

Office of the Accountant General (A&E) Chhattisgarh  
Zero Point, Raipur, 492005

No. GS/IT/AMC of online UPS/2020-21/05

Date :- 08.03.2021

**Sub: Tender Invitation notice for Annual Maintenance Contract of 07 nos. online UPS.**

The Office of the Accountant General (A&E), Chhattisgarh, Raipur having address at Zero Point, Raipur invites quotations on CPP-Portal and official website: [cag.gov.in/ae/Chhattisgarh/en](http://cag.gov.in/ae/Chhattisgarh/en) for the Comprehensive Annual Maintenance Contract of 07 nos. Online UPSs located at the above address for the period from 01/04/2021 to 31/03/2022.

**Details of UPS as Under:-**

S. No.	UPS Details	Serial No.	Rating	Date of Purchase	Placed	Rate of AMC Including GST
<b>Category: A</b>						
01	Power-One make	20110306304	20 KVA	24/03/2011	UPS Room	
02	Power-One make	2001120786	10 KVA	08/12/2001	UPS Room	
03	Power-One make	2001120787	10 KVA	08/12/2001	EDP Fund	
04	Power-One make	2012123631	05 KVA	28/12/2012	PAO	
05	Power-One make	20160901642	05 KVA	14/09/2016	Bill Section	
<b>Category: B</b>						
06	Tata Libert UPS	99145034	20 KVA	01/11/2001	UPS Room	
07	Kepron UPS	01162413	02 KVA	01/02/2016	VLC Hall	

**Terms and Condition:**

1. The vendor should have been in the business of UPS sales, service, implementation & integration related activities for at least 02 years.
2. Individual OEM/Authorized Channel partner/Any other OEM can submit their tender for Category: A, or Category: B or both category of all UPSs.

3. Any firm before submitting tender, they will also ensure that Local Branch office/ Local resident Engineer is available in Raipur at any time to provide AMC with any Disruption. (Document enclosed)
4. Vendor must have previous experience of successfully executing works of Annual Maintenance Contract [AMC] in the state of Central/Chhattisgarh to Government Institutions/ undertakings/ affiliated bodies/PSUs either directly or through nationally reputed IT OEMs and System Integrators. Quotation from any UPS OEM vendor will be preferred. The vendor shall provide the list of clients with their contact numbers and certificate of such experience from the said organizations.
5. The Vendor should have an established office and team of experienced engineers who should be able to render efficient and speedy services.
6. The Vendor shall have obtained the valid appropriate license of competent authority for carrying out the said job, as applicable by National/State level/Local as per Administration authorities relevant Acts/Codes/Standards. The GST registration is mandatory.
7. The selected vendor will have to provide a Performance Bank Guarantee of 10% of the contract value towards due performance of the contract in accordance with the specifications, terms and conditions of TENDER document, within 15 days from the date of AMC order. The Performance Guarantee shall be kept valid up to 60 days beyond the AMC period.
8. The vendor will respond to complaint calls within 24 hrs of it being logged. A penalty of Rs.500/- per day will be charged to the vendor for delay/deficiency in services, which will be deducted from his payment due or/against his Performance Bank Guarantee.
9. Vendor should maintain adequate spare parts to comply with the minimum stipulated downtime. The Vendor should immediately provide with an equivalent standby system in case of failures which needs time to be repaired.
- 9 . Vendor has to provide details of single point of contact viz. designation, address, email also be provided with full details.
10. Payment will be made on quarterly basis after satisfactory services completion of quarter will be paid at the end of the Term of Contract on providing satisfactory service.
11. Maintenance services shall be available on all working days of the office except on Saturdays and Sundays; however, if required, it will be provided on Saturdays and Sundays as per work contingencies. The services should be available from 9.00 AM to 6 PM.
12. Preventive maintenance will be carried out once in every quarter in consultation with the GS Section team, during the AMC period. Preventive Maintenance will include cleaning and servicing of the peripherals, replacement of worn-out parts, checking the UPS systems.

13. Replacement of UPS: In case any UPS is not repairable, Vendor should replace the same model / Equivalent model / higher model after consultation with the GS Section of this office.

14. In case, any equipment is required to be taken away for repairs, standby equipment is to be provided so that the Office work is not affected.

15. Maintenance will be comprehensive which will cover all parts except batteries.

16. In case of relocation of UPS, it will be done with the permission of the vendor and vendor will assist to uninstall and reinstall at new place without any charge.

17. For further details, please contact on 0771-2281451 or Inspection any working days from 15.03.2021 to 19.03.2021.

18. The Customer shall be entitled to terminate this AMC at any time during the AMC period without assigning any reason, Payment will be made by customer for utilized period only.

19. If any dispute, the decision of Accountant General (A&E) Chhattisgarh, Raipur in any relating to above subject is final.

This office reserves the right to accept or reject all or any of the quotations received and will assign no reason for such acceptance or non-acceptance.

The Tender form duly sealed should reach the Sr. Accounts Officer, General Section, Office of the Accountant General (A&E), Room no. 112, 1<sup>st</sup> Floor, Opposite Vidhan Sabha, Zero Point, Raipur, and Chhattisgarh on or before **22.03.2021** by **15.00** hours. The tender will be opened by the Committee on **22.03.2021** at **16.00** pm.

**Yours faithfully,  
Sd/-**

**Sr. Accounts Officer/General Section**