

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.**  
**CIN NO. U40109MH2005SGC153646**

**Office of The Chief Engineer**  
**Maharashtra State Load Dispatch Center,**  
Thane-Belapur Road, P.O. Airoli,  
Navi Mumbai Pin – 400 708.  
Tele :91-22-27601765 / 1766  
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**Ref: CELDK/ IT/2018/IBM X AMC/1957**

**Date-24.08.2018**

To

**Website for display**

**Sub: e-Enquiry for Annual Maintenance Service Contract of IBM X Series Servers at SLDC Airoli. (Comprehensive with Back to Back support from OEM & Non-Comprehensive onsite).**

Dear Sir,

IBM X-Series Servers in this office as detailed in Annexure A, are in good condition, and need to be covered under Annual Maintenance contract on terms & conditions mentioned in annexure C. The detailed scope of work is attached as Annexure B.

You are requested to quote your lowest rate for the same in the Format Specified as per Annexure-D. The offer should be valid for at least 90 days from the date of opening of quotation. The quotations not complete in any respect or partial quotations will be totally rejected. No correspondence in this regard will be entertained

The sealed envelope marked as “**e-Enquiry for Annual Maintenance Service Contract of IBM X Series Servers at SLDC Airoli. (Comprehensive with Back to Back support from OEM & Non-Comprehensive onsite)**” must reach this office on or before **10.09.2018 upto 17:00 Hrs.** This quotation will be opened on Next Working day i,e on **11.09.2018** ,if possible.

Thanking You,

Yours faithfully

Sd/-

(Vasant D. Pande)

**Superintending Engineer(Scada/IT)**  
**MSLDC, Airoli, M.S.E.T.C.L**

Encl: Annexure ‘A’- Equipments  
‘B’-Scope Of Work  
‘C’- Terms & Conditions  
‘D’- Price Schedule  
‘E’- Undertaking

Copy to: 1) AGM (F&A), MSLDC Kalwa  
2) Master File.

## ANNEXURE 'B'

### Scope of Work

1. The scope of work involves Annual Maintenance Service Contract of IBM X Series Servers at SLDC Airoli. (Comprehensive with Back to Back support from OEM & Non-Comprehensive onsite). The specification of the IBM X-Series Servers is given as Annexure A.
2. Comprehensive Maintenance services shall consist of preventive, breakdown and maintenance (Onsite) of IBM X-Series Servers mentioned in annexure A. The maintenance cost shall be inclusive of taxes, labor, Engineer and all other charges.
3. In comprehensive maintenance replacement of defective/worn out part with new, latest part of same or better specification will be free of cost.
4. In Non-comprehensive maintenance replacement of defective/worn out part with new, latest part of same or better specification will be on chargeable basis.
5. Non-Comprehensive Maintenance services shall consist of preventive, breakdown and maintenance (Onsite) of IBM X-Series Servers mentioned in annexure A.
6. **Preventive maintenance Service (Quarterly):** This must be done quarterly for each IBM X-Series Servers. The AMC engineer shall reach site as per the pre-approved schedule and carry out following activities for each material mentioned in annexure A.

During the visit following activities shall be carried out at SLDC Airoli Site

- a. Check system errors, if any and determine the status/health of hardware system and Operating System.
  - b. Carry out tests, if required, for proper functioning of the hardware system and Operating System.
  - c. Check all the equipment thoroughly using latest diagnostic software of OEM only.
  - d. Take back-up of critical files of OS, if required.
  - e. Apply patch of Operating System, firmware etc., if any
  - f. If any fault is detected during diagnostics then take necessary steps to rectify it and replace it, if required. (Applicable for Hardware and Operating System)
  - g. If any errors are observed in error log, analyse them in detail and carry out necessary activities to eliminate them.
  - h. Analyze and eliminate the cause of problem/fault, if found any. Systems restart if required.
  - i. In case of any special service is required, AMC engineer will notify the OEM and will co-ordinate with OEM.
  - j. Re-Installation of Operating System, RAID configuration, firmware upgradation if required.
  - k. Prepare an inspection report jointly with MSETCL personal.
7. **Breakdown maintenance (As and when required):** On receipt of call from customer, the AMC engineer shall reach the site and shall carry out following activities.
    - a. Check system errors and determine the status / health of the HW system and Operating System.

- b. Execute tests for proper functioning of the HW , its sub-components and Operating System.
- c. Execute assessment to determine the current status and diagnose the cause of error ( internal or external)
- d. Diagnose the faults and rectify the defect detected within 24 hrs time. (Applicable for Hardware and Operating System)
- e. Take action to restore the system to working condition after replacement / repairs of the faulty components / module of the hardware system.
- f. Repair / replace the faulty parts etc of the equipment. The part to be replace should be Original and from OEM only.
- g. In case of any special service from OEM required, AMC engineer will notify the OEM and will co-ordinate with OEM.
- h. Re-Installation of Operating System, RAID configuration, firmware upgradation if required.
- i. Prepare Fault Clearance Reports / Inspection reports jointly with MSETCL personnel.

#### 8. Support Levels

Support Window : 24 X 7 supports  
 Response Time : 4 Hrs.  
 Resolution time : 24 Hrs. or Next Business Day  
 Call Registration Process: Telephonic or Email.

9. The Vendor shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other Items will be supplied by MSLDC in case of comprehensive AMC.
10. Well trained engineers for Hardware and Software (wherever applicable) are to be arranged by the Vendor.
11. All spares to be used shall be genuine or compatible spare parts (in that order).
12. Service offered shall be in accordance with the service instructions and standard practice of original manufacturer
13. The Vendor shall maintain service log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly signed by the designated MSLDC IT Person.
14. Vendor shall provide standby Spares/equipment/s and or Hardware in case the Hardware under AMC is down for more than 36 hrs or the problem recurs intermittently after servicing carried out by the Vendor.
15. To co-ordinate with OEMs for support for configuration issues, hardware replacement etc
16. All the above assets are in working condition and are in use which may be verified before commencement of AMC.

17. The vendor shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by vendor. MSETCL shall not be liable to interact with any of the subcontractors of the vendor.
18. The Vendor shall provide a clear-cut escalation matrix to MSLDC.

**Sd/-**  
**(Vasant D. Pande)**  
**Superintending Engineer(Scada./IT)**  
**MSLDC, Airoli, M.S.E.T.C.L**

## ANNEXURE 'C'

### TERMS and CONDITIONS:

- 1) **Contract Period: Contract period will be for 1 Year** After the expiry of the contract period, the service need not be continued taking it as deemed extension of period. The system has to be handed over in full working condition as on the date of the expiry of the contract.
  
- 2) **ELIGIBILITY CRITERIA:**
  - (a) The Bidder should have experience of successful completion of **Two similar works** during the Last Three financial years. The cost of such individual similar work **should not be less than Rs. 1.5 Lakhs**.  
Attested copy of work order to that effect from concern department/ agency is required to be submitted.
  
  - (b) The Vendor should submit copies of following along with quotation :
    - i. Certificate of the registration under GST.
    - ii. PAN /TAN registration certificate
    - iii. Certificate of Incorporation/Registration.
    - iv. Proof of firm being registered as shop establishment/firm/company, if applicable.
    - v. Audited annual accounts including balance sheets and other financial Statements OR valid ITR for past Three financial years.
  
  - (c) If AMC is served previously with in any offices under MSETCL then performance certificate from MSETCL is compulsory and same should be submitted along with quotation.

Failure to provide the desired information and documents may lead to disqualification of the Bidder.  
If required MSLDC may verify the authenticity of the documents submitted and if found fake documents or manipulated documents are submitted the vendor will be blacklisted by MSETCL.
  
- 3) **In case order is placed, vendor should submit OEM Care Pack Documentation to this office for the contracted period of AMC within 30 days of issue of order. No any bills will be processed without submission of OEM Care Pack Documentation.**
  
- 4) The Annual Maintenance Contract shall cover maintenance of the equipments listed in Annexure –A .The AMC includes routine checks, repairs & replacements of faulty parts, components and all other activities to keep the equipments in working condition at site.
  
- 5) Prior to the commencement of the maintenance contract Vendor in consultation\_ with MSLDC shall prepare the schedule for Preventive maintenance works to be carried out during the entire period of the MAINTENANCE CONTRACT. Vendor shall depute engineer(s) on site as per the prepared and final work schedule
  
- 6) Any parts/spares etc required for system restoration in event of Preventive/Breakdown maintenance shall be provided by Vendor.

- 7) The part to be replace should be Original and from OEM only.
- 8) Vendor shall arrange for any additional Manpower required for any assistance whatsoever, required in maintenance jobs during preventive /breakdown maintenance. MSLDC specific help required to be specified by Vendor.
- 9) MSLDC will provide internet connectivity for any Remote support activity.
- 10) One MSLDC Engineer, who is familiar with the System, shall be identified for a single point technical contact.
- 11) Office space and normal office facilities shall be provided by MSLDC.
- 12) **SITE VISIT:** Bidder are advised to inspect, examine the site / equipments and its surrounding and satisfy themselves before submitting their enquiry. A vendor shall be deemed to have full knowledge of the site / equipments whether he inspects it or not and no extra charges consequent on misunderstanding or otherwise shall be allowed.
- 13) Bidder shall be fully equipped to set right the fault within reasonable time, so that the down time of the equipment is minimum.
- 14) The AMC shall be in force for a period of one year. However, the company reserves the right to terminate the contract in case of unsatisfactory work during contract period.
- 15) **Submission of bills and Payment-**You should submit your invoice in triplicate at the end of every Quarter and payment will be made within 30 days subject to availability of fund. Such invoice/s should accompany with OEM Care Pack documentation (for first Bill), Quarterly service report/details of work done and call attendance report certified from IT person. There will be no advance payment against this AMC.
- 16) **Security Deposit:** You will have to pay security deposit amounting to 5% of the ordered value through Cheque/DD/Bank guarantee within 10(Ten) days from the date of receipt of order. In case it is not paid, it will be deducted from your bill. The same will be refunded to you after satisfactory execution of the order. In the event of unsatisfactory performance of the contract or non-compliance to T&C, Scope of Works this amount will be forfeited. No interest will be allowed on this deposit.
- 17) In case of dispute, if any, the legal jurisdiction of the court shall be Mumbai only.
- 18) Income tax, WCT or other statutory taxes if applicable will be deducted at the prevailing rate.
- 19) All the expenses shall be borne by the Vendor.
- 20) Travelling Expenses:- No travelling expenses will be reimbursed or paid to the services & Maintenance Engineers or any other staff for visiting offices of the MSLDC for maintenance work.

- 21) Termination:
- a. The contract will be reviewed in terms of the performance and maintenance services provided by you every Quarter from the start of the contract period. If the performance is not found satisfactory, the contract can be terminated by MSETCL giving Fifteen Days notice to the contractor.
  - b. In the event, MSETCL decides to cancel the contract due to unsatisfactory performance; the Security Deposit will be forfeited.
  - c. In case of withdrawal of AMC by the vendor before expiry of the contract period, in that case the Security Deposit will be forfeited and maintenance charges payable to the firm will not be given.
- 22) If any loss occurs to MSLDC property during execution of works, you should make it at good at your cost.
- 23) MSETCL will not be responsible for any accident (fatal or non-fatal) or injury to the personnel of the agency or any financial implication arising there from.
- 24) If any accident occurs to the contractor's labor, while on duty, department will not be responsible in any way either legal or financial for the accident to the contractor's labor and the same shall be at the risk and cost of the contractor. The contractor will have to pay the compensation as per workman's compensation Act to the labors.
- 25) The charges to be quoted for AMC shall be on yearly basis and inclusive of labour, Engineer and any other cost.
- 26) GST number need to be specify clearly on quotation.
- 27) Right to reject any or all quotations is the reserved by the undersigned
- 28) MSLDC does not bind itself to accept the lowest or any bid and reserves the right to reject all or any bid or cancel the Enquiry without assigning any reason whatsoever. MSLDC also has the right to re-issue the Enquiry without the Vendors having the right to object to such re-issue.
- 29) MSLDC may at its discretion abandon the Enquiry process any time before the issuance of Purchase Order.
- 30) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- 31) Only one rate should be quoted against each item; quoting of multiple rates against a single item will amount to violation of the enquiry clauses and the bid will be rejected.
- 32) Partial Bid will be summarily rejected without giving any reason/notice to the Bidder.
- 33) Bid should be in the format provided in Price Schedule (Annexure D) only any other format for bid will be summarily rejected without giving any reason/notice to the Bidder.

- 34) No increase, decrease, discount reduction or any other changes in the price will be acceptable after the opening of the quotation.
- 35) The rates quoted will be valid for 90 days from the date of opening of quotation.
- 36) Any variation in the rates, etc. will not be allowed on any ground such as mistake, misunderstanding, typographic etc. after the Enquiry has been submitted. The quoted rate must include all charges including free replacement of spare parts.
- 37) During the period of contract, no upward revision of charges will be accepted.
- 38) If any dispute arises, the decision of the undersigned is final and binding on you.
- 39) You shall abide to M.S.E.T.C.L. standard terms and conditions regarding work contract.
- 40) **Signing Of Contract Agreement:** In case order is placed, you will have to enter an agreement with MSETCL, in the prescribed format on bond paper of Rs. 500/- amount (Amendment vide Maharashtra Stamp Act, 20 of 2015) at your cost within 7 days from the date of the receipt of order as per the D O ltr no. Mudrank-2009/2707/Pra.Kra./326/M-1 dtd 09.10.09. And Co. `s Adm. Circular no. 207 dtd 17.04.10. The MSETCL will not be liable to pay nor shall you be entitled to claim any bill amount due or payable under the contract until the agreement is executed with MSETCL. The necessary Stamp Duty for the agreement shall be borne by you.
- 41) Other Conditions:
- (a) Bid should be free from correction and erasures. Corrections if any should be attested.
  - (b) The rate of GST taxes prevalent on the date of enquiry, should be clearly indicated in the quotation itself, if it's not mentioned; it will be treated as inclusive.
  - (c) More than one bid shall not be accepted from one party.
  - (d) Conditional bids will not be accepted.
  - (e) Any bid received after the due date and time shall be rejected.

Sd/-  
**(Vasant D. Pande)**  
**Superintending Engineer(Adm./IT)**  
**MSLDC, Airoli, M.S.E.T.C.L**



**Annexure-D**  
**PRICE SCHEDULE**

<b>Sr. No.</b>	<b>Particulars</b>	<b>SAC</b>	<b>Qty</b>	<b>Quarterly Amount (A)</b>	<b>No. Of Quarters (B)</b>	<b>Total Amount (A*B)</b>
1.	Comprehensive AMC (Onsite) IBM X3500 Server-[7977R2A] For One Year (As per Annexure-A )	998713	3		4	
2.	Comprehensive AMC (Onsite) IBM x3500 M4: - [7383I3A] For One Year (As per Annexure-A )	998713	2		4	
3.	Comprehensive AMC (Onsite) IBM x3650 M2-[7947ISS] For One Year (As per Annexure-A )	998713	1		4	
4.	Comprehensive AMC (Onsite) IBM x3100 M5457 IYA-[06GRNKK] For One Year (As per Annexure-A )	998713	1		4	
5.	Non-Comprehensive AMC (Onsite) IBM eServer X226-[8648IZS] For One Year (As per Annexure-A )	998713	1		4	
	GST @ _____%				4	
	<b>Grand Total</b>				<b>4</b>	
(In Words: _____) Incl. of all taxes						

I certify that all the terms and conditions and Scope of Work of the eEnquiry documents are acceptable to us.

**Date:**

**Place:**

**Signature**

**Seal of the Firm**

**Annexure ' E'**

**UNDERTAKING**

**(On Company's Letterhead)**

**To,**

**Chief Engineer(SLDC)  
Maharashtra State Load Despatch Centre,  
Kalwa, Navi Mumbai**

Dear Sir,

I / We quote our rates for annual maintenance services for the equipments enlisted in Annexure A with scope of work and terms and conditions mentioned in the enquiry document, at the firm charges quoted by us for the period of one year from the date of award of AMC.

I / We have carefully read and which I / We have thoroughly understood and to which I / We hereby agree.

I / We hereby agree to keep this offer open for **90** days from the date of opening of enquiry and shall be bound by communication of acceptance dispatched within the prescribed time.

I / We hereby declare that I/we have not been blacklisted by the registering authority or any department of the Central /State Government, Semi-Government, public undertakings, corporate etc.

The information given by me is true and in future if it is found that the information given by me is false then MSETCL is free to take legal action including termination of the contract, against me.

Yours faithfully,

**Seal & Signature of the Bidder**

**Date :**

**Place:**

**Annexure - A  
Server Configuration Details**

Sr. No.	Server	AMC Type	Make	Model No.	Serial No.	CPU	RAM	HDD	Drive	Ethernet Card	Other Details	RAID controller
1	FBSM AppServer1	Comprehensive	IBM	IBM X3500 Server-[7977R2A]	99D4104	2*Quad Core 3 GHz	8GB PC2-5300 DDR2 RAM	2 * 146GB	DVD-ROM Drive	Dual integrated 10/100/1000	1. Dual channel wide ultra 320 controller OR 2. 8MB std VRAM 3. RPS 4. Redundant fans 5. 4Gb fiber channel	Integrated RAID controller with raid 0,1 & 5 controller
2	FBSM AppServer2	Comprehensive	IBM	IBM X3500 Server-[7977R2A]	99D4006	2*Quad Core 3 GHz	8GB PC2-5300 DDR2 RAM	2 * 146GB	DVD-ROM Drive	Dual integrated 10/100/1000	1. Dual channel wide ultra 320 controller OR 2. 8MB std VRAM 3. RPS 4. Redundant fans 5. 4Gb fiber channel	Integrated RAID controller with raid 0,1 & 5 controller
3	Secure ABT Appln Server	Comprehensive	IBM	IBM X3500 Server-[7977R2A]	99D4105	2*Quad Core 3 GHz	8GB PC2-5300 DDR2 RAM	2 * 146GB	DVD-ROM Drive	Dual integrated 10/100/1000	1. Dual channel wide ultra 320 controller OR 2. 8MB std VRAM 3. RPS 4. Redundant fans 5. 4Gb fiber channel	Integrated RAID controller with raid 0,1 & 5 controller
4	DSR New Server 1	Comprehensive	IBM	IBM System x3500 M4 :-[738313A]-	06ZZFX4	1* Intel(R) Xenon(R) CPU E5-2620 @ 2.00 GHz	2 * 8GB	3*300 GB SAS	DVD RW DRIVE	4 * Intel(R) I350 Gigabit Network Connection		
5	DSR New Server 2	Comprehensive	IBM	IBM System x3500 M4 :-[738313A]-	06ATRHK	1* Intel(R) Xenon(R) CPU E5-2620 @ 2.00 GHz	2 * 8GB	3*300 GB SAS	DVD RW DRIVE	4 * Intel(R) I350 Gigabit Network Connection		
6	FBSM Billing Test Server	Non-Comprehensive	IBM	eServer X226-[86481ZS]	99CKNL3	2* Intel(R) Xenon(TM) CPU @ 3.00 GHz	2* 2GB	1*500 GB	DVD-ROM Drive	2 * Broadcom NetXtreme Gigbit Ethernet		
7	Antivirus Server	Comprehensive	IBM	x3650 m2-[7947ISS]	99D1284	2* Intel(R) Xenon(R) CPU E5506 @ 2.13 GHz	4 GB	1*400GB	DVD-ROM Drive	Dual Broadcom BCM5709C NetXtreme II GigE	-	-
8	SCADA FTP Server	Comprehensive	IBM	x3100 M5-5457 IYA	06GRNKK	Intel Xenon E3-122v3 CPU (Quad Core), 3.1 GHz	8 GB RAM (2 X 4GB)	2 X 1 TB SATA (FOR RAID)	DVD RW DRIVE	2		RAID 01 In-built (SR C100)