**KERALA STATE FILM DEVELOPMENT CORPORATION LTD**

ChalachithraKalabhavan, Vazhuthacaud , Thiruvananthapuram. 695014

No. 2949/T2/20 /KSFDC/1 22.12.2020

TENDER FOR COMPREHENSIVEANNUAL MAINTENANCE CONTRACT FOR ONLINE UPS(Un-interrupted Power Supplies)

Tender Cost ---- Rs. 590/- Rupees Five hundred and ninetyonly (Inc GST)

Dear Madam/ Sir,

Sealed Tenders are invited from original equipment manufacturers, their authorized dealers, orauthorized dealers of any ISO certified UPS companyhaving following Eligibility Criteria to reach on or before 3:00 PM on 05.01.2021 along with an EMD of Rs.1790/- (Rupees one thousand seven hundred and ninety only) in the form of D.D. in favour of The Managing Director ,KERALA STATE FILM DEVELOPMENT CORPORATION LTD, Trivandrum.for the work of “ COMPREHENSIVE AMCFOR ONLINE UPS **@ Ksfdc units Trivandrum**” as per terms and conditions and schedule enclosed herewith.The envelope shall be super scribed as “TENDER FOR AMC OF UPS @ KSFDC units Trivandrum” should be addressed to Tenders will be opened at 3:30 PM on 05.01.2021

Tenders without seal or EMD will be summarily rejected.

Yours faithfully,

**MANAGING DIRECTOR, KSFDC**

**KERALA STATE FILM DEVELOPMENT CORPORATION LTD**

ChalachithraKalabhavan, Vazhuthacaud , Thiruvananthapuram. 695014

The Managing Director KSFDC invites Tender from the following.

Eligibility Criteria

1. Reputed companies having turnover of not less than 10 Lakhs every year in the previous three financial years including year ( 2019 – 2020 ), (Please submit Annual Report (Balance Sheet and Profit & Loss Account) for the last three financial years)
2. Bidder must have previous experience of successfully executing at least 03 (three) works of Annual Maintenance Contract [AMC] for UPS systems during the last three (03) years (as on date 31.03.2020) in multiple locations in the state of Kerala to Government Institutions/ undertakings/ affiliated bodies/recognized educational institutions, Banks/financial institutions/PSUs either directly or through nationally reputed IT/UPS OEMs and System Integrators. The Bidder must submit documentary evidence of supply orders/ copy of agreement/ work completion/satisfactory letters that substantiate fulfillment of the above criteria and information. Three similar orders each costing not less than Rs. 50,000/- (Similar works means Providing AMC for UPS (minimum 15 KVA).
3. The Bidder should be registered for GST and PAN no (Submit copy of Registration Certificate and PAN Card)
4. The Bidder should be manufacturer or authorized sales and service provider of any ISO certified UPS battery system ( Submit copy of Authorization )
5. Tenders without signature, seal on all pages & EMD will be summarily rejected.

Tender Fee and EMD exempted for MSME ( Micro Small & Medium Enterprises ) and NSIC Units Subject to submission of valid MSME and NSIC certificate.

Scope of Work: The tender is for the Comprehensive Annual Maintenance Contract of online UPS (Un-interrupted Power Supplies)

