



Expression of Interest (EOI) for maintenance of Computer Hardware and Software installed in the Office of the Maharashtra Electricity Regulatory Commission (MERC).

Date: 02 August, 2019

Office:

Maharashtra Electricity Regulatory Commission

World Trade Centre, Centre No.1, 13th Floor,

Cuffe Parade, Colaba, Mumbai-400005.

Tel: 022-22163964/65/69

Expression of Interest (EOI)

Proposals are invited from competent firms for maintenance of Computer Hardware and Software installed in the Office of the MERC. MERC desires to appoint an Agency for the maintenance of the Computer Hardware (PCs, Laptops, Printers, Scanners, Projectors, UPS, iPads, Mobiles, etc.) and LAN (Network Switches, WiFi Routers, LAN Cables, etc.) in the MERC office.

The prospective firms are requested to study the existing setup of Computer Hardware and Software (PCs, Switches, LANs etc.) at the Office of the MERC and propose a suitable solution for maintenance of the same.

1. Prospective firms will have to visit the MERC office on stipulated date (**08 August, 2019 at 02:00 PM**).
2. Firms will study the existing setup of computer hardware and software in Office of the MERC.
3. Firms will have to propose a solution for maintenance of the Computer Hardware and Software in a PowerPoint presentation format. As those inputs will be used while preparing the RFP document (next stage of EOI) for the same.
4. In the proposed solution, following points should be considered,
 - i. Appointment of Hardware Engineer (Resident Hardware Engineer) at the Office of the MERC.
 - ii. The replacement of all active as well as passive hardware components (e.g. Switches, LAN cables, routers etc.), if required after the confirmation from MERC IT team.
 - iii. Configuration, implementation and maintenance of Virtual LAN.
 - iv. Tools required by Hardware Engineer to perform his routine work will also be provided by the Agency (Lan Tester, Crimping Tool, Screw Drivers etc.).
 - v. Tasks to be done by selected Agency:
 - a. Maintenance of PCs, Servers, Laptops, Printers, Projectors, Routers etc.
 - b. Installation of Operating Systems, Anti-Virus, any other software on client and Server PCs.
 - c. Troubleshooting PCs, Printers, Network Switches, WiFi Routers etc.
 - d. Reinstallation of wiring LAN cables, if required.
 - e. Do preventive and corrective maintenance of Computer Hardware.
 - f. Prepare and maintain the MERC IT Asset list (list of Hardware custodian).
 - g. Suggest for any upgradation or new procurement.
 - h. Should have adequate knowledge of maintenance of Servers like Windows, Linux, etc.
 - i. Should do the required patchwork as and when required.
5. Timelines: The interested Agency shall follow the schedule mentioned in EOI Information Sheet (Point no. 7).

6. The category-wise Hardware items are as below:

Sr. No.	Items	No of units	Warranty
1	Desktop PCs	40	No
2	All In One PCs (AIO)	28	Yes
3	Laptops (New)	28	Yes
4	Servers	8	No
5	Network Switches	4	No
6	Wifi Routers	6	No
7	Individual Printers	12	4 Under Warranty
8	UPS	2	No

7. EOI Information sheet:

Sr. No.	Particulars	Details
1.	Name of the Work	Expression of Interest (EOI) for maintenance of Computer Hardware and Software installed in the Office of the Maharashtra Electricity Regulatory Commission (MERC).
2.	EOI Inviting Authority	Maharashtra Electricity Regulatory Commission World Trade Centre, Centre No.1, 13th Floor, Cuffe Parade, Mumbai-400005
3.	Cost of EOI Document	Free of cost
4.	Date of Firms visiting the MERC for study of existing set up	On 08 August, 2019 @ 1400 hrs
5.	Date and Time and Place of Presentation cum proposal submission	14 August, 2019 @ 1600 hrs Maharashtra Electricity Regulatory Commission World Trade Centre, Centre No.1, 12th Floor, Cuffe Parade, Mumbai-400005.
6.	Helpline (in case of any query regarding EOI document)	Sandeep Naware (09619831591) and Asim Shaikh (09820712940)

**Dates mentioned here, are scheduled dates for EOI related activities.*

8. Eligibility Criteria:

The bidder who wishes to participate through this EOI needs to conform to the below mentioned eligibility criteria, Consortium of firms is ineligible to bid:

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The Bidder should be a company registered under Indian Companies Act, 2013 or a partnership firm registered under Indian Partnership Act.	Copy of Certificate of Incorporation or copy of Registration Certificate
2	Technical Capability	Bidder shall submit work order of providing Computer Hardware AMC services with at least 50 Laptops / 50 PCs in a Government organization such as Government of Maharashtra (GOM) / Government of India (GOI)/ PSU of GOM or GOI in last three years.	Copies of Work Orders from government clients.
3	Year of operation in the area of Computer Hardware / Software AMC	The Bidder shall be operating for last three years in the field of Computer Hardware / Software Maintenance.	Copies of relevant certificates / work order / satisfactory certificates from clients
4	Blacklisting	At the time of bidding, firms black-listed/ debarred from participating in any procurement by any State or Central Government or UT or PSU in India are not allowed to bid.	A self-certified letter as per Annexure-1

9. Post EOI process:

After the reception of EOIs, the 'Scope of Work' for the tender for empanelment of Agency will be finalised by MERC and thereafter e-Tender (RFP) will be uploaded on GoM e-Tender portal 'www.mahatenders.gov.in'.

Annexure-1:Self-Declaration – No Blacklisting

To,
The Secretary,
Maharashtra Electricity Regulatory Commission
Mumbai 400005,

In response to the Tender/ NIT Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director of _____, I/ We hereby declare that presently our Company/ firm _____, is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State/ Semi-Government/ or other Govt. subsidiaries including autonomous bodies in India.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place: