



Surat Municipal Corporation (SMC)

Bid for Annual Maintenance Contract for Aadhaar Enrolment Kits [DC-ISD-AEK-AMC-02-2025]

Online Bid Start Date

November 06, 2025

Online Bid End Date

(Last Date of Online Submission of Bids)

November 20, 2025

Last Date of Physical Submission of Bid Fee and EMD in Hard Copy

November 27, 2025

Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003



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1. Notice Inviting Bid

	Surat Municipal Corporation (SMC) Muglisara, Surat – 395003, Gujarat. www.suratmunicipal.gov.in Notice Inviting Bid DC-ISD-AEK-AMC-02-2025 Bid for Annual Maintenance Contract for Aadhaar Enrolment Kits	
Bid for Annual Maintenance Contract for Aadhaar Enrolment Kits 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.		
Bid Fee (Non-refundable)	Rs. 1,062/- (Rs. 900/- + 18% GST) (by DD or Banker's Cheque only)	
EMD	Rs. 18,000/- (by DD or Banker's Cheque only)	
Online Bid Start Date	06/11/2025	
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	20/11/2025 upto 18:00 hrs.	
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 27/11/2025 upto 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	
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.		
The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.		
Deputy Commissioner Surat Municipal Corporation		



2. Key Events & Dates

Event	Target Date
Notice Inviting Tender	DC-ISD-AEK-AMC-02-2025
Bid Availability	Start from 06/11/2025 upto 20/11/2025 upto 18:00 hrs. at https://smctender.nprocure.com
Bid Fee	Bid Fee of Rs. 1,062/- (Rs. 900/- + 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. 18,000/- by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Last date for Online Submission of Bids along with the documents as mentioned in 4.8	On or before 20/11/2025 upto 18:00 hrs.
Submission (in Hard Copy) of Bid Fees and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 27/11/2025 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 Aadhaar Enrolment Kits**” 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. Documentary evidence required to be attached.
- 3.2. The bidder bidding for Annual Maintenance Contract for Aadhaar Enrolment Kits should have executed at least

- **At least one order** of maintenance and repairs of Aadhaar Enrolment Kits **consisting of 80% of the total tender quantity** for a period of one year in last 7 years as on bid start date.

OR

- **At least two orders** of maintenance and repairs of Aadhaar Enrolment Kits **consisting of 50% of the total tender quantity** for a period of one year in last 7 years as on bid start date.

OR

- **At least three orders** of maintenance and repairs of Aadhaar Enrolment Kits **consisting of 40% of the total tender quantity** for a period of one year in last 7 years as on bid start date.

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. Bidder should have a **minimum average annual turnover of Rs. 10,00,000/- (Rs. Ten lacs)** for last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25.
- 3.4. The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 4.5.
- 3.5. 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-AEK-AMC-02-2025.

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. **Bid Fee & Earnest Money Deposit (EMD)**

- The bidder should pay non-refundable **Bid Fee of Rs. 1,062/- (Rs. 900/- + 18% GST)** and **EMD of Rs. 18,000/-** 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.

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

4.6. 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.

4.7. **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 Audited Balance sheet of Last 3 Financial Years / certificate of auditor (in support of Eligibility Criteria No. 3.3)
- 7) Scanned copy of Bid Format given in Section – 9, Annexure to Technical Bid
 - A. Bidder's Details (signed & stamped page no. 27, 28 and 29)
 - B. Information of Authorized Signatory / Contact Person (signed & stamped page no. 30)
 - C. Forwarding Letter cum Declaration (on company's letter head, Page no. 31 and 32)
- 8) Scanned copy of PAN card
- 9) Scanned copy of company registration with local body and state government/central government (**should be valid as on bid start date**)
- 10) Scanned copy of duly signed addendum & Corrigendum, if any.
- 11) Scanned copy of any other document not mentioned above but required to be attached as per the tender requirement (Optional).
- 12) Authorization Letter as per Clause-4.25 (mandatory in case tender signatory is other than Owner/Partner/MD/ Director/Company Secretary) (Optional)

4.8. 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-4.11 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 will be taken for not submitting original Demand Draft in the account department of Surat Municipal Corporation within 7 days from the last date of online submission of the bid for the first time as mentioned below.

Sr. No.	Tender Amount	Penalty Amount in Rs.
1.	Up to Rs. 1 Crore	Rs. 10,000/-
2.	More than Rs. 1 Crore and Upto Rs. 10 Crore	Rs. 20,000/-
3.	More than Rs. 10 Crore and Upto Rs. 50 Crore	Rs. 30,000/-
4.	More than Rs. 50 Crore and Upto Rs. 100 Crore	Rs. 70,000/-
5.	More than Rs. 100 Crore	Rs. 1,00,000/-

If bidder will not submit the penalty amount within 10 days to Surat Municipal Corporation and/or bidder will not submit the demand draft in original for the second time and after, Penaltative action shall be taken for abeyance of registration and cancellation of E-tendering code for 6 (six) months.

Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.

4.9. All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.

4.10. All documents must be notarized with clearly-displaying stamp, number and name of the notary.

4.11. Sealing, marking and submission of the Bid Fee and EMD:

The "Bid Fee and EMD" shall be put in an envelope containing Bid Fee and EMD and shall be super scribed as **"Bid Fee and EMD"**

The envelope must be sealed and super scribed and must be sent as under:

Details to be mentioned exactly on sealed envelop	
TENDER DETAILS - Notice No.: DC-ISD-AEK-AMC-02-2025 - Bid Fee and EMD for Annual Maintenance Contract for Aadhaar Enrolment Kits - Last Submission Date: 27/11/2025 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 and EMD must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **27/11/2025 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.



- 4.12. **Late Bids:** Bids not reaching on or before the specified time limit will not be accepted.
- 4.13. **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.
- 4.14. **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.
- 4.15. **Period of Validity**
The offer should be valid for acceptance for a minimum period of **180 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.
- 4.16. **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.
- 4.17. **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.
- 4.18. **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.
- 4.19. **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.
- 4.20. **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.
- 4.21. 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.



- 4.22. 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.
- 4.23. 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.
- 4.24. 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.
- 4.25. **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.
- 4.26. **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.
- 4.27. **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.



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. Documentary evidence required to be attached.	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.	The bidder bidding for Annual Maintenance Contract for Aadhaar Enrolment Kits should have executed at least • At least one order of maintenance and repairs of Aadhaar Enrolment Kits consisting of 80% of the total tender quantity for a period of one year in last 7 years as on bid start date. OR • At least two orders of maintenance and repairs of Aadhaar Enrolment Kits consisting of 50% of the total tender quantity for a period of one year in last 7 years as on bid start date. OR • At least three orders of maintenance and repairs of Aadhaar Enrolment Kits consisting of 40% of the total tender quantity for a period of one year in last 7 years as on bid start date. 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).	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
3.	Bidder should have a minimum average	Audited Balance sheet of Last 3 Financial



	annual turnover of Rs. 10,00,000/- (Rs. Ten lacs) for last three financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25	Years / certificate of auditor
4.	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.	Forwarding letter cum Declaration by bidder as per Part - C, Section – 9
5.	EMD & Bid Fee	As per clause 4.4
6.	Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank.	Solvency Certificate as per Clause No. 7.10
7.	Forwarding letter cum Declaration by bidder as per Part - C, Section – 9	On Bidder's letter head as given in Part - C, Section – 9
8.	Goods & Service Tax Registration Nos.	Copy of the Goods & Service Tax (GST) Registration Certificate duly notarized
* Note: Additional documents other than above if any, required for supporting the claims made by the bidder should be attached.		



Surat Municipal Corporation (SMC)

TECHNICAL BID

**Bid for Annual Maintenance Contract for Aadhaar
Enrolment Kits
[DC-ISD-AEK-AMC-02-2025]**

Online Bid Start Date

November 06, 2025

Online Bid End Date

(Last Date of Online Submission of Bids)

November 20, 2025

**Last Date of Physical Submission of Bid Fee and EMD
in Hard Copy**

November 27, 2025

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 Aadhaar Enrollment Kit's Desktops, LCD Monitors, Laptops, Multifunction Printers, Iris Scanners, Finger Printer Scanners, Web Camera and GPS Device 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 Desktops, LCD Monitors, Multifunction Printers, Iris Scanners, Finger Printer Scanners, Web Camera and GPS Device, all laptop parts including charger/adaptor and battery, 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 (Desktops, LCD Monitors, Laptops, Multifunction Printers, Iris Scanners, Finger Printer Scanners, Web Camera and GPS Device) 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 Aadhaar Enrollment Kits Equipments:** 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 8 working hours and problem to be resolved within 16 working hours of reporting** and the problems requiring the hardware parts replacement must be resolved **within 3 calendar days of reporting**.

In case, the equipment(s) under AMC **could not be repaired 16 working hours of reporting**, 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 3 calendar days** and a stand by or replacement is not provided, it will attract a **penalty of 0.2%** of the Aadhaar Enrollment Kit cost for each day of downtime up to 7 calendar days, beyond which **penalty at 0.5%** of the Aadhaar Enrollment Kit cost will be deducted for each day of downtime. Penalty will be directly deducted from the AMC charges for each day of downtime.

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. Single Point of Contact

Agency will nominate one senior person as the Single Point of Contact (SPOC) for the purpose of receiving the complaint and resolution of the same. The mobile no. of the same will be shared with the end users as well. The nominated SPOC must interact cordially with the end user. S/he will carry out necessary activities to resolve the problem as per the response and resolution time.

6.8. 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.

