POLICE DEPARTMENT

KERALA

No. E1-75637/2025/K
District Police Office,
Kottayam
spktym.pol@kerala.gov.in
04812562204
Dated. 10-11-2026

Sealed Quotations are invited for Comprehensive Annual Maintenance Contract (CAMC) of UPS for One year.

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Sl.No	Specification of UPS (Capacity, Model, Sl. No.)	Specifications	Location
1	5 KVA UPS, HYKON AEB 5000	Battery 10 Nos 12v 42AH	Computer Cell
2	5 KVA UPS, HYKON AEB 5000L, SL. NO.180400146	Battery 10 Nos 12v 40AH	Near server room
3	5 KVA UPS, HYKON, SL. NO.2029	Battery 10 Nos 12v 40AH	Near server room
4	5 KVA UPS, HYKON AE 5000, SL. NO.8033033	Battery 12v 42 AH	DPC visiting area
5	5 KVA UPS, SL. N. NOT VISIBLE	Battery 10 Nos 12v 42AH	Fair Copy
6	5 KVA UPS, SUPRA, MODEL NO.D150, SL. NO.13070282	Battery 8 Nos 12v 80AH	District Police Office
7	2 KVA UPS, HTHI 02L, SL. NO.180901748SA	Battery 4 Nos 12v 100AH	District Special Branch
8	SP 900/12v SINE PLUS HOME UPS, SL. No.507027092	Batttery 12v 120 AH	Cashier DPO
9	Hykon UPS Sl. No.210207455	3 KVA UPS with 12 V 40 Ah Battery (06 Numbers)	Cyber P S
10	Hykon UPS	5 KVA UPS with 12 V 40 Ah Battery (10 Numbers)	Cyber P S

Eligibility criteria :

The service provider shall have minimum 5 year of experience in servicing and maintaining UPS Systems, Work order and project completion/work satisfaction/invoice copy shall be submitted along with the quotation to prove the eligibility.

Scope of Work & Terms and Conditions

CAMC Coverage The CAMC shall include: Replacement of major and minor damaged parts/components of the UPS system. On-site maintenance, repair, and all related servicing activities.

Complaint Response Time

Upon registering a complaint, the service team must respond within 24 hours. The maximum time allowed to resolve any issue is 48 hours from the time of complaint registration.

Backup UPS Requirement

If the problem is not resolved within 24 hours, the CAMC Service Provider must provide a standby/floating UPS of the same specification to ensure uninterrupted office functioning.

Periodical Maintenance

Regular quarterly periodical maintenance of UPS systems is mandatory. The quotation must clearly mention the number of such maintenance visits per year.

Periodical maintenance shall include:

Inspection, testing, calibration, and performance checks of the UPS.

Battery health check, including specific gravity and voltage check.

Cleaning of UPS units, terminals, and battery banks.

The District Police Chief reserves the right to terminate the CAMC at any time if the service provider's performance is found to be unsatisfactory.

In the event of termination, the vendor must return all UPS components and spares taken away for repair, in duly repaired and functional condition.

Price bid shall be submitted in the following format.

Sl no.	Item	Cost per unit	Total Cost in INR(Icl GST)

Interested service providers may visit the address mentioned below to assess the UPS before submitting their quotation.

District Police Chief Kottayam

Phone 0481-2562204

E-mail dpoktm.pol@kerala.gov.in

The envelopes containing the quotation should bear the superscribed “Quotation for Comprehensive Annual Maintenance Contract for UPS ” and should be addressed to District Police Chief, Kottayam. Intending tenders may submit the quotations on their own papers. Last date for receipt of quotations is 18/11/2026 before 05.00 PM . Late quotations wil not be accepted. The quotations wil be opened at 11.00 AM on 19.11.2026 in the presence of such of the tenders or their authorized representatives who may be present at that time. Details of the requirements and the conditions governing their supply can be obtained free on request from the District Police Office, Kottayam (Contact No. 0481 2562204) till 17/11/2026

Sabu Mathew K M IPS
District Police Chief