

From:  
Office of the Executive Engineer  
EHV O&M Division, MSETCL, Mirjole Road,  
MIDC, Ratnagiri – 415 639  
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Ref. No.: EE/EHV O&M DN/RTN/T/No. 00215

Date: 01.02.2019

Enquiry

**Sub:** Enquiry for AMC of repairing & Maintenance of Computers at Division office & Subdivision office of EHV O&M Division, Ratnagiri.

Dear Sir,

Please offer your reasonable rates in % percentage only for Enquiry for AMC of repairing & Maintenance of Computers at Division office & Subdivision office of EHV O&M Dn. Ratnagiri.

**Terms and Conditions:**

- 1) **Due Date:** The quotations complete in all respects, dully sealed & super scribed should be submitted to this office on or before **08.02.2019** upto 17:30 Hrs.
- 2) **Eligibility Criteria:**
  - 1) The vendor should have at least 01 year experience of annual maintenance contracts of computers, printers etc.
  - 2) The vendor should submit the following documents along with their quotation otherwise quotation will not be accepted in any case.
    - a) Certificate of registration under GST.
    - b) PAN/ TAN registration certificate.
    - c) Firm registration certificate as shop establishment/firm/ Company.
    - d) Experience certificate & work order against same from any Govt./ Semi Govt. Sector/ Banking Sector (Nationalized/ Scheduled banks).
- 3) **Scope of work:** The scope of work involves comprehensive annual maintenance (on site) of computers & its accessories at EHV O&M Division, Ratnagiri.

Maintenance services shall consist of preventive, breakdown and comprehensive maintenance (on site) of computers & its accessories as mentioned in annexure 'I'. The maintenance cost shall be inclusive of taxes, labour, service engineer charges, travelling, transportation if any. No extra charges will be paid at any cost from MSETCL.

Replacement of defective/ worn out part with new parts of same specification and of standard make shall be provided by you free of cost, if failed within guarantee period i.e. one year from date of replacement. The replaced part (old) to be handed over to operating authority i.e. Substation/ Subdivision/ Division In-charge of site.
- 4) **Preventive maintenance service (quarterly):** It should be done quarterly for each and every computer and its accessories at various sites under EHV O&M Division Ratnagiri. During the visit following activities should be carried out at EHV O&M Division Ratnagiri.
  - 1) Checking of software update, status/ health of computer hardware, installation of standard antivirus if not installed (Antivirus will be provided from MSETCL).
  - 2) Carry out tests, if required for proper functioning of hardware system.
  - 3) Checking of LAN connections, modem and all the equipment installed in U Rack.
  - 4) Checking of all the equipment should be done thoroughly.
  - 5) If any fault is detected during diagnostic then take necessary step to rectify it and replace it, if required.

- 6) Removing of dust, dirt inside the CPU, printer, keyboard with the help of blower and cleaning of LCD screen with liquid.
- 7) Checking of Toner drum of printer.
- 8) Removal of unwanted software, corrupted file/data, defragmentation/ cleaning of drives.
- 9) Minimizing excessive loading of computer to enhance fast processing/ working of computer.

All the above activities should be carried out in presence of MSETCL personal and joint inspection report should be submitted alongwith the bills.

- 5) **Breakdown maintenance:** On receipt of call from MSETCL person the service engineer shall reach the site and shall carry out following activities.
  - 1) Checking the error and determine the status / health of hardware system.
  - 2) Execute tests for proper functioning of hardware and its component.
  - 3) Take action to restore the system to normal/ working condition after replacement/ repairs of the faulty component of hardware.
  - 4) The part replaced should be of standard make and of good quality. Replaced part should be handover to concern officer.
  - 5) The problem should be attended within 6 hrs. from the time of receipt of call.
- 6) **Contract period:** The contract will be valid for 1 year or the exhaust of contract amount whichever is earlier.
- 7) **Security Deposit:** The contractor should pay security deposit at the rate of 5% of the value of the order within 7 days from placing of order in the office of the Superintending Engineer EHV O&M Circle Kolhapur. The S. D. will be refunded after satisfactory completion of contract.
- 8) **Agreement Bond:** The contractor will have to execute an Indemnity Bond on stamp paper of Rs.500/- at own cost if order is placed.
- 9) **Payment Terms:** Bill in triplicate should be submitted alongwith the service log book of preventive and breakdown work to the Division office. Bills will be released for payment after MB recording of the same by the concern officer. Bill should be submitted after every preventive maintenance i.e. quarterly.
- 10) **Penalty:** If the preventive maintenance is not carried out in time or if problem informed to you is not attended within time, the penalty will be charge at ½ % of work order amount per day, maximum to 10% of work order amount.
- 11) **Rates:**
  - 1) The vender may visit the sites mentioned in Annexure 'I' for inspection of the same, before quoting the rates.
  - 2) No increase, decrease, discount or any other changes in the quoted price will be accepted during the contract period.
  - 3) Any variation in the rate will not be allowed at any ground such as mistake, misunderstanding etc after submission of quotation. The quoted rates must include all the charges including free replacement of spare parts.
- 12) **Travelling expenses:** No extra travelling expenses will be paid to the service engineer for visiting for maintenance work.
- 13) **Termination:** The contract will be reviewed in terms of performance and maintenance service provided by you every quarter from the start of contract period. If the performance is not found satisfactory, the contract can be terminated by giving 15 days' notice. In this case the SD will be forfeited.
- 14) The annual maintenance contract covers maintenance of the computer and its accessories as mention in Schedule 'A' as per actual requirement of at site. The annual maintenance contract includes routine check, repairs & replacement of faulty parts, components and all the activity to keep the equipments in working condition.

- 15) MSETCL will prepare the schedule for preventive maintenance work to be carried out during the entire period of maintenance contract.
- 16) Any parts/ spare are required for restoration of computers and its accessories in the event of preventive/ breakdown maintenance shall be provided by you.
- 17) Right to reject any or all quotations is reserved by the undersigned.
- 18) If any loss occurs to the MSETCL property during execution of works, you should make it good at your cost.
- 19) Service log book and nature of service rendered during each troubleshoot should be maintained by service engineer and the same shall be duly signed by concern officer, which should be submitted along with the bills.
- 20) **Income Tax:** All the taxes, rates, duties, Cess by whatever may it called in India at prevailing rate will be applicable to this enquiry & will be deducted from bill.
- 21) **Jurisdiction:** All disputes, differences related to the contract if any, the legal jurisdiction of the court shall be Ratnagiri only.

Thanking You.

Encl: Schedule 'A' & Annexure 'T'.

sd/-  
(Sandip Patil)  
Executive Engineer (I/C)  
EHV O&M Dn., MSETCL,  
Ratnagiri

Copy s.w.r. to: The Superintending Engineer, EHV O&M Circle, Kolhapur.

Copy to: Dy. Manager (F&A) EHV O&M Division, Ratnagiri / Notice Board.

Name of work: AMC of repairing & Maintenance of Computers at Division office & Subdivision office of EHV O&M Division, Ratnagiri.

**SCHEDULE 'A'**

Sr. No.	Particulars	Unit	Qty	Unit Rate Incl. GST
	<b>Service Part:</b>			
1	A) Service charges towards PC AMC Including Installation or Up-gradation of software Problems related to hardware, formatting etc. as and when directed by Operating authority (Division or Subdivision In-charge)	No.	As per actual	531.00
	B) Service charges towards Laptop AMC Including Installation or Up-gradation of software Problems related to hardware, formatting etc. as and when directed by Operating authority (Division or Subdivision In-charge)	No.		708.00
2	Network 24 Port Switch with patch panel, Trouble Shooting of network Problem as and when directed by Division or Subdivision In-charge.	No.		2360.00
3	BSNL Wi-Fi LAN (Including all Wi-Fi modems) maintenance	No.		3540.00
4	Toner Refilling of Printer	No.		413.00
5	Toner Drum Replacement	No.		330.40
6	Toner Wiper Blade Replacement	No.		259.60
7	Replacement of Magnetic Roller	No.		295.00
8	Providing New Toners	No.		2891.00
9	Providing New UPS 500VA/600VA/650VA/800VA	No.		2360.00
10	Providing Battery for UPS & Its Replacement Work	No.		1156.40
11	MS OFFICE 365 (5 user pack)	No.		11564.00
12	P&I of SMPS of PC	No.		2125.18
13	P&F DVD writer	No.		2242.00
14	P&F DDR RAM	No.		1652.00
15	P&F Mother Board	No.		3894.00
16	P&F Mouse	No.		489.70
17	P&F Keyboard	No.		1062.59
18	Installation, Config, T&C of SAN HDD, 500GB	No.		4250.36
	<b>Material Part:</b>	No.		
1	Providing new backup device :- Hard disc external 2.5 Inch 1 TB of Sony Make	No.	4180.00	
2	Monitor	No.	5280.00	
3	Laptop Battery	No.	2596.00	
4	Laptop Mother board	No.	10620.00	
5	Display TFT screen for Laptop	No.	5498.80	
6	4GB RAM for Laptop	No.	3000.74	
7	500GB Laptop HDD	No.	4130.00	
8	Laptop Keyboard	No.	1416.00	
9	Laptop Charger	No.	1250.00	

- Above rates are exclusive of all taxes.
- **Schedule is enclosed for reference only.**
- Taxes if any should be quoted separately otherwise it will be presumed that the rates are inclusive of all taxes.

The total value of order is limited up to Rs.2.0 Lakhs (Rs. Two Lakhs only) including of all taxes.

Sd/-  
(Sandip Patil)  
Executive Engineer (I/C)  
EHV O&M Dn., MSETCL,  
Ratnagiri

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.  
EHV O&M DIVISION, RATNAGIRI.**

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of EHV O&M Division, Ratnagiri.

**ANNEXURE –'I'**

**List of Sites/ Division/ Subdivision:**

<b>Sr. No.</b>	<b>Site</b>	<b>Taluka</b>	<b>District</b>
1	Line Maint. Sub-Division New Koyna	Chiplun	Ratnagiri
2	220 kV Dasturi S/s	Khed	
3	220 kV Lote S/s	Khed	
4	110 kV Arawali S/s	Sangameshwar	
5	220 kV Niwali S/s	Ratnagiri	
6	110 kV Ratnagiri S/s	Ratnagiri	
7	EHV O&M Division Ratnagiri	Ratnagiri	
8	220 kV Pawas S/s	Ratnagiri	
9	220 kV Oni S/s	Lanja	
10	220 kV Kharepatan S/s	Vaibhavwadi	
11	132 kV Kankavali S/s	Kankavali	Sindhudurg
12	132 kV Kudal S/s	Kudal	
13	220 kV Insuli S/s	Sawantwadi	
14	132 kV Talebazar S/s	Devgad	
15	EHV Line Maint. Sub-Division Kankavali	Kankavali	

Sd/-  
(Sandip Patil)  
Executive Engineer (I/C)  
EHV O&M Dn., MSETCL,  
Ratnagiri