



महाराष्ट्र राज्य मार्ग परिवहन महामंडळ,
माहिती व तंत्रज्ञान विभागन्यू अॅनेक्स बिल्डींग, ४था माळा, ज.बो.बे.मार्ग,
मुंबई-४००००८.

दूरध्वनी क्रमांक : २३०२४०४०

मरामापमं तर्फे पात्र एजन्सींकडून माहिती व तंत्रज्ञान विभागात प्रस्थापित केलेल्या लिपी लाईन मॅट्रीक्स प्रिंटर्सच्या वार्षिक देखभालीच्या कंत्राटासाठी सिलबंद मर्यादीत निविदा मागविण्यात येत आहेत.

१	कोऱ्या निविदा पत्रांची किंमत प्रत्येकी	₹ १,४१६/-
२	निविदा दस्तऐवज विक्री आरंभ होण्याची तारीख	दिनांक २६.०७.२०२१ ते दिनांक ०२.०८.२०२१ रोजी सकाळी १०.०० ते १३.०० वाजे दरम्यान कार्यालयीन दिवशी (रविवार, २रा/ ४था शनिवार आणि बँकेची सुट्टी सोडून)
३	निविदापत्र जमा करण्याची अंतिम तारीख	दिनांक ०२.०८.२०२१ रोजी किंवा पूर्वी १३.०० वाजेपर्यंत (रविवार, २रा/ ४था शनिवार आणि बँकेची सुट्टी सोडून)
४	प्रत्येक निविदेसाठी बयाणा रक्कम	₹ ६,०००/- (रोख/ डीडी) निविदापत्रासोबत.

प्रत्येक निविदा दस्तावेजामध्ये पूर्व-पात्रता निकष, अटी व शर्ती आणि कामाचा तपशिल नमूद केलेला आहे. प्रत्येक निविदा दस्तऐवज आमच्या कार्यालयातून ₹१,४१६/- रोख देय केल्यास अथवा ₹१,४१६/- चा डिमांड ड्राफ्ट "MSRTC Fund A/C" नांवाने मुंबई येथे देय केल्यास प्राप्त होतील.


उपमहाव्यवस्थापक(मावतं)

/tenderedp/



MAHARASHTRA STATE ROAD TRANSPORT CORPORATION,
IT DIVISION, NEW ANNEXE BLDG., 4TH FLOOR, J.B.B.MARG,
MUMBAI-400008.

TELEPHONE : 23024040

MSRTC is inviting sealed Open Tender from the eligible agencies for **Comprehensive AMC for LIPI Line Matrix Printers installed in IT Division for the year 2021-2022.**

1	Cost of Blank Tender Form	Rs.1,416/-
2	Date of commencement of sale of tender document	26.07.2021 to 02.08.2021 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 02.08.2021 upto 13.00 hrs. (except Sunday, 2 nd /4 th Saturday & Bank Holiday)
4	EMD	Rs.6,000/- (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.1,416/- in cash or demand draft of Rs.1,416/- in favour of "MSRTC Fund A/C" payable at Mumbai.


Dy.General Manager(IT)



MAHARASHTRA STATE ROAD TRANSPORT CORPORATION
IT DIVISION, NEW ANNEXE BLDG., 4TH FL., J.B.B. MARG,
MUMBAI -08.

Telephone:

23024040.

TENDER NO. ST/IT/LT/ Date :- 26.07.2021. Due On :-
02.08.2021.

To,

Sub: Comprehensive Annual Maintenance Contract for LIPI Line Matrix
Printers for the period 2021-2022.

Dear Sir / Madam,

The Dy. General Manager (IT), New annex building, 4th floor, J. B. B. Marg, Mumbai-400008 invites limited tender for Comprehensive Annual Maintenance Contract for LIPI Line Matrix Printers for the period 2021-2022 of the following LIPI Line Matrix Printers from reputed agencies who may desire to quote.

Sr. No.	Description	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 tender should produce letter of authority.

The tenders should be submitted in the office of Dy. General manager (IT) New annex building, 4th floor, J. B. B. Marg, Mumbai-400008 on or before 02.08.2021 upto 13.00 Hrs. and tender will be opened on 03.08.2021 upto 15.30 Hrs.

Tender form can be obtained from this office upon the payment of Rs.1,416/- (Rs.1,200/- Plus 18% GST) in cash/ D.D. receipt should be enclosed while submitting the tender, failing to which the tender will be disqualified.

However, the demand draft of Rs.1,416/- in favor 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.6,000/- should be paid by Demand Draft favoring '**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 from the date of issue work order.
2. The preventive maintenance will be carried out by the firm periodically once in a one month,

which also includes cleaning of equipments & its accessories, peripherals apart from replacing worn out parts.

3. In case, if any hardware 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 set-right the same within twelve hours in any case. The firm has to provide residential engineer at MSRTC side.
6. The firm will have to provide support on all days including Sundays & Holidays.
7. The firm will have to quote Annual Maintenance charges & on call basis charges for following printer model :-

Annual Maintenance charges for LIPI Model no. 6312.

Model No.	Qty.	Maintenance charges in (Rs.)
LIPI 6312	03	

On call basis charges for LIPI Model no. 6215.

Model No.	Qty.	Maintenance charges in (Rs.)
LIPI 6215	01	

The firm should comply the following prequalification criteria/s:-

#	Criteria	Documents / evidences
A	The firm should be registered company. Please give registration No.	Copy of firm registration / GST.
B	The firm should have experience in the AMC of LIPI Line Matrix Printers more than two years.	Copy work order/s of clients.
C	The firm should provide list of the clients for whom they are rendering maintenance services with their addresses, telephone Nos. & contact persons	Annexure giving list of clients, their addresses, telephone number/s, contract person/s.
D	The firm should enclose Satisfactory Work Performance Certificate of the clients mentioned in above.	List of clients with satisfactory work performance certificate/s.
E	The firm should have skilled technical manpower in maintenance area of LIPI printers. Please give details.	List of technical skill manpower employed with them with their qualification in the area of maintenance services.

8. 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.
9. Maintenance charges shall be paid to the firm at the end of each quarter for the corresponding quarter period based on performance report submitted by concerned officials of MSRTC who is supervising the maintenance activity.
10. For normal breakdown & preventive maintenance, different call sheet should be provided

after maintenance work is carried out.

11. The Security Deposit @ 10% of the AMC charges will be required to deposit by successful firm by cash or demand draft in favor 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.
12. The prospective firm may carry out inspection of LIPI Line Matrix Printers mentioned above.
13. If the services of the firm are satisfactory during the contract period, then comprehensive AMC will be renewed for the next year on the same rate and terms & conditions. Maximum period of the AMC will be one year in case of renewal.
14. Penalty: - In the event if it is noticed/reported that maintenance work is not done or the problem is not set right in time & properly, MSRTC may impose penalty not exceeding 500/- per 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 Financial Advisor & Chief Accounts Officer of MSRTC. In case of any dispute the matter will be settled at the level of Financial Advisor & Chief Accounts Officer.
15. MSRTC shall have the right to terminate the AMC unilaterally in the event of dissatisfactory 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 paid to them.
17. The Dy. General Manager(IT) 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 finalization of the Maintenance Contract.

You are, therefore, requested to submit your competitive quotation in a sealed envelope addressed to the Dy. General Manager(IT), New annex building, 4th floor, J. B. B. Marg, Mumbai-400008 super scribed as "Quotation for Comprehensive Annual Maintenance Contract for LIPI Line Matrix Printers for the period 2021-2022 on or before 02.08.2021 upto 13.00 Hrs. Please note that quotation after due date & time will not be accepted.

Thanking you,

Yours faithfully,
For MSRT Corporation

Dy. General Manager (IT)