Maharashtra State Electricity Transmission Co. Ltd.
EHV(O&M) Division, Baramati

Ph: 02112 - 244776	Urja Bhavan,
Fax: 02112 - 244775	Admin Bldg,
Email: ee6230@mahatransco.in	Bhigwan Road,
Web: http:// www.mahatransco.in	Baramati Pin- 413 102.

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Ref No: EE/EHV/O&M/DN/BMT/T/43   **Date:11.01.2024**

E-Enquiry

Sub: Annual Maintenance Contract (AMC) for IT Asset hardware and system software
Including supply, installation & maintenance at various administrative & field offices of
MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati.

Date of publication Enquiry: - From Dtd. 11.01.2024 at 18:00 Hrs to Dtd. 22.01.2024 up to 12:00 Hrs.

Due date for submission of Offer: - Dtd. 22.01.2024 up to 12:00 Hrs only.

Technical Opening Date: - E-Enquiry will be opened on same day or as per convenience of the office.

Dear Sir,

Sealed & superscripted quotations are invited for Work of Annual Maintenance Contract (AMC) for IT Asset hardware and system software including supply, installation & maintenance at various administrative & field offices of MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati as per enclosed Schedule "A+B". You are requested to quote your reasonable rate for the above supply & services. The terms & conditions are as follows:-

TERMS & CONDITIONS

1. Offer should be submitted to this office on or before **Dtd. 22.01.2024 up to 12:00 Hrs** only.

2. The rate quoted should be valid at least three month from the date of opening of E-Enquiry.

3. The quotation not confirming to specifications as desired are likely to be rejected.

4. Right to accept/ reject any or all Quotations or part there of it reserved by the undersigned.

5. The agency should be registered under the Bombay Shops & Establishment Act, 1948.

6. The interpretation of undersigned on any matter of decision given by him on any disputed point will be final and binding on Contractor.

7. The documents of an offer shall be written legible and free from erasures, over writing or conversion of figures, corrections where unavoidable shall be made by crossing out, rewriting, initialling and dating.

8. If the bidder has any doubt the meaning of any portion of the enquiry conditions / specifications, he should get it clarified from the office of the undersigned before submission of the offer.

9. Along with quotations following documents should be attached,
   A. Valid Qualification in Diploma in Hardware & Software Networking / Degree in B.E. Computer / IT / Similar.
   B. Valid Shop Act Licence or NOC from Local Govt. Body.
   C. Valid registration under GST.
   D. Valid Pan Card

10. The Bidder must have experience for carrying out similar work i.e. Work of maintenance IT Asset hardware and system software including supply, installation work.

11. Rates: Rates considered in schedule 'A+B' inclusive of all taxes.

12. All general /technical /commercial terms & conditions of the contract of MSETCL are applicable to this contract.

13. Enclose: - Schedule 'A+B'.

Yours faithfully,

SD/-
(P.P. Kulkarni)
Executive Engineer
EHV O&M Division, Baramati

Copy to:-1) Web Master MSETCL
2) Notice Board
MF

MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LTD.,
EHV O&M Division, Baramati

<u>Schedule "A"</u>

Name of work: Annual Maintenance Contract (AMC) for IT Asset hardware and system software Including supply, installation & maintenance at various administrative & field Offices of MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati.				
Supply				
Spare List of Desktops, Laptops, Printers, Network devices etc. **(All Items should be 'brand new' with Providing , Fixing, Installation, Configuration, Erection, Commissioning, Maintenance)**				
Sr. No.	**Description**	**Item Specification**	**Unit**	**Rate incl of GST**
A	**B**	**C**	**D**	**E**
A	**Spare list for Desktop PC**		**-**	**-**
1	**SMPS:** 400 Watts SMPS (Artis/Circle)	1 year warranty	Each	741.81
2	**SMPS:** 500 Watts SMPS (Artis/Circle)	Over Voltage,Under Voltage,Over Load Protection,Burnout Protection,Cooling Fan	Each	
3	**2GB DDR2 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	626.16
4	**2GB DDR3 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	852.79
5	**4GB DDR3 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	1536.18
6	**8GB DDR3 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	2845.74
7	**4GB DDR4 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	2049.02
8	**8GB DDR4 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	4098.05
22	**1TB Internal SATA Hard Drive** (Seagate/Toshiba/Samsung)	Minimum 7200 RPM	Each	3580.53
23	**External USB DVD minimum 8X Rewriter** (HP/Dell/Lenovo)	1 Year Warranty or as actual if greater that 1 Year.	Each	2213.74
24	Mouse Pad	Minimum 20cm * 25cm & 2mm thick, Anti-Slip Rubber Base & Smooth Mouse Control with Spill-Resistant Surface, Good quality smooth fabric	Each	87.62
26	CMOS Cell	1 Year Warranty or as actual if greater that 1 Year.	Each	54.91
27	Gigabit ethernet Network Cards/Adapters (D-link/Tp-Link)	1 Year Warranty or as actual if greater that 1 Year.	Each	508.17

28	Sound Cards/Adapters	1 Year Warranty or as actual if greater that 1 Year.	Each	739.47
29	**Wired USB Multimedia KeyBoard Mouse Combo :** HP/Dell	Standard Size , not compact ,USB , Plug & Play	Each	876.15
30	**Wireless Multimedia KeyBoard Mouse Combo with USB adapter:** HP/Dell	Standard Size , not compact ,USB , Plug & Play , Mouse Scroll,Led Tracking	Each	1763.98
31	**Wired USB Multimedia KeyBoard :** HP/Dell	Standard Size , not compact, USB,Plug & Play	Each	613.31
32	**Wireless Multimedia KeyBoard with USB adapter:** HP/Dell	Standard Size , not compact, Plug & Play ,USB	Each	1650.67
33	**Wired USB Mouse:** HP/Dell	Standard Size , not compact ,USB , Plug & Play , Mouse Scroll,Led Tracking	Each	283.87
34	**Wireless Mouse with USB adapter** : HP/Dell	Standard Size , not compact ,USB , Plug & Play , Mouse Scroll,Led Tracking	Each	716.11
35	**600VA UPS :** 7V 12A BATTERY (Artis/Luminous)	Compatible to MSETCL Systems	Each	850.45
B	**Software's**			
1	Windows 10 Professional Operating System 32/64 Bit Lifetime License with OEM License Key	Lifetime License registered to MSETCL with Key	Each	13092.02
C	**Spare list for Laptop**			
1	**2GB DDR2 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	739.47
2	**2GB DDR3 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	967.27
3	**4GB DDR3 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	2102.76
4	**8GB DDR3 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	4380.75
5	**4GB DDR4 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	2844.57
6	**8GB DDR4 RAM** (Kingston/ Hynix/Simmtronics/Samsung/Crucial)	Compatible to MSETCL Systems	Each	4374.91
20	**1TB Internal SATA Hard Drive :** Seagate/Samsung	7200RPM , Minimum 64MB Cache	Each	4155.29
21	**6 Cell Battery** (HP/DELL/Lenovo)	Compatible to MSETCL Systems	Each	2622.61
22	**Laptop Battery Charger/Adapter :** HP/DELL/Lenovo	Protection against Over Load, Short Circuit, Over Voltage & Over Temperature, should meet all the EMI/EMC and safety requirements with all the Energy Star requirements and Compatible to MSETCL Systems.	Each	2038.51
23	Network Cards/Adapters	1 Year Warranty or as actual if greater that 1 Year.	Each	967.27

