

Tender No. IFIN/IT/UPS AMC/2023/01



IFCI Financial Services Limited (IFIN)

NOTICE INVITING TENDER FOR

**Annual Maintenance Contract (AMC) of Un-interrupted Power Supplies (UPS)
installed at *Corporate Office: Continental Chambers, 3rd Floor*
*142 Mahatma Gandhi Road, Nungambakkam, Chennai 600034***

TENDER REF NO: IFIN/IT/UPS AMC/2023/01

- i) Date of issue/opening/publish of Tender document : 15-06-2023, 5.30P.M.
ii) Last date of receipt of Tender : 21-06-2023, 5.30P.M.

1. PREFACE:

Sealed Tenders are invited by the IFCI Financial Services Ltd (IFIN) under Two Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/Firms/Agencies for **Annual Maintenance Contract(AMC) of Un-interrupted Power Supplies (UPS) installed at Chennai office** located at the address mentioned below for one year on the terms and conditions mentioned in the tender document.

2. NAME AND ADDRESS OF THE AUTHORITY

IFCI Financial Services Ltd (IFIN),
Continental Chambers, 3rd Floor
142 Mahatma Gandhi Road, Nungambakkam,
Chennai -600034
Phone: 044-28306600, E mail: it@ifinltd.in

2.1 ADDRESS FOR DOWNLOADING TENDER DOCUMENT:

<https://www.ifinltd.in>

2.2 CONTACT PERSON(S) FOR ANY QUERIES RELATED TO TENDER:

Tender related clarification may be obtained from:

Mr. Ganapathy A M , Senior Manager

Written queries can be sent by email at: ganapathy@ifinltd.in

Telephone: 044-28306607.

2.3 Submission of the Tender

2.4 This Tender is limited tender. So, offers will be accepted in hard copy.

3. SCHEDULE FOR INVITATION FOR BIDS:

- | | |
|--|-------------------------|
| i) Date of issue/opening/publish of Tender document | : 15-06-2023, 5.30P.M |
| iii) Last date of receipt of Tender | : 21-06-2023, 5.30P.M. |
| ii) Date and time of opening of Tender (Technical Bid) | : 22-06-2023, 11.30A.M. |
| iii) Date and time of opening of Financial Bid | : 22-06-2023, 11.30A.M. |

Bid will be opened at Continental Chambers, 3rd Floor, 142 Mahatma Gandhi Road,

Nungambakkam and Chennai 600034

4. PERIOD FOR VALIDITY OF TENDER DOCUMENT: Six months from the date of opening of the Tender.

5. TYPE OF BID: Two bid system (Technical & Financial) i.e. two cover system

6. Procedure for Submission:

Technical Bid (Cover-1): Bidders are requested to drop their Cover-1(Sealed) at IFIN's corporate office's Tender Box:

File 1: Original documents should be submitted at Continental Chambers, 3rd Floor, 142

Mahatma Gandhi Road, Nungambakkam and Chennai 600034 on or before last date.

File 2: Financial Bid (Cover-2): Bidders are requested to submit the prescribed Financial Bid

7. TECHNICAL BID: ELIGIBILITY CONDITIONS:

The tendering Company/Firm/Agency shall fulfil the following technical specifications for Technical Bid:-

- (i) The Company/Firm/Agency shall have at least three years' experience in successfully completing **Annual Maintenance Contract (AMC) of Un-interrupted Power Supplies (UPS)**.
- (ii) The Company/Firm/Agency shall have financial turnover of at least Rs.20 lakhs per annum for each of the last three years.
- (iii) The Head Office/ Branch Office of the bidding Company/Firm/Agency shall be located in Chennai.
- (vi) The Company/Firm/Agency shall have been registered with the Income Tax and Service/GST Tax Department.

Note: Documentary evidence is required to establish the eligibility requirements for the conditions mentioned in TECHNICAL BID.

8. SCOPE OF WORK

i. The 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 and corrective maintenance of UPS and should get verified from authorized official of the concerned branch/office. He should also carry out necessary repairs and provide SUITABLE replacement (equivalent or higher configuration) of defective part(s)/ equipment as required.

ii. The complaint should be attended within 24 hours from the time its logged in and there is no limit of breakdown calls to be attended with no extra cost. If the UPS is not repaired within three working days after reporting of the complaint, liquidated damages will be levied at the rate of 0.5 % per week of AMC value and there after the machine shall be repaired from outside at the risk and expense of the contractor firm.

iii. 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.

iv. All the electrical contact points and connections should be checked and minor adjustments be made if found necessary. No advance payment on any portion of service will be made under any circumstances.

v. The details of UPS installed at Chennai under Annual MaintenanceContract (AMC) are as follows:-

S. NO	UPS CAPACITY	NO. OF UPS	RATING(A)	TOTAL BATTERIES	MAKE
1.	30KVA	1	25 Amp.	24 Nos.(12 Volt, 65AH)	EMERSON

vi. Bidder shall depute a Qualified Service Engineer to support and carryout the maintenance works. The service Engineer of the company will have to visit once in a quarter. In additionto that he will have to attend the urgent calls for rectifying the faults for keeping the machines in good working condition at any time on short notice.

vii. The preventive maintenance (PM) is to be carried out once in a quarter. The preventivemaintenance includes the following

- ❖ Cleaning of UPS and batteries
- ❖ Checking battery terminals and Vaseline should be applied periodically to prevent the corrosion on battery leads.
- ❖ Checking fitment of internal and external hardware and heating of the system
- ❖ Cleaning of PCBs if any and operating power parameters
- ❖ Checking of tripping devices

- ❖ All the components should be checked thoroughly to work in perfect conditions and it should be ensured that all the safety devices work perfectly.

viii. After the completion of contract period all the UPS should be handed on good working condition in all respect.

ix. Modification / alteration in the design / specification of any equipment / material will not be permitted. However, it may be relaxed the above stipulation in exceptional circumstances. In such case prior written approval to be obtained from IFIN's HO, Chennai officials and also No objection certificate from original equipment Manufacturer in such case of major modification is required.

x. For repairing or replacement the contractor should use OEM or OEM approved spares only.

9. TERMS & CONDITIONS

i. The Annual Maintenance contract is for a period of 1 year from the date of issue of letter to commence the work and can be further extendable for one year on same terms and conditions.

ii. The tenders should be submitted in the prescribed manner as mentioned in Para 7 above regarding **Procedure for Submission**.

iii. Tenders with incomplete tenders / tenders without signature in each page are liable to be rejected.

iv. For any clarification regarding technical details of UPS you may visit our office during working days only between 10 a.m to 5 p.m before the last date of tender submission.

v. Bid shall remain valid for a period of 180 days from the date of opening of the Tender.

vi. IFIN's Corporate Office reserves the right to accept / reject any quotation without assigning any reason.

vii. The Bidder shall quote every item as mentioned in the tender documents. The total bid price shall be inclusive of all applicable taxes, levies and duties. The amount of taxes, levies, duties or any other charges included in the price should be indicated clearly.

viii. In case of any default by the Contractor in any of the terms & conditions, IFIN may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or in part, by giving **10 days** notice in writing to the Contractor .

ix. The Courts in Chennai alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.

x. Contractor shall in no case lease/transfer/sublet/appoint sub-contractor or care taker to render the services under the Contract. If the firm discontinues the services at any time during the period of contract the security deposit deposited by the firm shall be forfeited. The charges spent to put the units under running conditions will be recovered from the firm against the payments due to them.

xi. The final acceptance of the tender would be entirely vested with the IFIN office, Chennai which reserves the right to accept or reject any tender, at any stage of the tender. The decision of the IFIN, Chennai in this regard will be final and no disputes in this regard will be entertained.

xii. IFIN, Chennai reserves its right to terminate the maintenance contract at any time after giving due notice without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms.

xiii. IFIN, Chennai shall not be responsible for death, injury or accident to the contractor's employee which may arise out of and in the course of their duties at IFIN's Chennai premises.

xiv. The contractor should provide all the safety equipment's for their employees. In case of any accident due to negligence or unsafe work that requires medical attention, the contractor is wholly responsible and the IFIN, Chennai will not entertain any claim, compensation, penalty, etc.

10. Payment of bills:

The total amount of AMC contract will be paid once the agreement is signed by the contractor and T.D.S/GST as applicable will be deducted.

11. Period of AMC Contract:

The AMC will be awarded to firm for one year which may be extendable further, up to one more year on the basis of satisfactory performance of the firm in the first year. AMC will be terminated any time during the pendency of contract, if the service is found unsatisfactory.

12. FORCE MAJEURE

Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure.

In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other give a notice of termination.

13. ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL BID

- i. Application - Technical Bid.
- ii. Application - Financial Bid.
- iii. Quotation Copy and bidder's Terms and Conditions.
- iv. Copy of the Tender Document with each page duly signed by the authorized signatory of the agency as token of their acceptance.
- v. For availing any payment related exemption in tender, a necessary supporting document/certificate shall be submitted.

“APPLICATIONS RECEIVED AFTER THE DUE DATE WILL NOT BE ENTERTAINED”