
 <p>MAHATRANSCO Maharashtra State Electricity Transmission Co. Ltd.</p>	<p>MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD. (Government of Maharashtra U/T) CIN No. U40109MH2005SGC153646 From: Name of Office: EXECUTIVE ENGINEER, EHV PROJECT DIVISION-II, PUNE Office Address: Administrative Building, 1st Floor, 925, Kasba Peth, Pune – 411 011 Contact No.: FAX NO. (020) 245 70 525 & \ PHONE NO. (020) 245 70 676 E-Mail Id : ee6620@mahatransco.in</p>	
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Ref.No.EE/EHV/PROJ/DN-II/PN/1284

Date: 26.10.2023

TO WHOM SO EVER IT MAY CONCERN

This office intends to carry out the work of Annual Maintenance Contract (AMC) for one year for Computers (Desktops, Laptops and such a devices), Local area network (LAN), Hardware/software Firewall and allied devices of Printers, general purpose and system software including supply, installation & maintenance at MSETCL Offices in Administrative Building, Kasbapeth, Pune-411011 and online assistance to Project Div II Pune Subdivision offices at Ganeshkhind and to float Tender/E-Enquiry as per details enclosed in Scope of work Annexure A, and in Schedule B & C.

All interested are requested to submit their best offer for above said work on Email ID-ee6620@mahatransco.in along with SAC codes and applicable rate of GST & LC if applicable for above work on or before **dt. 02.11.2023 upto 17:00hrs** positively.

This budgetary offer is invited only for estimation purpose and same will not be considered for any bidding OR other activity.

**Sd/-
(Vitthal Bhujbal)
Executive Engineer
EHV Project Div-II, Pune**

Scope of Work (Annexure-A)

Subject: Annual Maintenance Contract (AMC) for one year for Computers (Desktops, Laptops and such a devices), Local area network (LAN), Hardware/software Firewall and allied devices of, Printers, general purpose and system software including supply, installation & maintenance at MSETCL Offices in Administrative Building, Kasba Peth, Pune- 411011 and online assistance to Project Div II Pune Subdivision offices at Ganeshkhind with online support services to MSETCL and to float Tender and work order for same work.

- 1) Period of AMC contract shall be one year from the date of commencement of the contract. However, in case of unsatisfactory 'services or spares', MSETCL reserves right to terminate contract at any time during period of contract by giving notice of seven (7) days. Bidder shall provide his official email Id for this contract. MSETCL shall consider this Email Id 'official' for any communication with bidder.
- 2) Bidder shall do troubleshooting, breakdown, preventive, regular maintenance and support of all IT Systems like but not limited to Computers, Laptops, Printers, WIFI, LAN, Projector, CCTV, Power Supply of IT Systems. Bidder may visit the site to have profound knowledge of existing MSETCL IT Systems. Approximately 67 Computers-Laptops, 50 printers, 4 LAN, Firewall and allied devices of different but not limited to Lenovo, Dell, HP, Epson, Cisco, D-link, TP-Link, assembled etc. various brands. Count may vary time to time.
- 3) Bidder shall do printer & toner refilling, and troubleshooting as per requirement raised by MSETCL.
- 4) Bidder will do cleaning of all IT Systems (with blower &/or cotton) like but not limited to computers, printers, LAN devices, Video conference device, UPS, Projectors. Frequency of the same will be 'once a week' and as per need of MSETCL, to remove dust, dirt, & lubrication of working assembly and cleaning of any drive like C.D./D.V.D. Drive head , Printer with Head etc. with bidder's tools. Bidder will provide any lubrication for Computers, Printers, Projector, CCTV etc.
- 5) **Local Area Network (LAN):**
Bidder shall do:
 - a) Network management, traffic monitoring, updating of software on the network hardware.
 - b) Running latest diagnostic software to LAN. Speed checking and resolution of LAN related issues.
 - c) Firewall policies will be designed & applied by bidder whenever required by MSETCL.
 - d) Any configuration related to Firewall, Switches, Modems, and Routers and allied all LAN equipment.
 - e) IP Schema Management.
- 6) **MSETCL Helpdesk Management system & ITMS: -**
Bidder shall do:
 - a) Preparing Daily Call Report & Pending Call Report & Daily Call Logging Sheet.
 - b) Maintain inventory of issued, replaced, faulty, standby spares.
 - c) Inventory Management of hardware and software installed in all locations under EHV PC O&M Zone, Pune.
 - d) Online support services to MSETCL jurisdiction over phone by using tools like anydesk etc.

- e) Help & presence at other MSETCL locations for Meetings or any issues.
 - f) Maintenance, update, Track of MSETCL - IT Asset Management System.
 - g) Data backup of IT systems as per guidelines.
- 7) **Tools:** Bidder shall make available all tools like but not limited to fibre optic splicing machine, crimping tool, testers, pen drive, USB back up hard disk, SATA Hard disk, printer diagnostic spares, drilling machine, big & small size blower, computer & printer & CCTV repair toolkit and any troubleshooting and diagnostic tools on the site.
- 8) **Software:** Bidder shall provide & install full working any setup of software required to MSETCL like but not limited to MS Windows OS Pro 10/11, MS Office Pro 2021 or latest, Adobe reader, Printer drivers, Computer drivers, DVD burning tools, IP messenger etc. Also, MSETCL will intimate to bidder other software set up required on 'time to time' and bidder shall provide setup within one day. Bidder shall also install MSETCL's Antivirus software, SAP GUI, VPN, IP Messenger etc. Software Installation timeline shall be two (2) hours after reporting. Bidder will install all MSETCL required softwares.
- 9) **Internet monitoring:** Bidder shall check Internet connectivity on daily basis compulsory by morning and evening closing time, call log to ISP, track and get resolved the complaint. Check and troubleshoot related issues of End users and ISP.
- 10) Works assigned by IT related to all IT Systems existing and upcoming (e.g. Computer Hardware, Software, LAN, MSETCL systems etc. Work will be extended as per new additions of IT systems as per requirement of MSETCL on time to time.
- 11) Standard operating procedure (SOP) will be given by Office regarding all work.
- 12) **Support staff:**
- a) Bidder shall provide one (1) support staff at the site. Commencement of contract will be considered after providing email Id & mobile number with support staff to MSETCL.
 - b) Bidder shall provide one Email Id & Mobile number having messaging account to support staff to communicate to MSETCL. MSETCL officials will call on these numbers or email for services. Email Id and Mobile numbers should NOT be changed during contract period. Also, Bidder shall provide internet to the support staff.
 - c) Support staff should be well experienced and skilled Certified in computer Hardware, Software, Printer and Network and overall IT devices and systems & needs to have ability to execute full work as per this contract.
 - d) Support staff should be able to troubleshoot, diagnose, resolve and should be competent to repair all types of Computers, Laptops, Printers, Scanners, Servers, UPS and LAN with all LAN equipment, CCTV, Projectors and overall IT devices and systems, and should be able to handle networking protocols including but not limited to Internet Protocol, Microsoft protocol etc., firewall, switch configuration, PC format with reinstallation of system software with back up at MSETCL. Support staff should have profound knowledge of all IT infrastructure.
 - e) Support staff should have minimum One (1) year of relevant experience. MSETCL may will at any time test the knowledge of Support staff by self or third party. Any fault or issue or problems or loss occurred to MSETCL due to lack of knowledge of support staff, in this case, concern bidder shall be responsible for the same and MSETCL will get this work by third party agency

& losses(bills by third party full / partially) with penalty will be recovered from the concern bidder.

- f) Support staff should have profound knowledge of computer networking like but not limited to LAN, IP management, Managed switches management, firewall management, ISP management, creating any type of rule or configuration in firewall or switch as per MSETCL requirement. Support staff should take care that no existing setup should be hampered.
- g) Support staff should be on the payroll of the bidder. No subcontract of the job to the third party agency will be allowed.
- h) Working hour of the support staff shall be 09:30 Hrs to 19:00 Hrs on working days including break and in case of emergencies, support staff will have to attend on weekends and holidays and beyond working specified hours without any extra charges. Support staff should have his own latest Laptop with latest OS, if required for outside support, they should also have internet. Support staff service is a full month i.e. 30/31 days as the case may be.
- i) Support staff will report on every day morning to the Office. Bidder has to provide replacement for Support staff in case of absence of any Support staff of same capacity.
- j) Support staff shall do basic works like but not limited to drilling/electric/screw fitment etc. Support staff shall handle logistics related to AMC without any extra charges.
- k) MSETCL shall not provide any accommodation or travelling allowance to bidder or support staff.
- l) Support Staff shall attend call within 30 minutes after reporting.
- m) All 'Annual Service charges' with respect to complete 'scope of work' are mentioned in 'Schedule-B'.

