

Ref. NIA/ENGG/2025-26/005

Date: 09/02/2026

Bale wadi, Baner Road, NIA P.O.,
Pune 411 045 (India).
Tel. (O): 020 – 27204000 / 27204042
Email: kishor@niapune.org.in
Website: www.niapune.org.in

**Subject: Quotation form for Comprehensive annual maintenance contract for 40KVA
UPS (02 Nos)**

Dear Sir/Madam,

NIA invites you to submit your offer by sending sealed quotations at National Insurance Academy(Office no 17-Reprography) for Comprehensive annual maintenance contract for 40KVA UPS (02 Nos) in complete accordance with enquiry documents:

Due Date & Time : 18.02.2026 at 05:00 pm.

Quotation Evaluation Criterion :

The quotation completed in all respects should reach NIA on or before 05.00 pm of the scheduled date. Quotations received after the due date and time are liable to be rejected. NIA reserves the right to accept or reject any or all quotation received to its absolute discretion without assigning any reason whatsoever.

Thanking You,

Yours truly,

Engineering Department

National Insurance Academy

Pune-411045

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

1) DOCUMENT REQUIRED FROM THE BIDDERS.

1. Attested copy of the valid **Registration Certificate** of Registered contractors engaged in State PWD / CPWD / MES / MJP / Railways / P&T / Municipal Corporation / Semi-Government Organization / Government Organization / Large Corporate Entity for electrical worksAuthority letter from the holder of the certificate/Proprietor Certificate
2. **PAN & GST** Certificate.
3. Attested copy of **Partnership deed / Memorandum** and articles of association, as the case may be if the tenderer is a Partnership Firm.
4. **Power of Attorney** on behalf of firm issued in the name of person/s authorized to sign agreements / bills etc. for the work done.
5. Valid Electrical Contractor License issued by government.
6. Details of similar three works/projects (Electrical works) completed **with a work completion certificate from the client.**
7. Bidder Information as attached in quotation form.
8. **EMD of Rs.10,000/- (Rs. Ten thousand Only)** in the form of Demand Draft in the Favor of National Insurance Academy Pune.
9. **Annual Turnover Certificate** duly certified by CA. (For last 3 years i.e. 2022-23,2023-24,2024-25)
10. Client List with contact details.
11. Quotation form duly signed along with Stamp agreeing all the terms and conditions.

("Bidders should note that submission of all the documents mentioned above is mandatory. Failure to provide any one of these documents may result in disqualification of the quotation.")

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2) TERMS AND CONDITIONS:

1. Prices- Rates quoted should be firm.
2. The rates should be quoted on the basis on the units specified in words as well as in figures without any cutting, in case of differences in values / rates in figure and words or any confusion it will be constituted to take the rates which are lowest.
3. **Payment-** Payment shall be made within **15 days of receipt of bills in hard copies** along with compliance documents from the agency/firm/company after the completion of entire work/Period. Quarterly payment will be made after successful completion of service and submitting the reports in Hard copies.
4. The quotation should be valid for a minimum period of **90 days** from the date of Inquiry letter date.
5. The acceptance of items/modifications is subject to inspection by the ENGG. Dept,NIA
6. Incomplete quotation will be rejected summarily.
7. Kindly note that changes will be made in the contract as and when required as per requirements of NIA, Pune
8. **The successful bidder whose quotation is accepted shall, within seven days from issuing / receiving the work order must be required to provide letter of acceptance along with deposit of 10% of awarded contract amount as a security deposit by Demand Draft/NEFT/RTGS in the Name of National Insurance Academy, payable at Pune and to attend in person or through a duly authorized representative at the Office of ACADEMY and execute the Contract Agreement with the ACADEMY as per the General Conditions / Special conditions enumerated in the Prescribed form documents, on a Non-Judicial Stamp Paper of Rs.500/-.** If he / she / they decline/s or fail/s to remit the Security Deposit or to execute the contract agreement within the stipulated time, the entire amount of EMD submitted shall stand forfeited, without prejudice to ACADEMY's right to rescind the contract and other rights and remedies warranted by the law.

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3) Scope of Work:

UPS Details:

- **2 Sets × 40 KVA, Online UPS, Make: Vertiv,**
- **Model: ITA**
- **Battery Banks:** Each UPS with 40 Nos. × 12V, 100AH Exide SMF batteries installed on racks
- **Ancillaries in Scope:** Battery racks, interconnecting copper links/cables, MCCB with thermal/magnetic/U/V trip for battery bank, copper cabling between mains DB-UPS-output DB (for health checks and corrective actions; new cabling only if explicitly approved)
- **Manageability:** RS-232/SNMP-based remote monitoring hardware/software
- **CAMC Tenure: 2-year**
- **CAMC Coverage:** UPS systems batteries are excluded from CAMC coverage. All other things have been included in the CAMC.
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❖ CAMC Objectives

- Ensure continuous, reliable, and safe power through the 40 KVA PS systems.
- Minimize downtime via scheduled preventive maintenance (PM) and rapid breakdown response.
- Maintain compliance with OEM recommendations and tender specifications.
- Provide traceable documentation and actionable insights to NIA.
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❖ Service Levels & Response (as per Tender / PO)

- **Breakdown Response Time:** Attend all breakdown calls and repairs, including replacement of all UPS spares, within the timelines.
- **On-Site Visit Frequency:** Once every quarter (every 3 months) for routine PM; additional visits for breakdowns as required.
- **Remote Monitoring:** Ensure SNMP/RS-232 interface is operational on supported Windows OS; monitor alarms/events and act proactively.

❖ Preventive Maintenance (PM) Tasks - Quarterly Checklist

Each quarter, perform and record the following tasks for each UPS set

A. Visual & Safety

- Inspect UPS room ventilation, dust, temperature, humidity, clearance, and housekeeping.
- Check battery racks, cable dressing, lug tightness, insulation, and signage.
- Verify MCCB (battery bank) mechanical integrity and U/V trip functionality, cleaning & exercise as per OEM guidance.
- Ensure earth continuity and integrity (UPS frames, racks, neutral/earth bars).

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B. Electrical & Functional

- Measure and log input/output voltages, currents, frequency, load %, PF.
- Check DC bus voltage, ripple, and neutral stability.
- Verify bypass operation, static transfer switch, and inverter performance.
- Test alarm indicators, audible alerts, LED/HMI status.
- Validate UPS mode transitions (online → bypass → back to online) under controlled conditions.
- Confirm SNMP/RS-232 monitoring connectivity, trap generation, event log timestamps.
- Review logs for overloads, temperature alarms, undervoltage/overvoltage incidents, and rectify root causes.

C. Batteries (Inspection only)

- Visual inspection for swelling, leakage, corrosion, and cleanliness.
- Measure and log float/boost voltages per string, ambient temperature.
- Perform IR/terminal torque checks; clean terminals and re-torque as needed.
- Conduct capacity/health assessment (non-disruptive) per OEM recommendations; perform supervised discharge tests only upon NIA approval and aligned with OEM practices.
- Advise NIA on replacement planning when capacity/VAH degradation is detected (target VAH per PO: $48,000 = 12 \text{ V} \times 100 \text{ AH} \times 40 \text{ batteries}$).

D. Firmware & Housekeeping

- Check for available OEM firmware updates (UPS controller). Apply only with NIA approval and OEM compliance.
- Clean air filters, fans, PCBs (as applicable) using ESD-safe methods.
- Tighten all power and control connections to OEM torque specs.
- Verify copper cabling integrity between Mains DB → UPS and UPS → Output DB; recommend corrective actions if anomalies found.

E. Safety Tests

- Verify protective devices (MCCB thermal/magnetic trip; U/V release) per standard test procedures.
- Confirm isolation and bypass interlocks; update single-line diagram if any changes.

❖ Breakdown Maintenance (Comprehensive)

- Diagnose and rectify all UPS faults including control boards, power modules, fans, contactors, relays, sensors, LCD/HMI, SNMP cards, and logic circuits.
- Replace all UPS spares free of cost (CAMC inclusive).
- Conduct post-repair functional tests and restore UPS to normal operation.
- If battery-related issues impact UPS (e.g., DC bus faults due to battery failure), provide report and advisory actions; battery replacement itself is excluded from CAMC.

❖ Spares, Tools & Consumables

- Maintain access to OEM-approved spares and ESD-safe tools.
- Use genuine Vertiv/OEM components for reliability and warranty of workmanship.
- Consumables for UPS service (cleaning agents, lugs, heat-shrink, cable ties) are included.
- Batteries and battery replacements are excluded from CAMC charges.

❖ **Documentation & Reporting**

- For each UPS and each visit (PM or breakdown), submit:
- Service Report: Date/time, complaint details, diagnostics, corrective actions, parts used.
- PM Checklist: Completed and signed, with readings and observations.
- Event/Alarm Logs: Extracts from UPS/SNMP systems where applicable.
- Health Summary: UPS state, risks, recommendations, and improvement actions.
- Asset Register Updates: Firmware versions, part replacements, serial numbers.
- **Compliance Statement**: Confirmation that service followed OEM/tender procedures.
- All reports should be shared with NIA within 48 hours of visit completion.

❖ **Training & Handover (Post-Warranty CAMC)**

- Provide refresher training to NIA maintenance staff on UPS operations, routine checks, alarm handling, and escalation.
- Share updated SOPs for routine care, battery inspection, and emergency procedures.

❖ **Exclusions**

- Batteries (supply, replacement, and disposal) and their costs.
- Any civil/room modifications, HVAC/ventilation upgrades, new mains/output cabling beyond corrective terminations and minor repairs unless approved.
- Acts of God, vandalism, rodent damage, flooding, or conditions outside OEM environmental limits.
- Non-OEM modifications or unauthorized third-party interference.

❖ **Deliverables**

- Quarterly PM reports and checklists for each UPS.
- Breakdown service reports with parts replacement records.
- SNMP/RS-232 connectivity validation report per quarter.
- Annual performance summary with uptime %, incident statistics, and recommendations.
- Training completion records and SOPs.

❖ **Compliance & Standards**

- Follow OEM Vertiv ITA maintenance guidelines and Exide SMF battery handling standards.
- Electrical work in compliance with Indian Standards (IS) and good engineering practices.
- ESD and safety protocols for personnel and equipment during all interventions.

❖ **Escalation & Coordination**

- Single point of contact (SPOC) from CAMC provider for coordination with NIA.
- Escalation path for major faults (e.g., inverter module failure, persistent alarms).
- Planned maintenance schedule is to be shared at least 7 days in advance.

Signature and seal of agency/firm/company
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4) Additional Terms and Conditions:

- You will submit to us necessary site preparation plan immediately after the receipt of this order.
- The Technical Specifications of the UPS would be as per Quotation document / specifications and as per make and model of the UPS and batteries offered by you.
- The batteries shall be maintained on shelves of rack for quick replacement and servicing. The bank of batteries of each UPS shall comprise of 40 Exide make, 12 Volts, 100AH SMF batteries connected in series. Suitable size flexible single core copper cables for interconnections between UPS to battery bank and copper links for batteries including MCCB having I thermal, I magnetic and automatic U/V trip mechanics for battery bank as stated in the tender shall be in your scope of work.
- The VAH of Exide batteries for each UPS should be 48000 only. i. e. 12 V x 100 AH x 40 Batteries.
- You will provide OEM's routine test certificates for the UPS and carry out the standard functionality test at site during installation.
- Both UPS will have interface facility with necessary hardware and software with RS 232 Port to work on any Windows OS for remote manageability through SNMP Adaptor.
- Your offer includes entire servicing of 2 - 40 KVA, Vertiv make, Model: ITA, Online UPS systems and 2 sets of 12 Volts - 100 AH, 40 Nos. of Exide make SMF batteries, battery rack, battery cables, inter connectors and inclusive of all taxes, excise duty, octroi, forwarding, transportation or any other taxes, duties which may be leviable.
- During contract period, service support required for UPS systems will be provided by you within 2/3 hours from receipt of complaint from NIA.
- You will provide necessary training for NIA's maintenance staff regarding operation and routine maintenance of the UPS and batteries.

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5) Particulars of the Bidders

INDIVIDUAL / FIRM / COMPANY PROFILE		
Sr. No.	Required Information (QUERY)	ANSWER
1	Name and registered address of the Individual/firm/company.	
2	Name, designation, and telephone nos. of the contact person / persons. Mobile Nos. Fax No. E-mail id	
3	Month and Year of commencement of service business in present name.	
4	(Photocopies of following documents to be Uploaded) <ul style="list-style-type: none"> • Registration number of the firm. (As per Shop and Establishment act.) • PAN No. and TIN No. • Goods and Service Tax No 	
5	Name and complete postal address of bankers. Name of Bank Branch Account No Account Type IFSC Code	
6	Additional Information if any.	

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6. Commercial Details

Format for quotation

To be filled in by agency on their letterhead

S No	Description	Qty	Unit	Rate in Rs	Total Amount in Rs
1	Comprehensive Annual Maintenance Contract Charges after Warranty Period for each set of 40 KVA UPS system including attending break down calls, repairs, replacement of all spares - 2 Nos.				
2	1 st Year CAMC for 2 x 40 KVA UPS	1	Set		
3	2 nd Year CAMC for 2 x 40 KVA UPS	1	Set		
	Total amount				
	GST				
	Final Amount				

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