



**OFFICE OF THE ACCOUNTANT GENERAL (A&E),**  
**KARNATAKA, BENGALURU**



No. AG(A&E)/ITCT/AMC/2022-23/

Date: 10-03-2023

**NOTICE INVITING TENDER**

Sub: Annual maintenance of UPS and batteries for 2023-24

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This office is having various capacities of UPS ranging from 02 KVA to 80 KVA along with 220 batteries and it is proposed to enter an Annual Maintenance Contract for the servicing of these UPS & Batteries. You are requested to send your quotation for the AMC for the servicing of the UPS and Batteries duly indicating the rate of servicing charges for each UPS.

<b>Bid Particular</b>	<b>AMC of UPS and Batteries from 09-04-2023 to 08-04-2024</b>
<b>Last Date &amp; Time of Submission of Tender</b>	<b>21-03-2023 (15.00 hrs)</b>
<b>Date of opening Tender</b>	<b>21-03-2023</b>
<b>Earnest Money Deposit (EMD)</b>	<b>₹ 12,000/-</b>
<b>List Of Ups And Batteries</b>	<b>Annexure I</b>
<b>Terms and Conditions</b>	<b>Annexure II</b>
<b>Scope of work</b>	<b>Annexure III</b>

Your quotation should be in a **SEALED ENVELOPE** with a superscription as  
“Quotation for AMC of UPS and Batteries” and to be sent to

To,  
**SENIOR ACCOUNTS OFFICER/OM  
O/o THE ACCOUNTANT GENERAL (A&E)  
KARNATAKA, MAIN BUILDING, PARK  
HOUSE ROAD, BANGALORE -560001**

**Yours faithfully,**

**Sd/-  
Sr.Accounts Officer(OM)**



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**Annexure I**

<b>LIST OF UPS AND BATTERIES FOR THE YEAR 2023-24</b>				
<b>S N</b>	<b>KVA</b>	<b>MAKE</b>	<b>BATTERIES</b>	<b>MAKE</b>
1	20	ELTECH	30	EXIDE
2	20	ELTECH	30	SF TUBE POWER
3	10	ELTECH	30	EXIDE
4	2	ELTECH	4	EXIDE
5	2	ELTECH	4	EXIDE
6	10	NUMERIC	25	EXIDE
7	3	ARVI / sine wave	4	PRIME
8	15	ARVI	15	AMARON
9	80	DELTA	40	EXIDE
10	80	DELTA	40	EXIDE
<b>TOTAL</b>			<b>222</b>	

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**Annexure II**

**Terms & Conditions for AMC 2023-24**

1. **Availability of office of service provider:** An office of service provider must be located in Bengaluru, Karnataka Documentary Evidence to be submitted.
2. The Annual Maintenance Contract shall cover comprehensive maintenance of all the items mentioned in the Annexures.I
3. All parts of UPS and Batteries shall be covered under the Annual Maintenance Contract.
4. Bidders can submit the EMD with Account Payee Demand Draft in favour of “**PAO/IAD**” payable at Bengaluru.
5. Successful Bidder must submit the Performance Security in the form of Account Payee Demand Draft or PBG in favour of “**PAO/IAD**” payable at Bengaluru
6. All the prices quoted by the vendor shall be in Indian Rupees and not be subject to any price escalation for One year during the period of AMC. The prices quoted should **be inclusive** of all Central/ State Government taxes.
7. The bidder should have experience of serving at the offices of Central/State Govt., Central/State Autonomous bodies, and institutions. Documentary evidence should be submitted.
8. The Bidder must submit an undertaking in the Letter Head with due signature and seal agreeing to the Scope of Work attached.
9. Dedicated /toll Free Telephone No. for Service Support: **BIDDER** must have Dedicated/toll Free Telephone No. for Service Support.
10. Decision of **THIS OFFICE** in respect of evaluation of bids and/ or award of contract will be final, and **THIS OFFICE** reserves the right to accept or reject any quotation or alter the terms and conditions without assigning any reason.
11. **THIS OFFICE** reserves the right to discontinue the Annual Maintenance contract for maintenance of scheduled equipment’s one-month notice.
12. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
13. In case within the contract period, for any reasons, the systems under maintenance are disposed of by this office, the contract amount for that particular UPS system shall be repaid by the vendor, or deducted from the amount payable by **THIS OFFICE**, on a pro rata basis.
14. In case of any up-grade of the UPS system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period without any extra cost.



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15. As part of the Annual Maintenance Contract, the vendor shall arrange to depute Two (02) Engineer on call basis. The details of work are mentioned in the scope of work.
16. The vendor shall not divulge to any person including his other divisions, subsidiaries or groups, any information obtained by him about this office during his execution of work and shall treat such information as professional communication with confidentiality.
17. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor/ Engineer during the contract period. The vendor shall make good the loss or damage to the scheduled equipment caused due to negligence.
18. The vendor shall arrange to transport equipment's at his own cost and responsibility in case the same is to be sent for repairs at their service centre outside this office premises.
19. The items of **spares not covered** for replacement under the contract are to be specified before the start of contract.
20. THIS OFFICE reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
21. The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Copy of Bidder turnover needs to be attached.
22. Bidder's offer is liable to be rejected if they don't attach any of the certificates / documents sought in the Bid document.
23. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of THIS OFFICE. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent.
24. The prospective bidders may check/inspect the UPS & Batteries in the office premises at any time during office hours (9.30 AM to 6 PM) from Monday to Friday during the period of Bid.

**Sr.Accounts Officer(OM)**



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**Annexure III**

**SCOPE OF WORK**

1. This Tender calls for Comprehensive Annual Maintenance Contract of UPS and Batteries of various Makes/Models installed in Office of the Accountant General(A&E), Karnataka, Park House Road, Bengaluru-560001. Scope of 'Annual Maintenance Service' shall be comprehensive in nature and shall therefore, essentially cover servicing, repair/fixing/replacement of all parts during the contract period. The term 'Maintenance' shall also include rectification of all Hardware problems/defects and also includes the cost of all parts/repairs/replacements necessary for the proper maintenance/ functioning of the UPS and Batteries. No extra charges for any general wear and tear/spare parts, etc. shall be made by this Office. However, the cost of physically damaged parts/damages to the cables caused by rodents will be borne by this office.
2. The Contract will be initially awarded for a period of one year from the date of letter of awarding the contract. However, the contract may be extended subsequently, on mutual consent, for a further period of one year at a time (up to a maximum of two extensions of one year each) as may be decided by the competent authority, after review of performance.
3. Preventive maintenance shall include quarterly servicing of all UPS and filling up of distilled water into batteries covered under the contract irrespective of whether the equipment has undergone a breakdown or not.
4. When any system is moved from one place to another, install/reinstall and maintenance of the system(s) at the new location is to be made without any extra cost.
5. The successful contractor/bidder shall provide services for the repair and maintenance of the equipment. During the normal working hours of this Office (Monday to Friday) excluding Saturday and Sunday and Gazetted holidays or as decided by the competent authority. The engineers shall also be available on mobile/cell phone to meet urgency/emergency even beyond normal office hours and on holidays. If required, they may also be called to attend complaints in emergency on Gazatted holidays, Saturday, and Sunday.
6. The contractor shall depute two service engineers on call basis to this Office for maintenance of UPS and Batteries. They shall be well versed in fixing day-to-day problems. They shall be equipped with maintenance kits (toolbox) required for carrying out such services.



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7. The Contractor shall ensure onsite internal cleaning of all UPS and Batteries covered under AMC once every quarter. The contractor shall provide the appropriate cleaning material required for the purpose.
8. The Contractor shall have to intimate the status of complaints pending/rectified in a service report. The Contractor shall also submit a consolidated report furnishing the details of complaints attended, remedial action taken and their status monthly has to be intimated quarterly.
9. The Contractor shall provide new and original spare parts (with same or higher configuration), with matching make and model compatible with defective or required replacement parts during the period of AMC. The contract will be comprehensive (i.e. including replacement of parts) and no extra charges whatsoever would be paid.
10. The firm shall not delay in repairing the system and maximum permissible downtime for setting the system is immediate/same day.
11. In case the fault could not be rectified/restored on the same day, a standby unit shall have to be provided by the Contractor and the faulty equipment shall be set right and restored in working condition within five days from the date of reporting of fault. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early.
12. The Contractor shall intimate the name and location of the user to whom the standby equipment is provided to ITCT section of this Office on the same day. No equipment/peripheral shall be taken out of the premises of this Office without the consent in writing from the competent authority.
13. The Contractor shall keep enough spares as stand by in the space provided to them by the Office to put these in service whenever required. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Contractor.
14. The Contractor shall be required to hand over all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be made good at his risk and cost by arranging its repair from external agencies.
15. The Contractor shall arrange the requisite documentation and maintain necessary records, etc. as required for processing the quarterly payment during the period of AMC. He shall submit a copy of the documents/maintenance records to Office, as and when required for reference.
16. The Contractor shall not transfer or sub-contract the contractual obligations or any benefit or liability there under to any person(s) or company (ies).
17. The Contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his risk. The Office





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shall not, in any way, be liable to make any payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under this AMC.

18. The list of the equipment is exhaustive, but it may vary, and the selected firm should be able to provide the service mentioned in the tender. The Office reserves the right to include or exclude any equipment in the list.
19. 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 Office 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.
20. This Office reserve the right to increase or decrease any no. of UPS and Batteries as per the requirement during the contract period and the Bills will be settled accordingly/pro rata basis. The machines after expiry of warranty period shall be maintained by the contractor & the bill will be settled as per the actuals no. of machines.
21. The contract firm should ensure that all the complaints are attended to by the service engineers immediately. The complaint calls received directly from the users concerned shall also be duly honoured and the defects noticed in the system shall be rectified immediately to put back the systems to normal working condition.
22. If at any stage, it is found that the parts supplied by the firm are duplicate or of inferior quality, the AMC shall be summarily terminated, and the Performance Security Deposit (PSD) shall be forfeited, and the firm shall be blacklisted. Penalty, if applicable shall be deducted from the payable dues/PSD.
23. Payment shall be made only after satisfactory completion of service on quarterly basis. The payment will be made direct to the service provider through E-payment only. No request for other mode of payment will be entertained. No advance payment will be made in any case.
24. Rates quoted shall be valid for a period of one year from the date of signing of the contract. Additionally, if the extension of the contract is done, it will be on the same rates and terms & conditions.
25. The successful bidder shall ensure that the spare parts/hardware supplied to the Office are of latest make and model and compatible with the existing hardware. Further, the manpower that will be deputed for the maintenance are properly trained.



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26. If the contractor wants to revoke the contract, he should give at least three months advance notice with sufficient reasons of revoking the contract. Subject to the approval of Competent Authority.
27. In the event of any breach of any of the terms and conditions of the contract or the supplier neglects, delays or fails to perform the contract, the Office shall have the right to forfeit the security deposit. The security deposit shall not bear any interest.
28. If the services provided by the agency under this maintenance contract are not to the full satisfaction, the Office reserves its right to terminate the maintenance contract without notice and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of this Office in this regard shall be final and binding on the agency.





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**TERMS AND CONDITIONS:**

The quote should clearly indicate the rate of taxes and duties.

The net amount should also be shown.

The terms of payment should be indicated.

Preventive maintenance should also be indicated.

The replacement of parts which would be covered during AMC period should be indicated.

This office reserves the right to reject all or any of the offers received without assigning any reason.

Further on being selected as the AMC vendor a legal agreement must be entered into with this office, and agreement duly signed submitted to this office.

Further the AMC personnel who has been awarded the contract has to submit 'performance security ' at 3% of the bid amount in the form of a DD payable to 'PAO/IAD' Bangalore, which is returnable to the AMC personnel on successful completion of the contract period.

**Yours faithfully,**

**Sr.Accounts Officer(OM)**



# **OFFICE OF THE ACCOUNTANT GENERAL (A&E),** **KARNATAKA, BENGALURU**



## **Buyer Added Bid Specific Terms & Conditions for AMC 2023-24**

25. **Availability of office of service provider:** An office of service provider must be located in Bengaluru, Karnataka Documentary Evidence to be submitted.
26. The Annual Maintenance Contract shall cover comprehensive maintenance of all the items mentioned in the Annexures.
27. All parts of Computer systems, Servers, Printers, Switches etc (excluding consumables like ribbons and toner cartridges) shall be covered under the Annual Maintenance Contract.
28. All the prices quoted by the vendor shall be in Indian Rupees and not be subject to any price escalation for One year during the period of AMC. The prices quoted should **be inclusive** of all Central/ State Government taxes.
29. The bidder should have experience of serving at the offices of Central, State, Central/State Autonomous bodies, and institutions. Documentary evidence should be submitted.
30. The Bidder must submit an undertaking in the Letter Head with due signature and seal agreeing to the Scope of Work attached.
31. Decision of THIS OFFICE in respect of evaluation of bids and/ or award of contract will be final, and THIS OFFICE reserves the right to accept or reject any quotation or alter the terms and conditions without assigning any reason.
32. THIS OFFICE reserves the right to discontinue the Annual Maintenance contract for maintenance of scheduled equipment's one-month notice.
33. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable. The scheduled equipment may be relocated within Bangalore, at other premises or residences.
34. In case within the contract period, for any reasons, the systems under maintenance are disposed of by this office, the contract amount for that particular system shall be repaid by the vendor, or deducted from the amount payable by THIS OFFICE, on a pro rata basis.
35. In case of any up-grade of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period without any extra cost.
36. As part of the Annual Maintenance Contract, the vendor shall arrange to depute Two (02) Resident Engineer for this office on full day basis. The details of work are mentioned in the scope of work.
37. The vendor shall not divulge to any person including his other divisions, subsidiaries or groups, any information obtained by him about this office during his execution of work and shall treat such information as professional communication with confidentiality.



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38. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor/ Resident Engineer during the contract period. The vendor shall make good the loss or damage to the scheduled equipment caused due to negligence.
39. The vendor shall arrange to transport equipment and hardware at his own cost and responsibility in case the same is to be sent for repairs at their service center outside this office premises.
40. The items of **spares not covered** for replacement under the contract are to be specified before the start of contract.
41. The prospective bidders may check/inspect the computers/peripherals in the office premises at any time during office hours (9.30 AM to 6 PM) from Monday to Friday during the period of Bid.