

ANNEXURE – I

Comprehensive AMC (Annual Maintenance Contract) of Online 100 KVA UPS installed at CSIR-4PI.

Period: one year.

SCOPE OF WORK

1. The AMC is comprehensive i.e. including repair, replacement and Maintenance of all the items connected with UPS system and contractor shall provide maintenance service to keep the UPS in good and efficient working condition covered under this contract. In addition to this, the contractor should provide preventive maintenance of UPS.
2. The service provider will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer of the contractor firm.
3. All the electrical contact points and connections should be checked and minor adjustments be made if found necessary.
4. The preventive maintenance (PM) should be carried out once in a **three months**. The preventive maintenance includes the following.
 - i. Cleaning of UPS and Batteries
 - ii. All Batteries are to be tested for its individual voltage during each Preventive Maintenance.
 - iii. Checking fitment of internal and external hardware and heating of the system
 - iv. Cleaning of PCB if any and operating power parameters
 - v. Checking of tripping devices
 - vi. All the component should be checked thoroughly to work in perfect conditions and it should be ensured that all the safety devices work perfectly.
 - vii. Check of all indications & cooling fans
5. The Contractor has to ensure that the service should be 4-hour on-site response.
6. For repairing or replacement the contractor should use OEM or OEM approved spares only.

Break-down and emergency works:

- i. The CSIR-4PI Server, HPC and all other installations are critical and will be functioning round the clock, 365 days in a year including holidays and Sundays. The party/bidder shall have to take care of UPS system exigencies that may be encountered promptly.
- ii. It's the duty of party/bidder to provide 24*7 service and in the event of breakdown it's the duty of party/bidder or parties expert to reach the site at the earliest and should restore the system to normal working conditions, failing to which a penalty will be imposed on the party/bidder.
- iii. During CSIR-4PI scheduled power shutdown and maintenance activities bidder should assign one engineer to UPS related activities.

General Terms and Condition

- 1. Bidder must have completed at least two similar AMC contracts in the last two years prior to tender opening. Proof of satisfactory AMC's to be submitted.**
- 2. The contract period is for one year. However if the service is found to be unsatisfactorily the mark the contract shall be terminated as per CSIR-4PI termination of contract clause.**
- 3. After the completion of contract period the UPS should be handed over in good working condition in all respect.**
- 4. The vendor should have a registered Service Centre in Bangalore duly equipped with adequate Technical staff and Spares to carryout AMC Contract and Equipment breakdown repair work.**
- 5. Vendor can visit the site before the quote, if required any information regarding Air Conditioners please contact telephone no: 080-25051906.**