
 <p>MAHATRANSCO Maharashtra State Electricity Transmission Co. Ltd.</p>	<p>MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD CIN No. U40109MH2005SGCI53646 EHV O&M DIVN-II PUNE-30 MSETCL 220kV PARVATI S/STN., NEAR P.L. DESHPANDE GARDEN, SINHGAD ROAD, PUNE - 411030 ☎ - PH.NO.020-29910830 E-mail: ee6120@mahatransco.in</p>	
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EE/EHV/O&M/DN-II/Tech-/ 42

DT: 16.01.2025

Sub: E-Enquiry for Annual Maintenance Contract (AMC) for Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various substation & subdivision under EHV O&M Dn-II, Pune & 400kV RS Division Jejuri under EHV O&M Circle Pune for the period of 2 years.

Dear Sir,

Sealed & super scribed quotations are invited on firm quotation basis for the works indicated in schedule 'A' so as to reach this office **on or before 23.01.2025 up to 18.00hrs** on following Terms & Conditions.

Terms & Conditions:

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

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

1. Valid shop act & establishment registration or NOC of Grampanchayat.
2. GST registration certificate.
3. Photo copy of PAN No. of bidder
4. The Bidder should have experience certificate of similar work in MSETCL **OR** Power Sector **OR** State governments **OR** Central governments **OR** Reputed well established multinational companies issued by the officer not below the rank of Executive Engineer or equivalent.
5. ITR for the FY 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.

Envelope 2: 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 be opened.

1. 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.

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

3. Validity period of offer should be not less than 120 days from the date of submission of offer.

4. The documents of an offer shall be written legibly and free from eraser, overwriting or conversion of figures corrections where unavoidable shall be made by crossing out, rewriting, initialing and dating.

5. **Contract value:** The value of contract is limited to Rs. 4,00,000/- incl. taxes.

6. Security Deposit: Bidder has to pay Security Deposit of 10% of the work order value within 15 days from the date of issue of LOI in the form of FDR/DD/UPI of any Nationalized/scheduled Bank in the favour of "MSETCL at the office of The Executive Engineer EHV O&M DN-II, Pune valid for one year. The Security deposit will be refunded only after satisfactory completion of work. Also, you will have to apply for refund of Security Deposit within 3 months after completion of Guarantee/Warranty Period. If you fail to apply within stipulated period, the action as per CO's rules will be taken. **Failure to execute the work may lead to cancellation of contract & forfeiture of S.D.**

7. Agreement: Bidder has to enter into an agreement with the MSETCL of Rs. 500/- before execution of work within 15 days from the date of receipt of the LOI. Until the agreement is executed, the MSETCL will not allow you to take up the work. Necessary stamp duty for the agreement shall be borne by you.

8. 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.

9. Supervision of Work: The work should be carried out under the supervision of respective Incharge. 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 Dn-II, Pune is to be taken by the contractor before starting the work.

10. Quality of material & Sample: The bidder will be responsible for quality of material. The bidder should provide the material as specified in schedule 'A'. If the material is not as per requirement, you will have to replace the same at your risk & cost.

11. The T&P/ labour/ machinery/ equipment/ material required for the work shall be to your account.

12. Guarantee/Warranty: The material supplied should be warranted for a period of 12 months from date of installation. Any defect developed due to defective materials and workmanship during testing and Commissioning of the equipment during guarantee period of 12 months from the date of completion of the work.

13. Penalty: If the bidder fail to supply the material within stipulated time as mentioned above, he will be liable to pay penalty @ 1% per week (A week of 7 days or part thereof) subject to maximum limit of 10% of the total value of the order.

14. The bidder should be fully aware of the M.S.E.T. Co. Ltd. General Condition for execution of work and same is applicable to this contract also. Any of the condition will not exempt you from your liability to be abiding by the same.

