

MAHARASHTRA STATE ROAD TRANSPORT CORPORATION, EDP CENTRE,  
NEW ANNEXE BLDG., 4<sup>TH</sup> FLOOR, J.B.B.MARG, MUMBAI-400008, TELEPHONE :  
23024089

MSRTC is inviting sealed Open Tender from the eligible agencies for Comprehensive Annual Maintenance Contract for Pcs, Printers for the period 2009-2010.

1	Cost of Blank Tender Form	Rs.113/-
2	Date of commencement of sale of tender document	09/09/2009 to 30/09/2009 between 10.00 hrs. to 13.00 hrs. on working days (except Sunday, 2 <sup>nd</sup> /4 <sup>th</sup> Saturday & Bank Holiday)
3	Last Date of submission of Tender Form	On or before 30/09/2009 upto 13.00 hrs. (except Sunday, 2 <sup>nd</sup> /4 <sup>th</sup> 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 & specifications of jobs 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](http://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/1854  
Tender Closing Time : 1300 hrs.  
Tender Opening Time : 1430 hrs.

DUE ON : 30/09/2009

To,

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Sub : Comprehensive Annual Maintenance Contract for Pcs, Printers  
for the period 2009-2010.

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Dear Sir,

The Dy.General Manager(EDP), EDP Centre, J.B.B.Marg, Mumbai-400008 invites tender for Annual Maintenance Contract for Pcs, Printers for the period 2009-2010 from reputed 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 30/09/2009 upto 1300 hrs. and same will be opened at 1430 hrs. on the same date. The details of the hardware is given as under :-

Sr.No.	Description	Qty.
1	Personal Computers	
	P-III	12 Nos.
	P-IV	39 Nos.
	<b>TOTAL :</b>	<b>51 Nos.</b>
2	Printers	
	LQ-300/ 300+	06 Nos.
	LQ-1150	30 Nos.
	LQ-2080/2180	30 Nos.
	LQ-1070	01 No.
	EPSON Style C435X-Stylus	01 No.
	Samsung ML 2010	01 Nos.
	Epson 1050	02 Nos.
	HP Laserjet 2600N	01 No.
	Laserjet 6P	01 No.
	Laserjet 4P	02 Nos.

<b>Sr.No.</b>	<b>Description</b>	<b>Qty.</b>
	HP 3330	01 No.
	HP Deskjet D4368	19 Nos.
	HP Deskjet 2360	01 No.
	HP Deskjet P1505N	01 No.
	<b>TOTAL :</b>	<b>97 Nos.</b>

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](http://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 Maintenance Contract & required expertise services 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, peripherals apart from replacing worn out parts and anti virus treatment for systems if any.
- 3.In case, if any hardware 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 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.
- 4.If in case hardware 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. If hardware or any part could not be repairable due to non-availability of spares, then whole unit should be replaced with new suitable unit of similar or higher configuration unit immediately.
- 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 separately for Pcs & Printers.
- 8.The firm will have to specify the maintenance charges specifically.
- 9.In case of Dot Matrix printers the printhead will be repaired or replaced by the firm.
- 10.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 Pcs & Printers more than two years.
  - c] The firm should provide list of the clients for whom they are rendering maintenance services with their addresses, telephone nos. & contact persons.
  - d] The firm should enclose Satisfactory Performance Certificate of the clients mentioned in above.
  - e] The firm should have skilled technical manpower in maintenance area. Please give details.
- 11.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.
  - 12.Maintenance charges shall be paid to the firm at the end of each quarter for the corresponding period based on performance report submitted by concerned officials of MSRTC who is supervising the maintenance activity.
  - 13.For normal breakdown & Preventive Maintenance, different call sheets should be provided after maintenance work is carried out.
  
  - 14.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.
  - 15.The firm may if required inspect the hardwares mentioned above.
  - 16.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.
  - 17.MSRTC shall have the right to terminate the AMC unilaterally in the event of dissatisfactory performance without giving any notice by MSRTC to tenderer.
  - 18.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.
  - 19.The MSRTC reserves the right to include or exclude any No.of PCs & Printers and accessories on a unit rate mentioned in the offer. Accordingly, payment to this effect shall be made to the firm.
  - 20.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 Annual Maintenance Contract for Pcs, Printers for the period 2009-2010" on or before 30/09/2009 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)