



Maharashtra State AIDS Control Society.
GOVERNMENT OF MAHARASHTRA
R. A. Kidwai Marg, Near Wadala OverBridge,
Wadala (West), Mumbai-400031

MSACS/Proc/IT/Server/Internet/CCTV/CMC/2023-24
Date – 04-05-2023

To,

Sub – Invitation of Quotation for Comprehensive Annual Maintenance Contract for Computers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server, One Residential Engineer etc. & IT Related all Support.

Dear Sir,

We are invited to submit your most competitive quotation for Comprehensive Annual Maintenance Contract for Computers, Printers, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server One Residential Engineer etc. & IT Related all Support charges at the MSACS Office Wadala.

The quotation will be for Comprehensive Annual Maintenance Contract.

This will also include a full day onsite service engineer.

1. Bid Price:

- a) The contract shall be for the full quantity as described above. Corrections, if any, shall be made by crossing out, initialing, dating and rewriting.
- b) All duties, taxes and other levies payable by the contractor under the contract shall be included in the total price.
- c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to the adjustment on any account.
- d) The prices shall be quoted in Indian Rupees only.

2. Terms & Conditions :

The Comprehensive Annual Maintenance Contract for Computers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server, One Residential Engineer etc. & IT Related all Support Service.

- 1) The contract will award for one year only.

Computers, Printers, Projector, 10 Lane Switches with 80 Port Service:-

- a. Maintenance of hardware, software, networking & other parts. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem or resulting from virus will be covered in the maintenance. In case hard disk is taken for repair, responsibility of corruption in the data back-up data will be borne by the firm. Losses if any will be compensated by the firm.
- b. Preventive maintenance of all items. For example dust removal, CD Lens cleaning, etc.



- c. Preventive maintenance against viruses, spywares and all unwanted software and removal of problems arising as a result of unwanted software.
- d. The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.

Internet Service:-

- a. Agency has to recover the downtime within 4 hours from the time of registering of complaint. If the downtime should occur and not recovered within 4 hours the penalty will be calculated @0.5% each time from the amount of concern month and it will be deducted from quarterly bill amount. The maximum limit for the penalty will be 30% for concern month, if the situation arises for continuous downtime.
- b. If the downtime is for when for every 24 hr. delay Rs. 1000/- penalty will be implemented and recovered from the current quarters bill.

Server Service for AMC:-

- a. The Work delayed beyond the normal completion period (e.g. within 48 hrs from the call recorded) will attract penalty at the 1% rate of the ATS Cost of the equipment per day after completion of the 24 hours from the call in case of server and 48 hours from the call in case of other hardware.
- b. In absence of rendering of any services, the ATS charges of that service will not be paid.

CCTV SYSTEM

General Terms & Conditions:

1. **The Comprehensive AMC** is on "as is where is basis" will include
 - a. Maintenance of all the CCTV cameras installed in the office, their fixing stands, weather proofing arrangements for the cameras, video server, media converter and its power supply arrangement.
 - b. Maintenance of all the wall mounted LCD TV's and all the connecting cables, wall mounting arrangements etc.
 - c. Maintenance of cable connectivity between cameras located at different locations shall include maintenance of cable, termination device ,fixing rack, network device/ network cable etc. and their power supply arrangements at the camera end and also includes maintenance of media converter, termination device, network switches etc and their power supply arrangements
 - d. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem will be covered in the maintenance. In case an equipment or part thereof is taken for repair, responsibility of corruption in the back-up data will be borne by the firm. Losses if any will be compensated by the firm.
 - e) Preventive maintenance of all items which will include cleaning of all the equipments, checking individual and complete performance of the equipments of the CCTV system.
 - f) Preventive maintenance will include monitoring the conditions in which the hardware is working and forewarning the in-charge of any factors detrimental to the satisfactory functioning of the hardware.
 - g) The responsibility of backup and retrieval of data during maintenance and service of the equipment will be



with the firm.

- h) The vendor shall consider the CCTV system and equipments along with it such as the monitors, PC, network device, power supply arrangement, recording devices, servers etc as a whole and ensure proper working of all the equipment for ensuring effective functioning of the CCTV system.
- i) This will also include the troubleshooting of any network issues arising in the CCTV network.

3. Period of Contract: The contract is valid for one year from the date of signing of MOU on CAMC. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms & conditions.

4. Payment Terms: For all CAMC, the payment will be made on quarterly basis after completion of the said quarter, subject to their satisfactory performance, to be certified by Msacs Office.

5. Engineers: For regular and proper maintenance of the equipments, the vendor will depute at least one qualified engineer/technician, with experience of at least two years as a Computers, Printers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server technician, to this Msacs Office on working days throughout the contract period. Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/ LAN etc. environment and should be capable of diagnosing and providing quick solutions. The vendor shall provide a mobile phone to the engineer for easy accessibility.

6. Replacement of Parts: Maintenance of the Computers, Printers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, includes supply & replacement of parts of same or higher configurations. In case of non-functionality of an item due to non-consumable item, the expenditure of replacement will be borne by the vendor in totality. Msacs Office will not make any payment other than the AMC price mentioned in its clause.

7. Statutory Levies: The CAMC cost includes all statutory levies if any, charged by State or central Govt. for rendering this type of service.

8. Quality of Spares: The parts/components used for repair/replacement by the vendor will be of the same/equivalent or higher make and functional capability as original available in the systems.

9. Preventive Maintenance: Periodical preventive maintenance will be made once every fortnight by the vendor and this is to be recorded in the call /service register.

10. Working Hours:

a) The maintenance work shall normally be done during working hours of the college i.e. 9:45 am to 6:15 pm. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays with prior arrangement through proper communication with the Msacs Office.

b) The maintenance work shall be carried out, primarily, at the Msacs Office premises. In case the vendor feels that equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly within the response time agreed upon in the AMC.

11. Response Time/ Penalty Clause: The system down time should not exceed 24 hours from the time at which the complaint was made. If the downtime is more than 24 hours, the vendor will provide a standby system. In case the system is not repaired or an alternate system is not provided within 24 hours from the time of failure report, then the college may choose to get the same repaired or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.



a) If the machine needs to be taken to workshop for hardware related issues, then the maximum time for repair will be two working days. (Temporary provision in lieu shall be made by contractor), If contractor unable to do the same when for every 24 hr. delay Rs.1,000/- penalty will be implemented and recovered from the current quarters bill.

b) If machine is non repairable, then contractor has to provide replacement of the same or above configuration for the same within 72 hrs. or penalty as per clause no 'A' will be applicable.

12. Reporting Authority: The Service Engineer will be allowed to handle the respective equipment only with permission of the officer in-charge of Computers, Printers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server Systems of the MSACS Office.

13. Service Register: The vendor would be required to maintain a call /service register, both at his end and at the Msacs Office, along with the call report, giving details of the maintenance work done and the downtime of the equipment. This register is to be shown to the Msacs Office authority and signed by the person in charge of the equipment every fortnight. The register will have the following details

- a) Name of the Equipment.
- b) Date of periodical maintenance.
- c) Due date of the next periodical maintenance.
- d) Nature of defect noticed.
- e) Details of the repair work done with date.
- f) Name of the service engineer.
- g) Name of the officer in-charge from the college with signature and office seal.

14. Final Authority: The final authority for payments will be the Msacs Office.

15. Firm should have Service Tax Number/ VAT No. / PAN No. and other supporting document to establish that the firm has adequate experience in maintenance of Computers, Printers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server, One Residential Engineer etc. & IT Related all Support Service.

16. The firm must have experience of maintenance contracts of Computers, Printers, Printers and Peripherals for at least 3 years with Govt Dept. /Public sector/other organizations. The firm should provide a list of organizations for which it has/ had AMC's in the last 3 years.

17. In case services are not satisfactory, this office shall reserve the right to foreclose the contract.

18. The successful bidder has to do preventive maintenance of all the hardware available, including OS maintenance per month. The preventive maintenance carried out shall be certified by system operator, system administrator as the same report shall be furnished along with the bill.

19. All MSACS working days will be applicable to him and he has to come, as and when required by MSACS.

20. If on site engineer is absent for any reasons, the contractor has to provide substitute for him immediately.

21. Networking maintenance is also included in this contract hence after call log, if site engineer is unable to solve the issue, a network engineer must be deputed within 4 hrs. of call logged by your engineer or MSACS.

22. The rate quoted by bidder shall be fixed and inclusive of all taxes.

23. MSACS reserves the all rights to accept or reject one or all tenders / quotation without assigning any reasons.



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24. In case services are not satisfactory, this office shall reserve the right to foreclose the contract.
25. Each bidder shall submit only one quotation for each in prescribed format attached with this inquiry letter in a separate sealed envelope superscripting.

26. Bidder has to submit signed copy of inquiry format , copy of GST Registration certificate along with the quotation and copy of registration of agency with each quotation separately.

27. Validity of Quotation:

Quotation shall remain valid for a period of not less than 30 days after the deadline date specified for submission.

28. Submitted Documents of Quotations:

The purchaser shall evaluate and compare the quotations determined to be substantially responsive i.e. which

- Copy of Certificates of Incorporation
- GST registration certificate
- Attested copy of PAN.
- Copy valid registration Under (D.G.S. & D) or (S.S.I) or (N.S.I.C) should be submitted, if applicable
- Signed and stamped inquiry format

29. Award of Contract :

The purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

- Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- The bidder whose quotation is accepted will be notified about the award of contract by the purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.
- Initially contract will awarded for one year only & can be extended upto 3 years on the basis of satisfactory performance with negotiable values with mutual understanding of both the parties

30. You are requested to provide your offer at latest by 11-05-2023 5.30pm hours on

31. Quotations will be open in the presence of the bidder or representative of bidders at 11.30 PM on 12-05-2023 in the office of the MSACS.

We look forward to receiving your quotations and thank you for your interest in this project.

g. s. utkar
4/5/23
Assistant Director Procurement
MSACS

Assistant Director

Procurement
(MSACS)



Annexure – A

Rates for Comprehensive Annual Maintenance Contract for Computers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server, One Residential Engineer etc. & IT Related all Support.

Compressive AMC Price

Sr. No.	Particulars	Quantity
1	CMC for Computers,	31
2	Printer	15
3	Laptop	18
4	CMC for Projector	1
5	10 LAN Switches with 80 Port	10
6	Internet Line Cable Changes Rate Per Meter in Internal Office for MSACS & Avert Building.	2 (MSACS & Avert Building)
7	Residential Engineer Charges (Internet Problem Support, Networking Support, & IT Related all Support)	1
8	Annual charges for 30 mbps Internet speed.	1:1 connectivity
9	CCTV Cameras Maintenance of the CCTV Surveillance System includes :- 1. During CAMC we provide CCTV service 1. All CCTV Camera Cleaning & Connector Check. 2. DVR Service & DVR Firm ware up date check 3. Backup Testing 4. Disk Error Check 5. DVR Recording Test & DVR Settings Verification 6. Camera Visibility Test	14
10	AMC & CMC for Lenovo ST 250 Hardware Server maintenance, Data Backup Server, Maintenance Application help Maintenance, DNS Server Maintenance, Active Directory Maintenance, Data Management (Folder Mapping), SQL Data Base Backup, IP Management, Support for new Application Installation.	1 (Window Based Server)
	Amount in Rs.	
	GST @ %	
	Total amount in Rs.	

I have carefully read the terms & conditions above and accept the same.

Authorized Signature with seal

Place:

Date:

Name of person:

Designation:

Company Address:



Date :

To,
Project Director
Maharashtra State AIDS Control Society
R. A. Kidwai Marg, Near Wadala Overbridge,
Wadala (W), Mumbai – 400 031.

Sub – Invitation of Quotation for Comprehensive Annual Maintenance Contract for Computers, Printers, Printers, Laptop, Projector, 10 Lane Switches with 80 Port, 14 CCTV Cameras, Internet Lease line, Window Based Server, One Residential Engineer etc. & IT Related all Support for MSACS, 2023-24”.

Ref: - Your inquiry No: _____ dt. _____ :

QUOTATION

Sr. No.	Particulars	Quantity	Amount in Rs.
1	CMC for Computers, Printers, Printer	31	
2	Printer	15	
3	Laptop	18	
4	CMC for Projector	1	
5	10 LAN Switches with 80 Port	10	
6	Internet Line Cable Changes Rate Per Meter in Internal Office for MSACS & Avert Building.	2 (MSACS & Avert Building)	
7	Residential Engineer Charges (Internet Problem Support, Networking Support, & IT Related all Support)	1	
8	Annual charges for 30 mbps Internet speed.	1:1 connectivity	
9	CCTV Cameras Maintenance of the CCTV Surveillance System includes :- 1. During CAMC we provide CCTV service 1. All CCTV Camera Cleaning & Connector Check. 2. DVR Service & DVR Firm ware up date check 3. Backup Testing 4. Disk Error Check 5. DVR Recording Test & DVR Settings Verification 6. Camera Visibility Test	14	
10	AMC & CMC for Lenovo ST 250 Hardware Server maintenance, Data Backup Server, Maintenance Application help Maintenance, DNS Server Maintenance, Active Directory Maintenance, Data Management (Folder Mapping), SQL Data Base Backup, IP Management, Support for new Application Installation.	1 (Window Based Server)	
	Amount in Rs.		
	GST @ %		
	Total amount in Rs.		



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We agree to provide the above service in accordance with the requirements given in your inquiry letter for a total contract price of Rs.(Amount in figures)
.....(Amount in words) within the period specified in the Invitation for Quotations.

All other terms & conditions mentioned in the invitation of quotation are acceptable to us.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

Name & Address of Supplier with Stamp

Signature of Supplier

Note:- On Your Letter Head