



**Tender Document  
For  
COMPREHENSIVE AMC OF UPS (UNINTERRUPTED POWER SUPPLY)**

**TENDER NO. : S - 11917 /39- A (UPS)**

**Dated: 14-09-2017**

**TO BE SUBMITTED BY: 20-10-2017 (11:00 Hrs)**

**SURVEY OF INDIA  
ANDHRA PRADESH GDC & TELANGANA GDC  
HYDERABAD**

**TENDER DOCUMENT FOR INVITING TENDERS FOR THE ON-SITE COMPREHENSIVE AMC OF UPS AND BATTERIES**

On behalf of President of India, The Director, Andhra Pradesh GDC & Telangana GDC, Survey of India, Uppal, Hyderabad, Telangana invites sealed tender for the On-site Comprehensive AMC of UPS as per following terms and conditions:-

**1. PARTICULARS OF THE TENDER**

(a)	Designation and Address of the authority inviting tender	Director, Andhra Pradesh GDC, Survey of India, Uppal, Hyderabad, Telangana- 500039 Telephone : 040-27205549 Tele Fax : 040-27202059 E-mail : ap.gdc.soi@gov.in
(b)	Tender No.	S- 11917/39- A(UPS) Dated: 14-09-2017
(c)	Last date and time of sale of tender document	18-10-2017 (11:00 Hrs)
(d)	Last date and time of receiving bids	20-10-2017 (11:00 Hrs)
(e)	Date and time of opening bids	20-10-2017 ( 15:00 Hrs)

The details of UPS are given in Annexure 'A' of this document.

**2. ELIGIBILITY CRITERIA**

- (I) The bidding firm should be registered with the appropriate government authorities. **The copy of registration certificate must be enclosed with the tender.**
- (ii) The bidding firm must enclose registration certificates of GST/ Tax from the appropriate authorities as prevalent in the State of Telangana.
- (iii) Copy of Service Tax registration certificate must be attached with the bid.
- (iv) The tenderer must provide the PAN/TAN number of the firm. Copies of Income Tax returns filed by the firm for last 2 years should be enclosed with the tender.
- (v) The bidding firm should have at least two years experience of executing the similar work in Govt. /PSU or any other academic Institution. Supportive documents i.e. '**Satisfactory Performance Certificate**' from the office where such service was provided must be attached with the bid.
- (vi) **The bids received without the above mentioned certificates/documents will be rejected.**

### 3. TERMS AND CONDITIONS

- (i) The tender document can either be purchased from E&AO, Andhra Pradesh GDC, Survey of India, Uppal, Hyderabad on payment of 100/- by cash/in the form of D.D. in favour of "**E&AO, APGDC, Survey of India, Hyderabad**", or, can be downloaded from Survey of India website [www.surveyofindia.gov.in](http://www.surveyofindia.gov.in) and in such case the tenderer has to pay the tender document cost in the form of D.D. for Rs. 100/- drawn in favour of the "**Establishment & Accounts Officer, AP GDC, Survey of India, Hyderabad**". In case, the tender document is obtained from E&AO, APGDC, a copy of the Cash Receipt should be enclosed with the tender document and if down loaded, the cost of tender document should be enclosed in the form of Demand Draft with the tender document, failing which the tender will not be accepted.
- (ii) Response to the Tender in the sealed envelope should be addressed to "**The Director, Andhra Pradesh GDC & Telangana GDC, Survey of India, Uppal, Hyderabad, Telangana - 500039. The rates should be quoted in the format as given in Annexure 'B'**". The Tenderer may add columns/rows in the table given in **Annexure 'B'**, if so required.
- (iii) Rates quoted shall be mentioned by the agency both in figures and words. There should not be any erasing or overwriting whatsoever to avoid rejection of bid. The rates quoted shall remain valid for a period of 60 days after the date of opening bids.
- (iv) An Earnest money deposit (EMD) of 2,000/- (Rupees Two thousand only) in shape of Demand Draft drawn on any nationalized bank in favour of "**Establishment & Accounts Officer, APGDC, Survey of India, Hyderabad**" payable at Hyderabad should be furnished along with the tender document. Tender received without EMD will be summarily rejected. The EMD of un-successful tenderers will be returned within 30 days of the award of job order.
- (v) The tenderer can inspect the UNINTERRUPTED POWER SUPPLIES (UPS) on or before 03-10-2017 if he/she desires so, in consultation with A.S.O., APGDC, Survey of India, and Hyderabad.
- (vi) Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.
- (vii) The Director APGDC reserves the right to accept or reject any/ all bids without assigning any reason whatsoever.
- (viii) The tender response should be signed by the tenderer in all pages. Incomplete and unsigned quotations are liable to be rejected.
- (ix) Bids with overriding conditions will be summarily rejected.
- (x) If there is no mention of taxes etc. in the bid, the bid will be considered to be inclusive of all taxes and no extra tax will be paid in any case.
- (xi) The successful tenderer will have to deposit Performance Security equal to 10% of the total bid value in the shape of Fixed Deposit Receipt/Bank Guarantee from any nationalized bank drawn in

favour of “Establishment & Accounts Officer, APGDC, Survey of India, Hyderabad” at the time of awarding the work order. Performance Security deposit should remain valid for the entire period of contract plus for a further period of 30 days after the completion of contract.

- (xii) The successful tenderer will have to furnish an agreement on 100/- Non Judicial Stamp Paper at their own expense.
- (xiii) **The period of AMC will be for 1 year from the date of signing the contract agreement.**
- (xiv) The payment to the Contractor under the Contract will be on Quarterly basis i.e. the payment for AMC will be made in four equal installments. The approved amount of AMC, first after completion of 3 months and second after completion of 6 months third after completion of 9 and fourth after completion of AMC period.
- (xv) Any variation or additional taxes /duties and not statutory levies, if any imposed by the regulatory bodies during the currency of this contract/service will be payable by the maintenance agency over & above the quoted AMC service charges.
- (xvi) The successful firm will be entirely responsible for the execution of the job in accordance with the terms and conditions of this document and the job shall not be assigned or subletted to any other firm/agency.
- (xvii) In case of any dispute relating to the execution of the job between the parties, the matter will be referred to the Surveyor General of India and his decision shall be the final and binding on both the parties.
- (xviii) Any of the vendors, who may so desire, may be present at the time of opening of the bids.

#### 4. SCOPE OF WORK

- a) Upkeep and maintenance of the UPS along with batteries of different capacities as per the details given in Annexure 'A'.
- b) Attending to complaint raised by various wings/sections of Directorate APGDC, Hyderabad on daily basis.
- c) On site preventative and corrective maintenance of UPS in office from time to time.
- d) **The contract would be on-site comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) of UPS.** All replaced parts should be of original make and in case of non-availability it should be of appropriate standard as decided by the Director.
- f) Coordination with OEMs for troubleshooting of the UPS and other peripherals under warranty.
- g) Stand by arrangements are to be made in case the equipment is to be taken to workshop for repairs.

- h) **Well trained/qualified engineer shall be deployed to resolve problems. The minimum breakdown time should not exceed 24 hrs.**
- i) The Service engineer will coordinate with section officers/ store section for prompt up-keep and maintenance of all UPS systems along with their batteries. The service engineer needs to update the register and get the same verified by concerned incharge officer
- j) Repairs are to be carried out at the location of the equipment. However, if necessary to carry any damaged items to the workshop for repair purpose, agency will bear transportation and other incidental charges and will take due permission from Director APGDC.
- k) Successful tenderer is liable to handover all the hard-wares under its AMC to the successor in working condition, failure to which leads to deduction of actual expenditure to repair these hardware.
- l) The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. **All damaged / replaced will be property of Survey of India.**
- m) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of the Director regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
- p) The firm/company will prepare call reports for each of the machines to be taken under the AMC and Preventive maintenance has to be carried out on Monthly basis. A preventive Monthly Maintenance Report from the firm would be submitted to the Section Officer.
- q) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the UPS work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- r) The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. **The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.**
- s) In the matter of interpreting the terms and conditions of the AMC, **the decision of the Director APGDC shall be the final.**
- t) Director reserves the right to **terminate the contract by giving One Month's notice**, if the firm is incapable of carrying out the maintenance as per terms and conditions or in the event of

unsatisfactory performance by the firm or Non availability of Funds with this Office or Losses suffered, due to lapse on the part of the AMC provider

**4.1. Downtime will not be considered under the following conditions:**

- a) Repair time due to machine failure caused by confirmed environmental conditions.
- b) Repair time due to machine failure caused by usage of non-standard consumables.
- c) Standby machine shall be provided, if downtime is more than 2 days.

**4.2. The following Services are not included in the Maintenance Service:**

- a) Non-Repair of Machine by successful Tenderer due to power failure, or any unforeseen reason which is beyond human control.
- b) Neglect or misuse, including use of the machines for purposes other than, for which they are designed.
- c) Alterations, including any deviation from original Machine design unless authorized by Successful Tenderer and Damage caused by rodents or natural disaster.

**4.3. Service warranty**

- a) The Tenderer should cover services provided including the quality of workmanship under warranty.
- b) The successful Tenderer will not be allowed for frequently changing the hardware engineers.

**Details of UPS along with their capacities for Comprehensive AMC**

Equipments to be brought under maintenance contract at the time of the commencement of the contract:-

S.No	Equipment	Make	Number of Units
1	10 KVA UPS	Hykon	01
2		Numeric	01
3	5 KVA UPS	Numeric	01
4		Powertech	01
5		Powertech	01
6	3 KVA UPS	Scan Power	01
7		Scan Power	01
8		Scan Power	01
9		Techser	01
10		Techser	01
11	2 KVA UPS	Numeric	01

It is certified that all the terms and conditions of the tender document No. **S - 11917 /39- A (UPS)**

Dated: 14-09-2017 have been understood by me/us and I/we are ready to abide by them without any variation in the event of selection of our firm for awarding the job.

(Signature/ Signatures of authorized  
Representative(s) of the firm with Seal)

Place:

Name(s):

Date :

Address :

**Note:**

1. Rates should be for Comprehensive A.M.C., i.e. including replacement of parts of Original Equipments Manufacturers (OEM).
2. Rates should be quoted for all the equipments listed above. If rate is not quoted for particular equipment, it will be assumed that tenderer is ready to provide AMC for that equipment free of cost.

**RATES FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR UPS**

<b>Equipment</b>	<b>Capacities</b>	<b>No. of Units</b>	<b>AMC Rates Per Unit</b>	<b>Total</b>
<b>UPS</b>				
	10 KVA	02	Rs.	
	5 KVA	03	Rs.	
	3 KVA	05	Rs.	
	2 KVA	01	Rs.	
<b>TOTAL</b>				
Other Charges if any (Please specify)				
Taxes if any (Please specify)				
<b>TOTAL RATES FOR AMC</b>				