



**Indian Institute of Science (IISc)
Bangalore - 560012**

Department of Computational and Data Sciences (CDS)
IISc

Notice Inviting Tender (NIT) under
Two-Cover Bid System

for

**Comprehensive AMC for UPS and AMC for Batteries
for 3 Years in SERC
[Local Tender]**

**Enquiry or Tender No: [IISc/CAMC/SERC/2024/UPS_Batteries/1](#)
Date: **March 26, 2024****

Chair

Supercomputer Education and Research Centre (SERC)

Indian Institute of Science (IISc)

Bangalore – 560012, India

Email: tender.serc@iisc.ac.in

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1. Preamble and Schedule of Requirements

The Supercomputer Education and Research Centre (SERC) in Indian Institute of Science (IISc) is a leading supercomputing centre in the country, possessing state-of-the art computing facilities, catering to the ever-increasing demands of high performance computing for scientific and engineering research. The supercomputer systems in SERC are used for large-scale simulations in various scientific domains.

A data center was set up in SERC under National Supercomputing Mission (NSM) in January 2022. As part of the data center, the following components were installed.

1. 3 Nos. of 500 KVA UPS
2. 3 Nos. of 500 KVA, 415/240 V Isolation Cubicles
3. 6 Nos. of 150 AH battery banks.

This tender calls for providing maintenance services for the above-mentioned items for 3 years, namely the following.

1. Comprehensive AMC (CAMC) for UPS
2. AMC for Isolation Cubicles
3. AMC for battery banks.

The AMC period will start 5 days from the date of the PO.

2. Bidder's Eligibility Criteria

The bidder must have provided AMC services for UPS and batteries of capacity at least 200 KVA in at least one site during the period January 1, 2021 – December 31, 2023. **Supporting Document Needed:** A copy of the P.O. or payment proof.

3. Technical Details

The details of the components are as under:

SNo	Equipment	Description	Qty	Rating Capacity	Measured (KVA/AH)	Make	Model No	Serial No
1	UPS	500 kVA UPS-01	1	500	KVA	Schneider Electric	GVLFRM200K500D	BD2123007413
2	UPS	500 KVA UPS-02	1	500	KVA	Schneider Electric	GVLFRM200K500D	BD2123007926
3	UPS	500 KVA UPS-03	1	500	KVA	Schneider Electric	GVLFRM200K500D	BD2123007415
4	Isolation Transformer Cubicle	500 KVA Capacity	1	415/240	V	Datsons Electronics	NA	12283 GN - 1
5	Isolation Transformer Cubicle	500 KVA Capacity	1	415/240	V	Datsons Electronics	NA	12283 GN - 2
6	Isolation Transformer Cubicle	500 KVA Capacity	1	415/240	V	Datsons Electronics	NA	12283 GN - 3
7	Battery Bank	Battery Bank -01	48	150	AH	Exide Powersafe Plus	B-FE04-EP150-12	NA
8	Battery Bank	Battery Bank -02	48	150	AH	Exide Powersafe Plus	B-FE04-EP150-12	NA
9	Battery Bank	Battery Bank -03	48	150	AH	Exide Powersafe Plus	B-FE04-EP150-12	NA
10	Battery Bank	Battery Bank -04	48	150	AH	Exide Powersafe Plus	B-FE04-EP150-12	NA
11	Battery Bank	Battery Bank -05	48	150	AH	Exide Powersafe Plus	B-FE04-EP150-12	NA
12	Battery Bank	Battery Bank -06	48	150	AH	Exide Powersafe Plus	B-FE04-EP150-12	NA

- Battery Banks 01 & 02 are for UPS 1 with total nos of battery is 96.
- Battery Banks 03 & 04 are for UPS 2 with total nos of battery is 96.
- Battery Banks 05 & 06 are for UPS 3 with total nos of battery is 96.

