Make 5 KVA Online UPS system With 10 nos. of 130AH Exide make tubular batteries</td>
<td>1 no.</td>
</tr>
</tbody>
</table>