

**SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY**

**(Government of India : Ministry of Home Affairs)  
Hyderabad – 500 052**

**OPEN TENDER NO : 11455/HK-1/2020-21/AV**

**COMPREHENSIVE ONSITE ANNUAL MAINTENANCE CONTRACT (AMC)  
WITH MAN POWER 24X7 BASIS SERVICES FOR 154 NOS UPS SYSTEMS  
WITHOUT BATTERIES FOR SVP NATIONAL POLICE ACADEMY,  
HYDERABAD**

Date of Tender Enquiry : 09 June 2020

Closing date & time of submitting bids : 30 June 2020 at 1000 Hrs.

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Website: <http://www.eprocure.gov.in>

**SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY**  
**(Government of India : Ministry of Home Affairs)**  
**Hyderabad – 500 052**

**OPEN TENDER**  
**(e-Tender)**

1. SVP National Police Academy, Shivrampally, Hyderabad, invites **e-bids** under two-bid system from reputed and experienced **Service Providers for comprehensive onsite AMC with man power 24x7x365 basis service for different capacities and different makes of UPS systems at the Academy premises as per the technical specifications given in Annexure-1.**
2. Salient features of the tender enquiry are as follows:-

(a)	Tender No.	11455/HK-1/2020-21/AV
(b)	Description of stores	<b>Comprehensive onsite Annual Maintenance Contract (AMC) with Man Power 24x7x365 basis services for 154 Nos UPS Systems without batteries for a period of one year (extendable upto three years upon satisfactory completion of each year) as per the technical specifications given in Annexure-1.</b>
(c)	Type of Tender	Open Tender
(d)	Bid System	Two Bid System <b>(two cover Technical Bid &amp; financial Bid)</b>
(e)	Earnest Money Deposit	FDR / Bank Guarantee for <b>Rs 45,000/- (Rupees Forty Five Thousand only)</b> drawn from any of the Commercial Banks in favour of the 'The Director, S.V.P National Police Academy, Hyderabad which shall be valid for a period of 180 days from the date of opening of Tender.
(f)	Bid validity	Bid should be valid for <b>180 days</b> from the date of opening of bid.
(g)	Address of correspondence	The Administrative Officer (Admin) SVP National Police Academy, Shivarampally, Hyderabad, Telangana – 500052

3. Interested manufacturers/ authorised dealers/ stockists/ suppliers/service providers dealing with above items can download the tender document from CPP Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) and bid can only be submitted through the same website. Bid submitted other than CPP Portal will not be accepted. Important dates related to this tender are furnished below for information.

S.No.	Particulars	Date	Time
(a)	Date of online publication of tender	09/06/2020	1600h
(b)	Starting date for downloading Tender document	09/06/2020	1610h
(c)	Bid submission starting date	09/06/2020	1615h

(d)	Bid submission closing date	30/06/2020	1000h
(e)	Closing date & time for submission of original copies of EMD	30/06/2020	1700h
(f)	Opening of technical bids.	01/07/2020	1030h

4. The Eligible bidders should have the valid digital signature certificate (DSC) issued from any agency authorised by Controller of Certifying Authority (CCA), Govt. of India.

5. The bids are invited online under two cover system (Technical bid (Cover 1) and price bid/ bill of quantity (BOQ) (Cover 2)) from eligible bidders.

6. Bidders can access and download the tender documents from CPP Portal and can fill them with all relevant information and submit the completed tender document online on the website: <http://www.eprocure.gov.in>. The downloading of tender documents shall be carried out strictly as provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such tenders are liable for outright rejection.

7. Tender shall be submitted online only at CPPP website. Bidders are advised to refer the Bidders manual kit for e-submission of the bids online through the Central Public procurement portal available at the website: <http://www.eprocure.gov.in>. Aspiring Bidders/ Suppliers who have not enrolled/ registered in e-procurement should enrol/register before participating through the website <http://www.eprocure.gov.in>. The portal enrollment is free of cost.

8. The contract when awarded will remain operative for a period of one year from the dated of commencement of contract (extendable upto three years subject to satisfactory performance, on the same terms & conditions). In the interest of the state economy or administrative necessity, the Director may extend the operation of contract beyond one year upto three years and in that case the contractor will be bounded to provide the contracted service at the same contracted rates and under the same terms and conditions. Extension of contract beyond extended period upto three years may be made only on mutual agreement between the contractor and the Contract Operating Officer.