24	Sound Cards/Adapters	1 Year Warranty or as actual if greater that 1 Year.	Each	1080.59

D	**Printer**			
1	**Black LaserJet Toner Cartridges:** HP 12A	Compatible to MSETCL Systems	Each	6261.55
2	**Black LaserJet Toner Cartridges:** HP 18A	Compatible to MSETCL Systems	Each	4894.76
4	**Black LaserJet Toner Cartridges :** HP 88A	Compatible to MSETCL Systems	Each	5065.32
6	**Black LaserJet Toner Cartridges :** AC 303 Cartridge for Canon L11121E Printer	Compatible to MSETCL Systems	Each	4837.52
7	**Black LaserJet Toner Cartridges :** Canon All in one MF3010	Compatible to MSETCL Systems	Each	5407.6
8	**Color LaserJet Toner Cartridge :** HP CP1025 with all colours	Compatible to MSETCL Systems	Each	22246.03
9	**Toner Refill :** HP CP1025 Color printer Original LaserJet Toner Cartridge with all colours	Compatible to MSETCL Systems	Each	5899.41
11	**Power Supply Board :** HP Laserjet - M202n, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	3984.73
13	**Logic Board :** HP Laserjet - M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	5116.72
14	**Toner Drum :** HP Laserjet - P1006,P1007, P1008, P1106, P1108, 1022, 1020+, 1005, P1505, M202, M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	172.89
15	**PCR Rod :** HP Laserjet - P1006,P1007, P1008, P1106, P1108, 1022, 1020+, 1005, P1505, M202, M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	85.28
16	**Magnetic Rod :** HP Laserjet - P1006,P1007, P1008, P1106, P1108, 1022, 1020+, 1005, P1505, M202, M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	91.12

17	**Doctor blade :** HP Laserjet - P1006,P1007, P1008, P1106, P1108, 1022, 1020+, 1005, P1505, M202, M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	57.24
19	**Teflon :** HP Laserjet - P1006,P1007, P1008, P1106, P1108, 1022, 1020+, 1005, P1505, M202, M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	739.47
20	**Paper Feed roller :** HP Laserjet - P1006,P1007, P1008, P1106, P1108, 1022, 1020+, 1005, M202, M202n, M202dw, M126nw, M128fn, M128fw, M226dw, M226dn, M1136mfp, M1213nf, M1216nfh, M1218nfs and similar HP Printers.	Compatible to MSETCL Systems	Each	170.56

E	**Cables**			
1	**3 Pin Desktop Power Cord** : 2 Meter	Standard Nominated brand with 1 Year Warranty or as actual if greater that 1 Year and compatible to HP/Dell/Lenovo machines.	Each	204.44
2	**HP/Canon Printer Power Cable 2 Meter**	Standard Nominated brand with 1 Year Warranty or as actual if greater that 1 Year and compatible to HP/Canon	Each	170.56
3	**CPU to Monitor VGA Cable :** 3 Meter	1 Year Warranty or as actual if greater that 1 Year.	Each	204.44
4	**Printer USB Data Cable :** 2 Meter	1 Year Warranty or as actual if greater that 1 Year and compatible to HP/Canon and similar printers.	Each	169.39
5	**HDMI Cable :** 2 Meter	1 Year Warranty or as actual if greater that 1 Year.	Each	169.39
6	**HDMI Cable :** 5 Meter	Standard Nominated brand with 1 Year Warranty or as actual if greater that 1 Year	Each	739.47
7	**HDMI Cable :** 10 Meter	Standard Nominated brand with 1 Year Warranty or as actual if greater that 1 Year	Each	1991.78
8	Multiple USB Connector/Hub 4 Port 3.0 (Transcend/Circle)	1 Year Warranty or as actual if greater that 1 Year.	Each	841.1
9	6A Spike Guard with 5 Socket & 5 Meter Cable (Anchor/GM)	1 Year Warranty or as actual if greater that 1 Year.	Each	1080.59

G	Storage Devices			
1	**16GB Pen Drive 3.0 Steel Body :** HP/Kingston	Standard Size , Not too compact or of made from memory card. Standard Nominated brand with 1 Year Warranty or as actual if greater that 1 Year.	Each	403.03
2	**32GB Pen Drive 3.0 Steel Body :** HP/Kingston	Standard Size , Not too compact or of made from memory card. Standard Nominated brand with 1 Year Warranty or as actual if greater that 1 Year.	Each	519.85

H	Networking & Devices			
1	**Cat-6e UTP Cable with laying :** D-Link	1 Year Warranty or as actual if greater that 1 Year.	Meter	51.40
2	**Cat-6e UTP Cable with laying & PVC Casing & capping, PVC Pipe, Screws, drilling :** D-Link	1 Year Warranty or as actual if greater that 1 Year.	Meter	77.10
3	**2 Core armoured Industrial Grade Fibre optic cable with laying :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Meter	47.90
4	**4 Core armoured Industrial Grade Fibre optic cable with laying :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Meter	60.75
5	**6 Core armoured Industrial Grade Fibre optic cable with laying :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Meter	70.09
6	**2 Core armoured Industrial Grade Fibre optic cable (D-Link) with laying with PVC Casing & capping, PVC Pipe, Screws, drilling :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Meter	78.27
7	**4 Core armoured Industrial Grade Fibre optic cable (D-Link) with laying with PVC Casing & capping, PVC Pipe, Screws, drilling :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Meter	91.12
8	**6 Core armoured Industrial Grade Fibre optic cable (D-Link) with laying with PVC Casing & capping, PVC Pipe, Screws, drilling :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Meter	91.12
9	Press Fit Royal PVC Casing & capping	1 Year Warranty or as actual if greater that 1 Year.	Meter	16.35
10	PVC Pipe	1 Year Warranty or as actual if greater that 1 Year.	Meter	23.36
11	**Single Information Outlet (Ethernet) with faceplate and box :** D-Link	Standard nominated. Providing & Fixing of tool less information outlet (ethernet) flush/surface type in position as per specification no WGNAS/IO.	Each	519.85

12	**Double Information Outlet (Ethernet) with faceplate and box:** D-Link	Standard nominated. Providing & Fixing of tool less information outlet (ethernet) flush/surface type in position as per specification no WGNAS/IO.	Each	671.72
13	**RJ45 Cat6 1 Meter Patch Cord Ethernet LAN Cable :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	154.20
14	**RJ45 Cat6 2 Meter Patch Cord Ethernet LAN Cable :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	192.75
15	**RJ45 Cat6 3 Meter Patch Cord Ethernet LAN Cable :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	251.16
16	**RJ45 Cat6 5 Meter Patch Cord Ethernet LAN Cable :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	356.30
17	LC Type SC-LC Fiber Patch Cord 3 Mtr	As per MSETCL Existing Network ,Providing & Installation of 3 Mtr fiber patch cord with 1 GBPS support. Multimode, Lucent Connector Type.	Each	741.81
18	**RJ45 LAN Cable connector :** D-Link	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	57.24
19	Cable Marker (Coated)	Numbers and Letters	Each	51.40
20	D-Link DGS-1008A 10/100/1000 Mbps Gigabit 8 ports Network Unmanaged Switch	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	1530.34
21	D-Link DGS-1024C 24-Port Gigabit Network Unmanaged Switch	1 Year Warranty or as actual if greater that 1 Year and Splicing is considered in services.	Each	5920.44
22	**SFP Module 1.2GBPS(Media Converter) / GBIC Pair :** Syrotech /D-Link	1.2GBPS transrerivers, Standards and Protocols IEEE 802.3z, CSMA/CD, TCP/IP, Fiber Type 9/125 Lm Single-mode, Port Type LC/UPC.	Each	3983.56
23	Cisco SG-350 24 Ports Managed Ethernet Switch	Ethernet Managed Ethernet Switch of 24 ports with 2SFP+2Combo port & webview/CLI on provided rack or as directed as per specification no WG-NWC/GBS	Each	29030.94

SCHEDULE "B"
Name of work: Annual Maintenance Contract (AMC) for IT Asset hardware and system software Including supply, installation & maintenance at various administrative & field offices of MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati.
Service Charges

Sr. No.	Description	Unit	Qty	Total Amount per Month including 18% GST	Annual Amount including GST
1	**Annual Service charges for support and maintenance of IT infrastructure at various administrative & field offices of MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati with online support as per scope of the work. (Annexure I+II)**	**Per Month**	**12**	**21027.60**	**2,52,331.20**

Estimate Amount (Schedule 'A'+'B') Limited up to Rs. 05,00,000.00/- only. (Inclusive of all taxes)

Subject:- Annual Maintenance Contract (AMC) for IT Asset hardware and system software
Including supply, installation & maintenance at various administrative & field offices of
MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati..

Annexure - I

Scope of work

1) The AMC should cover troubleshooting, preventive, breakdown and regular maintenance and support of different makes of PC's Laptops, Printers, WI-FI, VLAN, LAN, Network Equipment (e.g. Network Routers Switches, Modem, Firewalls, Patch Panels, connectors etc.). Cables & Connectors Projectors, Network Printers and Associate Equipment and their power supply, all software, manufactured and supplied by different Bidders for approximately 40 to 50 Computers, 20 to 30 Laptops, 20 to 30 printers, 30 to 40 LAN devices and allied devices of different but not limited to Lenovo, Dell, HP, Epson, Cisco, D-link, assembled etc. various brands. Faulty material to be replaced with new one and any service to be given should be completed within the time limit of 15 Minutes from call raised through telephone or MSETCL E-ticketing or any other mode like email etc., as per Schedule 'A'. Sufficient inventory as per the list of items to be maintained by bidder on site. All Items are listed in Schedule 'A'. Material should be compatible with existing hardware, LAN setup. Replaced new material should have minimum one year (or as actual if more than one year by manufacturer company) warranty. If material fails within warranty period same has to be replaced by bidder at his own cost. Online support will be given by AMC to MSETCL as per need. All 'Annual Service charges' with respect to whole scope of work are considered in 'Schedule – B'.

2) Bidder will maintain Excel and register with all details for replaced material as guided by IT Section. Also, Material or software should support but not limited to Windows Operating system with drivers or configurations. Any material or service should be of standard industry quality. All Items should be brand new and providing and fixing. Means, if e.g. UTP Cat-6 cable is to replaced or installed, for this work 'scope of work' will be, providing and fixing UTP Cat-6 cable with PVC capping, casing, labour charges, crimping, removing old set up and all things required for the same, so One (1) Meter UTP Cat-6 Cable in Schedule – A comprises of all this. For Optical fibre related items, with just explained example splicing is considered with all required things. This is just illustrative example and applicable for all items in Schedule-A. For any doubts regarding execution, bidder may email to IT section EHV PC O&M Zone PUNE & EHV O&M Dn. Baramati.

3) Printer toner, cleaning and refilling as per requirement raised by MSETCL.

4) Installation, update, troubleshoot, Maintenance, track of Systems and as per MSETCL needs software in-person at premises OR online whenever needed outside premises of Admin building, Urja Bhavan Baramati. Any and all types of System and application software installation like but not limited to system software. Anti-virus, Firmware, drivers, etc. including other software installations which has NOT explicitly mentioned. Software will either be given by MSETCL like SAP-GUI etc. or has to be downloaded through Internet like Adobe reader etc.

5) Maintenance, update, Track of MSETCL – IT Asset Management System in consultation with IT Section. Data backup of systems as per guidelines by IT Section.

6) Maintenance of all IT Systems, LAN, IP Schema, firewall, Switches, Modems, routers and allied all LAN equipment. Maintenance of the entire LAN network, which includes but not limited to, network infrastructure maintenance, network management, traffic monitoring, updating of software on the network hardware. Running latest diagnostic software to check CPU, hard disk and other system components. Laying of network cables (CAT 6e and fibre optic) and through the connectivity with casing and capping with associated equipment. Firewall policies should be able to be designed by support staff whenever required. 'Networking Devices" should be as per existing Network. AMC will do Fibre Optic Cable Splicing whenever required. Providing, Fixing, Installation, Configuration, Erection, Commissioning, Maintenance of all Items given in schedule 'A'. Support to all IT Systems. Support to video Conferencing System.

7) Cleaning of the equipment like computers, printers, LAN devices, Video conference device, UPS, Projectors, biomonthly and whenever required 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. RAM fitment to be done whenever required.

8) **MSETCL Helpdesk Management system:-**
   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 O&M Dn. Baramati.

9) **Internet monitoring:** Check Internet connectivity on daily basis compulsory by morning and evening closing time, if required 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 Section related to all Systems existing and in future (e.g. Computer Hardware, Software, LAN, MSETCl systems etc.). AMC will provide Online support services over phone by using tools like anydesk etc.

11) All work will be extended as per new additions of systems as per requirement of MSETCL on time to time.

