



**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO.LTD  
(CIN No.U40109MH2005SGCI53646)**

 <p><b>MAHATRANSCO</b> Maharashtra State Electricity Transmission Co. Ltd.</p>	<p><b>Office of the Executive Engineer</b> EHV O &amp; M Division-I, Pune Block No.406, Admin Building, 3<sup>rd</sup> Floor, Rasta Peth, Pune 411011 Phone No : 7447440351 E- mail- ee6140@mahatransco.in</p>	 <p>असतो मा सद्गमय सर्वधर्मस्य प्रथमः सर्वधर्मस्य प्रथमः सर्वधर्मस्य प्रथमः</p>
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**EE/EHV O&M Dn.-I/Pune/Tech./1279**

**Date :24.07.2024**

**Sub: -** E- enquiry for the work of Annual Maintenance Contract (AMC) for 01 year of Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various SS, S/Dn. Under EHV O&M Division-I, Pune, PAC Dn.2: Pimpri Chinchwad S/Dns(Sharda Center) , Hot line unit Pune, PID Unit Pune under EHV O&M Circle Pune .

**Dear Sir,**

Sealed and super scribed quotations are invited for the above work on item rate basis, so as to reach this office on or before 02.08.2024 upto 11:00 Hrs. You are requested to quote your reasonable rate for the above work. The terms and conditions are as follows.

**TERMS AND CONDITIONS:**

1) The offer should be submitted in two separate sealed envelopes contained in one main envelopes super scribing the subject.

**Envelope 1:** Should contain associated documents/Certificates/proof of qualifying pre-requisite Broachers attested certificate etc. such as,

- Copy of valid shop act & establishment registration/NOC of Grampanchayat /Udyog Adhar.
- Copy of Pan card.
- Valid registration under GST.
- Work experience certificate of similar type of work executed under MSETCL/MSEDCL/ Govt. Sector/Semi Govt. Sector/ Private Organization.
- ITR for the year 2023-2024.

**If validity of any license/certificate expires during order period, you will have to renew the same & submit the copy to this office. Payment will be affected for valid period only**

**Envelope 2: 1)Price bid documents:** This should contain only price bid in given schedule, not in any other format. After verifying full documents /certificated pre-qualification as above in envelope 1,if it is found that ,bidder fulfills the desired prerequisites, envelope 2. will be opened. If the same is not meeting the prerequisites, Envelope 2 shall not open.

2) Quotations with incomplete details submitted without sealing or superscripting not submitted in prescribed format etc are liable to reject. Offer on fax or e-mail will not be accepted. This office will not be responsible for delay in postal transit. The agency should not submit 'conditional quotation' such conditional offer shall be liable for rejection.

3) The right to place an order for part or to cancel any or all quotations without assigning any reasons is reserved with this office.

4) Validity period of offer should be not less than 60 days from the date of submission of offer.

## **TERMS AND CONDITIONS:-**

**1.VALUE OF THE WORK:** - Value of the work is limited to **Rs.5,00,000/-** (Rs Five Lakh Only).

### **2. SCOPE OF WORK:-**

Annual Maintenance Contract (AMC) for 01 year of Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various SS, S/Dn. Under EHV O&M Division-I, Pune, PAC Dn.2: Pimpri Chinchwad S/Dns(Sharda Center) , Hot line unit Pune, PID Unit Pune under EHV O&M Circle Pune.

### **3.SECURITY DEPOSIT :**

The contractor have to pay the security deposit of 10 % of the estimated amount , at EHV O&M Division-I, Pune within 07 days from placing of the work order. The security deposit can be paid by Cash/ NEFT/RTGS/Online payment/DD/BG/FDR in favour of Executive Engineer, EHV O&M Division-I, Pune. In case of DD/BG/FDR, the validity shall be up to 90 days from the due date of completion of work.

The security deposit will be refunded within 90 days from the date of completion of Guarantee period and by obtaining NOC from concern SSI.

**Please note that the % of security deposit clause of the work order may vary as per rules and guidelines issued by MSETCL/Government from time to time and same will be binding on you.**

### **4. SIGNING OF CONTRACT/AGREEMENT:**

**The contractor shall enter into an agreement on Non Judicial Stamp paper amounting Rs. 500/- (As per estimated Amount) with the MSETCL within 07 days from the date of receipt of the work order.** The MSETCL will not be liable to pay nor shall the contractor be entitled to claim amount due or payable under the contract until the agreement is executed. The necessary stamp duty for the agreement shall be borne by the contractor.