9. All the documents as per tender requirement should be uploaded online and further, no documents will be accepted offline. However, Fixed Deposit Receipts/Bank Guarantee (EMD – Earnest money deposit) hard copy should be sent to SVP National Police Academy before the due date of opening. Bidders who are not submitting any of the required documents online will summarily be rejected. MSME firms are exempted for submission EMD.

**Terms and Conditions**

10. The TIA (Tender inviting authority) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. For any queries regarding e-tendering process, the bidders are requested to contact over phone : 120-4200462 , 08826246593 or send a mail over to [cphp-nic@nic.in](mailto:cphp-nic@nic.in).

11. Technical bid should include information related to all specifications sought. It should also contain company brochures of all equipments and should be accompanied by relevant technical documents issued by the manufacturer in support of specifications asked for.

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12. **Terms of Payment** – The payment will be made every quarter and will be released after end of that quarter only after confirmation of service with the AV Section of the Academy and after deduction of the penalty, if any.

13. Penalty will be lived as per the provision available in **Annexure – I**.

14. No interest will be allowed on the Earnest Money Deposit or security deposit so remitted and no claim shall be entertained in respect of the same. It may specifically be noted that ordinarily payment will be made only after full supplies are completed as per orders and that no advance payment can be arranged.

15. **Bid Validity**. The Bid/Tender submitted shall necessarily remain valid for 180 days. If any bidder withdraws his tender before the said period, SVP NPA shall without prejudice to any other right or remedy, be at liberty to forfeit the bid security submitted alongwith the bid.

16. The department may ask for production of original document submitted by the bidder for verification to confirm the correctness. If any document submitted by firm/bidder is found to be fake/not legitimate at any stage of tender, the penal action as per provision of contract will be initiated.

17. **Performance Security Clause**. The successful bidder shall have to deposit a performance security of 5% of the contract value of the work order rounded up to next hundred in the form of Fixed Deposit Receipts/ Bank Guarantee from a nationalized/ scheduled commercial bank in favour of the Director, SVP NPA Hyderabad payable at SBI Shivarampally, Hyderabad within 15 days of the placement of work order for due performance as per the provisions contained in GFR – 171. Failure on the part of the firm to deposit the performance security within stipulated time the purchaser reserves the right to cancel the Work Order. Performance Security submitted by the bidder will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. No interest will be payable for “Performance Security.”

18. The Director, SVP National Police Academy reserves the right to accept/ reject any or all the bids without assigning any reason.

19. Prices shall be quoted in Indian rupees only.

20. The prices once accepted by the Academy shall remain valid till the successful

execution of the complete order to the satisfaction of the Academy. The Academy shall not entertain any increase in the prices during the period.

21. Following scanned documents in **pdf file** format must be enclosed in separate covers duly sealed and stamped.

**First Cover (In pdf): -**

- (a) Firm Registration Certificate as per the Companies Act of India.
- (b) GST Registration and PAN Card.
- (c) Scanned copy of EMD in form of FDR/BG drawn in favour of 'The Director, S.V.P. National Police Academy, Hyderabad' fixed/valid for 180 days from the date of opening of tender be submitted in portal followed by original copy before closing of tender date at the address of the Administrative Officer (Admin.), SVP National Police Academy, Shivarampally, Hyderabad. Offers received without the prescribed EMD will be rejected summarily.
- (d) As per Annexure-I.

23. The details of the Tender document and EMD should be filled and uploaded online. Earnest Money Deposit (EMD) for **Rs.45,000/- (Rupees Forty Five Thousand only)** (Refundable) should be deposited in form of Fixed Deposit Receipts/Bank Guarantee drawn from any nationalized bank in favour of Director, SVP National Police Academy, payable at SBI, Shivarampally, Hyderabad and shall remain valid/fixed for a period of 180 days or more from the date of opening of tender. **Bids without EMD will not be considered.** Tender Reference Number or details should be mentioned on the backside of the original FDR/BG and the same should be sent to SVP National Policy Academy, Hyderabad before due date of opening of the tender. MSME firms are exempted for submission EMD. **Submission of EMD through online** due to Covid-19 Lock down, the bidder may remit through RTGS to Director NPA Administration Account No. 52020141259 SBI SHIVRAMPALLY IFSC CODE SBIN0020335 and proof of which may be attached to their bid document accordingly.