SCOPE OF WORK

1. **Regular maintenance** through routine checks, the service provider can identify and rectify minor issues before they escalate into significant faults, ensuring the UPS's, battery banks and isolation transformer cubicle reliability during critical times.
2. **Preventive Maintenance:** Regular cleaning, testing, calibration of UPS components, component replacements, and software updates for optimal performance.
3. **Regular Inspections:** Scheduled inspections to identify and address potential issues proactively.
4. **Battery Maintenance:** Battery health checkup, perform a physical inspection on the unit from time to time (temperature, connectors.), battery load testing. If a battery bank as a whole does not meet the required power/storage requirements as mentioned in this document any time during the AMC period, the vendor must help in replacement with new batteries provided by IISc and assure quality with the appropriate tests to match the original specifications.

5. **Isolation Transformer maintenance:** Basic maintenance should be carried out to minimize the likelihood of needing to carry out such emergency maintenance.
6. **Timely Repairs:** Swift response to repairs and replacements to minimize downtime.
7. **Emergency Support:** Round-the-clock support for unforeseen issues, ensuring the systems are operational again promptly.

Service calls have to be attended within the same day. Replacement of major defective items has to be made within three working days from the time the issue is raised.

Preventive Maintenance:

Preventive maintenance should be done on a quarterly basis.

System inspection

1. 500 KVA UPS – 3 Nos

- Perform visual checks and operational tests of all 3*500 KVA UPS equipment in all the operation modes (bypass, battery, normal).
- UPS firmware upgradation activity should do periodically.
- Check environment, temperature, dust, moisture. etc.
- Clean and tighten all power connections at the input and output terminals. During the inspection, check all power cabling for abrasion and burn spots.
- Replace filters at regular intervals as per the site condition.
- Perform system and component functional tests on all UPS equipment to insure proper functioning within specified parameters.
- Perform a thorough dusting and vacuuming of all cabinet interiors. Expect for vacuuming never attempt to clean the UPS subassemblies.

2. BATTERY BANKS – 6 Nos

- Battery replacement as per its working condition, with new batteries that will be provided by IISc.
- Each batteries health checkup, perform a physical inspection on the unit from time to time (temperature, connectors.), monitor battery life, checking battery voltage and cell health is essential.

3. ISOLATION TRANSFORMER CUBICLE – 3 Nos

- Isolation transformer System health inspection.
- The automatic, remote, and manual operation of the cooling system, which includes air fans as well as their control circuit of the isolation transformer cubicle, must be examined.

Control and safety measures:

- Inspect wiring and connections for tightness and signs of overheating and discoloration of 3 nos of 500 kVA UPS system, battery banks and 3 nos of isolation transformer cubicle.
- Verify the working condition of all indicator/alarm lights and LED/LCD displays of UPS System and isolation transformer Cubicle.

NOTE:

1. **Replacement of defective parts** should be made with spares/parts of the same specification i.e, Only OEM (Original Equipment Manufacturer) parts are to be used as replacements.
2. All calls should be attended within 2 hours from the time of call made.
 - a. **Visits Required:** No of Preventive Maintenance: 4 Nos visits per year
 - b. **No of Breakdown visits:** On every breakdown.
3. **Written Report:** A report should be provided at the end of each inspection with recommendations of necessary repairs and maintenance procedures.
4. **Emergency Service:** Shall include emergency calls between inspections as required for the purpose of diagnosis of trouble, adjustment, minor repair, or resetting of controls.
5. **Major Repair Labour:** Shall include all spares and labour to diagnose, repair, or replace failed components of the equipment.

TECHNICAL TERMS AND CONDITIONS:

1. The contractor agrees to execute the entire job pertaining to service, maintenance and changing of parts/repairs.
2. Contractor should provide us with 24x7 support and timely preventive maintenance, ensure the smooth functioning of your UPS system, Battery Banks and isolation transformers.
3. This contract encompasses routine inspections, preventive maintenance, repairs, and the replacement of components when necessary. The primary goal is to identify potential issues before they escalate, thereby minimizing the risk of unexpected downtime.
4. Comprehensive maintenance and repair of UPS system along with battery and isolation transformer cubicles includes carrying out routine checking, quarterly preventive maintenance and unlimited number of services calls in case of breakdown, replacement of spares.
5. The maintenance service would be available during normal working hours from 0.00 hours to 18.00 hours on all normal working days excluding second Saturday, Sunday and holidays while the breakdown services would be available on 24*7 support.
6. The contract agreement is for labour, repair, maintenance, services and changing all the parts of ups, wound components like batteries, isolation transformers.
7. The service engineer will be made available by the contractor immediately as and when required against the request call or phone or otherwise during the period of annual maintenance contract.

