

### **Inviting quotations for AMC for UPS**

Quotations are invited from service providers for Annual Maintenance Contract (AMC) for 3 Nos of BPE UPS at Spices Board, Kochi, Kerala for a period of one year.

#### **UPS details**

10 KVA (3 in 1 out)

10 KVA (1 in 1 out)

5 KVA (1 in 1 out)

#### **Eligibility criteria**

The service provider shall have minimum 2 year of experience in servicing and maintaining UPS Systems, Work order and project completion/work satisfaction/invoice copy shall be submitted along with the quotation to prove the eligibility.

#### **Scope of Work and Terms and Conditions**

- AMC includes replacement of major & minor damaged items/parts, on-site maintenance and repair and other related activities.
- AMC must be Comprehensive excluding replacement of batteries.
- While Registering the Complaint, the service team should attend the same within 24 hours.
- The maximum time limit to resolve the problem should be 48 hours.
- If the Problem is not resolved within 24 hours, the AMC Service Provider shall provide a floating UPS of Same Specification for carrying out the smooth functioning of the Office.
- If the parts are not available due to Covid-19 Restrictions, the relaxation to fault rectification can be given subject to providing floating UPS of Same Specification. However the faulty UPS need to be repaired within 15 days.
- Preventive Maintenance shall be done on quarterly basis.
- The Board reserves the right to terminate the AMC, at any time if the performance is not satisfactory. In such an event the vendor shall ensure restoration of all the spares & UPS components taken away for repairs, duly repaired.
- The AMC charges will be released within 15 days after satisfactory completion of work for each quarter and on submission of invoice. These invoices should be raised at the end of each quarter. No advance payment will be made.
- Escalation matrices shall be provided to ensure that proper service without delay can be arranged by the service provider.

Interested Service provider can visit Spices Board Office in the below mentioned address and assess the UPS' before quoting.

Price bid shall be submitted in the following format.

No.	Item	Total Cost in INR ( incl GST)
1	AMC Cost for BPE 10 KVA (3 in 1 out) UPS	
2	AMC Cost for BPE 10 KVA (1 in 1 out) UPS	
3	AMC Cost for BPE 5 KVA (1 in 1 out) UPS	

Proposal shall be submitted in sealed envelope, superscribing the words “ ***Annual Maintenance Contract for BPE Make UPS***”, through Speed Post/Registered Post/by Hand to reach the following address before **29<sup>th</sup> April 2022 3:00 PM.**

Deputy Director (EDP)  
Spices Board, Sugandha Bhavan,  
NH ByPass, Palarivattom, Cochin - 25  
Tel: +91 -484 -2333603  
E-mail: [jjesh.das@nic.in](mailto:jjesh.das@nic.in)

Quotations will be opened at 3:30 pm on the same day at committee room of Spices Board Head Office, Cochin. Any participants who wish to witness the opening of quotations, can do so.

It is estimated that the cost of the above work is less than Rs.2.5 lakh . Hence, quotations are invited as per the provisions under GFR 155.

Deputy Director (EDP)