



**KERALA STATE
HANDICAPPED PERSONS
WELFARE CORPORATION**

LTD

**A Government of Kerala
Undertaking**

0471-2347768, 0471-2322065, 9497281896

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www.hpwc.kerala.gov.in

NOTICE INVITING RE- QUOTATION

For Annual Maintenance Contract (AMC) of KONE Passenger Lift (8 Persons Capacity)

KSHPPWC/399/2026-PA

10-07-2026

Sealed quotations are hereby invited from reputed, experienced, and authorized firms/agencies for undertaking the Annual Maintenance Contract (AMC) for comprehensive maintenance and repair of KONEKONE Passenger Lift having capacity of 8 Persons installed at Kerala State Handicapped Persons Welfare Corporation Ltd, Poojappura 695012.

The interested agencies/firms meeting the eligibility criteria may submit their quotations in the prescribed format along with all required documents within the stipulated time.

01	Name of Work	:	Annual Maintenance Contract (AMC) for Maintenance & Repair of KONE Passenger Lift
02	Make of Lift	:	KONE
03	Type of Lift	:	Passenger Lift
04	Capacity	:	8 Persons (544 kg)
05	Number of Lift(s)	:	01
06	Location of Installation	:	Kerala State Handicapped Persons Welfare Corporation Ltd, Poojappura
07	Contract	:	Period One Year
08	Type of AMC	:	Comprehensive

2. SCOPE OF WORK

The AMC shall include complete routine maintenance, servicing, inspection, troubleshooting, and repair works necessary for smooth, safe, and uninterrupted functioning of the lift system.

The scope of work shall include but not be limited to the following:

Main Maintenance Works in AMC for KONE Passenger Lift

1. Preventive Maintenance

- Periodic inspection of lift components
- Routine servicing and operational checks
- Cleaning of machine room, controller panels, and lift components
- Adjustment and calibration of lift systems
- Lubrication of moving parts using approved lubricants

The contract states that KONE technicians will “inspect, adjust and lubricate the parts of the elevator” periodically.

2. Breakdown Maintenance

- Attending emergency breakdown calls
- Rectification of operational faults
- Restoration of lift service during normal working hours
- Emergency support for trapped passengers

The AMC includes breakdown service during KONE working hours.

3. Safety Inspection & Testing

- Annual safety testing of all safety devices
- Inspection of brake system
- Door safety checks
- Inspection of limit switches and interlocks
- Emergency alarm and rescue operation checks

KONE specifies annual safety testing under the maintenance contract.

4. Mechanical Maintenance

Include maintenance of:

- Traction machine
- Guide rails
- Brake assembly
- Door operator mechanism
- Door locks and interlocks
- Suspension ropes
- Bearings and pulleys
- Car top components

5. Electrical & Electronic Maintenance

Include servicing/checking of:

- Control panel
- KSHPMC/399/2026-PA I/316858/2026
- Drive system
- Wiring and terminals
- Call buttons and indicators
- Landing panels
- Automatic rescue device (if installed)
- Sensors and safety circuits

6. Replacement of Wear-and-Tear Parts

AMC generally includes replacement/repair of parts damaged due to normal wear and tear.

Mention:

- Minor spare parts
- Fuses
- Contactors
- Relays
- Rollers

- Door shoes
- Lubricants

7. Safety Compliance

- Ensure compliance with all applicable lift safety standards and statutory requirements.
- Ensure proper functioning of all safety mechanisms.
- Maintain logbooks and service records.

