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Dated: 27/10/2017

To

Dear Sir,

Sub: Invitation of quotation for AMC of Hykon UPS- reg.

Sealed competitive quotations are invited from the authorised dealers for Annual Maintenance Contract (AMC) for a period of 1 year for the equipment - Hykon UPS 28 nos of various capacities upto 30 KVA.

TERMS AND CONDITIONS

1. Annual Maintenance Contract valid for a period of 1 year.
2. The maintenance shall include checking the general performance of UPS systems and DC standby sources, filling of distilled water & application of white petroleum jelly for non-sealed type UPS, etc, and shall be done at site twice in a month.
3. While replacing the parts/spares should be of approved hykon make only.
4. The dealer will provide the guaranteed rate list of all the parts/spares/equipment (Hykon make only) that may be required during the course of maintenance or rectification of complaints.
5. Payment will be made on quarterly basis only after satisfactory completion of the maintenance work for each quarter
6. There may be penalty for not attending the complaints including provision for termination of the contract for delay.
7. If the faulty components/UPS(s) are not/cannot be rectified within the same working day, necessary standby components/UPS(s) of the same KVA rating shall be provided on the following day for smooth functioning of office work. If the original equipment is not rectified till the expiry of the contract, either the cost of repair of the equipment shall be borne by the contractor or the standby supplied by the contractor not be reclaimed.
8. The successful bidder should maintain Log Registers/ Service Reports of all calls attended/pending issues, preventive maintenance records and details of all replacement