**Second Cover: -**

- (a) **Financial bid (In excel file like BoQ): -** The value of AMC quoted by firm shall be including all taxes, labour charges, if any, are to be quoted explicitly both in words and figures. The Price Bid/ BOQ template must not be modified or replaced by the bidder; else the bid submitted is liable to be rejected for this tender. **L1 will be based on the lowest overall value for AMC quoted by the bidder.**

24. **Taxes and duties.**

- (a) Bidder shall be entirely responsible for all taxes, duties, license fees etc. incurred until delivery of the contracted services to the Academy.
- (b) No bid will be considered unless and until all the pages / documents

comprising the bid are properly numbered, signed and stamped by the persons authorized to do so.

25. **Right to Cancel the Order.** The Director, SVP National Police Academy reserves the right to cancel the work order without any financial repercussion on either side and without seeking the consent of the supplier at any stage of purchase process. No further correspondence in this matter will be entertained.

26. **Demonstration of Offered Project.** The bidders should provide demonstration of project offered (PowerPoint presentation maximum for 10 minutes), in case the TPC so desires. Failure to offer demonstration shall entail rejection of bid forthwith.

27. **Penal Action for Non-Compliance of Terms and Condition of the Contract.**

a) EMD of a tenderer is liable to be forfeited if he withdraws his bid (any time after deposition of tender or before accepting the contract.

b) EMD of a tenderer may also be forfeited if the tenderer derogates any terms/conditions of the tenders, raises conditions with malafide intention to delay/scuttle tender procedure or quotes fictitious/unrealistic rates.

c) If a contractor wilfully neglects or fails to perform or observe any condition of the contract or attempts to cheat or indulge in fair practices with the motive of making undue gain, the Director may impose a ban on future contracts by the SVP National Police Academy with that contractor.

d) In case a contractor fails to comply with the order place by the Academy or to perform his part of the contract to the entire satisfaction of the Academy or fails to abide by the terms of the contract, the contractor shall be liable to all following actions or any of the following actions, as may decided by the Director to this Academy :-

(i) Forfeiture of Performance Security in whole or in part.

(ii) To make good the loss caused to the Government.

(iii) Cancellation of the contract without any prior notice to the contractor.

(iv) Debarment from entering into contract with the Academy for period specified by the competent authority.

e) In event of contractors performance security deposit being reduced by means of forfeiture, the contractor within 15 days from the date of intimation of the reduction shall restore the performance security to the original value, failing which, the Contract Operating Officer will recover the amount involved from any amount due to the contractor by the government or from any other assets of the contractor held with the Academy.

f) All losses sustained by the government due to failure, omission or neglect of the contractor may be realised from the performance security or any other amount , which may be due to be paid to contractor from the Academy.

g) In case of non-satisfaction of any services by the Academy or in case of neglect, failure or delay on the part of the contractor to comply with the ordered placed by the Academy, the Academy authority may without prejudice to any other action which the department may take under the terms of the contract, will be at liberty to procure or purchase such service from any other source. Any expenditure (which may include transportation and their incidental charges) incurred in excess of the contracted rate shall be borne by the contractor or recovered from his security deposit and/or from any amount which may be due to be paid to the contractor by the Academy.

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h) The bidder will be blacklisted by the Academy in case of breach/non-compliance of terms and condition of contract.

i) The Director SVP NPA reserves the right to cancel the order without pre notice, forfeit the security deposit or recover any damages for any breach of contract.

28. **Arbitration Proceedings**. Any dispute arising out of the contract at any time between the parties hereto touching or arising out of this contract shall be referred to an arbitrator to be nominated by the Director, SVP National Police Academy and the decision and award of such arbitrator shall be final and binding upon the parties hereto and the provision of the Indian Arbitration Act 1996 shall apply to the Arbitration proceedings.

29. **High Court for Settlement of Dispute**. If the dispute between the parties not settled by the Arbitrator, it should be subject to the jurisdiction of the High Court of Judicature at Hyderabad.

30. **Death of Contractor (Sole Proprietor)**. In case of death of a contractor or sole proprietor of a firm, his/her legal heir (s) may be permitted to operate the contract already approved in favour of the deceased and are operational or operating the current contract approved in favour of the deceased :-

(a) Death Certificate of the deceased contractor.

(b) Willingness certificate on an affidavit that the legal heir (s) and accredited agent (s) is/are willing to continue the operation of existing contract (s) at the existing terms and condition of the contract.

(c) Legal Heir Certificate/Succession Certificate from the Court of Law.

Yours faithfully,

(R. Jayanthi)  
Administrative Officer (Admin)



SVP NPA Hyderabad

Copy to: Programmer with a request to please get the above requirement posted in NPA Website and provides a link

Gram: 'POLACADEMY' e-mail:administrator@svpnpa.gov.in Tel: 91-040-24015151 to 24015158 Fax: 91-040-24015179

**Annexure-I**

**TECHNICAL SPECIFICATION FOR 154 NOS UPS SYSTEMS AMC 2020**

**1. General Conditions of the Contract :**

The SVP NPA, Hyderabad invites proposals from reputed and experienced Service Providers for comprehensive onsite AMC with man power 24x7x365 basis service for different capacities and different makes at the above premises.

The main objective of the contract is to provide Professional Services as per the standards and specifications set out in this document in particular and good industry practice in general.

Conditions of Contract, Scope of Work and Formats for submission are enclosed for guidance in submission of the offer.

**2. Proposal Conditions:**

The present request for proposal being floated is not a definitive offer to contract but represents the specific requirements of the department as also is an invitation to the recipients to submit an offer for the purposes of evaluation by the office of SVP NPA, Hyderabad.

The submissions of the offer shall not bind the department from accepting any proposal and the department reserves the right to modify these requirements in whole or in part and/or seek additional bidders to submit bids. Only the execution of a written contract will obligate the office of SVP NPA, Hyderabad in accordance with the terms and conditions contained in such a contract.

The SVPNPA, Hyderabad intends to go for comprehensive onsite AMC with man power for different capacities and different makes for a period of 1 year with the following objectives :

- (a) Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, stability, quality of services and security of the UPS systems.

- (b) Help the AV section to focus on the core activities & administration.
- (c) Reduce costs of Infrastructure Monitoring and Management for the NPA.
- (d) Ensure innovative use of available technology to effectively improve 'Return on Investment' on continuous basis by improving response time and productivity NPA.
- (e) Provide qualified Technical personnel for repairing/rectification of UPS systems.

**3. Minimum Eligibility Criteria:**

- (a) The bidder should have Headquarter in India and is registered as a company in India as per Companies Act 1956 and should have been in operation for a period of at least 5 years as on date of submission of tender.
- (b) The bidder should have experience in providing comprehensive onsite AMC with man power for different capacities and different makes for a minimum period of three years which are aligned to ISO 27001/ISO 27002, ISO 20000 certified processes.
- (c) The bidder should have at least turnover of Rs. 50 Lakhs per financial year.
- (d) The bidder should have positive net worth for the last 3 years.
- (e) The bidder should have presence in Hyderabad/ Secunderabad.
- (d) The bidder should be running the firm for a minimum period of 10 years.
- (f) The bidder should have provide services comprehensive onsite AMC with man power for different capacities and different makes of UPS systems for the following 48 online UPS systems and 106 offline UPS systems mentioned in the list. Each item daily cleaning maintenance/replacement of damaged parts.
- (g) All incidentals charges for transportation of damaged UPS charges/hire charges for any should bear by bidder.
- (h) The bidder should provide onsite technically qualified skilled UPS knowledge engineers on 24x7x365 basis service at SVPNPA and maintain smooth functioning of all UPS systems at mentioned areas.
- (i) The bidder should not have been blacklisted in any Central Government/ State Government/ PSU Company in India as on date of the submission of tender.
- (j) The bidder must meet ALL of the above stated eligibility requirements for it to qualify in the pre-qualification cum technical bid evaluation. Bids of bidders, who fail to qualify in the pre- qualification cum technical evaluation, will not be commercially evaluated. The statements affirming the above stated eligibility criteria must necessarily be supported by relevant documents. The bidders failing to meet above minimum qualification requirements shall be rejected at technical evaluation stage and their financial bids shall not be opened.

**4. Minimum Documents needed from the bidder to qualify Technically**

- (a) The bidder should submit certificate from three customers mentioning the period of availing the UPS AMC Services from them.
- (b) The bidder should submit last three years audited financial certificate.
- (c) The bidder should submit Service Tax Certificate/GST Certificate
- (d) The bidder should submit ISO valid certificate.
- (f) The bidder should submit at least three years relevant experience in providing satisfactory services on different capacity and different makes of UPS systems in India. The document in support of experience for such Services should be furnished. Experience will be shown by submission of work orders/agreement and satisfactory completion or ongoing work certificates/testimonials from the employers.
- (g) The bidder should submit Professional qualification of engineers as per the required format.

**5. Scope of Work**

The Academy has 48 online UPS systems and 106 offline UPS systems which are installed at various locations of the Academy to provide backup power to Computer systems, Computer servers, Internet switches, CCTV Cameras, PA equipments, Movie equipments, Gym equipments etc.. All these machines are spread across the campus of about 250 Acres. The engineers are expected to do the following services which are given below in detail. The following is the list of Online and offline UPS systems to be maintained by the successful bidder, which is not limited. The bidder is expected to maintain whatever UPS systems procured by the Academy in future. The Details of the UPS systems list is available in the **Annexure – B**

**6. Manpower/ team to be deployed at NPA:**

- (a) The bidder should provide onsite technically qualified skilled UPS knowledge service engineers on 24x7x365 basis service at SVPNPA and maintain smooth functioning of all UPS systems at mentioned areas.
- (b) The bidder shall provide complete technical and other documentation/s for the offered services. Bidder has to provide /prepare following documents :
  - (i) Install, Move, Add, Change (IMAC) services.
  - (ii) Documentation and services.
  - (iii) Formal sharing of knowledge and skills with the Academy officers.
  - (iv) Miscellaneous services.

**7. Bidder's Responsibilities primarily cover the following**

- (a) Make sure that calls are attended and resolved as per agreed SLAs.
- (b) Fault identification and trouble shooting.
- (c) Identify spares requirement for problem resolution.
- (d) Make sure that spares are made available at the earliest for resolution.
- (e) Provide suitable standby UPS equipment to be located at strategic locations to ensure that downtime is minimal.
- (f) Replacement of required spares shall be in bidders scope. Bidder shall also ensure sufficient stock of spares to enable immediate replacement as and when required.
- (g) Preventive Maintenance Bidder will carry out:
  - (i) Preventive maintenance (which includes health & fitness check-up & cleanliness of the equipments) on regular basis. Please note that keeping the equipment dust free will be the responsibility of the bidder.
  - (ii) Maintenance Services shall consist of preventive and breakdown maintenance of all the items.
  - (iii) Post PM monitoring include working condition of UPS systems.

**8. Service / Help Desk :**

- (a) Bidder shall provide "ownership to resolution" of all helpdesk calls, monitor and report on the progress of problem resolution and confirm resolution of problem with the end user.
- (b) Bidder shall record, analyze and report on calls received by the helpdesk, including call volumes and duration, incident and problem trends and call resolution time.
- (c) Bidder shall assign priorities to problems, queries and requests based on the guidelines / SLA provided by the Academy.
- (d) Bidder shall provide a central help desk call no. to register call in case of non availability of network or any other emergency.
- (e) The helpdesk module should support the following feature :
  - (i) Reports e.g. Open Call Reports, Closed Call Reports, Problem Area / Location specific Reports, downtime reports etc.

**9. AMC Services**

(a) Any equipment coming out of warranty should be intimated one/two/three months to Academy to consider for AMC as per criticality.

(b) If unresolved, escalate the same with respective AMC/warranty provider. Help Desk to monitor and follow up till the problem is resolved.

**10. Backup & Restore :** Bidder will perform backup and restore including performance of daily, weekly, monthly, quarterly and annual backup functions .

**11. Install, Move, Add, Change (IMAC) Services Responsibilities primarily cover the following**

Bidder shall act as the single point-of- contact for IMAC requests and provide the services for coordinating, scheduling and performance of install, move, add and change components are as follows:

**(a) Install:**

- (i) Installation of UPS Systems and Batteries as and when required should be done by the bidders.
- (ii) Input and output connections / disconnections should be done by the bidders with consultation CPWD staff and I/C AV Section.
- (iii) During maintenance and installations if any wrong connections given by the service engineer resulting any loss of UPS systems and batteries should be borne by the bidder.

**(b) Move:** Physical movement of UPS Systems and Batteries whenever required in the Campus

**(c) Change:** Upgrade software as per requirement..

**12. Third Party Vendor Coordination Services responsibilities primarily cover the following**

- (a) Bidder should Coordination with the OEM's of UPS brands for updating software of UPS systems.
- (b) Maintain good relations with them on behalf of the SVPNPA.
- (c) Coordination in spares exchange process.
- (d) If SVPNPA implements any project in future then the bidder shall provide support required other than mandatory requirement at the cost mentioned in commercial bid.
- (e) Following is the indicative list of reports:
  - (i) Daily reports (to be submitted on next working day)
  - (ii) Log of backup and restoration undertaken.
  - (iii) Summary of issues / complaints logged at the Help Desk.

- (iv) Summary of resolved, unresolved.

**13. Terms and Conditions General Conditions :**

- (a) The Engineer deployed by the Service Provider should be professionally qualified and certified for the services required. Qualification of Engineer will have weight age on technical evaluation of bids. It will be the Service Provider's responsibility to train and retrain staff to upgrade their skill as per client's requirement. Proposed Professional qualification of each category of employees shall be indicated as per **Annexure –D**.
- (b) The vendor should submit the details of the engineers before initiating the work.
- (c) The short listing will be done by assessing the technical bids on different criteria for eligibility as per the format given in **Annexure-C**.
- (d) The Service Provider shall be responsible for proper supervision of its employees for ensuring diligent execution of works at all times.
- (e) The Service Provider should ensure the health & safety measures of the employees.
- (f) The site In-charge will review at regular intervals and analyze the calls trend and take proactive and preventive measures to avoid any major disaster or damage at the site.
- (g) On a regular basis, site Engineer should provide inputs on the latest technology and the industry's best practices to SVP NPA.
- (h) The engineers should be provided with necessary tool kits.
- (i) Vendor Should sign Service Level Agreement(SLA) stating all the points covering their service with SVP NPA.
- (j) Background rectification report to be submitted.
- (k) In case of leave / absence of onsite Engineer suitable shall immediately be provided by bidder / firm with due advance intimation to I/C AV Section, SVP NPA.

**14. Payment Procedure:**

- (a) Payment will be made on a quarterly basis, and will be generally paid within two weeks upon submission of the bill in triplicate.
- (b) The successful Service Provider will have to commence the work within 30 days of acceptance of contract.



(c) The contract shall initially be valid for a period of **one year** and may be extended further on a yearly basis subject to satisfactory performance, on the same terms & conditions up to a maximum of **three years**. SVPNPA however reserves the right to terminate the contract by serving three months notice in writing to the Service Provider. The contract may also be terminated with mutual consent by giving one month's notice

15. Penalty Clauses

(a) **Penalty:** The Service Provider shall be liable for penalty, which shall be in the form of deduction in part or in full, depending on the gravity of the offence, of Service charges, in cases such as the following :

- (i) Inadequate service standards;
- (ii) Inappropriate behavior of the Service Provider or its staff.
- (iii) If vendor is not providing qualified Skilled engineer for more than ten (10) days a penalty amount of **5 % to 10 %** to be paid in the particular quarter.
- (iv) If any delay by the engineers for resolving UPS leading to affect regular work of Academy without intimation for an hour then a Penalty amount of **5 % to 10 %** to be paid in the particular quarter.
- (v) If any call is delayed due to internal team escalation by the engineers for a day then a penalty amount of **5 % to 10 %** to be paid in the particular quarter.
- (vi) If any engineer is absent from the Academy without any intimation for more than two days and failing replacement from Vendor then a penalty amount of **5 % to 10%** to be paid in the particular quarter.

## Annexure – C

**Format for Evaluation of Technical Bids**

Sr No	Criteria (Points)	Scores of Bidders					Remarks
		Bidder-1	Bidder-2	Bidder-3	Bidder-4	Bidder-5	
1	Experience (3)						
2	Annual Turnover (3)						
3	Qualifications of Engineer (2)						
4	ISOCertification & Awards etc.(2)						

**Organization Status and Technical Information**

Sl. No	Description	Details
1	Tenderer Firm's Name & Address	
2	Name, Telephone No., Mobile No., Email of authorized contract person.	
3	Date of Registration and Registration Details	
4	Firm's Details (Proprietorship, Company, Corporate Body)	
5	Service Tax No / GSTIN	
6	Details of present work place	
7	PAN No./TIN No	
8	Experience Certificate	To be attached
9	Turnover of last three years (Year- wise)	Income Tax returns of last 3 years to be attached.
10	ISO Certification and awards/certificate	To be attached

Annexure -D

**Professional qualification of Employees to be furnished by Bidder**

SI No	Category of Engineer	Professional Qualification	Certifications	Experience in relevant Field
1	Service Engineer (For maintenance of Online/offline UPS systems)			

**DETAILS OF 48 NOS. ONLINE UPS SYSTEMS IN SVPNPA**

S.No	UPS Make	Capacity	UPS date of Purchase	SMF Batteries/ Capacity	No.of Batteries
1.	Consul	2 KVA	09/03/2005	12V/26AH	8
2.	AARBEE	3KVA	27/09/2010	12v/42AH	8
3.	AARBEE	3KVA	08/12/2010	12v/42AH	8
4.	APC	3 KVA	21/06/2012	12v/26AH	8
5.	APC	3 KVA	12/01/2013	12v/42AH	8
6.	APC	3 KVA	12/01/2013	12v/42AH	8
7.	APC	20 KVA	31/03/2010	12v/65AH	32
8.	APC	20 KVA	23/04/2011	12v/26AH	32
9.	APC	20 KVA	23/04/2011	-	-
10.	APC	40 KVA	2015	12v/65AH	32
11.	APC	40 KVA	2015	12v/65AH	32
12.	Numeric	5 KVA	07/03/2011	12v/42AH	12
13.	Techser	5 KVA	07/03/2012	12v/26AH	16
14.	Techser	20 KVA	07/03/2012	12v/42AH	32
15.	Techser	20 KVA	07/03/2012	12v/42AH	32
16.	Techser	20 KVA	07/03/2012	12v/65 AH	32
17.	Techser	40 KVA	07/03/2012	12v/65 AH	32
18.	Power One	5 KVA	31/10/2014	12v/26 AH	16
19.	Power One	5 KVA	31/10/2014	12V/26AH	16
20.	Power One	5 KVA	19/08/2015	12v/26 AH	16
21.	Power One	5 KVA	19/08/2015	12v/26 AH	16
22.	Power One	5 KVA	19/08/2015	12v/26 AH	16
23.	Power One	5 KVA	03/06/2015	12v/26 AH	16
24.	Power One	5 KVA	19/08/2015	12v/26 AH	16
25.	Power One	10 KVA	26/11/2014	12v/26AH	16
26.	Power One	10 KVA	26/11/2014	12v/26AH	16
27.	Power One	10 KVA	26/11/2014	12v/26AH	16
28.	Power One	10 KVA	26/11/2014	12v/26 AH	16
29.	Power One	15 KVA	19/08/2015	12v/100 AH	16

S.No	UPS Make	Capacity	UPS date of Purchase	SMF Batteries/ Capacity	No.of Batteries
30.	Power One	15 KVA	19/08/2015	12v/100 AH	16
31.	Power One	15 KVA	19/08/2015	12v/42 AH	32
32.	Power One	20 KVA	26/11/2014	12v/42AH	32
33.	Power One	20 KVA	26/11/2014	12v/42AH	32
34.	Power One	20 KVA	26/11/2014	12v/42AH	32
35.	Power One	30 KVA	17/04/2014	12v/42AH	32
36.	Power One	30 KVA	17/04/2014	12v/42 AH	32
37.	Power One	30 KVA	26/11/2014	12v/42 AH	32
38.	Power One	30 KVA	19/08/2015	12v/100 AH	32
39.	Power One	30 KVA	15/10/2015	12v/65 AH	32
40.	Power One	40 KVA	29/04/2014	12v/100 AH	30
41.	Power One	40 KVA	23/08/2017	12v/84 AH	32
42.	Power One	60 KVA	30/03/2015	12v/100 AH	32
43.	Power One	60 KVA	30/03/2015	12v/100 AH	32
44.	Riello	80 KVA	16/01/2015	12v/100 AH	44
45.	Riello	80 KVA	16/01/2015	12v/100AH	44
46.	Eaton	6 KVA	07/01/2012	12v/26 AH	16
47.	Eaton	6 KVA	06/06/2012	12v/26 AH	16
48.	GE Digital Energy	40 KVA	01/12/2008	12v/65 AH	40

**DETAILS OF 106 NOS. OFFLINE UPS SYSTEMS IN SVPNPA**

<b>S No</b>	<b>Make</b>	<b>Capacity</b>	<b>Qty</b>
1.	APC	0.6 KVA	16
2.	APC	1 KVA	43
3.	APC	1.5 KVA	01
4.	Numeric	0.6 KVA	15
5.	AARBEE	1.2 KVA	07
6.	Liberty	0.6 KVA	01
7.	Emerson	1 KVA	07
8.	Techser	1 KVA	13
9.	Power One	1 KVA	03
<b>Total Offline UPS systems</b>			<b>106</b>