4. Organization of the Technical Bid

The technical bid should strictly be organized in the following sequence only.

Note: IISc reserves the right to disqualify any bid that does not provide all the required data and not following the organization given below.

1. A cover letter from the bidder. Among other things, the cover letter should certify that all the requirements of the tender are provided, and the offered solutions meet and comply with the technical and other specifications of the tender. The cover letter should certify agreeing to all the terms and conditions mentioned in the tender.
2. The bidder must not be blacklisted by any Central / State Govt. Organizations of India as on date of submission of the bids. A certificate or undertaking to this effect must be submitted.
3. Proofs for Bidder's Eligibility Criteria as given in Section 2 of this tender.
4. A copy of the masked Commercial bid has to be given in the technical offer (unpriced Bill of Material (BoM)).
5. Undertaking as in **Annexure A**.

6. Terms and conditions of the offer.
7. Appendix
 - a. Company Profile Documents, if desired by the bidder (Maximum 2 pages).
 - b. Supporting technical materials including brochures.
 - c. Any other information or documents that the bidder deem necessary.

5. General Terms and Conditions

1. Local tender purchase preference.
 - a. The Bidder should belong to either Class-1 or Class-2 suppliers distinguished by their “local content” as defined by recent edits to GFR. They should mention clearly which class they belong to in the cover letter. a) Class-1 supplier: Goods and services should have local content of equal to or more than 50%. b) Class-2 supplier: Goods and services should have local content of equal to or more than 20 % and less than 50%.
 - b. Quote should come only from Indian Original Equipment Manufacturer (OEM) or their Indian authorized distributor.
 - c. The quotations should be on FOR-IISc Bangalore basis in INR only.
 - d. Bidders offering imported products will fall under the category of non-local suppliers. They cannot claim themselves as Class-1 local suppliers/Class-2 local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training, and other sales service support like AMC/CMC, etc., as local value addition.
 - e. Purchase preference as defined by the recent edits to GFR (within the “margin of purchase preference”) will be given to the Class-1 supplier.
 - f. MSMEs can seek an exemption to some qualification criteria. IISc follows GFR2017 for such details.
2. Offer must be submitted under TWO-BID system i.e., “Technical bid” and “Price (Financial) bid” as hard copies in two separate sealed envelopes. These two bids must be enclosed in a larger envelope superscribed as “Bid Submission for UPS Panels and Cables” within the stipulated period to the indicated mailing address. In addition, **soft copy of only the technical bid** must be sent by email to tender.serc@iisc.ac.in within the stipulated time.
3. Delayed and/or incomplete tenders are liable to be rejected.
4. The Technical Bid and the Commercial Bid should be duly signed by the authorized representative of the bidder.
5. The bidders are requested to go through the Terms and Conditions detailed in this document, before filling out the tender. Agreeing to the terms and conditions of the tender document (by signing all pages of the copy of a tender document) is a mandatory requirement.
6. A tender, not complying with any of the above conditions is liable to be rejected.
7. IISc reserves the right to cancel the tender at any time without assigning any reason whatsoever.

6. Technical Bid – Terms and Conditions

1. The technical bid should contain all the information and should have the organization as given in Section 4. Bids without the specific information and organization as in Section 4 will be automatically disqualified.
2. No price information must be mentioned in the technical bid. Bids which include price information in the technical bids will be automatically disqualified.
3. Technical bids will be opened first. IISc may seek clarifications after opening of technical bids.
4. The technical evaluations will be made only based on the technical bids and the shortfall responses submitted by the bidder.

7. Commercial Bid – Terms and Conditions

1. Price bids of only technically qualified vendors will be considered. Commercial bid shall be opened for the technically qualified bidders after the technical evaluation.
2. The hardcopy commercial bid of the successful bidder, after the commercial bid opening stage, should contain among other things, unit prices, AMC prices for each of the 3 years, payment terms, installation, commissioning etc. as per requirements of IISc mentioned in the tender document. All such conditions must be in line with the tender. In case of any deviation or conditional offer, the bid may be treated as non-responsive and not be considered for evaluation. Bundling of the prices is not acceptable.
3. This is a **local tender**. Quote should come only from Indian Original Equipment Manufacturer (OEM) or their Indian authorized distributor. Prices should be quoted only in INR (Indian Rupees) and will be with GST only. The order must be on FOR-IISc Bangalore basis.
4. The component of tax, and any other statutory levies should be shown separately and not included in the total amount, to enable IISc to avail any exemption.
5. Proposals should contain the name and contact details, viz., phone, fax, and email of the designated person to whom all future communication will be addressed. The contact details should also be mentioned on the overall envelope.
6. Prices should be quoted in detail, for all the subsystems given in the Technical Specifications part of the tender. Further, bid and **price validity should be for three months** from the date of opening of the technical bids.
7. IISc will place the purchase order only on the successful bidder as per the decision of IISc. In this regard, decision of IISc will be final and binding.

8. Payment Terms

1. Purchase Orders will be raised annually at the beginning of each AMC year for AMC for the corresponding year. The first PO for the first year, in addition to specifying the AMC prices for the first year, will also mention the AMC prices for the subsequent years as quoted by the winning bidder. This PO will then be binding on the winning bidder to offer the AMC for all the three years as per the final prices agreed upon at the end of the tendering process.
2. Payments against the annual POs will be made on quarterly basis after satisfactory service at the end of every service quarter.
3. Payment will be subject to deduction of TDS as per rules / laws and any other deduction as per PO terms.

9. Important Dates

1. Release of tender: March 26, 2024.
2. Last date for sending queries: April 3, 2024, 5 PM IST. Queries may be sent to tender.serc@iisc.ac.in.
3. Release of corrigendum to the tender based on the queries, if necessary: April 4, 2024, 5 PM IST.
4. Start date for submission of the bid: April 5, 2024, 10 AM IST.
5. Last date for submission of the bid: April 19, 2024, 5PM IST.

- a. Hard copy submission: The bid in the form of an envelope containing the hard copies of both the technical and commercial bids, in two sealed envelopes, should be submitted and reach the below-mentioned mailing address by the same date, 6 PM IST. Note that the hard copy of the technical bid should exactly match with the soft copy submitted.
- b. Soft copy submission: **Soft copy of only the technical bid** must be sent by email to tender.serc@iisc.ac.in by the above-mentioned time. **No soft copy of commercial bid should be submitted.** Soft copy submission of commercial bid at any stage before the opening of the hard copy commercial bid will lead to disqualification of the bid.

Mailing address:

Chair

Supercomputer Education and Research Centre (SERC)

Indian Institute of Science (IISc)

Bangalore – 560012

India

10. Annexure A - Undertaking

Date:

To:
The Chair
Supercomputer Education and Research Centre
Indian Institute of Science
Bangalore – 560012, India

Subject: Undertaking as per GFR – 2017, Rule 170(iii)

Dear Sir,

We, the undersigned, offer to carry out the project including Products/items, components etc. as per tender at IISc, Bangalore, in response to your Tender No **IISc/CAMC/SERC/2024/UPS_Batteries/1**. We are hereby submitting our proposal for the same, which includes Technical bid and the Financial Bid. As a part of the eligibility requirement stipulated in the said tender document, we hereby submit a declaration as given below:

1. We will not withdraw or amend or modify or impair or derogate our bid partly or fully or any condition of it after tender opening, during the period of tender validity (six months from the date of opening of the technical bid),
2. In case, we are declared as successful bidder and an order is placed on us, we will submit the acceptance in writing within 7 days of placement of order on us.
3. In case of failure on our part to deliver/provide the item/installation/service as per the order's terms and conditions within the stipulated period, we are aware that we shall be declared as ineligible for the said tender and /or debarred from any future bidding process of IISc or any Government entity for a period of minimum one year.
4. The undersigned is authorized to sign this undertaking.

Yours sincerely,

Authorized Signatory:

Name and Title of Signatory:

e-mail:

Mobile No: