

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/02
Tender Closing Time : 1300 hrs.
Tender Opening Time : 1430 hrs.

DUE ON : 17/07/2008

To,

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Sub : Annual Maintenance Contract for Pcs, Printers &
Networking Equipments for the period 2008-2009.

Dear Sir,

The Dy.General Manager(EDP), EDP Centre, J.B.B.Marg, Mumbai-400008 invites tender for Maintenance of hardwares such as Personal Computers, Printers & Networking Equipments in Central Office, Mumbai-8 from reputed maintenance agencies who may desire to quote. 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 17/07/2008 upto 1300 hrs. and same will be opened at 1430 hrs. on the same date.

Sr.No.	Description	Qty.
1	Personal Computers	
	Celeron	10 Nos.
	P-I	16 Nos.
	P-II	06 Nos.
	P-III	21 Nos.
	P-IV	21 Nos.
	TOTAL :	74 Nos.
2	Printers	
	LQ-300/ 300+	29 Nos.
	LQ-1150	02 Nos.
	LQ-2080	20 Nos.
	LQ-1070	07 Nos.
	EPSON Style C435X-Stylus	02 Nos.
	Stylus-640/ 660	02 Nos.
	HP 660/ 670	04 Nos.
	LQ-2180	17 Nos.
	Laserjet 6P	02 Nos.
	Laserjet 4P	01 No.
	HP 3330	01 No.
	TOTAL :	87 Nos.

Sr.No.	Description	Qty.
3	Networking Equipments	
	Modem Tainet	01 No.
	Router Cisco (2620)	01 No.
	Switch-8 Port	01 No.
4	UPS- 0.5 KVA	03 Nos.

Tender form can be obtained from this office on payment of Rs.113/- (Rs. 100 + 13 VAT) in cash. 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 Account' 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 vendor has to enclose original receipt of EMD with tender offer without fail.

The Terms & Conditions of Comprehensive Maintenance Contract are as given below :-

1. The Maintenance Contract will be Comprehensive for both Preventive & Breakdown Maintenance for the period of one year.
2. The firm should be able to do the Preventive Maintenance of all items once in a three months. The Preventive Maintenance includes cleaning of equipments and its accessories/ peripherals apart from replacing wornout parts.
3. For Pcs & printers the breakdown should be attended within two hours & the machines should be setright within 12 hours in any case.
4. For networking equipments the breakdown/ complaint should be attended immediately after registration of complaint (including Sundays & Holidays also) and setright the same within two hours.
5. The firm will have to provide support on all days including Sundays & Holidays.
6. The MSRTC reserves the right to include or exclude any No. of Pcs/Printers & items/ accessories on a unit rate mentioned in the offer.
7. The firm have to quote separately for Pcs, printers & networking equipments.
8. The firm will have to specify the maintenance charges specifically.
9. 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 field more than five years.
 - c] The firm's average turnover should be more than Rs.7,00,000/- (Rs.seven lacs) during the last three years. The CA's Certificate also for the same should be attached.
 - d] The firm should provide list of the clients for whom they are rendering maintenance services with their addresses, telephone nos. & contact persons.
 - e] The firm should enclose Satisfactory Performance Certificate of the clients mentioned in above (d).
 - f] The firm should have skilled technical manpower in maintenance area. Please give details.

Please note that the firm who fulfill the prequalification criteria mentioned above will only be considered for commercial evaluation

- 10.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 your maintenance charges/ Security Deposit.
- 11.In case of all printers the printhead will be repaired or replaced by the firm.

12. Maintenance charges will be payable on quarterly basis on completion of each quarter based on performance report submitted by concerned official supervising the maintenance activity at EDP.
13. For normal breakdown & Preventive Maintenance, different call sheets should be provided after maintenance work is carried out.
14. In case, if any Pc/ printer is not repaired at same place or any part is required to be taken away from the machine, the same should be replaced by similar or higher version of PC/printer/accessories/part or provide standby in working condition till the defective equipment is not repaired/ replaced, so that work should not suffer for want of the same.
15. If in case machine/ printer or it's peripherals are required to be repaired at workshop of the firm, the same can be taken with consent of MSRTC in writing.
16. 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.
17. The Security Deposit @ 10% of the AMC charges will be required to deposit by successful vendor. 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.
18. The vendor may if required inspect the hardwares mentioned above.
19. Penalty :-
 - (a) 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 in case of Pcs & printers, UPS.
 - (b) 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.500/- per hour during 0700 hrs. to 2100 hrs. in case of networking equipments for all days (working/ holidays). 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.
20. MSRTC shall have the right to terminate the AMC unilaterally in the event of dissatisfactory performance without giving any notice by MSRTC to tenderer.
21. In case of withdrawal of AMC by the firm before expiry of contract period in that case the deposit will be forfeited.

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 Maintenance of Hardwares such as Personal Computers/ Printers/ Networking Equipments" on or before 17/07/2008 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)