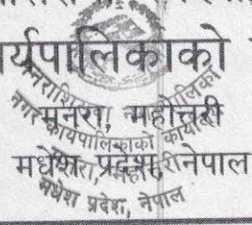




मनराशिसवा नगरपालिका
नगर कार्यपालिकाको कार्यालय

प.सं. : २०८२/०८३

च.नं. :



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manrashiswamun.gov@gmail.com

वार्षिक मर्मत सम्भार सेवा सम्बन्धी सूचना !

(प्रथम पटक प्रकाशित मिति: २०८२/३/०४)

मनराशिसवा नगरपालिकाको आर्थिक वर्ष २०८३/०८४ का लागि यस नगरपालिका कार्यालय, वडा कार्यालयहरू, स्वास्थ्य संस्थाहरू, नगर अस्पताल, कृषि तथा पशुपन्छी सेवा केन्द्र, सामुदायिक विद्यालयहरू तथा अन्य नगरपालिका अन्तर्गतका सेवा प्रवाह एकाइहरूमा जडान भई सञ्चालनमा रहेका सूचना प्रविधि (Information Technology - IT), नेटवर्क प्रणाली, प्रिन्टर, स्क्यानर, CCTV, बायोमेट्रिक, इन्टरकम, UPS/Inverter, ब्याट्री तथा अन्य सम्बन्धित उपकरणहरूको नियमित सञ्चालन, मर्मत सम्भार तथा प्राविधिक सहयोग उपलब्ध गराउन वार्षिक मर्मत सम्भार सेवा (Annual Maintenance Contract - AMC) खरिद गर्नुपर्ने भएकाले इच्छुक, योग्य तथा अनुभवी सेवा प्रदायक फर्म/कम्पनीहरूबाट दर प्रस्ताव (Rate Quotation) पेश गर्न यो सूचना प्रकाशित गरिएको छ।

दर प्रस्तावसँग पेश गर्नुपर्ने कागजातहरू

१. कम्पनी दर्ता प्रमाणपत्रको प्रतिलिपि।
२. स्थायी लेखा नम्बर (PAN) तथा VAT दर्ता प्रमाणपत्रको प्रतिलिपि।
३. आ.व. २०८१/०८२ सम्मको कर चुक्ता प्रमाणपत्रको प्रतिलिपि।
४. प्रस्तावित वार्षिक/मासिक सेवा शुल्क (VAT बाहेक तथा VAT सहित छुट्टाछुट्टै उल्लेख गरी)।


अन्य शर्तहरू

१. सेवा अवधि आर्थिक वर्ष २०८३/०८४ (१२ महिना) का लागि रहनेछ।
२. सेवा प्रदायकले आवश्यकता अनुसार साइट भिजिट, समस्या समाधान, उपकरण मर्मत तथा प्राविधिक सहयोग उपलब्ध गराउनुपर्नेछ।
३. प्राप्त दर प्रस्तावहरूको आधारमा सार्वजनिक खरिद ऐन, २०६३ तथा सार्वजनिक खरिद नियमावली, २०६४ बमोजिम आवश्यक प्रक्रिया अगाडि बढाइनेछ।
४. यो सूचना प्रकाशित भएको मितिले ७ (सात) दिनभित्र कार्यालय समयमा दर प्रस्ताव पेश गर्नुपर्नेछ।
५. प्राप्त कुनै वा सबै प्रस्ताव स्वीकार वा अस्वीकार गर्ने सम्पूर्ण अधिकार मनराशिसवा नगरपालिकामा सुरक्षित रहनेछ।

थप विवरण तथा कार्य विवरण (Terms of Reference - ToR) कार्यालयबाट प्राप्त गर्न वा नगरपालिकाको आधिकारिक वेबसाइटबाट डाउनलोड गर्न सकिनेछ।

(प्रेम कुमार पोखरेल)

प्रमुख प्रशासकीय अधिकृत
प्रमुख प्रशासकीय अधिकृत


Terms of Reference (ToR)
for
Annual Maintenance Contract (AMC)
FOR IT, ELV AND RELATED SYSTEMS

1. Introduction: Manarashiswa Municipality intends to procure an Annual Maintenance Contract (AMC) for comprehensive maintenance, servicing, and technical support of all information technology (IT), electronic low-voltage (ELV), and related systems installed across municipal offices and service delivery units. The AMC shall cover IT equipment, backup power systems, surveillance systems, communication systems, and attendance devices to ensure uninterrupted, secure, and efficient operations.

The AMC shall apply to the Municipal Office, Ward Offices, Schools, Health Posts, City Hospital, Krishi Sewa Kendra, and other designated municipal facilities.

2. Objectives: The objectives of this AMC are to:

- Ensure all IT and related devices remain in optimal working condition throughout the contract period.
- Provide preventive and corrective maintenance to minimize downtime.
- Establish a single accountable service provider for all IT-related systems.
- Ensure timely technical support, troubleshooting, and system optimization.
- Maintain system security, data integrity, and operational continuity.

3. Scope of Work: The selected service provider shall be responsible for end-to-end maintenance of all IT, ELV, and associated systems, including but not limited to the following:

3.1 Equipment Coverage: The AMC shall cover the equipment listed below. The quantities are indicative and may vary marginally during the contract period.

Location	Desktop / Laptop	Backup Inverter	Printer/ Scanner	Attendance Device	Intercom System	Office Network	CCTV Surveillance
Municipal Office	41	1	38	1	Yes	Yes	Yes (1 System)
Krishi Sewa Kendra	2	1	1	1	—	Yes	Yes (1 System)
Ward Offices (10)	10	10	10	10	—	—	Yes (Ward No. 8)
Health Posts (10) & City Hospital (1)	15	10	12	11	—	Yes	Yes (1 System)
Schools (23)	—	—	—	23	—	—	Yes (1 System)

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Manara Road (Ward No. 1)	-	-	मानासावना नगरपालिका नगर कार्यपालिकाको कार्यालय माना, महोत्तरी सुदूरपश्चिम प्रदेश, नेपाल	-	-	Yes (1 System)
Sarpallo Road (Ward No. 6)	-	-		-	-	Yes (1 System)

4. Maintenance and Service Plan: The service provider shall carry out the following tasks:

A. IT Equipment Maintenance

4.1 Preventive Maintenance: The service provider shall:

- Conduct scheduled preventive maintenance at least once every week.
- Clean internal and external components of desktops, printers, CCTV cameras, and network devices.
- Check backup inverters/UPS, battery health, and power stability.
- Inspect intercom and attendance devices for proper functionality.
- Optimize system performance and ensure safe cabling and connections.

4.2 Corrective Maintenance:

- Provide on-call troubleshooting and fault rectification.
- Diagnose and repair hardware, software, network, CCTV, inverter, and attendance-related issues.
- Restore systems to operational status within the defined SLA.

4.3 Software, Network and Security Support:

- Operating system troubleshooting and configuration support.
- Antivirus installation, updates, and security patching.
- Network troubleshooting including LAN, switches, routers, and connectivity issues.
- CCTV DVR/NVR configuration, storage management, and firmware updates.

4.4 Spare Parts and Replacement Policy:

- Replacement of faulty parts shall be carried out only after prior approval from the Municipality (IT Officer).
- The cost of replaced parts, consumables, batteries, cameras, accessories, or any hardware shall be paid separately by the Municipality.
- Payment for replaced goods shall strictly be based on prevailing market rate or verified online market price, supported by invoices.
- No hidden charges shall be applicable on replacement items.

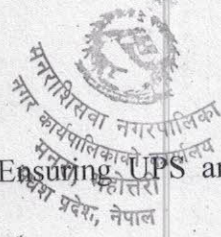
4.5 Data Backup and Recovery Support: Assistance in data backup strategies and data recovery in case of system failure.

4.6 24/7 Technical Support: Remote and on-site technical support services to ensure smooth operation.

B. CCTV Surveillance System & UPS Maintenance

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- **Regular System Check-up:** Ensuring UPS are functional and all cameras recording properly.
- **Cleaning and Adjustments:** Regular cleaning of UPS, camera lenses, repositioning if needed, and ensuring clear visibility.
- **Storage Maintenance:** Ensuring DVR/NVR systems are recording and storing data properly with adequate storage capacity.
- **Network and Connectivity Check:** Ensuring seamless integration of cameras with the monitoring system.
- **Firmware Updates:** Installing necessary firmware and software updates to ensure security and efficiency.
- **Troubleshooting and Repairs:** Immediate response to issues such as power failures, camera malfunctions, and recording interruptions.

5. Service Level Agreement (SLA): The selected service provider shall adhere to the following SLAs:

- **Response Time:** Maximum of 24 hours for troubleshooting and onsite visits.
- **Resolution Time:** Within 48 hours for minor issues and 5 working days for major issues requiring hardware replacement.
- **Downtime Management:** If any equipment is out of service for more than 72 hours, a temporary replacement shall be provided.
- **Reports:** The service provider shall submit a detailed maintenance report every month, outlining the activities performed and equipment status.

6. Deliverables:

- Functional maintenance of all listed IT and ELV systems.
- Submission of periodic maintenance reports.
- Provision of software updates and security patches.
- Immediate troubleshooting of technical issues.
- Replacement of faulty components as per agreement.
- Advisory support for system improvement and risk mitigation.

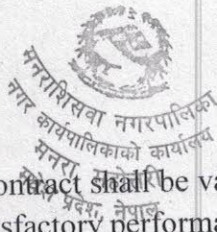
7. Eligibility Criteria for Service Provider:

- The service provider must be a legally registered firm in IT services.
- Experienced IT technical & electrician support staff.
- Must provide warranty on replaced components.

8. Payment Terms:

- Payments shall be made Monthly or Quarterly based on the completion of maintenance activities.
- Additional repair or replacement costs beyond the contract shall be based upon market rate.