8. ELIGIBILITY CRITERIA

The bidder must fulfill the following conditions

- 01 The firm/company should have experience in maintenance of KONE lifts or similar passenger lifts.
The bidder should possess valid:
 - 02
 - GST Registration Certificate
 - PAN Card
 - Shop & Establishment Registration
 - 03 The bidder should have minimum 10 years of experience in lift maintenance services.
 - 04 The bidder should have trained technical staff and service support facilities.
 - 05 The bidder should not have been blacklisted/debarred by any Government Department/PSU/Autonomous Body.
 - 06 If the bidder is the authorized by KONE, shall submit an authorization certificate from OEM

9. DOCUMENTS REQUIRED

The following self-attested documents shall be submitted along with the quotation:

- 01 GST Registration Certificate
- 02 PAN Card
- 03 Experience Certificates/Work Orders
- 04 KSHPPWC/399/2026-PA I/316858/2026
- 05 Company/Firm Registration Certificate
- 06 Authorization Certificate from OEM (KONE)
- 07 Contact details of service office and technical personnel
- 08 Signed copy of NIQ terms and conditions as acceptance

10. PERIOD OF CONTRACT

The AMC shall initially be valid for a period of One (01) YearOne from the date of commencement and may be extended further on satisfactory performance and mutual consent on the same terms and conditions.

11. TERMS OF PAYMENT

- 01 Payment shall be made on quarterly/half-yearly basis after satisfactory completion of services.
- 02 No advance payment shall be made.

- 03 Applicable taxes shall be deducted as per Government rules.
- 04 Bills shall be submitted along with service reports duly verified by the authorized representative of the department.

12. SERVICE REQUIREMENTS

The contractor shall ensure:

- Minimum preventive maintenance visits: Twice in a month.
- Breakdown attendance within 6 hours.If any exigency arises,situation shall be managed as soon as possible
- Availability of service engineer/technician during working hours.
- Maintenance of complaint register/service logbook.
- Proper housekeeping during maintenance activities.

13. PENALTY CLAUSE

1. Delay in attending breakdown complaints beyond stipulated response time may attract penalty as decided by the competent authority.
2. Repeated failure in service may lead to termination of AMC.
3. The department reserves the right to engage alternate agency at the risk and cost of the contractor in case of unsatisfactory service.

14. GENERAL TERMS & CONDITIONS

1. The contractor shall comply with all labour laws, safety regulations, and statutory provisions.
2. The contractor shall be responsible for safety of manpower deployed.
3. Any damage caused due to negligence shall be rectified by the contractor at their own cost.
4. The contractor shall not assign or sublet the contract without prior approval.
5. The competent authority reserves the right to accept or reject any or all quotations without assigning any reason.
6. Conditional quotations shall be liable for rejection.
7. The rates quoted shall remain valid for at least 90 days from the date of opening of quotations.

15. SUBMISSION OF QUOTATION

The quotation shall be submitted in a sealed envelope superscribed:

“Quotation for AMC of KONE Passenger Lift (8 Persons Capacity)

The quotation should reach the following address on or before the due date:

Managing Director

Kerala State Handicapped Persons Welfare Corporation Ltd

Poojappura PO, Trivandrum 695012

16. IMPORTANT DATES

- Date of Issue of NIQ : 10 /07/ 2026
- Last Date and time of Submission : 28 /07/ 2026, 3.30 P.M

- Date of Opening of Quotations : .28 /07/ 2026 @ 4. pm
- Place of Opening : KSHPMC HO, Poojappura

MANAGING DIRECTOR

Head Office

Poojappura, Thiruvananthapuram
Kerala, India 695012
CIN No : U91990KL 1979SGC003097

GSTIN 32AACCT1946RIZ

District Office

1. District Panchayat Building
Near Social Justice Office
Civil Station Compound, Kasaragod -671123
Phone- 04994291086
2. Ground Floor, District Panchayath Office,
Painav PO, Idukki 685603
email id : hpwcidukki@gmail.com
3. 3rd Floor, Revenue Tower,
Mattannur PO, Kannur 670702
phone : 9497281896
email id : kshpwcknr@gmail.com

Regional Offices

1. Opp. Coast Guard, Fort Kochi, Ernakulam-
682001
Phone 9400141669
2. Civil Station Compound, Kozhikode 673020
Phone:- 04952370463