

CIN NO. U40109MH2005SGC153646

	MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO LTD 400 KV R.S.O&M Division, Lonikand-I SambhajiNagar At Post Lonikand Tal ,Haveli Dist Pune-412 216 Phone No-9272222307 (O)/9272222308(P)	
	email id ee6130@mahatransco.in/eelonikand400kv@gmail.com	

Ref-EE/400 KV /R.S.O&M /Dn/Lonikand-I/Tech/FNo.03/ 112

Date:- 29.02.2024

E-ENQUIRY FOR WORKS

Sub :- E-Enquiry for IT AMC services at 400 KV R.S. Lonikand-I.

Sir,

Sealed and superscripted quotations are invited from the reputed experienced/ registered contractor for the work as described in Schedule 'A' **on or before 07.03.2024** considering following terms and conditions.

TERMS AND CONDITIONS:-

The bidders are requested to go through the following instruction in case of any doubt, get them clarified in writing or in person from the office of the Executive Engineer, 400KV R.S. (O&M) Division Lonikand-I in advance before three days.

Quotation should be submitted in sealed cover subscribed with following particulars:

Consisting of two separate envelopes with

- 1) Associated documents
- 2) Price Bid Document.

Please Mention clearly on envelop as ...for Associated documents & for Price Bid Document along with bidder/agency name.

Envelope 1:

This contain documents mentioned in Terms & Conditions Sr. No. 14.

Envelope 2:

This should contain only price bid.

The prescribed form i.e. **form for quoting % rate for item included in Schedule 'A'** duly filled-in with the % rates (above/below) written in words and figures and signed, should be submitted. (The schedule A copy is attached herwith).

Above both "Envelope 1 & Envelope 2" shall be enclosed in one envelope in sealed & super scribed.

Note:

1. After verifying the full documents in envelope-I, if it is found that, the bidder fulfills the desired pre requisites; Envelope-II will be opened. If the same is not found meeting the prerequisite, Envelope-II will not be opened & the same is rejected/disqualified.
2. Quotations with incomplete details or submitted without sealing or super scribing or not submitted in prescribed form etc. are liable to reject. **Offer on fax or E-Mail will not be accepted. This office will not be responsible in delay in postal transit.**
3. The documents of an offer shall be written legibly and free from erasures, overwriting or conversion of figures corrections where unavoidable shall be made by crossing out, rewriting, initialing and dating.
4. The right to reject all or any of the quotation without assigning any reason, whatsoever for the rejection of any quotation or all the quotations or to place an order for full quantity or part thereof or to finalize the order on time preferred basis or to split the order quantity wise is reserved with the undersigned.
5. Bidder should not submit "Conditional Quotations" such conditional offer shall liable for rejection.

TERMS & CONDITIONS:

1. **Name of Work:** E-Enquiry for IT AMC at 400 kV R.S. Dn. Lonikand-I.
2. **Estimated Amount:- Ltd. To Rs. 300000/-** including GST & all other charges & duties.
3. **Security Deposit:**
 - A. Successful bidder will have to pay security deposit of 10% of the proposed value of work order to this office within 15 days from the date of receipt of this order in the form of D.D/FDR/Bank Guarantee of nationalized or Scheduled Bank or may pay through online transaction to account No. 20077001846, IFSC Code MAHB0000717 of Bank of Maharashtra. If you fail to do so, the security deposit will be recovered with interest @ 18% p.a. or as per prevailing rate.
 - B. The refund of S.D. application should submit within 6 month after completion of contract. If you fail to apply within stipulated period, the action as per MSETCL Co.'s rules will be taken.
4. **Agreement:** Contractor shall have to enter in to agreement on bond paper of Rs. 500 /-as per rule. The cost of the bond paper will be borne by contractor.
5. **Validity of Work Order:** The validity of work order is for 12 Months or till exhaustion of work order amount.
6. All General /Technical / Commercial terms and conditions of the contract of the MSETCL Company are applicable to this contract.
7. **Payment:** Payment will be made by actual measurement basis after the completion of stipulated work and after receiving the necessary certificate from Engineer-in-charge regarding the satisfactory completion of work. You have to submit the pre-receipt bill in triplicate to this office for piece work. Payment will be made by A/C Payee cheque/ by online transaction within the reasonable period as per measurement basis & as per availability of funds.
8. **Penalty:** If you fail to carry out the work in the stipulated time as mentioned above, you will be liable to pay penalty 1/2% per week (A week of seven days or part thereof) subject to maximum limit of 10% of the total value of the order.
9. **Guarantee Certificate:** 12 months guarantee certificate must be provided for the material supplied by you.
10. Any type of damage occurred during the execution of work due to bad workmanship the contractor has to make it good and the cost of the same will be on contractor's account.
11. In case of failure to complete the work fully or partly the balance work will be got done from other agency even at higher rate and difference in cost will be recovered from you.
12. **Scope of work:** Bidder should carry out the work as per attached "scope of work" sheet. Spares required for maintenance will be provided by you from authorized dealer. Spares which are mentioned in Schedule 'A' will be replaced if necessary.
13. If any accident occurs to any of your worker/your Supervisor/or outsiders during work execution will be on your account. The Company will not be responsible for such accident/ compensation payment etc.
14. Bidder have to submit the Xerox copies of following documents with the offer
 - i) Copy of PAN ii) Valid Copy of Shop Act/NOC from Grampanchayat iii) Copy of GST Registration
 - iv) Work experience certificate/ work order/ any evidence for said work done in India.
15. **Taxes:** - Income Tax & other taxes @ appropriate rate will be deducted from your bill if applicable as per Govt. rule.

16. In case of any negligence in work observed, the amount equivalent, to the loss will be recovered from Contractor's bill and if the negligence is repeated the contract will be cancelled and the Security Deposit paid by the contractor will be forfeited.
17. If it is found that performance of work is unsatisfactory, the contract is liable for termination without giving any prior notice and at your entire risk. The security deposit paid by you shall be forfeited. You shall not entrust the work on sub-contract /transfer or assign the contract or any part thereof to any third party. In case any deviations observed it will be treated as breach of contract and the contract will be terminated at your entire risk and cost.
18. In case of the difference of opinion about the interpretation of terms and conditions between you & M.S.E.T.C.L. the decision of the undersigned will be final & binding upon you.
19. This office reserves all the rights to reject any or all quotation without assigning any reasons thereof.
20. For legal disputes, if any, jurisdiction shall be exclusively of Pune courts.

Thanking you.

Sd/-

R. V. Amberwadikar
Executive Engineer
400KV R.S.(O&M) Division Lonikand-I

Copy s.w.r.s to:

1. The Chief Engineer, EHV CC O&M Zone, Pune.
2. The Superintending Engineer, EHV (O&M) Circle, Pune.

Copy to:

1. Dy. Manager (F&A), 400KV R.S.(O&M) Division Lonikand.
2. Notice Board

Form to be filled by bidder for Price Bid:-

Form for quoting % rate for item included in Schedule 'A'

Name of work :-

Estimated Cost :-

I, am ready to execute the work on ____% Above (In words _____) the estimated cost Or **AT PAR** (In words _____)
Or ____% below (In words _____) the estimated cost.

Date :-

Signature of Bidder :-

1. If the percentage variation is more than 5% detail justification of rate analysis should be submitted along with your offers.

MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO LTD
400 KV R.S.O&M Division, Lonikand
Sub :- Schedule for IT AMC at 400 kV R.S. Dn. Lonikand.
SCHEDULE 'A'

Sr No	Particular/Description of work	Material/Service Number	SAC/ HSN Code	Ex-Works Price (Rs.)	Total unit Rate (incl. all taxes) (Rs.)	Quantity	Total
	Supply Part						
1	PART A						
1	SMPS: 450 Watts SMPS (Artis/Circle)	500013354	85044090	628.65	741.81	As per actual	As per actual
2	2GB DDR2 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500017410	85235220	500	590.00	As per actual	As per actual
3	2GB DDR3 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500014601	85235220	600	708.00	As per actual	As per actual
4	4GB DDR3 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500027194	85235220	650	767.00	As per actual	As per actual
5	8GB DDR3 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500027196	85235220	700	826.00	As per actual	As per actual
6	4GB DDR4 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500027569	85235220	650	767.00	As per actual	As per actual
7	8GB DDR4 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500027570	85235220	750	885.00	As per actual	As per actual
8	128GB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500028721	84717020	1050	1239.00	As per actual	As per actual
9	256GB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500027341	85235100	1400	1652.00	As per actual	As per actual
10	512GB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500027937	85235100	2450	2891.00	As per actual	As per actual
11	1TB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500025801	85235100	4050	4779.00	As per actual	As per actual
12	128GB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028699	84717020	1350	1593.00	As per actual	As per actual
13	256GB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028725	84717020	1800	2124.00	As per actual	As per actual
14	512GB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028730	84717020	2650	3127.00	As per actual	As per actual
15	1TB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028735	84717020	4150	4897.00	As per actual	As per actual
16	Mouse Pad	500017529	84719000	50	59.00	As per actual	As per actual
17	Mouse Pad with wrist rest	500028738	84716060	50	59.00	As per actual	As per actual
18	CMOS Cell	500022382	85078000	46.53	54.91	As per actual	As per actual
19	Gigabit ethernet Network Cards/Adapters (D-link/TP-Link)	500027490	85235220	430.65	508.17	As per actual	As per actual
20	Sound Cards/Adapters	500027466	85235220	300	354.00	As per actual	As per actual
21	Wired USB Multimedia KeyBoard Mouse Combo : HP/Dell/Lenovo	500027463	84716040	742.5	876.15	As per actual	As per actual
22	Wireless Multimedia KeyBoard Mouse Combo with USB adapter: HP/Dell/Lenovo	500027464	84716040	1450	1711.00	As per actual	As per actual
23	Wired USB Multimedia KeyBoard : HP/Dell/Lenovo	500007064	84716040	475	560.50	As per actual	As per actual
24	Wireless Multimedia KeyBoard with USB adapter: HP/Dell/Lenovo	500027465	84716040	700	826.00	As per actual	As per actual
25	Wired USB Mouse: HP/Dell/Lenovo	500027193	84716040	240.57	283.87	As per actual	As per actual
26	Wireless Mouse with USB adapter : HP/Dell/Lenovo	500018207	84716060	550	649.00	As per actual	As per actual
27	600VA UPS : 7V 12A BATTERY (Artis/Luminous)	500015520	85072000	1000	1180.00	As per actual	As per actual

B	Softwares						
1	Windows 10 Professional Operating System 32/64 Bit Lifetime License with OEM License Key	500026408	85238020	7800	9204.00	As per actual	As per actual
C	Spare list for Laptop						
1	2GB DDR2 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500017410	85235220	450	531.00	As per actual	As per actual
2	2GB DDR3 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500014601	85235220	500	590.00	As per actual	As per actual
3	4GB DDR3 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500027195	85235220	750	885.00	As per actual	As per actual
4	8GB DDR3 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500027197	85235220	1050	1239.00	As per actual	As per actual
5	4GB DDR4 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500026402	84733030	900	1062.00	As per actual	As per actual
6	8GB DDR4 RAM (Kingston/Hynix/Simmtronics/Samsung/Crucial)	500026403	84733030	1250	1475.00	As per actual	As per actual
7	128GB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500028722	84717020	1050	1239.00	As per actual	As per actual
8	256GB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500028727	84717020	1400	1652.00	As per actual	As per actual
9	512GB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500028732	84717020	2450	2891.00	As per actual	As per actual
10	1TB SATA SSD Hard Disk (EVM/Kingston/Samsung/Crucial)	500028738	84716060	4050	4779.00	As per actual	As per actual
11	128GB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028720	84717020	1350	1593.00	As per actual	As per actual
12	256GB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028726	84717020	1800	2124.00	As per actual	As per actual
13	512GB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028731	84717020	2650	3127.00	As per actual	As per actual
14	1TB NVMe Hard Disk (EVM/Kingston/Samsung/Crucial)	500028736	84717020	4150	4897.00	As per actual	As per actual
15	1TB Internal SATA Hard Drive : Seagate/Toshiba/western	500027198	84717020	3521.43	4155.29	As per actual	As per actual
16	6 Cell Battery (HP/DELL/Lenovo)	500017336	85078000	2222.55	2622.61	As per actual	As per actual
17	Laptop Battery Charger/Adapter : HP/DELL/Lenovo	500016509	85044090	1450	1711.00	As per actual	As per actual
18	Network Cards/Adapters	500027491	85235220	300	354.00	As per actual	As per actual
19	Sound Cards/Adapters	500027467	85235220	300	354.00	As per actual	As per actual
D	Printer						
1	Black LaserJet Toner Cartridges: HP 12A	500020793	84439959	1200	1416.00	As per actual	As per actual
2	Black LaserJet Toner Cartridges: HP 18A	500027199	84439959	1200	1416.00	As per actual	As per actual
3	Black LaserJet Toner Cartridges: HP 36A	500022039	84439951	2800	3304.00	As per actual	As per actual
4	Black LaserJet Toner Cartridges : HP 88A	500020796	84439959	1200	1416.00	As per actual	As per actual
5	Power Supply Board : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mpf and similar HP Printers.	500018208	84439959	1600	1888.00	As per actual	As per actual
6	Logic Board : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mpf and similar HP Printers.	500018209	84439959	2100	2478.00	As per actual	As per actual
7	Toner Drum : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mpf and similar HP Printers.	500014611	84439951	146.52	172.89	As per actual	As per actual
8	PCR Rod :HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mpf and similar HP Printers.	500014613	84439959	60	70.80	As per actual	As per actual
9	Magnetic Rod : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mpf and similar HP Printers.	500014622	84439940	77.22	91.12	As per actual	As per actual

10	Doctor blade/ Wiper Blade :HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500018216	84439959	48.51	57.24	As per actual	As per actual
11	Teflon : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500013355	84439959	250	295.00	As per actual	As per actual
12	Paper Feed roller :HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500019821	84439959	144.54	170.56	As per actual	As per actual
13	Heating Element : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500028744	84431100	550	649.00	As per actual	As per actual
14	Paper Pickup Roller : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500025233	84439959	100	118.00	As per actual	As per actual
15	Paper Output Tray :HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500025233	84439959	180	212.40	As per actual	As per actual
16	Fuser Assembly :HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500014380	84439959	1800	2124.00	As per actual	As per actual
17	Pressure Roller : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500015724	84439959	350	413.00	As per actual	As per actual
18	Laser Scanner Unit : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500018210	84439959	950	1121.00	As per actual	As per actual
19	Direct Print Cartridge : HP Laserjet -P 1007, P1008, HP Laserjet -1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	500017323	84439951	750	885.00	As per actual	As per actual
20	80Gram Toner Powder Bottle: High Density ,Premium Quality Black Toner Powder ,Strong Adhesion, Firmly Fusing compatible to HP88A,12A,18A and all similar category laser toners. (Proffisy/Dubaria)	500023935	84439959	70	82.60	As per actual	As per actual
E	Cables						
1	3 Pin Desktop Power Cord : 2 Meter	500014604	85441990	150	177.00	As per actual	As per actual
2	CPU to Monitor VGA Cable : 3 Meter	500026407	85444299	173.25	204.44	As per actual	As per actual
3	Printer USB Data Cable : 2 Meter	500014607	84439951	143.55	169.39	As per actual	As per actual
4	HDMI Cable : 2 Meter	500027384	85444999	143.55	169.39	As per actual	As per actual
5	HDMI Cable : 5 Meter	500027385	85444999	500	590.00	As per actual	As per actual
6	HDMI Cable : 10 Meter	500026443	84733099	800	944.00	As per actual	As per actual
7	Multiple USB Connector/Hub 4 Port 3.0 (Transcend/Circle)	500022128	84439100	350	413.00	As per actual	As per actual
8	6A Spike Guard with 5 Socket & 5 Meter Cable (Anchor/GM)	500005943	85363000	750	885.00	As per actual	As per actual
F	Storage Devices						
1	64GB Pen Drive 3.0 Steel Body : HP/Kingston	500019402	84717030	600	708.00	As per actual	As per actual
2	4TB Blank DVD (Sony/Samsung)	500028740	84431100	17	20.06	As per actual	As per actual
3	USB 3.0 External Portable Hard Disk 1TB : Segate/Samsung	500028871	84718000	4800	5664.00	As per actual	As per actual
G	Networking & Devices						
1	Cat-6e UTP Cable with laying : D-Link	500005925	85444999	43.56	51.40	As per actual	As per actual
2	Cat-6e UTP Cable with laying & PVC Casing & capping, PVC Pipe, Screws, drilling : D-Link	500027494	85369030	18	21.24	As per actual	As per actual
3	2 Core armoured Industrial Grade Fibre optic cable with laying : D-Link	500027495	85369030	40.59	47.90	As per actual	As per actual
4	4 Core armoured Industrial Grade Fibre optic cable with laying : D-Link	500027496	85369030	51.48	60.75	As per actual	As per actual

5	6 Core armoured Industrial Grade Fibre optic cable with laying : D-Link	500027497	85369030	55	64.90	As per actual	As per actual
6	2 Core armoured Industrial Grade Fibre optic cable (D-Link) with laying with PVC Casing & capping, PVC Pipe, Screws, drilling : D-Link	500027498	85369030	60	70.80	As per actual	As per actual
7	4 Core armoured Industrial Grade Fibre optic cable (D-Link) with laying with PVC Casing & capping, PVC Pipe, Screws, drilling : D-Link	500027500	85369030	77.22	91.12	As per actual	As per actual
8	6 Core armoured Industrial Grade Fibre optic cable (D-Link) with laying with PVC Casing & capping, PVC Pipe, Screws, drilling : D-Link	500027501	85369030	77.22	91.12	As per actual	As per actual
9	Press Fit Royal PVC Casing & capping	500027502	85369030	13.86	16.35	As per actual	As per actual
10	PVC Pipe	500000004	39172310	19.8	23.36	As per actual	As per actual
11	Single Information Outlet (Ethernet) with faceplate and box : D-Link	500020125	85369030	440.55	519.85	As per actual	As per actual
12	Double Information Outlet (Ethernet) with faceplate and box: D-Link	500027387	85369030	550	649.00	As per actual	As per actual
13	RJ45 Cat6 1 Meter Patch Cord Ethernet LAN Cable : D-Link	500005928	85441990	130.68	154.20	As per actual	As per actual
14	RJ45 Cat6 2 Meter Patch Cord Ethernet LAN Cable : D-Link	500005929	85441990	160	188.80	As per actual	As per actual
15	RJ45 Cat6 3 Meter Patch Cord Ethernet LAN Cable : D-Link	500020787	85441990	200	236.00	As per actual	As per actual
16	RJ45 Cat6 5 Meter Patch Cord Ethernet LAN Cable : D-Link	500023722	85441990	300	354.00	As per actual	As per actual
17	LC Type SC-LC Fiber Patch Cord 3 Mtr	500025400	85447090	600	708.00	As per actual	As per actual
18	RJ45 LAN Cable connector : D-Link	500022791	85444299	6	7.08	As per actual	As per actual
19	D-Link DGS-1008A 10/100/1000 Mbps Gigabit 8 ports Network Unmanaged Switch	500003608	85176290	1296.9	1530.34	As per actual	As per actual
20	D-Link DGS-1024C 24-Port Gigabit Network Unmanaged Switch	500027505	85176290	5017.32	5920.44	As per actual	As per actual
21	SFP Module 1.2GBPS(MediaConverter) / GBIC Pair : Syrotech/D-Link	500027369	85444299	3375.9	3983.56	As per actual	As per actual
22	Cisco SG-350 24 Ports Managed Ethernet Switch	500027504	85176290	24602.5	29030.94	As per actual	As per actual
2	PART B (Service Part)						
1	Toner Refill : HP Laserjet -P 1007, P1008, HP Laserjet - 1020Plus P1018,HP1160 P1108, M1136mfp and similar HP Printers.	50004636	998713	300	354.00	As per actual	As per actual
2	Service charges for support and maintenance of IT infrastructure on call at 400kV Lonikand-I, 400kV Lonikand-II, 400kV s/s construction s/dn Hinjewadi (At Post: TPT Unit, Lonikand) & 400kV Line construction s/dn Hinjewadi (At Post: TPT unit, Lonikand), MSETCL,Pune with online/ offline support as per Scope of Work.	50020891	998513	750	885.00	As per actual	As per actual
Total							Ltd to Rs. 3.00Lakhs

The total estimated cost for the said work is Limited to Rs. Three Lakhs Only inclusive of GST & all applicable taxes & duties.

**Executive Engineer
400kV R.S. (O&M) Divn. Lonikand-I**

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) And allied devices of LAN, Printers, general purpose and system software including supply, installation & maintenance at MSETCL Offices in Lonikand premises, Pune- 412216 with online/ offline support services to MSETCL.

- 1) Period of AMC contract shall be for two years/ till exhausted the contract amount whichever is earlier 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 as and when required and support of all IT Systems like 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 **25 Computers-Laptops, 17 printers, 6 LAN and allied devices** of different but not limited to Lenovo, Dell, HP, Epson, Cisco, D-link, TP-Link, assembled etc. various brands. Details of IT infrastructure at 400kV Lonikand-I (15 nos.- Desktop/Laptop, 8nos.-printers & 2 nos. of networking devices), 400kV Lonikand-II (6nos.- desktop, 5nos- printers, 2 nos. of networking devices) , 400kV s/s construction s/dn Hinjewadi (At Post: TPT Unit, Lonikand) (2nos- desktop, 2nos- printers, 1 no. of networking devices) & 400kV Line construction s/dn Hinjewadi (At Post: TPT unit, Lonikand) (2nos- desktop, 2nos- printers, 1 no. of networking devices). 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 servicing/cleaning of all IT Systems (with blower &/or cotton) as and when required (on call) like computers, printers, LAN devices, Video conference device, UPS, Projectors 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) **Spares:**
 - a) Bidder will provide & install 'New spare' (New & Faulty spares to be replaced) with 'Original Brand New' spare, as per item list given in Schedule 'A'.
 - b) **Timeline:** Bidder will provide & fix all required spares within same working day after reporting to them (via any Email/Phone/SMS/Any Messaging App/ITMS). For some specific spares, MSETCL may give extended timeline at sole discretion of MSETCL. Bidder is suggested to maintain sufficient inventory of spares at the site.
 - c) **Authenticity of the Spare/s:** All spares should be new (box packed & sealed), original, branded & authentic.
 - d) All spares are of 'providing & fixing' manner. Means, e.g. if UTP Cat-6 cable is to be replaced or installed, for this work 'scope of work' shall be, providing and fixing UTP Cat-6 cable with PVC capping, casing, labour, crimping, drilling, screws, tags, removing old set up and all things required for the same work, So 'One (1) Meter UTP Cat-6 Cable' in 'Schedule-A' comprises of all this. For Optical fibre related spares, with just explained example 'splicing' is considered with all required things. This is just an illustrative example and this illustration is applicable for all spares in Schedule-A.
 - e) Bidder shall maintain the spares as per manufacturer/OEM's guidelines and shall use standard spares for replacements. In case of an instance of sub-standard repair /replacement of parts by the bidder, it may lead to cancellation of the contract and any other legal action may be taken against the bidder.
 - f) Due to change of type in any basic spare, spare matching/relative spare with Schedule 'A' can be installed as per requirement of MSETCL.

- g) **Warranty:** New spares shall have minimum one year onsite warranty (by bidder only) or as actual warranty (if warranty is more than one year, provided by manufacture/OEM). Within warranty period, Bidder will have to 'replace' faulty spare with 'New Spare' as per all conditions of 'Scope of Work' free of cost. Warranty is considered against original spare installation/work completion date. All spares or service should be compatible with existing & upcoming MSETCL IT Systems.
- h) MSETCL reserves right to choose brand of any spare and shall be applicable to the bidder.

6) 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.

7) MSETCL Helpdesk Management system & ITMS: -

Bidder shall do:

- a) Preparing Call Report & Pending Call Report & Call Logging Sheet.
- b) Maintain inventory of issued, replaced, faulty, standby spares.
- c) Inventory Management of hardware and software installed in all locations under this contract by 400kV Lonikand.
- d) Online/ offline 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.

8) 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.

9) 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.

10) Internet monitoring: Bidder shall get resolved the complaint as and when required for internet connectivity. Check and troubleshoot related issues of End users and ISP.

11) 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.

12) Standard operating procedure (SOP) will be given by Office regarding all work.

13) Service provider eligibility:

- a) Bidder shall provide email Id & mobile number for correspondence to MSETCL.
- b) Bidder or his representative 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.
- c) Bidder or his representative 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. Bidder or his representative should have profound knowledge of all IT infrastructure.

- d) Any fault or issue or problems or loss occurred to MSETCL due to lack of knowledge of Bidder or his representative, 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.
- e) Bidder or his representative 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. Bidder or his representative should take care that no existing setup should be hampered.
- f) Bidder or his representative will have to attend any complaint immediately on call from any MSETCL representative under Lonikand including weekends and holidays and beyond working office hours without any extra charges.
- g) MSETCL shall not provide any accommodation or travelling allowance to bidder or his representative.
- h) Bidder or his representative shall attend call within 30 minutes after reporting.
- i) All 'Service charges' with respect to complete 'scope of work' are mentioned in 'Part-B'.

14) 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.

15) General Terms & Conditions:

- a) Any complaint received to Bidder or his representative 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.
- b) Bidder shall provide & install new spare/s configuration, installation as per Email from concern employee only.
- c) Work completion date will be considered via bidder email reply date only as per scope of work.

16) Penalty Clauses:

- 1) **Delay in Spares Installation:** 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 i.e. Flat Rs.500/- (Rs. Five Hundred Only/-) OR 20% on 'Spares Exclusive cost' whichever is higher will be deducted from monthly bills of bidder or from SD whichever is applicable. Bidder is expected to keep sufficient inventory at location.
- 2) **Delay in providing service:** You should attend the complaint within 30 minutes from intimation, if any delay in Service observed MSETCL will avail service from any third party agency & any bills including penalty of Rs. 500/- will be deducted from monthly bills of bidder or from SD whichever is applicable.
- 3) **Negligence of work:** If any negligence in work observed, penalty of Rs. 500/- per case will be applicable. MSETCL will carry same work through any third party and any bills including penalty will be deducted from your bill or SD amount.

- 4) **Non availability of Software Set up or Standby tools :** If the same is observed, penalty of Rs. 500/- per case will be applicable. MSETCL will carry same work through any third party and any bills including penalty will be deducted from your bill or SD amount.
- 5) 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.

17)Bill Payment: Billing cycle will per occasion or for piece work from date of commencement of the contract and shall be as per Schedule-A, B and with respect to Scope of Work.

Sd/-

R. V. Amberwadikar

Executive Engineer

400 KV R.S. O&M Division Lonikand-I