

Scope of Work:

The Scope of CAMC shall include the following:

1. Guaranteed 2-hour on-site response, 7 days/week, 24 hours/day,
2. Includes all parts (Except Exclusions), Unlimited breakdown calls, which Include 100% labour and travel coverage 7 days/week, 24 hours/day.
3. Shall be Performed by trained Customer Engineers of similar trade.
4. Covers up to Four Preventive Maintenance Services including all Breakdown calls. (Excluding national holidays).
5. Turnaround Time (TAT) - For Minor Complaints - Avg. 6 Hrs after reporting at site UPS room e.g. Failure of Exhaust fans, Bleeder Resistors, Indicating Lamps, Display mismatch with actual value, For Major Complaints – Avg. 8 Hrs e.g. UPS failing to transfer to battery mode in the event of incoming power failure.
6. To attend Battery Breaker tripping issue due to battery failure.
7. Attending the UPS fault during parallel mode operation/ Redundancy Failure.
8. Attending the UPS tripping on High-temperature conditions.
9. Attending the fault and replacement of Control Card, major components failure such as IGBTs, SCR, Switchgear & Wire wound Components within the UPS, Module Failure, Wire Harness damage.
10. Repair and replacement of any parts of UPS during Preventive and breakdown maintenance works shall be carried out.
11. Annual System Health Checks shall be carried out ,In case any component needs replacement, it should be carried out)

PREVENTIVE MAINTENANCE SERVICE

- Cleaning up of Unit, Visual Inspection to check any deformation.
- Checking and Adjustment (If needed) of Power parameters like input. Output, DC voltage and current.
- Checking and Adjustment (If needed) of Control parameters on different PCBs.
- Tightness of all connections, if shut down possible.
- Functional Checking up of the Rectifier section.
- Functional Checking up of Inverter section.
- Functional Checking up of Static Switch Section.
- With the EIC approval, perform operational tests of the system shall be performed including unit transfer and battery discharge.
- Engineering Field Change Notices (FCN) issues shall be fixed as and when the need arises.

NOTE: Preventive Maintenance and annual System Health checks usually require a shut-down to ensure electrical connection integrity, Hence advance notification shall be communicated.

EXCLUSIONS:

- Day-to-day routine maintenance and operation of the units.
- Repairs/replacement of electrical main incoming switch (Switch fuse unit), Main incoming cable, fuses, control and power transformers & indicating lamps.
- Replacement/repair of any parts due to power supply aberrations, lightning and External fire.
- Batteries, Switchgear (Beyond the Input & output terminal of UPS) and wound components are not part of the Comprehensive AMC Contract.
- Battery Health checks
- Environmental Audit & Power Mapping.

CAMC of Portable UPS and Inverter

Scope of Work: The following are the types of preventive and breakdown services that shall be provided by the Service Provider.

Duration: 1 year

No. of Visit: 12 (every month)

No. of Breakdown: Unlimited

1. Service shall be carried out monthly once under the supervision of the maintenance engineer along with suitable service engineers.
2. This service includes repairing & replacement of faulty spare parts (Except Batteries & capacitors), labour & travel coverage & Unlimited Breakdown calls.
3. This AMC shall include, providing the required number of service staff including travel coverage, Profit & taxes etc., 7 days/week, 24 hours/day, in the event of a breakdown situation.
4. This includes the fault tracing & rectification of the Battery Breaker tripping due to battery failure.
5. During the AMC Period if UPS/Inverter finds malfunctioning then the same shall be replaced with a standby UPS till the necessary repairing/replacement period.
6. The scope shall include checking and rectifying the issue of UPS/Inverter tripping in High-temperature conditions.
7. In case of any malfunction of the UPS/Inverter with the Control Card, Display, major components failure such as IGBTs, SCRs & Wire wound Components within the UPS/Inverter, Module Failure, or Wire Harness damage, then the vendor has to replace all the spare parts mentioned above along with the PCB and other accessories like display buttons without any extra charges.

PREVENTIVE MAINTENANCE SERVICE: Service provider has to carry out the following work during the monthly visit/ preventive maintenance.

- Cleaning up of Unit, Visual Inspection to check any deformation.
- Checking and Adjustment (If needed) of Power parameters like input. Output, DC voltage & Current.
- Checking and Adjustment (If needed) of Control parameters on different PCBs.
- Tightness of all connections, if shut down possible.
- Functional Checking of the Rectifier section.
- Functional Checking of the Inverter section.
- Functional Checking of Static Switch Section.
- With customer approval, perform operational tests of the system including unit transfer and battery discharge.
- Install or perform Engineering Field Change Notices (FCN) as necessary.

NOTE 1: Preventive Maintenance and annual System Health check usually requires a shut-down to ensure electrical connection integrity.

* The above-mentioned services shall be performed for the following Inverter and UPS.

S No.	Description	Quantity
1	Comprehensive Annual Maintenance Contract of Emerson GXT MT+ Rating 6kVA Online UPS	3
2	Comprehensive Annual Maintenance Contract of Emerson LIEBERT ITA2 Rating 6kVA Online UPS	1
3	Comprehensive Annual Maintenance Contract of APC SUVTP40KHS Rating 40kVA Online UPS	1
4	Comprehensive Annual Maintenance Contract of Emerson UHA3R-0200L Rating 20kVA Online UPS	1
5	Comprehensive Annual Maintenance Contract of Emerson Online, Rating 2kVA Online UPS	17
6	Comprehensive Annual Maintenance Contract of Eaton Online, Rating 2kVA Online UPS	1
7	Comprehensive Annual Maintenance Contract of Emerson Online, Rating 1kVA Online UPS	1
8	Comprehensive Annual Maintenance Contract of APC Online, Rating 3kVA Online UPS	1
9	Comprehensive Annual Maintenance Contract of APC, Emerson, Cruze, Zebronic, Rating 600kVA Online UPS	9
10	Comprehensive Annual Maintenance Contract of Microtek make Inverter, Rating 1100VA	7
11	Comprehensive Annual Maintenance Contract of AMAZE make Inverter, Rating 1000VA	8
12	Comprehensive Annual Maintenance Contract of Luminous make Inverter, Rating 10kVA	1
13	Comprehensive Annual Maintenance Contract of Microtek & Luminous make Inverter, Rating 3.6kVA	2
14	Comprehensive Annual Maintenance Contract of Luminous make Inverter, Rating 1.6kVA	13
15	Comprehensive Annual Maintenance Contract of Luminous make Inverter, Rating Up to 1kVA	13
16	Comprehensive Annual Maintenance Contract of Delta make, Rating 10kVA Online UPS	1
	Total	80

ICTS-TIFR REQUIREMENTS:

- **Point of Contact:** The ICTS center will provide an authorized point of contact(s), specific to the scope of work, for scheduling and coordination purposes.
- **Scheduling:** ICTS Center will make dates available for scheduling service. All service visits must be confirmed by the service provider at least 7 business days in advance.
- **Site Access:** ICTS Center will provide necessary information before the time of scheduled work, viz site access including any customer-required escort, security clearance, safety training & entry permit.
- **Equipment Access:** Access to the equipment is under the control of the department. Before taking up the scheduled service, the agency shall notify any special requirements for equipment access including lifts, ladders, etc. and the same shall be arranged by the department.
- **Shutdown:** The service provider needs to pre-inform the department in the event of the shutdown of the load.
- **Notification:** If for any reason the work cannot be performed during the scheduled time, the same shall be brought to the notice of EIC.

Duration of AMC: The Comprehensive AMC duration will be 1 year from the work order acceptance date.

INTERNATIONAL CENTRE FOR THEORETICAL SCIENCES

TATA INSTITUTE OF FUNDAMENTAL RESEARCH

Survey No. 151, Shivakote, Hesaraghatta Hobli, Bengaluru - 560 089

Tel. No : 080 4653 6027, 0,E-mail: purchase@icts.res.in, Website www.icts.res.in

ENQUIRY

Ref: ICTS/PD/CF23-46/230092

January 15, 2024

1. M/s. GOVERNMENT E MARKETPLACE (GOEM)

Dear Sirs

Please let us have your **Quotation** for the following:

S.No.	Item Code	Description	Qty	UOM
1	LSWRM000759	Comprehensive annual maintenance contract for the 2X120KVA centralized UPS specification as follows: Rating: 120 kVA Make: Emerson Model No.: Liebert SX Duration: 1 year Operation: Parallel type Instance No.: 12518844 842 Serial No.: 201602SX0821 819 Scope of Work: The Scope of CAMC shall include the following: Duration: 1 year No. of Visit: 4(Quarterly) No. of Breakdown: Unlimited Scope of Work:As per BOQ	2.00	NOS

If the Supplier fails to deliver any or all of the Goods or to perform services within the period(s) specified in the Purchase Order/Contract, the Purchaser shall, without prejudice to other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to 0.5% per week and the maximum deduction is 5% of the contract price.