6.9. The Single Point of Contact (SPOC) of annual maintenance 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.



- 6.10.** The Single Point of Contact (SPOC) 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.
- 6.11.** If the Single Point of Contact (SPOC) is found to be insufficient, additional support as and when needed shall be provided from offsite competent staff at no extra cost to SMC.
- 6.12.** The Single Point of Contact (SPOC) must work closely and coherently with other agencies working for SMC for IT related activities.
- 6.13.** The bidder shall carry out the following functions through the SPOC.
- **Service calls**
 - i. 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.
 - **Installation and Commissioning**
 - i. Installation and commissioning of existing/new equipment(s) including configuring necessary software / drivers for printers, fingerprint scanners, Iris scanners, Web Camera, etc.
 - ii. Shifting, installation and commissioning of existing equipment(s) from one place/site to other.
 - iii. 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.
 - iv. Coordinating with the concerned person/entity for trouble shooting.
 - **Maintenance**
 - i. 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 Aadhaar Enrollment Kits 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 Single Point of Contact (SPOC) shall be required to extend basic support for other network equipment(s) 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 aadhaar supervisor 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.

6.14. Back-Office Support

- i. Escalated support should be made available from certified professional, in case Single Point of Contact (SPOC) is unable to complete the task with no extra cost.
- ii. Technical specialists available for 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.

6.15. 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.

6.16. The Single Point of Contact (SPOC) 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.

6.17. 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.

6.18. Bidder should maintain spares of Aadhaar Enrollment Kit's peripherals at SMC site as directed by ISD so as to ensure maximum up time.

6.19. 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 A – 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.

- 6.20.** 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.
- 6.21.** 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.
- 6.22.** The selected bidder (incoming agency) will physically inspect all the Aadhaar Enrollment Kit's 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 Aadhaar Enrolment Kits 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 Nationalized / 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.** 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.
- 7.19.** 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.
- 7.20.** 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 Aadhaar Enrolment Kits (AEKs) to be covered under AMC		
Total Nos. of Aadhaar Enrolment Kits deployed at Surat Municipal Corporation – 60		
Details of various devices installed under Aadhaar Enrolment Kits		
Sr. No.	Item Description	Qty.
1.	Acer Veriton M200-H510. Intel core i5 10400, 16 GB DDR4 RAM, 1 TB SATA, 19.5" LCD Monitor, Windows 10 Prof.	50
2.	Acer TravelMate TMP214-53, Intel core i5 1135G7, 16 GB DDR4 RAM, 512 GB NVMe SSD, 14" scree size, Windows 10 Prof.	10
3.	AoC 18.5" LCD Monitor (Model No. E970SWN5)	60
4.	Canon G2010 Pixma Multifunction Inkjet Printer	60
5.	Irishield – USB BK2121U Iris Scanner	60
6.	MicroID WC9 Web Camera	60
7.	Thales CS500f Fingerprint Scanner	60
8.	G-Star GU353 GPS Device	60



Surat Municipal Corporation (SMC)

Annexure to Technical BID

Bid for Annual Maintenance Contract for Aadhaar Enrolment Kits [DC-ISD-AEK-AMC-02-2025]

Online Bid Start Date

November 06, 2025

Online Bid End Date

(Last Date of Online Submission of Bids)

November 20, 2025

Last Date of Physical Submission of Bid Fee and EMD in Hard Copy

November 27, 2025

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) : Date:
Number
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	:		Signature
Phone No.	:		
Fax No.	:		
Mobile No.	:		
Email Address	:		
Website Address	:		Capacity / Designation

Name	:		Recent Passport Size Photograph
Address	:		Signature
Phone No.	:		
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
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 Aadhaar Enrolment Kits [DC-ISD-AEK-AMC-02-2025]

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:



Surat Municipal Corporation (SMC)

Price BID

Bid for Annual Maintenance Contract for Aadhaar Enrolment Kits [DC-ISD-AEK-AMC-02-2025]

Online Bid Start Date

November 06, 2025

Online Bid End Date

(Last Date of Online Submission of Bids)

November 20, 2025

Last Date of Physical Submission of Bid Fee and EMD in Hard Copy

November 27, 2025

Information Systems Department (ISD)

Surat Municipal Corporation

Muglisara, Surat-395003

Price Bid



Surat Municipal Corporation

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PRICE BID

[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)
1.	Desktop Computer	50					
2.	Laptop	10					
3.	LCD Monitor	60					
4.	Multifunction Printer	60					
5.	Iris Scanner	60					
6.	Web Camera	60					
7.	Multifinger Scanner	60					
8.	GPS Device	60					
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:

Signature of Authorized Person:

Date:

Designation:

Company stamp:

Name:

Sign, Stamp & Notary

Bid for Annual Maintenance Contract for Aadhaar Enrolment Kits
[DC-ISD-AEK-AMC-02-2025]

SMC