



Surat Municipal Corporation (SMC)

Bid for Annual Maintenance Contract for Computer hardware and peripherals [DC-ISD-CP-AMC-01-2023]

Online Bid Start Date

September 14, 2023

Online Pre-Bid Conference

September 18, 2023

Online Bid End Date

(Last Date of Online Submission of Bids)

September 26, 2023

Last Date of Physical Submission of Bid Fee, EMD & Affidavit in Hard Copy

October 03, 2023

**Information Systems Department (ISD)
Surat Municipal Corporation
Muglisara, Surat-395003**







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1. Notice Inviting Bid

 	<p align="center">Surat Municipal Corporation (SMC) Muglisara, Surat – 395003, Gujarat. www.suratmunicipal.gov.in</p> <p align="center">Notice Inviting Bid DC-ISD-CP-AMC-01-2023 Annual Maintenance Contract for Computer hardware and peripherals</p>	 
<p>Bid for Annual Maintenance Contract for Computer hardware and peripherals at Surat Municipal Corporation (SMC) is invited online on https://smctender.nprocure.com from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
<p>Bid Fee (Non-refundable)</p>	<ul style="list-style-type: none"> Rs. 4,248/- (Rs. 3,600 + 18% GST) (by DD or Banker's Cheque only) 	
<p>EMD</p>	<ul style="list-style-type: none"> Rs. 1,20,000/- (by DD or Banker's Cheque only) 	
<p>Online Bid Start Date</p>	<ul style="list-style-type: none"> 14/09/2023 	
<p>Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)</p>	<ul style="list-style-type: none"> 26/09/2023 upto 18:00 hrs. 	
<p>Online Pre-bid Conference to Bidders through e-mail</p>	<ul style="list-style-type: none"> Bidders shall have to post queries by email to isd.hardware@suratmunicipal.org on or before 18/09/2023, 16:00 hrs. 	
<p>Submission (in Hard Copy) of Bid Fee, EMD and Affidavit</p>	<ul style="list-style-type: none"> In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/10/2023 upto 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat. 	
<ul style="list-style-type: none"> Bidders have to submit Price bid and Technical Bid online along with all necessary documents as per tender document requirement in electronic format only on https://smctender.nprocure.com website till the Last Date & time for Online Submission. 		
<p>The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.</p>		
<p align="right">Deputy Commissioner (D) Surat Municipal Corporation</p>		



2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-CP-AMC-01-2023
Bid Availability	Start from 14/09/2023 upto 26/09/2023 upto 18:00 hrs. at https://smctender.nprocure.com
Bid Fee	Bid Fee of Rs. 4,248/- (Rs. 3,600/- + 18% GST) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	EMD of Rs. 1,20,000/- by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Pre-bid Conference to Bidders through e-mail	Bidders shall have to post queries by email to isd.hardware@suratmunicipal.org on or before 18/09/2023, 16:00 hrs.
Last date for Online Submission of Bids along with the documents as mentioned in 4.8	On or before 26/09/2023 upto 18:00 hrs.
Submission (in Hard Copy) of Bid Fees, EMD and Affidavit	In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/10/2023 upto 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.

3. Eligibility Criteria

The bidder interested in being considered for “**Annual Maintenance Contract for Computer hardware and Peripherals**” at SMC should fulfill the following minimum criteria:

- 3.1. The bidder should be in operation for at least 5 years as on bid start date and must have local office in Surat. Documentary evidence required to be attached. (Note: If bidder does not have the local presence, bidder should open a local office within 60 days from issuance of Work Order.)
- 3.2. The bidder bidding for Annual Maintenance Contract for Computer hardware and Peripherals should have executed at least
 - **one project** of on-site maintenance and repairs of having **minimum 750 devices** [Desktop Computers, laser/inkjet/dot matrix printers] which includes **minimum 500 desktop computers** for a period of one year in last 3 years as on bid start date.

OR

 - **two projects** of on-site maintenance and repairs having **minimum 500 devices** [Desktop Computers, laser/inkjet/dot matrix printers] which includes **minimum 335 desktop computers** for a period of one year in last 3 years as on bid start date for distinct clients.



Documentary evidence required to be attached. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).

- 3.3. The bidder must have executed **minimum two orders for Annual Maintenance Contract** for Computer hardware and Peripherals with value of **each order greater than Rs. 15 Lacs in last 5 years** as on tender publishing date. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).
- 3.4. Bidder should have a **minimum average annual turnover of Rs. 1 crore (Rs. One crore)** for last three financial years i.e. FY 2020-21, FY 2021-22, FY 2022-23
- 3.5. The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 4.5.
- 3.6. The agency should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.



4. Instructions for the Bidder

4.1. Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smctender.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice DC-ISD-CP-AMC-01-2023.

4.2. Addenda & Corrigenda

If required the Addenda and Corrigenda will be issued and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

4.3. Submission of Price Bid and Technical BID

The price bid and the technical bid containing all the relevant supporting documents must be submitted online only on <https://smctender.nprocure.com> on or before the last date of submission of the bid. No documents except the Bid Fee and EMD to be accepted in hardcopy. It is advised to keep the softcopy of the relevant documents ready and upload the same in advance on <https://smctender.nprocure.com> with respect to this tender to avoid issues if any.

All the relevant softcopy should invariably follow the (n)Code portal's specific requirements pertaining to file types, file size, file name length, etc.

- **File Types:** Files with only .pdf, .doc, .txt, .xls, .ppt, .pps, .png, .gif, .jpg, .zip, .rar extension can be uploaded.
- **File name:** It should not be more than 70 characters. Special Characters Like (' % @ < > : * ? | & ~ ^) are not permitted.
- **File size:** Single file size should not be more than 3 MB.

The bid document (duly signed and stamped) in hard copy shall be submitted by the successful bidder upon intimation from SMC.

4.4. Pre-bid Queries

A prospective Bidder requiring any clarification on the tender Document may submit his queries, via email, to the following e-mail id **on or before 18/09/2023 upto 16:00 hrs.**

Email Id for submission of queries: isd.hardware@suratmunicipal.org

The queries must be submitted in the following format:

Bidder's Request for Clarification		
Name and Address of the Organization submitting request	Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
		Tel: Mobile: Fax: Email:



Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required
1			
2			

4.5. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs. 4,248/- (Rs. 3,600/- + 18% GST)** and **EMD of Rs. 1,20,000/-** by separate Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.

