



# मनराशिसवा नगरपालिका नगर कार्यपालिकाको कार्यालय

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मिति: २०८२/९/२१

## वार्षिक मर्मत सम्भार सेवा सम्बन्धी सूचना !

(प्रथम पटक प्रकाशित मिति: २०८२/९/२१)

मनराशिसवा नगरपालिका कार्यालय अन्तर्गत नगर कार्यालय, वडा कार्यालयहरू, स्वास्थ्य चौकीहरू, नगर अस्पताल, कृषि तथा पशुपन्क्षी सेवा केन्द्र, सामुदायिक विद्यालयहरू, लगायतका तोकिएका नगरपालिकाका सेवा प्रवाह एकाइहरूमा जडान भई प्रयोगमा रहेका सूचना प्रविधि (IT), इलेक्ट्रोनिक लो-भोल्टेज (ELV), UPS (inverter) तथा सम्बन्धित प्रणालीहरूको नियमित, प्रभावकारी र सुरक्षित सञ्चालन सुनिश्चित गर्न वार्षिक मर्मत सम्भार सेवा (Annual Maintenance Contract – AMC) खरिद गर्नुपर्ने भएकोले यस सम्बन्धमा इच्छुक, योग्य तथा अनुभवी सेवा प्रदायक/फर्म/कम्पनीहरूबाट प्रस्ताव आह्वान गरिएको छ।

प्रस्ताव पेश गर्ने शर्तहरू:

१. सेवा प्रदायकले नेपाल सरकारबाट मान्यता प्राप्त तथा कम्पनी दर्ता भएको हुनुपर्नेछ।
२. प्रस्ताव पेश गर्दा निम्न प्रमाणपत्रहरू अनिवार्य रूपमा संलग्न गर्नुपर्नेछ:
  - कम्पनी दर्ता प्रमाणपत्र।
  - स्थायी लेखा नम्बर (PAN) तथा कर/भ्याट दर्ता प्रमाणपत्र।
  - आ.व. २०८१/८२ को कर चुक्ता प्रमाणपत्र।
३. सेवा प्रदायकले प्रस्ताव पेश गर्दा प्रविधिक दक्षता, अनुभव तथा मर्मतसम्भार सेवाको लागत विवरण स्पष्ट रूपमा उल्लेख गर्नुपर्नेछ।
४. प्रस्ताव पेश गर्ने अन्तिम मिति २०८२/९/२८ सम्म रहनेछ।
५. सेवा सम्झौता अवधि २०८२/१०/०१ देखि २०८३/०३/३२ सम्मको हुनेछ।
६. सेवा प्रदायकले नगरपालिकाको निर्देशन अनुसार समयमै सेवा प्रदान गर्नुपर्नेछ।

थप विवरण, कार्य विवरण तथा सर्तहरू (Terms of Reference – ToR) यस सूचनासँग संलग्न गरिएको छ।

(विजय नारायण ठाकुर)  
नि.प्रमुख प्रशासकीय अधिकृत  
नितित 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.

<b>Location</b>	<b>Desktop / Laptop</b>	<b>Backup Inverter</b>	<b>Printer/ Scanner</b>	<b>Attendance Device</b>	<b>Intercom System</b>	<b>Office Network</b>	<b>CCTV Surveillance</b>
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)

Manara Road (Ward No. 1)	–	–	–	–	–	–	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**

- **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.

**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.