

On Companies Letter Head

Date:

No.:

To,

The Director
Maharashtra State Text book Bureau,
Balbharati, Senapati Bapat Marg,
Pune

Quotation for AMC

Notice: edp/amc/service/26-27

Maharashtra State Text Book Production and Curriculum Research known as Balbharati an autonomous organisation under the government of Maharashtra School Education Ministry. The Bureau have its Head Office at Pune and Nine distribution depots and one production office spared over the Maharashtra i.e. Pune, Mumbai, Nagpur, Amaravati, chh. Sambhajinagar, Nashik, Panvel, Kolhapur, Latur, Goregaon and selected Vendor is required to give services to all these locations.

1. Scope of Work

Scope of Work	Total Annual Cost for services
<p>Day to day office working and monitor the business of the organisation the Bureau is using Microsoft server and desktop operating system i.e. Server 2012/16 with MS office 2010/2012/2016 and Windows 10 and oracle 11G for that to give support on call / on site / remotely as and when required</p> <p>The Vendor Provide below mentioned support</p> <ul style="list-style-type: none">a. Support for Oracle 11G Client and server for all locationsb. Microsoft OS Server 2012/2016 at all locations near about 16 installationsc. Microsoft Windos10 for all locations near about 350 installationsd. Backup & recovery as and when requirede. Configuration for fire walls and network, VPN monitoring for all 11 locations.f. Bandwidth load balancing as and when required	

2. Service Terms & Conditions

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1. The Vendor should provide services to the Bureau for 6 days a week from 10.00 a.m. to 6.00 p.m. and as per the need of the office of the Bureau.
2. The Vendor should conduct preventive system maintenance once in a quarter.
3. The quoted cost will be included every cost i.e. Supervision, Management Charges, out station calls etc. except applicable taxes.
4. The Bureau will provide only network IT infrastructure to the selected vendor.
5. The Vendor will be totally responsible for their deputed employees. The Bureau will not be responsible for the pay, any claims and liabilities of the deputed software engineers by the Vendor.
6. The Vendor should provide proper Services and Solutions to the Bureau's all concern software and keep track for upgrade versions and call records for the same.
7. **Payment:**
 - a) Total cost Rs./- (Rs in word) For the year.
 - b) All applicable taxes will be paid extra.
 - c) The quarterly payments will be made by the Owner after completion of each quarter and after receipt of call reports & satisfaction certificate from EDP Departments of the Bureau within 21 days.
8. The Vendor should keep record for Change Management regarding Configuration /upgradation/updating.
9. The rate validity will be for 3 years and no rate revision will be accepted.
10. The Vendor should attend the support call within 4 hours and give solution within reasonable time or mutually agree between selected vender and EDP department of the Bureau.
11. For online support, i.e. upgradation of Software, DBA activity, Data recovery activity the bureau will provide internet facility wherever this service is available with the Bureau.
12. The Bureau will not pay travelling expenses for attend service call by the selected vender.
13. The Vendor is responsible for smooth functioning of all systems. If any call is pending for more than 8 working days from the date of report due to technical feasibility then justification note should be submitted to the EDP department within 15 days.
14. The Vendor is responsible for day-to-day administration on their deputed service engineers and all administrative rules of the Bureau will be binding on them while working in the Bureau's premises.
15. The Vendor is responsible for increasing productivity and result in computerization without hampering the day-to-day activities.
16. The Period of Contract is from 01.04.2024 to 31.03.2025 may be extended for next two years.

17. Director, MSBT reserves the right to discontinue the contract without stating any reason. In this case up to the date of cancellation only the due payment will be release within 21 days from the date of bill.
18. The Vendor desires to discontinue the contract; they should give 45 days' notice filing which one month service charges will be deducted from the payable bills as penalty.
19. The vender is required to come under notarized service contract on Rs.500/- stamp paper which cost should be born by the selected vender.
20. Last date of summation of the quotation 20th March, 2026

Enclosed hear with following documents with self-attestation as proof of our company details.

- a. Copy of company registration certificate / shop act registration.
- b. Copy of GST registration certificate.
- c. Copy of PAN
- d. Cancelled cheque

We read and understand all above mentioned terms, condition and accepted these unconditionally.