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KERALA STATE ROAD TRANSPORT CORPORATION

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No. S001-ITD06/2/2024-IT DIV-KSRTC-HQ

Date: 30-06-2026

NOTE

Sealed quotations are invited from reputed, experienced, and technically qualified firms/service providers for undertaking the Annual Maintenance Contract (AMC) of the Online UPS systems installed at the Kerala State Road Transport Corporation (KSRTC), Chief Office, Transport Bhavan, Fort, Thiruvananthapuram.

The details of the UPS systems are given below:

Sl. No.	Equipment	Brand	Model	Capacity	Battery Voltage	Battery Bank
1	Online UPS	HYKON	GTS 40000	40 KVA	360 VDC	30 Nos. Batteries
2	Online UPS	HYKON	GTS 30000	30 KVA	360 VDC	30 Nos. Batteries

Type of Contract

The AMC shall be a Comprehensive Annual Maintenance Contract covering all preventive and corrective maintenance, all spare parts, modules and labour required for the reliable operation of the UPS systems, with the sole exception of the battery banks. The supply and replacement of batteries is excluded from the comprehensive scope; the bidder shall quote a separate per-battery rate in Annexure I, which shall be invoked only on actual replacement and after prior written approval of KSRTC. Quotations that do not conform to this structure are liable to be rejected.

Scope of Work

The Annual Maintenance Contract shall include comprehensive preventive and corrective maintenance services for the above UPS systems to ensure their reliable and uninterrupted operation. The scope of work shall include,

but not be limited to, the following:

- 1.Periodic preventive maintenance of both UPS systems at regular intervals (minimum four visits during the contract period, i.e. one visit per quarter, or as recommended by the OEM, whichever is higher).
- 2.Routine inspection, testing, cleaning, calibration, and performance verification of all UPS modules and associated components.
- 3.Inspection and health assessment of the battery banks, battery terminals, interconnecting cables, and charging system, including measurement and recording of individual battery parameters at each visit.
- 4.Tightening of electrical connections, cleaning of equipment, and checking of operating parameters.
- 5.Prompt on-site breakdown maintenance whenever required, including diagnosis and rectification of faults.
- 6.Supply and replacement of all defective spares, modules and components (other than batteries) at no additional cost under the comprehensive scope, using genuine OEM or OEM-equivalent parts.
- 7.Ensuring optimum performance of the UPS systems and recommending corrective actions wherever necessary.
- 8.Submission of detailed service reports after each preventive maintenance visit and breakdown service, indicating the work carried out, observations, and recommendations.
- 9.Telephonic and on-site technical support throughout the contract period.

Eligibility Criteria

The bidder shall satisfy the following minimum eligibility conditions, and shall enclose documentary proof for each along with the quotation:

- 1.The bidder shall be a firm/company registered under applicable law, with a minimum of three (3) years of experience in the maintenance of online UPS systems.
- 2.The bidder shall be the OEM (HYKON) or an OEM-authorised service provider, or shall be able to demonstrate the capability to service HYKON UPS systems and source genuine spares. Documentary proof of authorisation, where applicable, shall be enclosed.
- 3.The bidder shall have successfully executed at least one comparable UPS AMC of similar capacity during the last three (3) financial years (copy of work order/completion certificate to be enclosed).

4. The bidder shall possess valid GST and PAN registration and shall have qualified service engineers on its rolls.
5. The bidder shall not have been blacklisted by any Government department or public sector undertaking as on the date of submission (a self-declaration to this effect shall be enclosed).

Service Level and Response Time

The successful bidder shall attend breakdown calls promptly. The maximum response time for an on-site attendance shall not exceed twenty-four (24) hours from the time of intimation, and the fault shall ordinarily be rectified within forty-eight (48) hours. In the event of failure to meet the response or rectification time, KSRTC reserves the right to levy a penalty as may be specified in the work order, and repeated breaches shall constitute a ground for termination. The bidder shall clearly indicate the committed response time in the quotation.

AMC Terms and Conditions

- The contract period shall be one (1) year from the date of commencement, the date of commencement being the date specified in the Work Order issued by KSRTC.
- In case replacement of any spare part or battery is required, the service provider shall obtain prior written approval from KSRTC before carrying out such replacement.
- All maintenance work shall be carried out by qualified and experienced service engineers, using genuine OEM or OEM-equivalent spares.
- All necessary tools, testing instruments, and consumables required for maintenance shall be arranged by the service provider.
- The service provider shall be responsible for the safety of its personnel, shall comply with all applicable statutory and safety regulations while working on the UPS and battery systems (360 VDC), shall carry valid workmen/third-party liability insurance, and shall indemnify KSRTC against any claim arising out of the acts or omissions of its personnel.
- Payment shall be made quarterly in arrears, on satisfactory completion of the scheduled preventive maintenance visit and on submission of the service report, subject to deduction of statutory taxes and any penalty leviable. No advance payment shall be made.
- KSRTC may terminate the contract by giving thirty (30) days' written notice, or forthwith in the event of repeated failure to meet the service levels or breach of any condition of the contract.

The Quotation Should Include

The quotation shall be submitted strictly in the format at Annexure I and shall clearly indicate:

- Comprehensive AMC charges for one year, both exclusive and inclusive of GST.
- Per-battery rate for supply and replacement, and unit rates for any excluded spares.
- Number of preventive maintenance visits.
- Committed breakdown call response time.
- Details of service support and availability of engineers.
- List of inclusions and exclusions under the AMC.
- Payment terms (in conformity with the conditions above).
- Validity of the quotation (minimum 90 days).
- GST registration details, PAN, and contact information of the firm.

Submission of Quotation

The quotation shall be submitted in a sealed cover superscribed:

***“Quotation for Annual Maintenance Contract (AMC) of HYKON
Online UPS Systems at KSRTC Chief Office”***

and addressed to:

The Deputy General Manager (IT Division)
Kerala State Road Transport Corporation (KSRTC)
Chief Office, Transport Bhavan
Fort, Thiruvananthapuram – 695023

The quotation should reach this office on or before 20/07/2026 at 02:00 PM and will be opened at 04:30 PM on the same day. Quotations received after the prescribed date and time are liable to be rejected.

Evaluation

The quotations shall be evaluated on the basis of the total AMC charges inclusive of GST for both UPS systems (Sl. No. 3 of Annexure I). The per-battery and excluded-spare rates shall be used for rate-reasonableness assessment and for invoicing on actual replacement, and shall not ordinarily form part of the comparative evaluation unless otherwise decided by KSRTC.

General Conditions

- KSRTC reserves the right to accept or reject any or all quotations

without assigning any reason.

- KSRTC also reserves the right to cancel or modify the quotation process at any stage without incurring any liability.
- The selected agency shall comply with all applicable statutory requirements and safety regulations while carrying out maintenance work.
- Any dispute arising out of this contract shall be subject to the jurisdiction of the courts at Thiruvananthapuram.
- The decision of KSRTC in all matters relating to this quotation shall be final and binding.

For Kerala State Road Transport Corporation

Nishanth S
DEPUTY GENERAL MANAGER-IT(KSRTC-HQ)