Terms and Conditions of the contract are as under :-

1. Bidder must have its own office in various locations of Kerala for the supply and maintenance services, along with adequate stores of reserve replacement equipment and spares. In addition it must have a network of service centers (of its own) so that it can provide installation support, & maintenance services all over Kerala. Bidder must maintain sufficient qualified and competent staff, based in Kerala to provide requisite installation support, & maintenance. Such personnel should be adequately trained to perform the obligations under the supply order. List of such manpower with names, qualification, and experience along with their contact numbers and addresses to be provided.
2. The contractor has to deploy enough technicians and helpers for the servicing and attending breakdown of machines.
3. On acceptance of the rates quoted by the contractor, the contractor will be allowed to start the work only after producing the receipt of the security deposit @ 7.5% of the cost of maintenance and service contract.
4. The Tenderer shall be amenable to techno commercial discussions & negotiations.
5. The successful Tenderer may execute an agreement on stamp paper worth Rs.200/- before commencing AMC period. 7.5% of the total order value will be submitted as security deposit till the expiry of defect liability period of one year.
6. If the Contractor fails to honor the work order EMD will be forfeited.Earnest money of all unsuccessful tenderers will be refunded.
7. The payment will be made **quarterly** only after satisfactory completion of quarterly routine services and breakdown rectifications if any, on production of GST invoice with remarks and recommendations from unit head. Contractor shall submit the invoice to the unit heads. EMD & security deposit will be released after releasing final bill amount on production of original receipts. Contractor shall submit the original receipts to the concerned section at head office.
8. The period of contract will be valid for one year which may be extended for further one year if performance is found to be satisfactory.
9. No extra payment, whatsoever, on account of natural calamities, or otherwise will be made except what is permitted under this contract. It shall be responsibility of the contractor to carry out maintenance work of Inverters satisfactorily throughout the year.
10. The successful tenderer should take over the maintenance of the UPS immediately after the contract is awarded or from the date mentioned in the letter awarding the contract is awarded and in any case not later than 10 days from the date of award. If he fails to takeover, the award will be cancelled and the work may be given to else without any references to the original awarded.
11. It shall be the responsibility of the contractor to hand over back to this office all the equipments under contract, in working condition at the end of the contract period. Payments will not be recommended/ released if the UPS are found not in working conditionsat the end of the contract period.
12. The contractor shall not sublet the works. If contractor sublets the work the AMC will be rejected without prior notice.
13. The details of technicians visiting the concerned location, along with official address and qualifications shall be enclosed with the tender.
14. The work is to be carried out in the office premises itself. However, only such work which cannot be done in the office premises will be allowed to be done outside with the written permission of the unit head. No extra payment would be made on this account.
15. The UPS will have to be set right at the earliest possible but not later than 6 hours from the time of complaints.
16. If a complaint is not rectified within 24 hours from the date of booking of the complaint, penalty of Rs. 20/- per working hour will be levied by the unit head. Further, if not rectified on second day onwards unit head will deduct appropriate cut in the payment as per the penalty clause amc price.
17. If the work is found un-satisfactory or in disregard of the contract, this office is at liberty to entrust the job to any other firm / party at your risk / expenses.
18. The Managing Director KSFDC reserves the right to accept/reject any or all the tender for maintenance of the UPS without assigning any reason.
19. The payment will be made quarterly arrears on production of invoice, with the remarks and recommendations from the Unit head/technician KSFDC. The Invoice shall be submitted at the concerned unit.
20. The contract is not transferable.
21. The bidder shall provide preventive maintenance once in three months during the contract period.
22. The contract will cover unlimited break down calls.
23. The bidder shall provide both services and sparesfor the maintenance of UPS and tubular/SMF Batteries at the site as per the terms of this tender.
24. Distilled water / Battery water will be supplied by the client.
25. Replacement of tubular/SMF batteries, cost of batteries including packing forwarding freight and insurance upto the destination not covered under Annual Maintenance Tender.
26. The preventive maintenance service of the UPS systems includes testing, cleaning and checking of general performance of UPS & batteries and the contractor shall inform in advance minimum 2 to 3 months for replacement of UPS batteries, if required. In case of failure of any of the UPS systems for **more than one day**, the contractor is liable to provide a **standby system** in its place. In case of failure on the part of AMC holder to do so he shall have to replace the battery / batteries free of cost.
27. The contractor shall visit the location and ascertain the conditions of UPS and Batteries before participating in the tender process.
28. Successful contractor will have to execute an agreement with KSFDC before commencing the work.
29. Replacement of UPS: In case any UPS is not repairable, Vendor should replace the same model / equivalent model / higher model after consultation with us. In case an equipment is taken away for repairs, you shall provide a standby equipment so that the movie show/ticket counter at the theatreis not affected.
30. Penalty Clause: In case of selected Vendor / Vendors fail to supply same capacity stand by UPS as mentioned above after the logging of call, KSFDC will claim damages for not meeting the provision as followstill the time original UPS is placed back:
31. 1.5 KVA UPS to 2 KVA - Rs. 50.00 per 3 hrs delay
32. 3 KVA UPS - Rs. 100.00 per 3 hrs delay
33. 5 KVA UPS to 7.5 KVA - Rs. 200.00 per 3 hrs delay
34. 10 KVA UPS - Rs. 300.00 per 3 hrs delay
35. 15 KVA UPS - Rs. 400.00 per 3 hrs delay
36. Penalty amount so arrived will be directly deducted from the quarterly AMC charges payable by the KSFDC at the end of each quarter.
37. Calculation delay hours – Delay hours will be calculated from the time the call is logged irrespective of Sunday / holiday
38. You shall give an undertaking that sufficient quantity of spares for UPS will be kept as stock during the contract period.
39. Maintenance will be comprehensive.
40. Cost of consumables items such as H.R.C fuses, PC Boards, SMPS, Electronic components etc. and worn out parts and broken parts and other replaceable parts shall be borne fully by the contractor. In the event of any damage in any part/equipment of the UPS, the same of same specification will be replaced by the contractor at his own cost and UPS will be kept in fully operational state all times during the contract period.
41. All the necessary tools and consumables like H.R.C fuses etcshould be arranged by the contractor by himself.
42. Exclusions in AMC:

a. AMC price will not include battery replacement.

b. AMC will not cover relocation but relocation will be with the intimation of the vendor and vendor should assist us to uninstall and reinstall at new place without any charge.

**DETAILS OF UPS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL No** | **Location** | **UPS Capacity** | **QTY** | **MAKE of**  **UPS** |
| 1 | Kairali/Sree/NilaTheatre, Thampanoor Trivandrum | 900 VA Inverter | 1 | Hykon |
|  |  | 3 kVA | 1 | Hykon |
|  |  | 15kVA | 1 | Techser |
| 2 | Kalabhavan Theatre, Vazhuthacaud Trivandrum | 10 kVA | 1 | Techser |
|  |  | 1 kVA | 1 | Hykon |
| 3 | Chitranajali studio, Thiruvallom Trivandrum | 3 kVA | 3 | Hykon |
|  |  | 2 kVA | 2 | Hykon |
|  |  | 1.5 kVA | 1 | Power Ring |

(To be submitted on Bidders official letter head)

ORGANIZATIONAL DATA

(To be provided by the Bidders enclosing relevant documents in support to have complied with the eligibility criteria of the Bid)

A. Name of Organization :

B. Registered Head Office Address :

Local Office address :

Telephone No. :

Tele Fax No. :

E-mail ID :

C. If you are rendering similar services to other movie theatres and organizations furnish details:

Details of Technical Staff in \_\_\_\_\_\_:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SL No** | Name | Qualification | Post Held | Experience |
|  |  |  |  |  |

Seal & Signature of the Tenderer

Date:

Place: