



UNIVERSITY OF KERALA

CENTRAL LABORATORY FOR INSTRUMENTATION AND FACILITATION (CLIF)
Kariavattom Campus, Thiruvananthapuram, Kerala, India -695 581

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24.02.2022

QUOTATION NOTICE

Sealed quotations in the prescribed format are invited from the experienced firm for the Comprehensive annual Maintenance Contract of UPS system of various rating installed in the Central Laboratory for Instrumentation and Facilitation as per annex (1).

1.	Name of Work	Comprehensive annual Maintenance Contract of UPS system of various rating installed in the Central Laboratory for Instrumentation and Facilitation.
2.	Period of CAMC	Three Years from the date of Purchase Order
3.	Last of receiving quotation	09.03.2022 4 PM
4.	Date of opening Quotation	09.03.2022

Type of Contract

1. This AMC shall be a Comprehensive AMC where the service and spares for repairing the system shall be borne by the CAMC contractor and the AMC covers the UPS and connecting wires and cables.
2. Battery repair is not included but the AMC provider shall suggest and maintain the battery water level as the case may be. The Battery water will be provided by the University of Kerala at its own cost.

Scope of the work

3. The AMC provider shall depute one or more trained service engineer/technician to attend the preventive/breakdown maintenance works.
4. A Preventive maintenance shall be done quarterly by the AMC provider where it covers the general inspection, cleaning, checking contacts and tightness etc.
5. A log shall be maintained at the office of CLIF, University of Kerala and the service engineer/technician and the official of University shall be signed during each visit.

6. During a breakdown of the equipment, the official from CLIF, University of Kerala shall inform the AMC provider over telephone or email ID and the AMC provider shall arrange one or more trained service engineer/technician to attend the event.
7. The Service engineer/technician shall attend the breakdown work between 10 A.M and 5 P.M. on working days within 24 hours-including night hours but excluding government holidays and rectify the problem and make the UPS function within 48 hours of registering the complaint.
8. In case the repair delayed beyond the above time frame, alternate arrangement shall be made by the AMC provider to replace the faulty UPS with a stand by equipment.

Down time penalty

9. The AMC provider shall be liable for downtime penalty for the period beyond 48 hours of registering complaint at a rate of Rs. 25/KVA per day per equipment per complaint. (Illustration: For a 3KVA equipment, if the resolution time is 96 hours, the Down time penalty will be $25 \times 3 \times 2 = \text{Rs. } 150/-$)
10. If any holidays occur within the first forty-eight hours of registering complaint, it will be excluded from calculating downtime penalty till the next working day.
11. If the University officials fail to make the equipment available for breakdown repair, such time will be excluded from calculating downtime penalty.
12. The cumulative down time penalty will be calculated periodically and will be deducted from the security deposit furnished. The firm shall compensate and pay whenever the 50% of security deposit is deducted as downtime penalty to continue the AMC.

Responsibility of the AMC provider

13. The AMC provider shall be available 24x7x365 to register and attend the breakdown maintenance.
14. The AMC provider shall keep necessary spares of the equipment for attending the breakdown and preventive maintenance works.
15. The AMC provider shall make available trained service engineer/technician always.
16. Attend preventive maintenance work without invitation.
17. Provide telephone no. and email ID for registering the complaint and next higher official for escalating the complaint.
18. The CAMC shall continue with the new legal receiver subsequent to sale, name change, ownership change or any other format of change from existing company and the agreement will be binding to them also.

Payment

19. The Payment shall be made after remitting the security deposit and executing agreement.
20. The payment amount will be the bill released on production of Bills and receipts.

Force Major

21. Whatever contained in this terms and conditions, both parties are not liable to keep the agreement during events like natural calamity such as earthquake, lighting, flood, strike, riot, explosion/damage of batteries etc.
22. Such period will be excluded from the performance period and for calculation of downtime penalty if any.

General Terms and conditions

23. The participants shall be an experienced registered firm in repairing of UPS to 30KVA.
24. The Participants must have office and service engineers/technician available in the Thiruvananthapuram.
25. Interested participants may inspect the equipment installed in the CLIF, University of Kerala, Kariavattom Campus during official hours.
26. OEM or authorized dealers can place partial quote on their product. However, preference will be given for vendors who are willing to cover entire brands of products.
27. The quotation will be valid for a period of 90 days from date of its opening.
28. The successful bidder will be awarded the work and they shall execute an agreement in non-judicial stamp paper with University of Kerala after payment of 5% of total CAMC amount as security deposit in the form of Bank guarantee.
29. In the event of unsatisfactory service by the vendor, the University of Kerala reserves the right to cancel the CAMC at any point of time and only pro-rate payment will be made for the service rendered.
30. The University of Kerala reserve the right accept or reject any quotations received in partial or full without assigning any reason thereof.
31. Documents to be submitted in the quotation
 - a. Registration details and address of firm
 - b. Details of offices/service Centre's in Thiruvananthapuram
 - c. Previous three-year experience and certificates from the Government /public sector firms.
 - d. Statement regarding the acceptance of the above terms and conditions
 - e. Financial Quote in prescribed format.
32. Participants shall send the quotation in the sealed cover superscripted "Quotation for CAMC of Various UPS installed in CLIF" and addressed to "The Honorary Director, CLIF, University of Kerala, Kariavattom Campus, Thiruvananthapuram-695581".

Sd/-
Hon. Director, CLIF

Annexe1

SI No.	Item Description	Location	Remarks
1	3KVA Greenpower MAKE UPS	AFM Room of CLIF, University of Kerala, Kariavattom Campus	
2	1KVA Consule MAKE UPS	UV-VIS-NIR-Room OF CLIF, University of Kerala, Kariavattom Campus	
3	30KVA lagatech MAKE UPS	ICPMS Room of CLIF, University of Kerala, Kariavattom Campus	
4	5KVA Supra MAKE UPS	Server Room of CLIF, University of Kerala, Kariavattom Campus	
5	6KVA Hykon MAKE UPS	Server Room of CLIF, University of Kerala, Kariavattom Campus	
6	5KVAHykon MAKE UPS	CCF Room of University of Kerala, Kariavattom Campus	
7	5KVAHykon MAKE UPS	CCF Room of CLIF, University of Kerala, Kariavattom Campus	
8	10KVA Numeric MAKE UPS	SEM Room of CLIF, University of Kerala, Kariavattom Campus	
9	6KVA Emerson MAKE UPS	Confocal Room of CLIF, University of Kerala, Kariavattom Campus	
10	5KVA Numeric Make UPS (2 Nos)	TGDTA/CHNS Room of CLIF, University of Kerala, Kariavattom Campus	
11	2KVA IGA Tech Make UPS	FTIR Room of CLIF, University of Kerala, Kariavattom Campus	
12	10KVA Numeric HP Max	LCMS Room of CLIF, University of Kerala, Kariavattom Campus	
13	20KVA Techser Make UPS	XPS Room of CLIF, University of Kerala, Kariavattom Campus	
14	5KVA Power One Make UPS	SFS/XPS Room of CLIF, University of Kerala, Kariavattom Campus	

15	3KVA Better power Make UPS (3 Nos.)	LCMS/DNA Sequencing Room of CLIF, University of Kerala, Kariavattom Campus	
16	*10 KVA Emerson Make UPS (2 Nos.)	Server Room of CLIF, University of Kerala, Kariavattom Campus.	
17	*10KVA Vertiv Make UPS	Server Room of CLIF, University of Kerala, Kariavattom Campus.	
	*Warranty of the UPS (Sl. No.16&17) will expire on March 2022)		