**5.WORK COMPLETION PERIOD :-** The work should be completed within 02 days from the date of intimation from respective In-charge. The bidder must have to maintain logbook for work to be executed with sign of respective In-charge.

**6. TIME THE ESSENCE OF CONTRACT:** The time stipulated in the work order for the completion of works shall be deemed to be the essence of the contract. The Contractor shall so organize his resources and perform his work as to complete it not later than the date agreed to.

**7. WORKMANSHIP AND MATERIAL:** All materials used shall be of standard make, free from defects and imperfection, recently manufactured & unused. Materials shall, confirm to the latest specifications, where applicable & it should be as per MSETCL specification. All work shall be performed and completed in accordance with the best shop practice. Material Supplied by contractor should be inspected by Executive Engineer OR his representative before starting the work. If Material is not as per MSETCL Standard & Specifications, then said material will be liable to reject. MRC of supply shall be carried out jointly and signed by operating officer & the contractor.

Quality of work to be carried out should be strictly confirmed to our specification, otherwise same will be rejected and contractor has to do the same at his cost and risk only. All work shall be performed and completed in accordance with the best shop practice.

A. Material shall be inspected & approved by the EE or his representative/operating officer. The replaced material is to be deposited with concern operating office.

B. MRC & JMC of works shall be carried out jointly and signed by operating officer & the agency.

C. All above documents shall be submitted along with the bill. The prescribed formats will be issued with the final work order.

**8. WARRANTY:** The material supplied should be warranted for a period of 12 months from date of installation.

**9. SUPERVISION OF WORK:** The work should be carried out under the supervision of respective SSI. **The work carried out without supervision will not be recorded and payment will not be released for such works which may please be noted. The prior permission from Executive Engineer O&M Div-I, Pune is to be taken by the contractor before starting the work.**

**10.** The T&P/labor/machinery/equipment/material if required for the work shall be on contractor's account.

**11. PENALTY:**

**A) Delay in execution of work:** If the contractor fails to complete the work in all respect in stipulated time as mentioned above, he will be liable to pay penalty at rate of ½ % **per week subject to maximum limit of 10% of the total value of the order.**

**B) Performance of work:** During the contract period, if it is found that performance of work is unsatisfactory, the contract is liable for termination by giving 3 days prior notice by forfeiting security deposit.

**C) Delay in starting the work:** If it is found that the contractor fails to execute the work within stipulated time period, the contract is liable for termination by giving 3 days prior notice by forfeiting security deposit.

**12. TECHNICAL SKILLED PERSON:** - The contractors shall employ and provide onsite only such employees who are skilled and experienced for execution and supervision of works. He shall also be responsible for any injury / accident to his employees, payment of compensations etc. as may require to be paid eventually, shall be borne by the contractor himself. The contractor should ensure that his staff uses the requisite safety equipment. The employees should be duly insured against any such eventuality.

**13. SUBMISSION OF TAX INVOICE :** The substation wise original tax invoice in triplicate shall be submitted to the Executive Engineer, EHV O&M Division-I, Pune as per Schedule 'A'. The bills must be submitted along with Material Receipt Certificate/joint measurement certificate signed by both parties.

SES for the executed work as per the actual quantity will be done by respective SSI. The payment will be effected by Division office accordingly, subject to availability of funds after receipt of the bills.

**14. PAYMENT TERMS:** 100% payment will be done after the work completion per occasion and on the submission of Tax Invoice as mentioned above.

**15. TERMINATION OF CONTRACT WITH RISK & COST :** If the agency fails to complete the work fully as given in Schedule against the order, within the stipulated period, the Company shall be at liberty, **with prior notice of 3 days**, to get the work on account of and at the risk of the contractor. MSETCL will prefer a claim for the difference in price and for all expenses whatsoever incurred in getting the same work. The said claim shall be recovered from any payment due to the Contractor from MSETCL, i.e. from bills or deposit or on any account; such expenses will also include 15% Supervision charges. The owner reserves the right to Terminate / cancel the contract, in the event of the breach of contract in any respect or undue delay in execution of work / starting of the work.

**16. Ideal labour hours:-** In case of suspension of work or delay in work due to any reason or stay order of the Court of Law etc., **no compensation will be paid by the MSETCL against idling of labours / idling of machinery etc., during the period.**

17. The contractor shall have to make his own arrangement for Transport of man power, tools and Tackles in adequate quantity whenever required.

**18. MODE OF PAYMENT:** The payment will be disbursed vide RTGS / NEFT by Division office.

**19. DEDUCTION OF TAXES:** Income Tax TDS @ 2 %, GST TDS @ 2% & labour cess @1% will be deducted from the contractor's bill.

**20. RECOVERY:** Whenever any recovery towards losses/damages/shortages etc. is applicable; the same shall be recovered from contractor's bill, as assessed by the Operating officer / Engineer-In-Charge. Recovery other than mentioned in work order placed to successful bidder will be done after consent of both parties.

**21. FORCE MAJEURE:** Only the following conditions shall be considered for the purpose of this clause.

- a. Natural Phenomenon such as floods, Draughts, Earthquakes, Epidemics etc.
- b. Acts of any Government, Domestic or Foreign such as war (declared or undeclared) quarantines, embargoes.

The party affected by 'Force Measure' shall within 15 days of the occurrence of such a cause notify the MSETCL in writing with sufficient documentary proof. The Contractor or the Owner shall not be liable for delays in performing their respective obligations resulting from any force majeure causes as defined above. The date of completion will be extended by a reasonable time by mutual agreement.

**22. SUBLETTING THE CONTRACT:** The contract or any part thereof shall not be assigned, transferred, or sublet without the prior written permission of the undersigned. Even if such permission is granted, it shall be responsibility of the principal contractor to whom the work order originally issued to execute the works as per the terms of the contract.

**23. DETAILS CONFIDENTIAL:** The Contractor shall treat the Contract and everything contained therein as private and confidential. In particular the Contractor shall not publish or share any information, drawing or photograph concerning the works and shall not use the site for the purpose of advertising except with the written consent of the Engineer and subject to such conditions as he may prescribe.

**24. JURISDICTION:** All disputes, differences related to the tender contract shall be subject to the exclusive jurisdiction of Pune District Court.

**25. COMPENSATION:** If any accident occurs to any of your worker / your Supervisor / or outsiders while carrying out the work, same will be on your account. The MSETCL will not be responsible for such accident/ compensation payment etc.

**26. LOSS OF MATERIAL:** You will have to keep your material in safe custody at your end. The MSETCL will not be responsible for the loss of the material kept at MSETCL's site. The accommodation for your staff will not be provided by the MSETCL.

**27.** In case of any dispute whatsoever, regarding interpretation of the terms and conditions, or quality, the decision of the Executive Engineer, EHV O&M Division- I Pune will be final and binding on the contractor.

**28.** All other Standard Terms and conditions prescribed by MSETCL, regarding works, which are not specifically stated here, are also applicable to this contract and shall also form a part of the contract and shall be binding on the successful bidder.

**29.** The undersigned reserves right to Accept/Reject/Cancel the above enquiry.

Encl: Schedule A & B.  
Annexure 1 & 2.

Yours faithfully,

**Sd/-**  
**(V.V.Borkar)**  
**Executive Engineer**  
**EHV O&M Division- I, Pune.**

**Copy s.w.rs to:** 1. The Superintending Engineer, EHV O&M Circle, Pune  
**Copy to:** 1. The Dy. Manager (F&A), Division- I, Pune.

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.**

**EHV O&M DIVISION-I, PUNE**  
**SCHEDULE "A"**

**Subject:** Annual Maintenance Contract (AMC) for 01 year of Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various SS, S/Dn. Under EHV O&M Division-I, Pune, PAC Dn.2: Pimpri Chinchwad S/Dns(Sharda Center) , Hot line unit Pune, PID Unit Pune under EHV O&M Circle Pune.

<b>Sr. No.</b>	<b>Particulars of work</b>	<b>Unit</b>	<b>Ex-Works Unit Rate</b>	<b>Unit Rate with GST (18%)</b>	<b>Total Amount</b>
1	400W SMPS	EA			
2	USB Multimedia Keyboard Wired Combo	EA			
3	Wireless Multimedia Keyboard Combo	EA			
4	Multimedia 104 Keys Keyboard wt. USB port	EA			
5	Multimedia Keys Wireless Keyboard Set	EA			
6	USB Wired Optical 1000 DPI Mouse	EA			
7	Wireless Mouse	EA			
8	2GB DDR2 RAM for Laptop	EA			
9	2GB DDR3 RAM for Laptop	EA			
10	4GB DDR3 RAM for Desktop	EA			
11	8GB DDR3 RAM for Desktop	EA			
12	4GB DDR3 RAM for Laptop	EA			
13	8GB DDR3 RAM for Laptop	EA			
14	4GB DDR4 RAM for Laptop	EA			
15	8GB DDR4 RAM for Laptop	EA			
16	4GB DDR4 RAM for Desktop	EA			
17	8GB DDR4 RAM for Desktop	EA			
18	1TB SATA Dekstop HDD	EA			

<b>19</b>	Mouse Pad	EA			
<b>20</b>	CMOS Battery	EA			
<b>21</b>	600VA UPS - 7V 12A Battery	EA			
<b>22</b>	Gigabit Ethernet N/w Adapter-Desktop	EA			
<b>23</b>	Audio Sound Adapter -Desktop	EA			
<b>24</b>	1TB Intl SATA 6.0gbps Hard Drive- Laptop	EA			
<b>25</b>	Laptop Battery Internal	EA			
<b>26</b>	Laptop Charger	EA			
<b>27</b>	Audio Sound Adapter -Laptop	EA			
<b>28</b>	HP 12A Black LaserJet Toner Cartridge	EA			
<b>29</b>	HP 18A Black LaserJet Toner Cartridge	EA			
<b>30</b>	HP 88A Black LaserJet Toner Cartridge	EA			
<b>31</b>	Canon MF3010 AIO Laser Printer Cartridge	EA			
<b>32</b>	Laser Jet Printer Toner Powder/ 1 kG	kG			
<b>33</b>	Printer Toner Drum	EA			
<b>34</b>	Toner PCR	EA			
<b>35</b>	Magnetic Rod	EA			
<b>36</b>	Laser Printer Toner Viper Blade	EA			
<b>37</b>	HP Laserjet Printer Teflon Coat. Sleeves	EA			
<b>38</b>	Printer Paper Feed Roller	EA			
<b>39</b>	Laser Printer's Power Board	EA			
<b>40</b>	Laser Printer's Logic Board	EA			
<b>41</b>	2m 3 Pin Desktop Power Cord	EA			

42	USB Printer Cable	EA			
43	Multiple USB Devices Connector	EA			
44	6A Spike Guard wt 5 socket	EA			
45	16GB Pen Drive	EA			
46	32GB Pen Drive	EA			
47	Flat PVC Cable Marker/Tag - IT Device	EA			
48	Support & Maint. IT Infra. at various location mentioned in schedule	Monthly			
49	Gigabit Ethernet N/w Adapter-Laptop.	EA			
50	Printer Pwr Supply Cord.	EA			
51	Windows 10 Professional Software.	EA			
52	1 TB SATA SSD.	EA			

**The amount is limited to 5 Lakhs.**

**Note: The quantity may vary as per actual.**

**Sd/-  
(V.V.Borkar)  
Executive Engineer  
EHV O&M Division-I, Pune.**



**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.**  
**EHV O&M DIVISION-I, PUNE**

**SCHEDULE "B"**

**LIST OF SUBSTATIONS UNDER EHV (O&M) DIVISION-1, PUNE:**

<b>Sr.No.</b>	<b>Name of Substation</b>	<b>Address</b>	<b>Contact No.</b>
1	220 kV Theur	Theur, Tal. Haveli.	8975550702/ 7447440235
2	220 kV Phursungi	Pune Saswad Road, Phursungi.	7447440255/ 7447440256
3	220 kV Serum	Manjri, Near Hadapsar, Pune.	7447440262/ 7447440269
4	220 kV Magarpatta	Sadesatranali, Hadapsar,Pune.	7447440506
5	220 kV Parvati	Sinhgad Road, Pune.	7972699256/ 7447440242
6	220 kV Nanded city	Nanded, Sinhgad Road,Pune.	7447440404/ 7447440276
7	220 kV Khadki	Ammunition factory,Khadki,Pune.	7447440248/ 7447440249
8	220 kV Kondhwa	Near PRA Estate Yeolewadi, Kondhwa, Pune-48	7447440291/ 7447440291
9	132 kV Rastapeth	Near KEM Hospital, Rastapeth Pune.	7447440232/ 7447440233
10	132 kV Mundhwa	Bharat forge premises, Mundhwa,Pune.	7447440373/ 7447440225
11	132 kV Phursungi	Pune Saswad Road, Phursungi.	7447440222
12	132 kV Kothrud	Kothrud, Pune.	9657178312
13	132 kV NCL	NCL Premises, Pashan,Pune.	7758918144
14	132 kV Kharadi	Khulewadi, Pune.	9975311850
15	132 kV Ganeshkhind	Near chaturshringi temple, Pune.	9834928863
16	Substation Maint. S/Dn-I, Pune	220 kV Magarpatta SS, Sadesatranali, Hadapsar,Pune.	7447440234
17	Line Maint. S/Dn-I, Pune	EHV Line maintenance S/Dn-I, Pune Above 132 kV Control room, Senapati Bapat road , Ganeshkhind, Pune 16	7447440281

**Sd/-**  
(V.V. Borkar)  
**Executive Engineer**  
**EHV O&M Division-I, Pune.**

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.  
EHV O&M DIVISION-I, PUNE**

**List of various other offices covered under AMC :**

<b>Sr.</b>	<b>Name of Substation</b>	<b>Address</b>	<b>Contact No.</b>
1	Pimpri Chinchwad S/Dn-03 Nos. at Sharda Centre	At Sharda Centre	7756801793
2	PID Unit Pune	Near 132 kV Ganeshkhind SS, Compound, University Road, Ganeshkhind, Pune/ 220 kV Chichwad-1 SS premises.	7447440400
3	PAC DN 2 Pune.	Administrative Building , Ground Floor, Rastapeth, Pune.	7447441379
4	Hot line Unit Pune.	132 kV Ganeshkhind SS, Compound, University Road, Ganeshkhind, Pune.	7447440205

**Sd/-  
(V.V.Borkar)  
Executive Engineer  
EHV O&M Division-I, Pune.**

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.**

**EHV O&M DIVISION-I, PUNE**

**Annexure-1**

**Subject:** Annual Maintenance Contract (AMC) for 01 year of Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various SS, S/Dn. Under EHV O&M Division-I, Pune, PAC Dn.2: Pimpri Chinchwad S/Dns(Sharda Center) , Hot line unit Pune, PID Unit Pune under EHV O&M Circle Pune.

**Scope of work**

1. The AMC should cover troubleshooting, preventive, breakdown and regular maintenance and support of different makes of PCs, 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 Computers-54 Nos. , Printers-23 Nos. and Laptops-20 Nos. of Lenovo, Dell, HP, Epson, Cisco, D-link, TP-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 02 days 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 contractor 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 contractor 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 'Annexure-1 & 2.
2. The contractor will maintain Excel and register with all details for replaced material as guided by EHV O&M Division I, Pune. 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.
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 various locations. 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 EHV O&M Division-I, Pune. Data backup of systems as per guidelines by Executive Engineer EHV O&M Dn-I, Pune.
6. 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.

**7. 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 as per schedule B.

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

10. Contractor should provide one email Id to support staff to communicate to MSETCL. Also, contractor 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.

**11. Support staff: Scope of work of support staff :**

- a) The Contractor should provide one (1) support staff at the Division office 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, Servers, 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 infrastructure.
- 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 contractor. No subcontract of the job to third party contractor will be allowed.
- e) The working hour of the support staff would be 09:30 Hrs to 18:45 Hrs from Monday to Friday including break and in case of emergencies Support staff will have to attend calls on Saturdays, Sundays 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 possess internet.

- f) Support staff will report on every day morning to the EHV O&M Division-I, Pune. The contractor 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 day.
- 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 or SSI.
- j) Response time by Support staff will be Maximum 15 minutes.
- k) 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.
- l) No accommodation or travelling allowance will be given by MSETCL to bidder or Service agency.
- m) **Reporting:**Day to day reporting of completion, pending work should be submitted to Executive Engineer EHV O&M Division I Pune or his representative.
15. Standard operating procedure (SOP) will be given by IT section regarding work but not limited to e-ticketing, work flow, certificates, operations etc.

sd/-  
**(V.V.Borkar)**  
**Executive Engineer**  
**EHV O&M Division-I, Pune.**

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.**

**EHV O&M DIVISION-I, PUNE**

**Annexure-2**

**Subject:** Annual Maintenance Contract (AMC) for 01 year of Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various SS, S/Dn. Under EHV O&M Division-I, Pune, PAC Dn.2: Pimpri Chinchwad S/Dns(Sharda Center) , Hot line unit Pune, PID Unit Pune under EHV O&M Circle Pune.

**Modus of Operandi**

- 1) Any end user has to initiate 'E-ticket' through MSETCL Portal. (<http://tms.mahatransco.in/login/user>)
- 2) AMC personal will get system credentials from C.O. and he will be monitoring e-ticketing system for calls.
- 3) 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.
- 4) If work is satisfactorily completed, End user will 'Close' the e-ticket through his credentials.
- 5) AMC will maintain an Excel & register Month & Day wise along with e-ticket numbers, Serial number etc.
- 6) 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 the employee	SAP ID	Nature of work performed.	Material Name used	Material Number used	Signature

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

**Sd/-**  
**(V.V.Borkar)**  
**Executive Engineer**  
**EHV O&M Division-I, Pune.**