13) Temporary Standby Spares:

- a) In case of troubleshooting/failure, bidder will provide standby spares of same quality & capacity to the end user. For example, in case of Hard disk format or failure, bidder shall temporarily install his standby hard disk with all softwares till new spare i.e. hard disk is installed. Example is just illustrative purpose & applicable to all spares & services. This standby spare will not be permanent.

14) General Terms & Conditions:

- a) Bidder has to provide substitute Support staff in case of absence of any Support staff of same capacity.
- b) Any complaint received to support staff directly or through this office shall be attended promptly. After attending the complaint, duly signed certificate of the end user with his reporting officer sign shall be obtained for which spares are consumed. Log of calls attended should be maintained in a register in a format given by MSETCL and in E-ticketing system (if becomes operational). Bidder will provide register to MSETCL. Any such a registers during contract period will be kept safe by bidder & Bidder will hand over these registers to MSETCL at the end of contract. Any sort of ignorance towards complaints will be viewed seriously.
- c) Bidder shall provide & install new spare/s configuration, installation as per Email from concern employee only.
- d) Work completion date will be considered via bidder email reply date only as per scope of work.

15) Penalty Clauses: As per Schedule-'C'. In case of delay due to all subjects mentioned in 'Scope of Work', MSETCL will get completed same work from any third party

agency & bills from third party agency along with 'penalty' as per 'Penalty Clauses' will be deducted from bills or S.D. of the bidder.

- 16) Bill Payment:** Billing cycle will be per month (after completion of the month) from date of commencement of the contract and shall be as per Schedules and with respect to Scope of Work.

**Sd/-
(Vitthal Bhujbal)
Executive Engineer
EHV Project Div-II, Pune**



Service Charges (Please refer 'Scope of Work')

Schedule-'B'

Sr.No.	Description	Unit	Qty	Unit Rate/Month in Rs per Unit Excluding taxes	GST @ 18%	Total Amount per Month including GST
A	B	C	D	E	F=E*18%	G=E+F
1	Annual Service charges for support and maintenance of IT infrastructure at Offices under Administrative Building, Kasba Peth,MSETCL,Pune with online support as per Scope of Work.	Per Month	12			

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Schedule-'C' - Penalty Clauses				
Sr.No.	Description	Unit	Penalty Calculation	Remarks
A	B	C	D	E
1	Absence of 1(One) Support Staff	Per Day	Monthly Service charges for 1(One) Support Staff / 30	Charges will be deducted from monthly bills of bidder or from SD whichever is applicable.
2	Delay in Spares Installation	Per day	Flat Rs.500/- (Rs. Five Hundred Only/-) OR 20% on 'Spares Exclusive cost' whichever is higher	Bidder will install Spare/s within one day after reporting. If he fails to install Spares within one day then MSETCL will install same spare/s by any third party agency & same full cost of that work including penalty will be deducted from monthly bills of bidder or from SD whichever is applicable. Bidder is expected to keep sufficient inventory at location.
3	Delay of Support Staff	30 Minutes	Flat Rs.500/- (Rs. Five Hundred Only/-)	Not present for Support In-Time Or delay in Service in mentioned time. MSETCL will avail service from any third party agency & any bills including penalty will be deducted from monthly bills of bidder or from SD whichever is applicable.
4	Negligence of Support Staff	Per Case	Flat Rs.500/- (Rs. Five Hundred Only/-)	MSETCL will carry same work through any third party and any bills including penalty will be deducted from monthly bills of bidder or from SD whichever is applicable.
5	Unavailability of Tools on site	Per day	Flat Rs.500/- (Rs. Five Hundred Only/-)	MSETCL will carry same work through any third party and any bills including penalty will be deducted from monthly bills of bidder or from SD whichever is applicable.
6	Non availability of Software Set up or Standby tools	Per Case	Flat Rs.500/- (Rs. Five Hundred Only/-)	MSETCL will carry same work through any third party and any bills including penalty will be deducted from monthly bills of bidder or from SD whichever is applicable.

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