4.6. The bids should be filled in legibly, clearly indicating the figures and its value in words too.

4.7. The bidder will be bound by the details furnished to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

4.8. Online Submission of the Technical Bid:

The bidder will be required to upload the **duly signed, stamped and notarized Colour scanned copy** of below mentioned documents in the same order of sequence online on smctender.nprocure.com during e-tendering process.

- 1) Scanned copy of Tender (Bid) Fee
- 2) Scanned copy of EMD
- 3) Scanned copy of Solvency certificate
- 4) Scan copy of work order / Completion certificate / Contract clearly indicating years in operation (in support of Eligibility Criteria No. 3.1)
- 5) Scan copy of work order / Completion certificate / Contract clearly indicating quantity (in support of Eligibility Criteria No. 3.2)
- 6) Scan copy of work order / Completion certificate / Contract clearly indicating amount (in support of Eligibility Criteria No. 3.3)
- 7) Scan copy of Proof of address for Service Center in Surat (in support of Eligibility Criteria No. 3.1)
- 8) Scan copy of Audited Balance sheet of Last 3 Financial Years / certificate of auditor (in support of Eligibility Criteria No. 3.4)



- 9) Scanned copy of Bid Format given in Section – 9, Annexure to Technical Bid
 - A. Bidder's Details (signed & stamped page no. 33, 34 and 35)
 - B. Information of Authorized Signatory / Contact Person (signed & stamped page no. 36)
 - C. Forwarding Letter cum Declaration (on company's letter head, Page no. 37 and 38)
 - D. Affidavit (on non-judicial stamp paper of Rs. 300 and duly notarized, Page no. 39) Bidder is also required to send hardcopy of the same.
 - 10) Scanned copy of PAN card
 - 11) Scanned copy of company registration with local body and state government/central government (**should be valid as on bid start date**)
 - 12) Scanned copy of duly signed addendum & Corrigendum, if any.
 - 13) Scanned copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).
 - 14) Authorization Letter as per Clause-4.26 (mandatory in case tender signatory is other than Owner/Partner/MD/ Director/Company Secretary) (Optional)
- 4.9. ***Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per Clause-4.12 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice. Penaltative action for not submitting D.D. in original to shall be initiated and action shall be taken for abeyance of registration and cancellation of E-tendering code for one year. Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.***
- 4.10. ***All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.***
- 4.11. ***All documents must be notarized with clearly-displaying stamp, number and name of the notary.***
- 4.12. **Sealing, marking and submission of the Bid Fee, EMD and Affidavit:**
The "Bid Fee, EMD and Affidavit" shall be put in an envelope containing Bid Fee, EMD and Affidavit and shall be super scribed as "**Bid Fee, EMD & Affidavit**"
The envelope must be sealed and super scribed and must be sent as under:



Details to be mentioned exactly on sealed envelop	
TENDER DETAILS <ul style="list-style-type: none">• Notice No.: DC-ISD-CP-AMC-01-2023• Bid Fee, EMD & Affidavit for Annual Maintenance Contract for Computer hardware and Peripherals• Last Submission Date: 03/10/2023 upto 18:00 hrs.	To, The Chief Accountant, Surat Municipal Corporation, Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Muglisara, Surat - 395 003, Gujarat, INDIA.

The envelope containing Bid Fee, EMD and Affidavit must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **03/10/2023 upto 18:00 hrs. Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SMC won't be responsible for postal delays.**

PRICE BID

The price bid must be submitted online on <https://smctender.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

- 4.13. **Late Bids:** Bids not reaching on or before the specified time limit will not be accepted.
- 4.14. **Conditional Bids:** All the terms and conditions mentioned herein must be strictly adhered to by all bidders. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.
- 4.15. **Withdrawal of Bids**
Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.
- 4.16. **Period of Validity**
The offer should be valid for acceptance for a minimum period of **120 days** from the date of opening of the Price Bid. If required, SMC may request the bidder to have it extended for a further period.
- 4.17. **Language of Bids**
The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.
- 4.18. **Right To Accept or Reject Any Bid or All Bids**
SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SMC's action.
- 4.19. **Firm Prices & Bid Currency**



Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

4.20. Costs to be Borne by Bidder

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SMC, will be borne entirely and exclusively by the bidder.

4.21. Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

4.22. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.

4.23. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.

4.24. The agency will be bound by the details furnished by him/her to SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

4.25. The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

4.26. Authorized Signatory

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

4.27. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of the errors, its bid will be



rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

4.28. **Disqualifications:** A bid shall be disqualified and will not be considered if :-

- a) Each of the envelopes does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
- b) The Price Bid and/or Technical Bid is submitted physically along with Bid fee and EMD which leads to revelation of prices before the due date of opening of the Price Bid.
- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as per Clause.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialled, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.

Deputy Commissioner (D)
Surat Municipal Corporation



5. Indicative list of Documents to be submitted

Following documents shall be submitted in soft copy online on <https://smctender.nprocure.com> by the bidder so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted.

#	Description of Requirement	Proof Required to be Submitted
1.	The bidder should be in operation for at least 5 years as on bid start date and must have local office in Surat. Documentary evidence required to be attached. (Note: If bidder does not have the local presence, bidder should open a local office within 60 days from issuance of Work Order.)	<ol style="list-style-type: none"> 1. Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidders Name, details of Work, Time Period with Date of issue of respective document. 2. Office Address proof in form of Telephone Bill/Utility Bill/ Valid Shops & Establishment Certificate/Latest Property Tax Bill/ or any valid document issued by Government indicating office address. 3. Undertaking for opening a local office within 60 days from issuance of Work Order on bidder's letter head in case bidder does not have the local presence.
2.	<p>The bidder bidding for Annual Maintenance Contract for Computer hardware and Peripherals should have executed at least</p> <ul style="list-style-type: none"> • one project of on-site maintenance and repairs of having minimum 750 devices [Desktop Computers, laser/inkjet/dot matrix printers] which includes minimum 500 desktop computers for a period of one year in last 3 years as on bid start date. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • two projects of on-site maintenance and repairs having minimum 500 devices [Desktop Computers, laser/inkjet/dot matrix printers] which 	Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidder's Name, details of Work, Time Period with Date of issue of respective document