15. The right to modify/alter/cancel the quotation is reserved by undersigned.

16. Taxes and Duties: **The price should be inclusive of all taxes & duties. Taxes will be applicable as per prevailing rate. Statutory deduction shall be made as per applicable.**

17. In case of difference of opinion, misinterpretation of any of the condition of the contract. In connection with or arising out of the condition or during the period work, the decision of the under signed shall be final & binding on you.

18. While execution of work, if any loss is caused to M.S.E.T.C.L, the same will be to your account & you will have to make good the loss, work to be attended by you at your cost & risk only.

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

If the agency has any doubt the meaning of any portion of the E-Enquiry conditions/specifications he should get it clarified from the office of the undersigned before submission of the offer.

-Sd-
Suhas S. Patil
Executive Engineer
EHV (O&M) Dn-II, Pune

Schedule 'A'

E-Enquiry for Annual Maintenance Contract (AMC) for Computers (Desktops, Laptops and such a devices), Printers, general purpose and system software including supply, installation & maintenance at various substation & subdivision under EHV O&M Dn-II, Pune & 400kV RS Division Jejuri under EHV O&M Circle Pune for the period of 2 years.

Sr. No.	Particular	Unit	Qty	Rate in Rs.	Applicable % GST
A	Supply Part				
1	400W SMPS	EA	As per actual	500.00	
2	USB Multimedia Keyboard Wired Combo	EA		519.75	
3	Wireless Multimedia Keyboard Combo	EA		1000.00	
4	Multimedia 104 Keys Keyboard wt. USB port	EA		450.00	
5	Multimedia Keys Wireless Keyboard Set	EA		1000.00	
6	USB Wired Optical 1000 DPI Mouse	EA		220.00	
7	Wireless Mouse	EA		484.69	
8	2GB DDR2 RAM for Laptop	EA		400.00	
9	2GB DDR3 RAM for Laptop	EA		562.56	
10	4GB DDR3 RAM for Desktop	EA		1100.00	
11	8GB DDR3 RAM for Desktop	EA		1800.00	
12	4GB DDR3 RAM for Laptop	EA		1200.00	
13	8GB DDR3 RAM for Laptop	EA		1800.00	
14	4GB DDR4 RAM for Laptop	EA		1000.00	
15	8GB DDR4 RAM for Laptop	EA		1700.00	
16	4GB DDR4 RAM for Desktop	EA		900.00	
17	8GB DDR4 RAM for Desktop	EA		1600.00	
18	1TB SATA Dekstop HDD	EA		2800.00	
19	Mouse Pad	EA		50.00	
20	CMOS Battery	EA		17.65	
21	600VA UPS - 7V 12A Battery	EA		700.00	
22	Gigabit Ethernet N/w Adapter- Desktop	EA		400.00	
23	Audio Sound Adapter -Desktop	EA		400.00	
24	1TB Intl SATA 6.0gbps Hard Drive- Laptop	EA		3100.00	
25	Laptop Battery Internal	EA		1900.00	
26	Laptop Charger	EA		1000.00	
27	Audio Sound Adapter -Laptop	EA		650.00	
28	HP 12A Black LaserJet Toner Cartridge	EA		2836.44	
29	HP 18A Black LaserJet Toner Cartridge	EA		3600.00	
30	HP 88A Black LaserJet Toner Cartridge	EA		3850.00	
31	Canon MF3010 AIO Laser Printer Cartridge	EA		As per actual	3850.00
32	Laser Jet Printer Toner Powder/ 1 kG	kG	1000.00		
33	Printer Toner Drum	EA	135.00		
34	Toner PCR	EA	70.00		
35	Magnetic Rod	EA	77.12		
36	Laser Printer Toner Viper Blade	EA	78.37		
37	HP Laserjet Printer Teflon Coat. Sleeves	EA	450.00		
38	Printer Paper Feed Roller	EA	144.92		

39	Laser Printer's Power Board	EA	1200.00	
40	Laser Printer's Logic Board	EA	2500.00	
41	2m 3 Pin Desktop Power Cord	EA	88.68	
42	USB Printer Cable	EA	75.95	
43	Multiple USB Devices Connector	EA	550.00	
44	6A Spike Guard wt 5 socket	EA	600.00	
45	16GB Pen Drive	EA	300.00	
46	32GB Pen Drive	EA	400.00	
47	Flat PVC Cable Marker/Tag - IT Device	EA	50.00	
48	Gigabit Ethernet N/w Adapter- Laptop.	EA	350.00	
49	Printer Pwr Supply Cord.	EA	150.00	
50	Windows 10 Professional Software.	EA	8500.00	
51	128GB SATA SSD.	EA	1500.00	
52	256GB SATA SSD	EA	2200.00	
B	Services Part			
1	Service Charge	No.	200.00	
2	Transportation Charges for 0 to 50km from Division office for substation under Division-II, Pune	km	750.00	
3	Transportation Charges above 50km upto 100km from Division office for substation under Division-II, Pune	km	1000.00	
4	Online service charges for 400kV Jejuri Division	No.	200.00	

The work order value is limited to Rs. 4,00,000/- including taxes

The contractors have to quote above/below/At par in % in respect of total Amount.

The contractor should not quote above/below/At par of individual items, such Price bid will be rejected.

1. -----% Below (In words -----) of the above total estimated cost.
2. ----- At Par (In words -----) of the above total estimated cost.
3. -----% Above (In word-----) of the above total estimated cost.

Dated Signature of Contractor with Seal

Name -----

Address-----

-Sd-
Suhas S. Patil
Executive Engineer,
EHV (O&M) Dn-II Pune

Schedule 'B'

List of various other offices covered under AMC:

Sr. No.	Name of Office
1	EHV O&M Dn-II, Pune
2	Line Maintenance Subdivision, Ganeshkhind
3	Substation Maintenance Subdivision, Chinchwad
4	220kV Pirangut S/Stn
5	220kV Talegaon Ambi S/Stn
6	220kV Urse S/Stn
7	220kV Sahara S/Stn
8	132kV Varasgaon S/Stn
9	132kV Kamthadi S/Stn
10	132kV Bhatghar S/Stn
11	132kV Andralake S/Stn
12	100kV Talegaon S/Stn
13	100kV Pavana S/Stn
14	100kV Lonavala S/Stn
15	400kV RS Division Jejuri (Online Service)

-Sd-
Suhas S. Patil
Executive Engineer,
EHV (O&M) Dn-II Pune

Annexure 'A'

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-25 Nos. , Printers-23 Nos. and Laptops-2 Nos. of Lenovo, Dell, HP etc of various make. 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 agency to 400kV RS Division Jejuri as per need.

2. The contractor will maintain Excel and register with all details for replaced material as guided by EHV O&M Dn-II, 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. Software will 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 Dn-II, Pune. Data backup of systems as per guidelines by Executive Engineer EHV O&M Dn-II, Pune.

6. Cleaning of the equipment like computers, printers, LAN devices, Video conference device, UPS, Projectors, monthly 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 completed as per requirement of Office -Incharge on time to time.

10. The contractor should have experience in computer Hardware, software, printer and Network and overall IT devices and systems. He 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 re-installation of system software under this Division.

11. Any fault or issue or problem or loss occurred to MSETCL due to lack of knowledge of agency staff, concerned bidder will be responsible for the same and losses will be recovered from the concerned bidder.

12. Contractor 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. Agency staff should take care that no existing setup should be hampered.

13. 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.

14. New spares configuration, installation as per Email requests of concerned Incharge.

-Sd-

Suhas S. Patil
Executive Engineer,
EHV (O&M) Dn-II Pune

Annexure 'B'

Modus Operandi

- 1) Any end user has to initiate 'E-ticket' through MSETCL Portal.
(<https://tms.mahatransco.in/login/user>)
- 2) AMC personale will get system credentials from C.O. and he will be monitoring e-ticketing system for calls.
- 3) AMC personale 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.
- 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 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-
Suhas S. Patil
Executive Engineer,
EHV (O&M) Dn-II Pune