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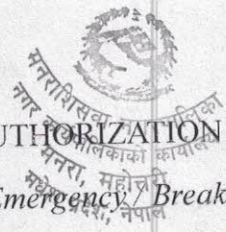


9. Contract Duration: The AMC contract shall be valid from the date of signing until the end of the current fiscal year. Subject to satisfactory performance and mutual agreement, the contract may be **renewed for the next fiscal year** on the same terms and conditions or with revised terms as approved by the competent authority.

10. Termination Clause: The Municipality reserves the right to terminate the contract:

- In case of consistent failure to meet SLA requirements.
- With one (1) month prior written notice without assigning any reason.

11. Conclusion: This ToR defines a comprehensive, single-window AMC framework for all IT and related systems of Manarashiswa Municipality, ensuring operational reliability, accountability, and transparency in maintenance services.



1. OFFICIAL TECHNICIAN VISIT AUTHORIZATION & SERVICE REPORT
(Mandatory for every visit – On-call / Emergency / Breakdown)

MANARASHISWA MUNICIPALITY
Office of the Municipal Executive

TECHNICIAN VISIT AUTHORIZATION & SERVICE REPORT

(Under Annual Maintenance Contract – AMC)

A. VISIT AUTHORIZATION (TO BE APPROVED BEFORE VISIT)

Particulars	Details
Service Provider Name	Kuja IT Solutions, Janakpur-04/Ganga Thakur (9851060886)
Requested By (Office/Section)	
Location of Visit	
Nature of Visit	<input type="checkbox"/> Breakdown <input type="checkbox"/> Emergency <input type="checkbox"/> Special Inspection
Devices to be Attended	<input type="checkbox"/> Desktop <input type="checkbox"/> Printer <input type="checkbox"/> CCTV <input type="checkbox"/> Inverter <input type="checkbox"/> Network <input type="checkbox"/> Attendance <input type="checkbox"/> Intercom <input type="checkbox"/> Others
Problem Description (Brief)	

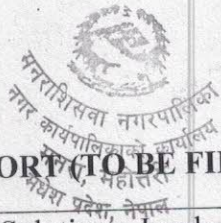
Authorization

The above visit is approved for on-site technical service under AMC

IT Officer Signature & Date:	Chief Administrative Officer Signature & Date:
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Handwritten signature of Chief Administrative Officer



B. TECHNICIAN SERVICE REPORT (TO BE FILLED AFTER VISIT)

Service Provider Name:	Kuja IT Solutions, Janakpur-04/Ganga Thakur (9851060886)
Date of Visit:	

Parts / Accessories Status

Description	Quantity	Action
		<input type="checkbox"/> Replaced <input type="checkbox"/> Recommended <input type="checkbox"/> Not Required <input type="checkbox"/> Others

- No parts replaced during this visit
 Replacement required (separate approval mandatory)

Service Outcome

- Fully Resolved
 Partially Resolved
 Pending (Reason: _____)

Verification & Certification

Technician	Office Representative
Name Signature & Date: Office Seal	Name & Designation: Signature & Date: Firm Seal:

Final Certification

The above service has been verified and found satisfactory as per AMC terms.

Approved by IT Officer and Chief Administrative Officer (CAO)

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MSE/24

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IT Officer
Signature & Date:

Chief Administrative Officer
Signature & Date:



2. WEEKLY PREVENTIVE MAINTENANCE & CONFIRM VISIT REGISTER (Planned visits – Mandatory even if “no problem found”)

MANARASHISWA MUNICIPALITY

A. WEEKLY VISIT APPROVAL (PRIOR)

Week No.	From Date	To Date

B. WEEKLY PREVENTIVE MAINTENANCE RECORD

S.No.	Office / Location	Preventive Work Done	Issues Observed	Action Taken	Official Signature
1		<input type="checkbox"/> Cleaning <input type="checkbox"/> Testing <input type="checkbox"/> Update	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Devices Inspected: Desktop/Laptop Printer CCTV Network Inverter/UPS Attendance Intercom

2		<input type="checkbox"/> Cleaning <input type="checkbox"/> Testing <input type="checkbox"/> Update	<input type="checkbox"/> Yes <input type="checkbox"/> No		
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Devices Inspected: Desktop/Laptop Printer CCTV Network Inverter/UPS Attendance Intercom

3		<input type="checkbox"/> Cleaning <input type="checkbox"/> Testing <input type="checkbox"/> Update	<input type="checkbox"/> Yes <input type="checkbox"/> No		
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Devices Inspected: Desktop/Laptop Printer CCTV Network Inverter/UPS Attendance Intercom

4		<input type="checkbox"/> Cleaning <input type="checkbox"/> Testing <input type="checkbox"/> Update	<input type="checkbox"/> Yes <input type="checkbox"/> No		
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Devices Inspected: Desktop/Laptop Printer CCTV Network Inverter/UPS Attendance Intercom

Technician Declaration

I certify that the above preventive maintenance activities were carried out as per AMC.

Signature & Date:

Municipal Verification & Approval

IT Officer	Chief Administrative Officer (CAO)
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