



Indian Institute of Science (IISc)
Bangalore - 560012

Department of Computational and Data Sciences (CDS)
IISc

Notice Inviting Tender (NIT) under

for

AMC for UPSes and Batteries in SERC, IISc
[Local Tender]

Enquiry or Tender No: [IISc/AMC/SERC/2025/UPSes_Batteries/1](#)

Date: [June 17, 2025](#)

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.

This tender calls for providing AMC services for a period of one year for the following components.

1. 4 x 500 KVA UPS
2. 2 Nos. battery banks for the UPS mentioned in item 1 above.
3. 2 x 120 KVA UPS
4. 2 x 40 KVA UPS
5. 2 Nos. battery banks for the UPS mentioned in item 4 above.

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 similar UPS and battery systems of at least 150 KVA in at least one site during the period January 1, 2022 – December 31, 2024. **Supporting Document Needed:** A copy of the P.O. or payment proof and contact information of the person-in-charge at the sites.

3. Technical Details

AMC for UPSes and Batteries

The details of the components are as under:

- **AMC for 4*500 kVA UPS + 2 BATTERY BANKS (UPS3 & UPS4)**

Items	Description	Qty	Make	Model No/Type
UPS	500 kVA UPS	4	Riello UPS	UPS MHT 500 P
Battery Bank	Each Battery Bank containing 258 cells , 2 V, 600 Ah batteries	2	Exide Powersafe	UPST.12V.600Ah

- **AMC for 2*120 kVA UPS**

Items	Description	Qty	Make	Model No/Type
UPS	120 kVA UPS	2	Riello UPS	UPS MPS 120 HP

- **AMC for 2*40 kVA UPS + 2 BATTERY BANKS**

Items	Description	Qty	Make	Model No/Type
UPS	40 kVA UPS	2	Riello UPS	UPS MPT 40 6P
Battery Bank	Each Battery Bank containing 34 cells, 12 V, 42 Ah batteries	2	Exide Powersafe Plus (12V)	EP 42-12

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 and battery banks reliability during critical times.
2. **Preventive Maintenance:** Regular cleaning, testing, calibration of UPS components, component replacements.
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.
5. **Timely Repairs:** Swift response to repairs and replacements to minimize downtime.
6. **Emergency Support:** Round-the-clock support for unforeseen issues, ensuring your systems are operational again promptly

❖ **Annual Maintenance/ Preventive Maintenance:**

This service should be performed at the start of the maintenance service term.

System inspection

UPS SYSTEMS

- Perform visual checks and operational tests of all UPS equipment in all the operation modes (bypass, battery, normal).
- UPS firmware upgradation activity if required.
- 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.
- Perform system and component functional tests on all UPS equipment to insure proper functioning within specified parameters.

BATTERY BANKS

- 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.

NOTE:

1. Vendors should visit the site before sending the quote.
2. **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.
3. All calls should be attended within 1 hours from the time of call made.
 - a. **No of Breakdown visits:** “N” Number of visits per year.
4. **Written Report:** A report should be provided at the end of each inspection with recommendations of necessary repairs and maintenance procedures.
5. **Emergency Service:** Shall include emergency calls between inspections as required for the purpose of diagnosis of trouble, adjustment, minor repair, or resetting of controls.

TERMS AND CONDITIONS:

1. The contractor agrees to exceed the entire job pertaining to service, maintenance and changing of parts/repairs and changing of parts/repair of ups system.
2. Contractor should provide us with 24x7 support and timely preventive maintenance, ensure the smooth functioning of your UPS system and Battery Banks.
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. The maintenance service would be available during normal working hours from 0. 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.
5. The contractor agrees to execute the entire job pertaining to service, maintenance and changing of parts/repair of ups system
6. The contract agreement is for labour, repair, maintenance, services and changing all the parts of ups, wound components like batteries, isolation transformers.
7. Batteries and battery services are included in this contract

8. The service engineer will be made available by the contractors immediately as 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. Undertaking as in **Annexure A**.
5. Terms and conditions of the offer.
6. 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. Offer must be submitted under ONE-BID system consisting of both Technical and Price (Financial) bids as hard copies in a single sealed envelope superscribed as "Bid Submission for UPS and Batteries in SERC" within the stipulated period to the indicated mailing address. In addition, soft copy of the bid must be sent by email to tender.serc@iisc.ac.in within the stipulated time.
2. Delayed and/or incomplete tenders are liable to be rejected.
3. The Bid should be duly signed by the authorized representative of the bidder.
4. 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.
5. A tender, not complying with any of the above conditions is liable to be rejected.
6. IISc reserves the right to cancel the tender at any time without assigning any reason whatsoever.

6. 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. The technical evaluations will be made only based on the technical bids and the shortfall responses submitted by the bidder.
3. Price bids of only technically qualified vendors will be considered.
4. 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 systems mentioned in Section 3, 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.

5. This is a **local tender**. Quote should come only from Indian organization. Prices should be quoted only in INR (Indian Rupees) and will be with GST only.
6. 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.
7. 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.
8. 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 six months** from the date of opening of the technical bids.
9. 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.

7. Payment Terms

1. Purchase Orders will be raised at the beginning of the AMC period.
2. Payments against the PO 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.

8. Important Dates

1. Release of tender: June 17, 2025.
2. Start date for submission of the bid: June 18, 2024, 10 AM IST.
3. Last date for submission of the bid: July 9, 2025, 5 PM IST.
 - a. Hard copy submission: The bid in the form of an envelope containing the hard copies of the bids, in a sealed envelope, should be submitted and reach the below-mentioned mailing address by the same date, 5 PM IST. Note that the hard copy of the bid should exactly match with the soft copy submitted.
 - b. Soft copy submission: Soft copy of the bid must be sent by email to tender.serc@iisc.ac.in by the above-mentioned time.

Mailing address:

Chair
Supercomputer Education and Research Centre (SERC)
Indian Institute of Science (IISc)
Bangalore – 560012
India

9. 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/2025/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: