

MSRTC is inviting sealed quotation for Open Tender from the eligible agencies **having experience in the AMC of LIPI Line Printers for Comprehensive AMC for LIPI Line Matrix Printers (Lipi 6312 & 6215), installed in above said office, for one year.**

1	Cost of Blank Tender Form	Rs.113/-
2	Date of commencement of sale of tender document	03/11/2009 to 25/11/2009 between 10.00 hrs. to 13.00 hrs. on working days (except Sunday, 2 nd /4 th Saturday & Bank Holiday)
3	Last Date of submission of Tender Form	On or before 25/11/2009 upto 13.00 hrs. (except Sunday, 2 nd /4 th Saturday & Bank Holiday) (Tenders received by post will not be considered).
4	EMD	Rs.5,000/- (Cash/DD) alongwith Tender Form

Pre-qualification criteria, the terms & conditions are specified in tender document. The tender document can be obtained from our office on payment of Rs.113/- in cash. It can also be downloaded from our website www.msrtc.gov.in. However demand draft of Rs.113/- in favour of "MSRTC Fund A/C" payable at Mumbai towards cost of such downloaded tender form should be enclosed while submitting the tender, failing which the tender will be disqualified.

Dy.General Manager(EDP)

MAHARASHTRA STATE ROAD TRANSPORT CORPORATION
EDP CENTRE, NEW ANNEX BLDG.,4TH FLOOR,J.B.B.MARG,MUMBAI-400008
Telephone : 23024089

TENDER NO.ST/EDP/OT/1973
Tender Closing Time : 1300 hrs.

DUE ON: 25/11/2009
Tender Opening Time : 1430 hrs.

To,

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Sub : Comprehensive AMC of LIPI Line Matrix Printers.

Dear Sir,

The Dy.General Manager(EDP), EDP Centre, J.B.B.Marg, Mumbai-400008 invites tender for Comprehensive AMC of the following LIPI Line Matrix Printers from reputed agencies who may desire to quote.

Sr.No.	Model	Qty.
1.	Lipi 6312	03 Nos.
2.	Lipi 6215	01 No.

Firms applying for the tender forms should produce a letter of firm regarding issue of tender form. Tender form will not be issued without producing such letter. The representative attending at the time of opening of tender should produce letter of authority.

The tenders should be submitted in the office of Dy.General Manager (EDP), EDP Centre, S.T., Central Office, Mumbai Central on or before 25/11/2009 upto 1300 hrs. and same will be opened at 1430 hrs. on the same date.

Tender form can be obtained from this office on payment of Rs.113/- in cash/DD. Cash receipt should be enclosed while submitting the tender failing which the tender will be disqualified.

The tender document can also be downloaded from our web site **www.msrtc.gov.in**. However demand draft of Rs.113/- in favour of 'MSRTC Fund A/c' payable at Mumbai towards cost of such downloaded tender form should be enclosed while submitting the tender, failing which the tender will be disqualified.

The Earnest Money Deposit of Rs.5,000/- should be paid by Demand Draft favouring "MSRTC Fund Account", payable at Mumbai without which tender offer will not be considered. The firm has to enclose original receipt of EMD with tender offer without fail.

The Terms & Conditions of Comprehensive Annual Maintenance Contract of LIPI Line Matrix Printers are as given below :-

- 1 The Maintenance Contract will be Comprehensive for both Preventive & Breakdown Maintenance for the period of one year.
- 2 The preventive maintenance will be carried out by the firm periodically once in a three months, which also includes cleaning of equipments & its accessories, apart from replacing worn out parts.
- 3 In case, if any part is not repaired at same place or any part is required to be taken away from the printer, the same should be replaced by similar or higher version of part or provide standby in working condition till the defective part is not repaired/ replaced, so that work should not suffer for want of the same.
- 4 If in case printer or it's parts are required to be repaired at workshop of the firm, the same can be taken with consent of MSRTC in writing.
- 5 The breakdown should be attended immediately within 2 hours after

- registration of complaint and setright the same within twelve hours in any case.
- 6 The firm will have to provide support on all days including Sundays & Holidays.
 - 7 The firm will have to quote total charges of AMC for both models together.
 - 8 The firm should comply the following prequalification criteria :-
 - a] The firm should be registered company. Please give Registration No.
 - b] The firm should have experience in the AMC of LIPI Line printers.
 - c] The firm should provide list of the clients for whom they are rendering maintenance services of LIPI printer with their addresses, telephone nos. & contact persons.
 - d] The firm should enclose Satisfactory Performance Certificate of the clients mentioned in above (c).
 - e] The firm should have skilled technical manpower in maintenance area of LIPI printer. Please give details.
 - 9 The firm should also be capable of rectifying all sorts of defects noticed during contractual period else same will be got done from third party & charges payable to third party will be recovered from maintenance charges payable to them &/or from Security Deposit.
 - 10 Maintenance charges shall be paid to the firm at the end of each quarter for the corresponding period based on report submitted by concerned officials of MSRTC who is supervising the maintenance activity.
 - 11 For normal breakdown & Preventive Maintenance, different call sheets should be provided after maintenance work is carried out.
 - 12 The Security Deposit @ 10% of the AMC charges will be required to deposit by successful firm by cash or DD, in favour of "MSRTC Fund Account" payable at Mumbai. Validity of the Security Deposit will be of 15 months from the date of receipt of deposit or completion of all pending work/calls whichever is later.
 - 13 The firm may if required inspect the printers mentioned above.
 - 14 Penalty :- In the event if it is noticed/ reported that maintenance work is not done or the problem is not setright in time and properly, MSRTC may impose penalty not exceeding Rs.200/- per working day. The amount of penalty if any will be deducted from bills or Security Deposit. The discretion to waive the penalty, if imposed and found justifiable will be with the F.A.& C.A.O. of MSRTC. In case of any dispute the matter will be settled at the level of F.A.& C.A.O.
 - 15 MSRTC shall have the right to terminate the AMC unilaterally in the event of dis-satisfactory performance without giving any notice by MSRTC to tenderer.
 - 16 In case of withdrawal of AMC by the firm before expiry of contract period in that case the Security Deposit will be forfeited and maintenance charges payable to the firm will not be given to the firm.
 - 17 The Dy.General Manager(EDP) reserves the rights to accept or reject the whole or any part of the offer and also have right to add/ delete/ modify any condition mentioned above before finalisation of the Maintenance Contract.

You are, therefore, requested to submit your competitive quotation in a sealed envelope addressed to the Dy.General Manager(EDP), EDP Centre, J.B.B.Marg, Mumbai-400008 superscribed as "Quotation for Comprehensive AMC of LIPI Line Matrix Printers" on or before 25/11/2009 upto 1300 hrs. Please note that quotation after due date & time will not be accepted.

Thanking you,

Yours faithfully,
for MSRTC

Dy.General Manager(EDP)