	<p>includes minimum 335 desktop computers for a period of one year in last 3 years as on bid start date for distinct clients.</p> <p>Documentary evidence required to be attached. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).</p>	
3.	<p>The bidder must have executed minimum two orders for Annual Maintenance Contract for Computer hardware and Peripherals with value of each order greater than Rs. 15 Lacs in last 5 years as on tender publishing date. (Note: Bidder must have completed at-least one year of AMC for each work order / contract submitted as on tender publishing date).</p>	<p>Copy of work order / Completion certificate/ Contract / performance certificate issued by client specifying clearly Bidder's Name, details of Work, Time Period with Date of issue of respective document</p>
4.	<p>Bidder should have a minimum average annual turnover of Rs. 1 Crore (Rs. One Crore) for last three financial years i.e. FY 2020-21, FY 2021-22, FY 2022-23</p>	<p>Audited Balance sheet of Last 3 Financial Years / certificate of auditor</p>
5.	<p>The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.</p>	<p>Forwarding letter cum Declaration by bidder as per Part - C, Section – 9</p>
6.	<p>EMD & Bid Fee</p>	<p>As per clause 4.5</p>
7.	<p>Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank.</p>	<p>Solvency Certificate as per Clause No. 7.10</p>
8.	<p>Forwarding letter cum Declaration by bidder as per Part - C, Section – 9</p>	<p>On Bidder's letter head as given in Part - C, Section – 9</p>
9.	<p>Goods & Service Tax Registration Nos.</p>	<p>Copy of the Goods & Service Tax (GST) Registration Certificate duly notarized</p>
<p>* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.</p>		



Surat Municipal Corporation (SMC)

TECHNICAL BID

**Bid for Annual Maintenance Contract for
Computer hardware and peripherals
[DC-ISD-CP-AMC-01-2023]**

Online Bid Start Date

September 14, 2023

Online Pre-Bid Conference

September 18, 2023

Online Bid End Date

(Last Date of Online Submission of Bids)

September 26, 2023

**Last Date of Physical Submission of Bid Fee, EMD &
Affidavit in Hard Copy**

October 03, 2023

Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003

**Technical
Bid**



TECHNICAL BID

6. Scope of Work

- 6.1.** This comprehensive maintenance contract shall cover proactive, preventive, corrective, breakdown maintenance of hardware & software support for the various make of Desktops, Laptops, Printers, Scanners situated at different premises of Surat Municipal Corporation (SMC) within the city limit. The Bidder shall provide comprehensive maintenance (including breakage/ damage of all cables like Power/ Data cables etc.) covering all computer systems, all laptop parts including charger and battery, all peripherals, all printers etc., its services, software supports etc. and will carry out all the activities required to keep them up and running in good working condition. It must cover all movable plastic and other parts of the equipment in maintenance comprehensively except the consumable items such as Printer heads, Cartridges, Toner, Drum, Ribbons, UTP cables and any other items which are physically damaged or burnt.
- 6.2.** The duration of the maintenance period shall be three years from the date of issuance of the Work Order.
- 6.3.** The SMC reserves the right to add any equipment (Computer Systems, and/or associated Peripheral) for AMC during the period of contract at the same terms and conditions of the contract. Similarly, any of the equipment included in the contract can be withdrawn from AMC. Payment of bills will be made after adjusting for addition/withdrawal of such equipment on pro-rata basis.
- 6.4.** In case if breakdown/ maintenance work is required to be carried out during non-working days/ hours, the Bidder shall attend the task(s) during this period at no extra payment.
- 6.5. Response & Resolution Time for Desktop Computers, Laptops, Printers and Peripherals:** The successful bidder on commissioning of the product shall ensure maximum uptime for the product/service during contract period.
The **call must be attended within 2 working hours and problem to be resolved within 6 working hours of reporting** and the problems requiring the hardware parts replacement must be resolved **within 8 working hours of reporting**.



In case, the equipment(s) under AMC **could not be repaired at site within 8 (eight) working hours**, then the Bidder can carry the equipment after replacing the same with a stand by equipment of the same or higher compatible configuration. Such equipment shall be brought back after repair.

If **problem(s) is/are not resolved within 8 (eight) working hours** and a stand by or replacement is not provided, it will attract a **penalty of 0.2%** of the product cost for each day of downtime up to 7 calendar days, beyond which **penalty at 0.5%** of the product cost will be deducted for each day of downtime. Penalty will be directly deducted from the AMC charges for each day of downtime. However, the systems used at critical locations like City Civic Centers, etc. must be attended and resolved within minimum possible time.

- 6.6. The total penalties will generally **not exceed 10% (Ten percent) of the Consideration** of this Contract. The decision of the head of the IS Department will be final and binding in case of the penalty to be applied, imposed in any cases to the agency.
- 6.7. A **unique identification number (Asset tag)** must be given to each of the IT assets i.e. Computers, Laptops, Printers and Plotters etc. as instructed by ISD so that proper reporting can be done during preventive maintenance as well as breakdown maintenance. The agency shall collect details of each and every IT assets before completion of first quarter from the date of issuance of work order as per **Annexure A – ASSET DETAILS of COMPUTERS & Annexure B – ASSET DETAILS of PRINTERS** and handed over to ISD in soft copy Excel sheet. Any change in the assets shall be communicated to ISD.
- 6.8. The agency shall take perpetual inventory of each IT assets by personally visiting each machine and create database. The agency shall also make hard copy of such records in department/ zone wise and take signature of concerned in-charge. Any addition or removal of asset must be properly recorded in IT asset register.
- 6.9. Minimum manpower has to be deployed (with minimum required qualifications) by the bidder as per the details shown in below table. The persons who don't possess the requisite qualifications & training will not be permitted to be deputed at SMC.



Sr. No.	Designation	Qualification & Experience	Count
1.	Site Incharge	B.E. (Computer / IT / EC) / BCA / B.Sc. (IT) having at least 3 years of experience or a diploma holder in the relevant branch having at least of 6 years of experience or ITI having at least 10 years of experience Should have at least 2 years of experience of handling a large site.	1 (one)
2.	Hardware Engineer	B.E. (Computer / IT / EC) / BCA / B.Sc. (IT) having at least 1 year experience or any graduate/diploma holder having at least 3 years of experience or ITI having at least 5 years of experience	14 (Fourteen) [out of which at least 2 Hardware Engineer should have knowledge of printer repairing]

- 6.10.** The bidder shall depute only such individuals as are skilled and experienced in the works to be executed under the contract. The SMC has all the rights to reject the services of any engineer and can ask for a change, if not found fit.
- 6.11.** The person deputed at SMC will take the permission for leave of absence from the ISD for leaves more than 3 days.
- 6.12.** Twelve leaves of absence per year will be admissible for each position; additional leaves would be liable for deduction from the quarterly payment.
- 6.13.** In case of personnel deputed at SMC by bidder is on a leave of absence for more than five working days, then a competent substitute, fully conversant with the systems of SMC will have to be provided by the bidder. Thus, the bidder is required to keep other personnel employed but not deputed at SMC so that the vacancy of the primary personnel could be kept filled in.
- 6.14.** Any leave beyond permissible leave (12 per year) shall be subject to deduction from quarterly payment as mentioned below if no suitable replacement is available.



Additionally, penalty may be levied for continued non-deployment, delays and non-performance attributable to bidder organization or deployed staff.

Designation	Deduction
Hardware Engineers including Site Incharge	<ul style="list-style-type: none">• Deduction of Rs 500 per day/engineer for absence upto 3 days• Deduction of Rs. 1000 per day/engineer for absence more than 3 days upto 7 days• Deduction of Rs. 2000 per day/engineer for absence more than 7 days

- 6.15.** Each engineer will be required to get enrolled for biometric attendance and must mark the same at designated SMC offices. Further, the engineers will also be required to use SMC App for marking attendance in case of field visits. The engineers will be required to use any other application/app for any other purpose as proposed by SMC from time-to-time w.r.t. to scope of services under this tender.
- 6.16.** The personnel of annual maintenance team will observe the work-time of 8 hours per day including 30 minute break-time; but they will have to put in extra time whenever called for by SMC without any additional charges.
- 6.17.** The personnel of annual maintenance team will be required to visit any of the SMC offices or any other places as per the directions of the Head of the IS Department. They will need to have their own vehicle / arrangements for this purpose and the bidder shall have to bear the cost for this and SMC will not make additional payment in this regard.
- 6.18.** The staff deputed must possess mobile phone to ensure their availability. The bidder shall have to bear the cost for this and SMC will not make additional payment in this regard.
- 6.19.** If the support of deputed staff is found to be insufficient, additional support as and when needed shall be provided from offsite competent staff at no extra cost to SMC.
- 6.20.** The staff deputed must work closely and coherently with other agencies working for SMC for IT related activities.
- 6.21.** The bidder shall carry out the following functions through the engineers deputed at the SMC-site.



- **Service calls**

- The bidder shall provide single point of contact for all assistance and services. End users shall contact this service as a first point of contact for problem resolution. User may log calls either telephonically or through SMS or through written complaint or personally.
- Site Incharge shall enter all such calls into service desk and give ticket number to user and as per severity level, assign task to competent service engineer & take feedback of call resolution.
- Site Incharge shall make monthly reports and submit to Head of the Information Systems Department.
- However, if the complaint is assigned or reported directly to the engineer at remote site, the same should be attended and informed to Site Incharge in order to add details into service desk.
- In case, SMC provides the mobile app for this purpose, the engineers at remote site will use this app for updating report and resolutions of various calls.

- **Installation and Commissioning**

- Installation and commissioning of existing/new equipment(s) including configuring necessary software / drivers for printers, plotters, USB camera, etc.
- Shifting, installation and commissioning of existing equipment(s) from one place/site to other.
- Install, configure and trouble shoot the applications developed/used by SMC so that the same functions well at the client end, all backend support will be provided by SMC for this task.
- Coordinating with the concerned person/entity for trouble shooting.

- **Maintenance**

- Maintaining the equipment(s) under a perfect working condition by periodic preventive maintenance including cleaning the accessible and serviceable parts of the equipment(s).



- ii. Carrying out monthly tuning of the computers by carrying disk checking, disk defragmentation, anti-virus checking and any other activities assigned by the Head of the Information Systems Department.
 - iii. The Maintenance shall be carried out in the period of maintenance window only and the operations carried out on particular equipment shall not be disturbed or disrupted.
 - iv. Install/upgrade of system software, operating systems and drivers with patches, service packs; anti-virus definition update; should be carried out on a regular basis.
 - v. Installation/Reinstallation/Configuration/Reconfiguration of Operating System and E-Mail-Applications, Office Applications, etc. whenever required.
 - vi. On instruction from ISD, the resident engineer shall be required to extend basic support for other network equipment(s) and servers for identification of the issue or resolution of the issue immediately. This may include tasks like restarting equipment, checking its status, etc.
 - vii. Assisting users for taking backups and restore data in case of rectifying disk problems.
 - viii. In no case pirated version is to be used at SMC. If any such cases are identified, the same must be immediately brought to notice of ISD and such software should be uninstalled immediately.
 - ix. The contractor shall take the signature of the concerned department head/section officer or end user on call report in triplicate after each call, as a proof of having provided the satisfactory service. The contractor shall give one copy of call report to the concern end user and submit one copy to Information Systems Department on quarterly basis.
- **Local Area Networking (LAN)**
 - i. Connecting the new or existing systems/network printers in the network by assigning the IP provided by IS Department, network configuration, route entry, proxy setting, etc.



- ii. Attending any network trouble at client end and identify the problem and ratifying/ trouble shooting of the minor problem of network connectivity at the users end.
- iii. Any major network trouble should be escalated to Network Maintenance Agency/IS Department.

6.22. Back-Office Support

- i. Escalated support should be made available from certified professional, in case resident engineer is unable to complete the task with no extra cost.
- ii. Technical specialists available for onsite support on complex problems.
- iii. Additional support as and when needed shall be provided from offsite competent staff of the bidder for specialized repairs, maintenance, configuration and consultation with no extra cost.

