

**Tender No. IFIN/IT/UPS AMC/2023/02**



# **IFCI Financial Services Limited (IFIN)**

*Corporate Office: Continental Chambers, 3rd Floor  
142 Mahatma Gandhi Road, Nungambakkam, Chennai 600034*

**NOTICE INVITING TENDER  
FOR  
Annual Maintenance Contract (AMC) of Un-interrupted Power Supplies (UPS)  
installed at IFIN's Branch office.**

- i) Date of issue/opening/publish of Tender document : 22-06-2023, 5.30P.M.  
ii) Last date of receipt of Tender : 29-06-2023, 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 IFIN's Branch 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](mailto: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     | : 22-06-2023, 5.30 P.M   |
| iii) Last date of receipt of Tender                     | : 29-06-2023, 5.30 P.M.  |
| ii) Date and time of opening of Tender (Technical Bid)  | : 30-06-2023, 11.30 A.M. |
| iii) Date and time of opening of Tender (Financial Bid) | : 30-06-2023, 02.30 P.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.

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.10 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 more than two client base in India.

Note: Documentary evidence may be 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 SUIABLE 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 IFIN's Branch office under Annual Maintenance Contract (AMC) are as follows:-

<b>S. NO</b>	<b>MAKE</b>	<b>UPS CAPACITY</b>	<b>NO. OF UPS</b>	<b>SERIAL NUMBER</b>	<b>BRANCH OFFICE ADDRESS</b>
1	MTT	3KVA	1	0821000292MT03LB	KARUR-I IFCI FINANCIAL SERVICES LTD No.126,V.P. Tower,Kovai Road, Tamilnadu, Karur-639002 Phone No: 04324-249591-94
2	MTT	3KVA	1	0921800157MT03LB	IFCI FINANCIAL SERVICES LTD 22 A, First Floor Baskara Plaza, Murugan Kovil Street, Fairlands, Salem-636016 Phone No:0427-2336624,25,26/ 0427-4030089
3	MTT	3KVA	1	0913900335MT03LB	ERODE IFCI FINANCIAL SERVICES LTD 60 B, Guru Complex, Sampath Nagar, Erode - 638 011 Phone No: 0424-2221415
4	MTT	2KVA	1	83221004100157	TIRUNELVELI IFCI FINANCIAL SERVICES LTD Hasan Plaza, 1st floor, No. 4/13 A, Asirvatham Street, Murugnakurichi, Palayamkottai, Tirunelveli - 627 002. Phone No: 0462-4001218

5	MTT	3KVA	1	833211051100510	MADURAI IFCI Financial Services Ltd. 141 A, 142 First Floor, S V S Complex, Alagar Koil Road, Tallakulam, Madurai - 625 002 Phone No: 0452-2522207, 0452-2522209
6	MTT	3KVA	1	83321105100516	DINDUGAL IFCI Financial Services Ltd. Door No.91, Shop No.41, Second Floor, New Agraharam, Palani Road, Dindigul - 624 001 Phone No: 0451-2432364-69
7	MTT	3KVA	1	0825500178MT03LB	CHENNAI-II 64/3 W Block, 3rd Street, Anna Nagar, Chennai 600 040 Phone No:- 044-43500464 ,26208938.
8	MTT	3KVA	1	1001300003MT03LB	COIMBATORE-I Manager : T.P. Muthukumar, AVP - Business Development, IFCI Financial Services Ltd, 14-15, V.J Business Centre, 3rd Floor, GRG Layout, Trichy Road, Coimbatore - 641018. Mobile : 8939977444 / 9894022338 Phone no : 0422 4373710 / 4392810 0422 4367674 / 4368674
9	MTT	3KVA	1	83221004100337	TRICHY IFCI Financial Services Ltd, JC Towers, T7, 3rd Floor, Karur Bypass Road, Trichy -620018. Phone No: 0431-4220091, 0431-4220092, 0431-4220093
10	MTT	3KVA	1	0913300373	IFCI FINANCIAL SERVICES LTD No.3, IFCI Bhavan, 4th Floor, Cubbonpet Main Road, Near Corporation Circle, Bengaluru - 560 002 Phone No: 080-41306403
11	MTT	3KVA	1	0922000132MT03LB	HYDERABAD IFCI FINANCIAL SERVICES LTD, 408, 4 th Floor, D.No:6-3-853/1, Meridian Plaza,Greenlands, Ameerpet, Hyderabad - 500 016. Phone No: 040-23410491, 040-23410493, 040-40119489

12	MTT	3KVA	1	0904100149MT03LB	<p style="text-align: center;">JAIPUR  IFCI FINANCIAL SERVICES LTD  No: 309, OKAY Plus Tower,  Near Vishal Mega Mart,  Opp. Govt Hostel, Ahmer Road,  Jaipur - 302 001.  Phone No: 0141-2361016</p>
13	MTT	3KVA	1	1001200060MT03LB	<p style="text-align: center;">KAKINADA  IFCI FINANCIAL SERVICES LTD  Dr.No. 27-4-6, Temple Street,  Kakinada-533 001  Phone No: 0884-2370672, 0884-2370673</p>
14	MTT	3KVA	1	83321008100954	<p style="text-align: center;">MANGALORE  IFCI FINANCIAL SERVICES LTD  Janavi Plaza,  No.103 First Floor,  Kudmul Ranga Rao Road,  Nr. Bunts Hostel Circle Karangalpady,  Mangalore-575 003  Phone No: 0824-3214310</p>
15	MTT	3KVA	1	83321004100680	<p style="text-align: center;">HUBLI  IFCI FINANCIAL SERVICES LTD  GORANI TRADERS BUILDING 1ST FLOOR,  SHOP NO.2 DESHAPNADE NAGAR,  Hubli - 580029,  KARNATAKA  Phone No: 0836-4262510, 0836-4262511</p>

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/added.

#### **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 AND FINANCIAL 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 duly signed by the authorized signatory of the agency as token of their acceptance.

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