12) All tools required as per scope of work like but not limited to hardware, software, Toner powder, networking tools, fiber optic splicing tool, Cat6 Patch cord crimping tool, testers, troubleshooting and diagnostic tools should be available on site.

13) Bidder should provide one email Id to support staff to communicate to MSETCL. Also, Bidder should provide mobile number of support staff to MSETCL, MSETCL officials will call on these numbers for services. Email Id and Mobile numbers should NOT be changed during contract period.

14) **Support staff:**
   Scope of support staffs work with respect to with above points (scope of work) will be:
   a) Bidder should provide one (1) support staff at the location within office hours. Support staff should be well experienced and skilled Certified in computer Hardware, software, printer and Network and overall IT devices and systems. Support staff should be able to troubleshoot, diagnose, resolve and should be competent to repair all types of PCs, Laptops, Printers, Scanners, UPS and LAN with all LAN equipment, projectors and overall IT devices and systems, and should be able to handle networking protocols including but not limited to Internet Protocol, Microsoft etc., firewall, switch

configuration, PC format with reinstallation of system software at MSETCL. He should have through knowledge of all IT infrastructures.

b) Support staff should have Hardware, software and Networking Certification from reputed Institute. Support staff should have at least 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 problem or loss occurred to MSETCL due to lack of knowledge of support staff, concern bidder will be responsible for the same and losses will be recovered from the concern bidder.

c) 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.

d) The support staff should have to be on the payroll of the bidder. No subcontract of the job to third party bidders will be allowed.

e) The working hour of the support staff would be 09:30 Hrs to 18:45 Hrs from Monday to Saturday including break and in case of emergencies support staff will have to attend calls on Sundays, Sundays and holidays an 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 possess internet.

f) Support staff will report on every day morning to the IT Section. The bidder has to provide substitute Support staff in case of absence of any Support staff of same capacity. AMC service charges will be proportionately deducted for the absence of Support staff per working hour.

In the absence of Support Staff, Penalty will be calculated as per following:

Total deductible amount = (Total order amount * Number of absent days of Support Staff) / 365

g) All the necessary standard tools have to be provided to these Support staff to carry out the maintenance, breakdown, troubleshooting activities including preventive maintenance and support by bidder.

h) Preventive maintenance will include inspection of each system, LAN, scanning for Virus, scanning hard disk for any defects/ problems therein, cleaning of the system i.e. PC, Monitor, Printer, Key Board, CD/DVD ROM with Drive and other accessories with a blower, vacuum cleaner as per requirement.

i) New spare/s configuration, installation as per Email requests of concern HOD or Section Head only.

j) New spare/s must be configured or installed at client site as per the instructions from IT section only.

k) Response time by Support staff will be Maximum 15 minutes.

l) Any complaint received to Support staff directly or through this office shall be attended promptly. After attending the complaint, duly signed certificate of the actual user shall be obtained for which material is consumed but for troubleshooting only E-ticket will be sufficient. Any sort of ignorance towards complaints will be viewed seriously. Log of calls attended should be maintained in a register and in E-ticketing system.

m) No accommodation or travelling allowance will be given by MSETCL to bidder or Service agency,

n) **Reporting:** Day to day reporting of completion, pending work should be submitted to IT section.

15) Standard operating procedure (SOP) will be given by IT section regarding work but not limited to e-ticketing, work flow, certificates, operations etc.

Scope of work for AMC Personal

Admin Building, Urja Bhavan Baramati has 40 to 50 Computers, 20to 30 Laptops, 20 to 30 printers, 30 to 40 LAN devices are there of different but not limited to Lenovo, Dell, HP, Epson, Cisco, D-link, TP-Link, assembled etc various brands.

AMC Personal will be present at MSETCL, Admin building, Urja Bhavan Baramati to attend following works 'in time' with all spares as per 'Schedule-A' with diagnostic tools, preventive check-up, Support & Maintenance, as per E-ticketing, **immediately**. Due to on the spot presence of personal, all technical problems will be handled within a time with unique standard quality & parameters defined by IT Section & guidelines given by C.O. time to time.

1) **Troubleshooting:**

a) All PCs:

Troubleshooting includes startup issue, boot MBR issue, RAM refitment issues, checking of whether all devices are connected through UPS or NOT, frequent restart issues, OS update, Software updates, peripheral issues like keyboard, mouse etc. Any faulty material replacement to be replaced as per e-ticketing.

b) All Laptops:

Troubleshooting includes startup issue, boot MBR issue, RAM refitment issues, frequent restart issues, OS update, Software updates, Any faulty material replacement to be replaced as per e-ticketing.

c) All LAN devices:

Check for Internet connectivity, replacement of network devices, resolve errors, checking switch end at every office, reconfiguration of network schema. Any faulty material replacement to be replaced as per e-ticketing.

d) LAN & Fibre Cables:

Check for Main Cables from server end to Each Office functioning once in a month, removing bends, circling & making them straight to have good connectivity.

If any cable, Main or End User, becomes faulty, change them as per standard fitting, crimping, punching, I/O fitting, ferule placement. Any faulty material replacement to be replaced as per e-ticketing.

e) Printers:

Check printers for non-working state, installation of drivers, Updates, re-fill of toner, blades, drum etc. Any faulty material replacement to be replaced as per e-ticketing.

2) **Preventive Maintenance:**
   a) **PCs & Laptops:**
      Software updates monitoring & handling on regular basis. Bloor cleaning once in a month, RMA fitment. Status of UPS & make sure every machine is connected via UPS.
   b) Preventive maintenance will include inspection of each system, LAN, scanning for Virus, scanning hard disk for any defects/problems therein, cleaning of the system i.e. PC, Monitor, Printer, Key Board, CD/DVD ROM with Drive and other accessories with a blower, vacuum cleaner as per requirement. Preventive maintenance to avoid LAN issues, software issues.

3) **Format, re-installation, back up of PCs:**
   Back up of PCs, Format, rearrange drives, re-installation of O.S. and other application software again back up of back up.

4) **Fibre Optic splicing:**
   While installing fibre cables or issue occurs to fibre, Fibre optic cable splicing is required to be done with required tools and equipment's & skills.

5) **Installation & Uninstallation of Software:**
   Installation of other application software like but not limited to OS, Antivirus, PDF, Printer, Drivers etc. & update & patches for the same.

6) **MSETCL Helpdesk Management system:**
   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 O&M Dn. Baramati.

7) All tools required as per scope of work like but not limited to hardware, software, Toner powder, networking tools, fibre optic splicing tool, Cat6 Patch cord crimping tool, testers, troubleshooting and diagnostic tools should be available on site.

8) Support staff will manage 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 will take care that no existing setup to be hampered.

9) All work will be extended as per new additions of systems (Pcs, Printers, LAN Items) as per requirement of MSETCL on time to time.

Subject:- Annual Maintenance Contract (AMC) for IT Asset hardware and system software
Including supply, installation & maintenance at various administrative & field offices of
MSETCL at Baramati & EHV S/stn under EHV O&M Div. Baramati.

Annexure – II

Modus of Operandi

1) Any end user has to initiate 'E-ticket' through MSETCL Portal. (http://tms.mahatransco.in/login/user)
2) Concerned e-ticket will be assigned to AMC by IT Section, EHV PC O&M Zone Pune after review of the same.
3) AMC personal will get system credentials from C.O. and he will be monitoring e-ticketing system for calls.
4) AMC personal will execute the same work within a period & will put his remarks (like nature of work along with system parameters like serial number etc.) through his credentials about execution of work. Also, AMC will take Photo & video for before & after work and save the same under e-ticket Id name.
5) If work is satisfactorily completed, End user will 'Close' the e-ticket through his credentials.
6) AMC will maintain an Excel & register Month & Day wise along with e-ticket numbers Serial number etc.
7) AMC will obtain a signature along with stamp, in a register from end user against e-ticket number for which material has been replaced. Format will be as below:

Sr. No.	Date of the work	E-Ticket Number	Name of employee	SAP ID	Nature of work performed	Material Name used	Material Number used	Signature

8) This format will be used while processing bills by AMC & MSETCL.

SD/-
(Shri. P. P. Kulkarni)
Executive Engineer
EHV O&M Dn. Baramati