Quotation sent by hand delivery / courier are to be deposited in the Tender Box kept at the Main Gate after obtaining stamp, date and signature of the Security Officer.

Quotation should be submitted in sealed envelope duly superscribing our enquiry reference and due date.

Yours faithfully

**ABHIJIT DE ,
ADMINISTRATIVE OFFICER (D)**

Copy to: Prof. / Dr. / Mr. / Mrs. / Ms. / Shri / Smt. CHANDAN KUMAR (ICTS-23N466)
Your Indent Req. No.CKR0010113 Dated:20/12/2023 refers.

Remarks: Comprehensive Annual Maintenance Contract for the 2X120KVA centralized UPS

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Tel. No : 080 4653 6027, 0,E-mail: purchase@icts.res.in, Website www.icts.res.in

ENQUIRY

Ref: ICTS/PD/CF23-44/230089

January 09, 2024

1. M/s. GOVERNMENT E MARKETPLACE (GOEM)

Dear Sirs

Please let us have your **Quotation** for the following:

S.No.	Item Code	Description	Qty	UOM
1	LSWRM000743	Comprehensive Annual Maintenance Contract of Emerson GXT MT+ Rating 6kVA Online UPS Scope of Work: As per BOQ	3.00	NOS
2	LSWRM000744	Comprehensive Annual Maintenance Contract of Emerson LIEBERT ITA2 Rating 6kVA Online UPS Scope of Work: As per BOQ	1.00	NOS
3	LSWRM000745	Comprehensive Annual Maintenance Contract of APC SUVTP40KHS Rating 40kVA Online UPS Scope of Work: As per BOQ	1.00	NOS
4	LSWRM000746	Comprehensive Annual Maintenance Contract of Emerson UHA3R-0200L Rating 20kVA Online UPS Scope of Work: As per BOQ	1.00	NOS
5	LSWRM000747	Comprehensive Annual Maintenance Contract of Emerson Online, Rating 2kVA Online UPS	17.00	NOS
6	LSWRM000748	Comprehensive Annual Maintenance Contract of Eaton Online, Rating 2kVA Online UPS	1.00	NOS
7	LSWRM000749	Comprehensive Annual Maintenance Contract of Emerson Online, Rating 1kVA Online UPS	1.00	NOS
8	LSWRM000750	Comprehensive Annual Maintenance Contract of APC Online, Rating 3kVA Online UPS	1.00	NOS
9	LSWRM000751	Comprehensive Annual Maintenance Contract of APC, Emerson, Cruze, Zebronics, Rating 600kVA Online UPS Scope of work: As per BOQ	9.00	NOS
10	LSWRM000752	Comprehensive Annual Maintenance Contract of Microtek make Inverter, Rating 1100VA	7.00	NOS
11	LSWRM000753	Comprehensive Annual Maintenance Contract of AMAZE make Inverter, Rating 1000VA	8.00	NOS
12	LSWRM000754	Comprehensive Annual Maintenance Contract of Luminous make Inverter, Rating 10kVA	1.00	NOS
13	LSWRM000755	Comprehensive Annual Maintenance Contract of Microtek,Vguard/Luminous make Inverter, Rating 3.6kVA	2.00	NOS
14	LSWRM000756	Comprehensive Annual Maintenance Contract of Luminous make Inverter, Rating 1.6kVA	13.00	NOS
15	LSWRM000757	Comprehensive Annual Maintenance Contract of Luminous make Inverter, Rating Up to 1kVA	13.00	NOS
16	LSWRM000758	Comprehensive Annual Maintenance Contract of Delta make, Rating 10kVA Online UPS	1.00	NOS

If the Supplier fails to deliver any or all of the Goods or to perform services within the period(s) specified in the Purchase Order/Contract, the Purchaser shall, without prejudice to other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to 0.5% per week and the maximum deduction is 5% of the contract price.

Quotation sent by hand delivery / courier are to be deposited in the Tender Box kept at the Main Gate after obtaining stamp, date and signature of the Security Officer.

Quotation should be submitted in sealed envelope duly superscribing our enquiry reference and due date.

Yours faithfully

**ABHIJIT DE ,
ADMINISTRATIVE OFFICER (D)**

**Copy to: Prof. / Dr. / Mr. / Mrs. / Ms. / Shri / Smt. CHANDAN KUMAR (ICTS-23N466)
Your Indent Req. No.CKR0010121 Dated:20/12/2023 refers.**

Remarks: Comprehensive Annual Maintenance Contract of Portable UPS and Inverter