6.23. Considering the criticality of the nature of work to SMC Departments, the bidder is expected to deploy the best of the breed resources to ensure smooth service delivery to the end users and seamless coordination with other entities involved for tasks related to software development & management, server and network management, etc.

6.24. The resident engineers will be required to extend necessary support in case of any camp like Sevasetu, PM Swanidhi or any other activities/events wherein the services are required to be provided from remote site with no extra cost.

6.25. Secrecy: Any information delivered or otherwise communicated by SMC to the bidder in connection with the contract shall be regarded as secret and confidential and shall not without the prior written consent of the SMC be published or disclosed to any third party or made use of by the bidder except for the purpose of implementing the contract.

6.26. Bidder should maintain spares of Computer hardware/ peripherals at SMC site as directed by ISD so as to ensure maximum up time.

6.27. In case if the bidder is not able to repair the original equipment or any part of it, the bidder shall supply the new substitute of same specifications or of higher specifications of reputed brand, with prior approval of the concern officer in



Information Systems Department (ISD). The bidder has to submit report to the concern officer in ISD in the format given in Annexure C – Hardware Component Replacement Details for each replacement. In case, if it is found that the substituted item is of lower quality/specification then the same must be replaced. In case of, repetitive instances, SMC will take punitive action against the bidder.

- 6.28.** If spares for replacement are not available in the market due to obsolescence of the product, then the bidder shall submit the proof of obsolescence acceptable to SMC, so that the machine can be taken out of the scope of the contract.
- 6.29.** The bidder shall be required to hand over all the equipments in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be rectified from any external agency and whole replacement/repair cost will be borne by the bidder only.
- 6.30.** The selected bidder (incoming agency) will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment within 15 days from the date of issuance of work order. Any issues with hardware to be undertaken must be reported within this time period after which complete responsibility of the AMC would be with the incoming agency. At the end of AMC under this contract, the contractor shall hand over complete hardware in good condition and shall have to replace all the parts that have not been properly maintained, to the newly appointed agency. Lapses if any in this regard will be subject to recovery from the outstanding payment and Security Deposit.



7. Terms and Conditions

- 7.1.** The successful bidder will be required to place Security Deposit @ 5% of the consideration of the Contract by Demand Draft or Banker's Cheque Payable at Surat in favor of Surat Municipal Corporation of any scheduled/nationalized bank within 10 days from the date of notice of award of contract, failing which a penalty @ 0.065% of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.
- 7.2.** The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.
- 7.3.** No interest shall be paid on Earnest Money Deposit (EMD) and/ or Security Deposit (SD) placed.
- 7.4. Agreement, Undertaking and Surety**
The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking and surety with SMC for annual maintenance contract for computer hardware and peripherals on a Rs. 300/- stamp paper (or of appropriate amount) of Government of Gujarat at the agency's own cost within 10 (ten) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.
- 7.5.** Corrections, erasures made in the bid format(s) and other paper(s) including pasted slip(s) if any, should be invariably initialed.
- 7.6.** Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 7.7.** Detail of Owner(s) / Proprietor(s) / Partners / Coparceners / Directors etc. must be filled in Personal Information, while submitting this bid document to SMC.
- 7.8.** The bidder will have to provide on a separate letter-head details as to names and residential addresses including phone nos. of all the partners, Karta and coparceners/beneficiaries in case of HUF along with the bid (but not by the bidder being legal person/entity).



- 7.9.** Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.
- 7.10.** Along with the bid documents, the bidder should submit **Solvency Certificate** of not less than 20% of the consideration of contract from a Schedule Bank. The Solvency Certificate should be valid and should not be older than one year from the bid start date.
- 7.11.** The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the period of supply, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SMC by the Awardee agency upon a communication made therefore.
- 7.12.** The contract shall be governed by the Laws in India and shall be subject to the **jurisdiction of Surat.**
- 7.13.** Prices to be quoted should be exclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

Notes

- a) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sale-tax laws.
- b) Surat Municipal Corporation is a "local self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filarial/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SMC.

7.14. TAX LIABILITY

GST (Goods & Service Tax) has come in existence from 1st July 2017. Contractor / Successful Bidder is bound to pay any amount of GST prescribed by the Govt. of India



as per the Terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed / recovered separately by SMC, subject to the submission of Original Receipt / Proof of the amounts actually remitted by the Successful Tenderer / Contractor to the Competent Authority along with a Certificate from Chartered Accountant of Contractor / Successful Bidder certifying that the amount of GST paid to the Government and the same shall be intimated / submitted / claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful Bidder / Contractor, failing which SMC may recover the amount due, from any other payable dues with SMC and decision of Municipal Commissioner shall be final and binding on the Contractor / Successful Bidder in this regard. Further, the non-payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit / Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Contractor/Successful Bidder Only, in no case SMC shall be liable for the same.

The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice so as to claim as ITC by SMC.

- 7.15.** The SMC shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any Court of Law for any injury or death suffered by the bidder's maintenance staff during the course of maintenance under the AMC.
- 7.16.** The bidder shall have to bear the cost of local conveyance and traveling expenses of engineers deployed by it. No additional payment shall be made for.



- 7.17. Bidder should raise quarterly bill of its charges for maintenance of Computer Hardware and Peripherals during the first week of a quarter for previous quarter completed satisfactorily. No advance payment will be made in any case.
- 7.18. In case of absence/transfer/resign of the resident engineer, replacement should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time by the bidder at his own cost.
- 7.19. The agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of delivering the services and shall be responsible for acts of commission and omission on the part of its staff and its employee etc. If SMC suffers any loss or damage on account of negligence, default or theft on the part of the employee/staff of the agency then the agency shall be liable to reimburse to SMC for the same. The agency shall keep SMC fully indemnified against any such loss or damage.
- 7.20. The agency's personnel's working should be polite, cordial, positive and efficient, while handling the assigned work and his/her actions shall promote goodwill and enhance the image of SMC. The agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
- 7.21. In case of continued failure or short-falls from the established standard, the contract shall be terminated and no payments will be made nor will any damages be paid to the agency besides forfeiting Security Deposit.

I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Place:

Signature of Authorized Person

Date:

Designation:

Company stamp:

Name:



8. TECHNICAL SPECIFICATIONS

Details of Hardware to be covered under AMC	
Description	Qty.
Desktop Computers	
HCL Orbital MF 060 Pro, AMD Phenom II X2, AMD 880G MB, 2 GB DDR3 RAM, 160 GB SATA HDD, Gigabit Network card, Window 7 Prof.	150
Acer Veriton M-200, i3 2100, H61 MB, 4 GB DDR3, 500 GB SATA, DVD RW, 18.5" WFTT Monitor, 10/100/1000 NIC, Window 7 Prof.	6
Dell Optiplex 3010 MT, Intel Core i-3 2120/ 3220, Intel H61 Express chipset MB, 2 GB DDR3 RAM, 500 GB SATA HDD, Gigabit Network card, Window 7 Prof.	300
Dell Optiplex 9010, Intel Core i-5 3470, Intel Q77 Express chipset MB, 2 GB DDR3 RAM, 500 GB SATA HDD, 8x DVD Writer, Gigabit Network card, Window 7 Prof.	20
Lenovo M73, Intel Core i-3 4130, Intel H81 Express chipset MB, 4 GB DDR3 RAM, 320 GB SATA HDD, Gigabit Network card, Window 8.1 Prof. 64-bit	330
Acer, AMD Athlon, 1 GB RAM, 80 GB HDD, Windows XP	1
HP, Intel Xeon 2.40 GHz, 4 GB RAM, 500 GB HDD, Windows server 2003 R2 Enterprise Edition Service Pack 2	1
Dell, Intel Core i3 3.30 GHz, 2 GB RAM, 500 GB HDD, Windows 8 Prof.	1
HP, Intel Xeon 3.50 GHz, 16 GB RAM, 500 GB HDD, Windows 7 Prof.	2
Dell, Intel core i3 3.60 GHz, 4 GB RAM, 500 GB HDD, Windows 7 Prof.	1
Dell Optiplex 9020 MT, Intel Core i-7 4770, Intel H81 or Q87 Express chipset MB, 8 GB DDR3 RAM, 1 TB SATA II HDD, Gigabit Network card, 21" LED Backlit based TFTs Window 10 Prof.	6
HP 280 G1, Intel Core i-3 4160, Intel H81 chipset MB, 8 GB DDR3 RAM, 500 GB SATA II HDD, Gigabit Network card, 18.5" LED Backlit based TFTs, Window 10 Prof.	650
HP 280 G1, Intel Core i-3 6100U, Intel H81 chipset MB, 8 GB DDR3 RAM, 500 GB SATA II HDD, Gigabit Network card, 18.5" LED Backlit based TFTs, Window 10 Prof.	5
HP 280 G2 MT, Intel Core i-3 6100U, Intel H81 chipset MB, 8 GB DDR3 RAM, 500 GB SATA II HDD, Gigabit Network card, 18.5" LED Backlit based TFTs, Window 10 Prof.	7
HP Pavilion 23-q141in (Touch) Intel Core i5 – 6400T 6 th Generation, AMD Radeon R7 A360 (2 GB Dedicated) Graphics Card, 8 GB DDR3L - 1600 RAM, 1 TB HDD, Gigabit Ethernet 10/100/1000, 802.11 b/g/n wireless, DVD Burner, 23" Touch Screen, Windows 10 Prof. 64-Bit	1
Lenovo Think Center, Intel Core i3 - 4150, 4 GB DDR3 RAM, 500 GB HDD, DVD Writer, Windows 10 Prof. 64 - Bit, 21.5" LED Backlit based TFTs LCD	1
Lenovo Think Center, Intel Core i3 - 4150, 4 GB DDR3 RAM, 500 GB HDD, DVD Writer, Windows 10 Prof. 64 - Bit, 18.5" LED Backlit based TFTs LCD	1
HP 280 G1 MT, Intel Core i3 - 4170, 4 GB DDR3 RAM, 500 GB HDD, Windows 10 Prof. 64 - Bit, 18.5" LED Backlit based TFTs LCD	2
Dell Optiplex 3050 MT, Intel Core i3 - 7100, 2 * 4 GB DDR4 RAM, DVD Writer, 1 TB HDD, Windows 10 Prof. 64 - Bit, 18.5" LED Backlit based TFTs LCD	5
Dell Optiplex 3020, Intel Core i3 - 4130, 4 GB DDR3 RAM, DVD Writer, 500 GB HDD, Windows 10 Prof. 64 - Bit, 18.5" LED Backlit based TFTs LCD	2
Dell Vostro 3669, Intel Core i3-7100, Intel H110 chipset MB, 8 GB DDR4 RAM, 500 GB SATA II HDD, Gigabit Network card, 18.5" LED Backlit based TFTs, Linux Ubuntu 16.04 ver.	120



Details of Hardware to be covered under AMC	
Description	Qty.
Dell Optiplex 5050, Intel Core i3 - 7100, 8 GB DDR4 RAM, 500 GB HDD, Windows 10 Prof. 64 - Bit, 19.5" LED Backlit based TFTs LCD	547
Dell Optiplex 5050, Intel Core i5 - 7500, 8 GB DDR4 RAM, 1 TB HDD, DVD-Writer, Windows 10 Prof. 64 - Bit, 22" LED Backlit based TFTs LCD	38
Dell Optiplex 7070, Intel Core i7 - 9700, 16 GB DDR4 RAM, 1 TB HDD, DVD-Writer, Windows 10 Prof. 64 - Bit, 22" LED Backlit based TFTs LCD	1
Lenovo Think Center E73 GIG PC	4
Total	2201
Laptop	
Laptop [Lenovo ThinkPad L420] i5 2410M, 4GB DDR3, 320GB, Gigabit Ethernet, 8X DVD+/-RW, Windows 7 Prof.	5
Laptop [HP Probook 430 G2] i5 5200U, 4GB DDR3, 500GB, Gigabit Ethernet, 13.3" Screen, Windows 10 Prof.	2
Laptop [HP Probook 440] i5 5200U, 4GB DDR3, 500GB, Gigabit Ethernet, 14" Screen, Windows 10 Prof.	2
Laptop [Lenovo V310] i5 7200U, 4GB DDR4 RAM, 1 TB SATA HDD, Gigabit Ethernet / Wireless LAN Card, 14" Screen, Windows 10 Prof. 64 Bit	35
Laptop [HP 240 G5] i5 7200U, 4GB DDR4, 1 TB HDD, Gigabit Ethernet, 14" Screen, Windows 10 Prof.	6
Lenovo ThinkPad E450	1
Total	51
A3 InkJet Printer	
A3 inkjet HP OfficeJet 7110	31
Total	31
LaserJet / Inkjet Printer	
A4 LaserJet HP LJ 1022	50
A4 LaserJet- HP M203dn	4
A4 LaserJet- Brother HL-L5000D	1
A4 LaserJet- HP Pro P1108	30
A4 Auto duplex HP P1606 Laserjet	20
A4 Auto duplex HP M202dw Laserjet	1
A4 Inkjet Epson M100	790
Total	896
All in One / Color LaserJet / Inkjet Printer	
All in One HP 1536nf MFP	2
Color LaserJet 451nw	1
HP Colour Laserjet Pro M552	1
HP M227FDN All-in-one LaserJet printer	21
HP Colour Laserjet Pro MFP M479dw	1



Details of Hardware to be covered under AMC	
Description	Qty.
Color Duplex MFP Epson L6170	2
Color Duplex MFP Epson L6270	1
Color Duplex MFP Epson L5190	1
Color LaserJet HP Pro 452DN	5
All in one HP M128fn	2
Color LaserJet 452nw	2
All in one inkjet Epson M200	55
Color inkjet Epson L300	1
Color inkjet Epson L310	4
All in One HP LJ M226 DN MFP	1
Color inkjet Epson L565	2
Total	102
Scanner	
A4 High Speed Scanner [Canon DRC-130L]	6
A4 High Speed Scanner [HP Scanjet Pro 2000 S1]	1
A4 High Speed Scanner [HP Scanjet Pro 3000 s3]	1
A4 size Scanner [HP G4050]	5
A4 size Scanner [Epson V39 scanner]	28
Total	41

The below mentioned items are currently under warranty and will be added in annual maintenance contract during contract period on completion of the warranty period. The payment for the same will be on a prorata basis considering the approved AMC rate for respective item.

Details of Hardware Equipment currently under warranty			
#	Particulars	Qty.	Warranty Ends on
Laptops			
1	Laptop [HP Probook 440 G5] i5-8250U, 16GB DDR4, 1 TB HDD, Gigabit Ethernet, Wireless LAN 802.11, 14" Screen, Windows 10 Prof.	5	March - 2024
	Total	5	
Desktop Computers			
1.	Dell Optiplex 5080, Intel Core i3 - 10100, 8 GB DDR4 RAM, 500 GB HDD, Windows 10 Prof. 64 - Bit, 19.5" LED Backlit based TFTs LCD	60	January - 2026
2.	Dell Optiplex 7780 All-in-one (Non-Touch), Intel Core i5 -	3	August - 2024



Details of Hardware Equipment currently under warranty			
#	Particulars	Qty.	Warranty Ends on
	10500, 8 GB DDR4 RAM, 1 TB HDD, Integrated WLAN 802.11ac and Bluetooth 4.0, Wireless Keyboard and Mouse, In-built Web camera, Windows 10 Prof. 64 - Bit, 23.8" LED Backlit based TFTs LCD		
3.	HP Pro 400 G7 MT, Intel Core i5 - 10500, 8 GB DDR4 RAM, 512 GB SSD, TVS Gold Keyboard, Windows 10 Prof. 64 - Bit, 23.8" LED Backlit based TFTs LCD	1	February - 2025
	Total	64	
LaserJet / Inkjet Printer			
1.	A4 LaserJet- Canon LBP 2900B	1	July - 2024
	Total	1	
All in One / Color LaserJet / Inkjet Printer			
1.	Color inkjet Epson L6460	4	October - 2025
	Total	4	
Scanner			
1.	A4 High Speed Scanner [HP 5000S4]	1	February - 2025
	Total	1	

The below mentioned item is not included in the Annual Maintenance Contract but will be added in future. Hence, AMC rate for below mentioned item is required to be discovered.

Rate Discovery for Additional Items		
#	Particulars	Qty.
1	Color Plotter [HP DesignJet Z6 DR PS 44-inch color plotter]	1
	Total	1



Annexure A – ASSET DETAILS of COMPUTERS

#	Asset ID	Location (Zone / Dept.)	Room No.	User Name / Employee No.	Near est Ext	Host Name	MAC	IP	Make
1	2	3	4	5	6	7	8	9	10

Processor	Serial No.	RAM	HDD	Optical Drive (Y / N)	OS	Monitor Make & Model	Serial No.	PRINTER ATTACHED (Y / N)
11	12	13	14	15	16	17	18	19

Annexure B - ASSET DETAILS of PRINTERS

#	Asset ID	USER INFO				PRINTER			
		Location (Zone / Dept.)	Room No.	User Name / Employee No.	Nearest Ext.	PRINTER attached with (Desktop Serial No.)	MAKE	MODEL	Serial No.
1	2	3	4	5	6	7	8	9	10

Annexure C – Hardware Component Replacement Details

#	Asset ID	Location (Zone / Dept.)	Room No.	User Name / Employee No.	Serial No. of part to be replaced
1	2	3	4	5	6

Make/Model of part to be replaced	Serial No. of new part	Make/Model of new part	Date of Replacement	Sign of concern person
7	8	9	10	11



Surat Municipal Corporation (SMC)

Annexure to Technical BID

Bid for Annual Maintenance Contract for Computer hardware and Peripherals [DC-ISD-CP-AMC-01-2023]

Online Bid Start Date

September 14, 2023

Online Pre-Bid Conference

September 18, 2023

Online Bid End Date

(Last Date of Online Submission of Bids)

September 26, 2023

Last Date of Physical Submission of Bid Fee, EMD & Affidavit in Hard Copy

October 03, 2023

Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003

Annexure
to
Technical
Bid



9. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

A. Bid Format

1.
 - a) **Name of the Bidder/Supplier** :
 - b) **Are you a Manufacturer / Authorized dealer / Sub dealer / Any other (please specify)** :
 - c) **Income Tax Number [PAN]** : **Date:**
 - d) **C.S.T Number** : **Date:**
 - e) **Goods and Service Tax (GST) Number** : **Date:**
2. **Address with Name of contact person** :
 - a) **Head office** :
 - b) **Main office in Gujarat.** :
 - c) **Office at Surat** :
 - d) **Name of Contact Person** :
 - Phone Numbers**
 - Fax Numbers**
 - Emails**
3. **Details of Authorized Signatory**
 - a) **Name** :
 - b) **Designation** :
 - c) **Address** :
 - d) **Telephone No.** :
 - e) **Mobile No.** :
 - f) **E-mail** :



4. What Is The Forum Of Business You Submit This Bid As?	Yes/No (tick)	Registration Details (submit attested copies of certificates)	Validity Date
• Sole Proprietor? (Registration Number under Shops and Establishment Act.) :			
• Hindu Undivided Family? (See Item 6.8, Section-6) :			
• Partnership Firm? (See Item 6.8, Section-6) :			
• Public Limited Company under the Companies Act? :			
• Private Limited Company under The Companies Act? :			
• State Govt. owned Undertaking/ Corporation / Enterprise? :			
• Central Govt. owned Undertaking/ Corporation / Enterprise? :			
• Co-operative Society? :			
• Unit known as "Khadi and Village Industries" as per Khadi and Village Industries Act-1956?			
• Association of Persons? :			
• Any Other? Please Specify. :			
5. Give details about your mode of giving supply/services to SMC :			
6. Give details about your service network :			
7. If you are a manufacturer, kindly provide the details of manufacturing facilities and quality control set-up that you have. (The details may be given as an annexure.) :			



8. EMD Details

:

Bank Name

No. & Date

Amount

Place:

Signature of Authorized Person

Date:

Designation:

Company stamp:

Name:



B. Information of Authorized Signatory / Contact Person

Name	:		Recent Passport Size Photograph
Address	:		
	:		
	:		
	:		
Phone No.	:		Signature
Fax No.	:		
Mobile No.	:		
Email Address	:		
Website Address	:		
			Capacity / Designation

Name	:		Recent Passport Size Photograph
Address	:		
	:		
	:		
	:		
Phone No.	:		Signature
Fax No.	:		
Mobile No.	:		
Email Address	:		
Website Address	:		
			Capacity / Designation



C. Forwarding Letter cum Declaration

(To be submitted on Bidder's letterhead duly signed by Authorized signatory)

To,
The Deputy Commissioner (D)
Surat Municipal Corporation,
Muglisara, Surat- 395 003

Date:

Sub: Compliance with the bid terms and conditions, specifications and Eligibility Criteria

Ref: Bid for Annual Maintenance Contract for Computer Hardware and Peripherals [DC-ISD-CP-AMC-01-2023]

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents including the scope of work, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

I/We also state that our company is not black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document. We have also noted that SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.



In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SMC for disqualification will be accepted by us.

Place:

Signature of Authorised Person

Date:

Designation:

Company stamp:

Name:



D. Affidavit

AFFIDAVIT

(To be submitted on non-judicial stamp paper of Rs. 300 and duly notarized in Hard Copy)

Name of Work: _____

- I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand that in case of wrongful / false information, corporation is entitled to take any civil & criminal punitive action against me / us.
- The undersigned also hereby certifies that neither our firm M/s _____ nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last five years, prior to the date of this bid.
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SMC to verify our statements or our competence and general reputations, etc.
- The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the SMC.
- The SMC and its authorized representatives are hereby authorized to conduct any inquires or investigations to verify the statements, documents, and information submitted in connection with this bid and to seek clarification from our bankers and clients regarding any individual or authorized representative to any institution referred to in the supporting information, to provide such information deemed necessary and requested by representative of Surat Municipal Corporation to verify statements and information provided in the Tender or with regard to the resources, experience and competence of the Applicant.

Signed by the Authorize signatory of the firm

Title of the office

Name of the firm

Date:



Surat Municipal Corporation (SMC)

Price BID

Bid for Annual Maintenance Contract for Computer hardware and Peripherals [DC-ISD-CP-AMC-01-2023]

Online Bid Start Date

September 14, 2023

Online Pre-Bid Conference

September 18, 2023

Online Bid End Date

(Last Date of Online Submission of Bids)

September 26, 2023

Last Date of Physical Submission of Bid Fee, EMD & Affidavit in Hard Copy

October 03, 2023

Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003

Price Bid



Surat Municipal Corporation

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PRICE BID [Part – A]

[Note: Must be submitted online, not to be sent physically]

#	Item Description	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)	AMC Amount for 3 years incl. GST (In Figure)
A	B	C	D	E	F = D + (D*(E/100))	G = (F * C)	H = (G * 3)
Hardware to be covered under AMC							
1.	Desktop Computers	2201					
2.	Laptops	51					
3.	A3 InkJet Printers	31					
4.	LaserJet / Inkjet Printer	896					
5.	All in One / Color LaserJet / Inkjet Printer	102					
6.	Scanners	41					
Total Amount							

- Note:**
1. The rates (Quoted in Unit Rate Column) should be exclusive GST. The applicable GST should be quoted separately in GST column in Price Bid.
 2. The L1 evaluation will be done exclusive of GST.
 3. The GST at prevailing rate will be considered for payment purpose.

Place:
Date:
Company stamp:

Signature of Authorized Person:
Designation:
Name:



PRICE BID [Part – B]

[Note: Must be submitted online, not to be sent physically]

#	Item Description	Qty.	Yearly AMC Unit Rate excl. GST (In Figure)	GST (%)	Yearly AMC Unit Rate incl. GST (In Figure)	Yearly AMC Amount incl. GST (In Figure)
A	B	C	D	E	F = D + (D*(E/100))	G = (F * C)
Rate Discovery for Additional Items						
1.	Color Plotter	01				

Note:

1. The rates (Quoted in Unit Rate Column) should be exclusive GST. The applicable GST should be quoted separately in GST column in Price Bid.
2. The L1 evaluation will be done exclusive of GST.
3. The GST at prevailing rate will be considered for payment purpose.

Place:

Signature of Authorized Person:

Date:

Designation:

Company stamp:

Name: