



काठमाण्डौ उपत्यका खानेपानी लिमिटेड

मुख्य कार्यालय
योजना तथा सहयोग विभाग



प.सं. :- ०८३/८४

च.नं. :- ५२

मिति :- वि.सं. २०८३/०५/१६

ने.सं. :- ११४६ गुंलागा, ४ मङ्गलवार

दररेट उपलब्ध गराईदिने बारे

उपरोक्त सम्बन्धमा यस कम्पनीको सम्पूर्ण कार्यालयमा सँगन Term of Reference (TOR) बमोजिमको सूचना प्रविधि सम्बन्धि Annual Maintenance Cost सेवा आवश्यक भएकोले यस कम्पनीको मौजुदा सूचिमा सूचिकृत, सूचना प्रविधि सम्बन्धि कार्य गर्ने सेवा प्रदायकहरुले के कति दरभाउमा सेवा उपलब्ध गराउने हो ? सोको दरभाउ यो सूचना प्रकाशित भएको मितिले ३ (तिन) दिन भित्र सँगन ढाँचामा उपलब्ध गराईदिनुहुन यो सूचना कम्पनीको वेबसाईटमा प्रकाशित गरिएको छ।

दररेट पेश गर्नुपर्ने स्थान र शाखा: सूचना प्रविधि शाखा, मुख्य कार्यालय

तपसील:

SN	Particular	Unit	Quantity	Unit Rate	Total (Rs.)
1	Annual Maintenance and Support Service for IT Equipment and Services	Month	12		
			Sub total		
			VAT		
			Total		

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(उमेश बाबु मरहट्टा)

प्रबन्धक, योजना तथा सहयोग विभाग

KATHMANDU UPATYAKA KHANEPANI LIMITED (KUKL)

Main Office, Tripureshwor, Kathmandu

Term of Reference (TOR)

For

The Procurement of Annual Maintenance Contract (AMC) Service for maintenance of IT Related Equipment with Network Support

This Scope of Work for the Comprehensive Annual Maintenance Contract (AMC) of IT equipment and allied peripherals installed at KUKL and its various Offices across the valley, including Extension Counters and all locations. The bidder (herein called service provider) shall render the services strictly in accordance with the terms, conditions, procedures and schedules set out below.

1. Scope of Work

- 1.1** The AMC covers comprehensive on-site maintenance of equipment like Desktops, Laptops, Printers, Scanners, UPS, CCTV cameras, NVR, Biometric Attendance Devices, Door Access Control systems, Smart Board, Digital Display Board, Queue Management System, Access Point (AP), Switches, Routers, Projector, PDU (Power Distribution Unit), TV and other IT peripherals installed at the KUKL Main Office and its various Offices (including Extension Counters, site office and various locations), but not limited to the equipment listed herein.
- 1.2** The location and contact details of Offices/locations are provided at **Annexure A**.
- 1.3** The indicative number of equipment, services and other peripherals covered under the AMC is provided at **Annexure B**; the actual quantity/location shall not be limited to what is specified therein and may vary during the AMC period.
- 1.4** The AMC will covers the functioning of all hardware, network devices and accessories installed during the contract period.
- 1.5** The AMC covers **software-related services**, like: Operating System (Windows/Linux/MAC) installation/re-installation, Antivirus installation/re-installation, software patches installation /update, configuration of equipment, configuration of printers and scanners, joining/re-joining of PCs to the company Active Directory domain, and installation/configuration of software but not limited to MS Office, Acrobat Reader, patches, e-mail client configuration and browser configuration for the company's core software on client machines in various offices.
- 1.6** The AMC covers **network support services**, like: Checking network connectivity of equipment, cabling maintenance, and clamping of RJ45, checking of power issues in equipment, network issues diagnosis/resolution.
- 1.7** Timely updating of serial numbers and other details in the inventory list shall be the responsibility of the Service Provider, who shall maintain and submit to the IT Section, Main Office a monthly, location-wise inventory list duly updated with details of new installations, if any, and incorporating hardware movement during the reference period.
- 1.8** The escalation matrix and the names of persons coordinating AMC jobs shall be submitted to the IT Section, Main Office, Tripureshwor, immediately upon award of the AMC.

1.9 The service provider's technician deployed to offices shall obtain a signed office -visit report/job report from the concerned offices. Copies of all branch-visit reports and consolidated job reports shall be submitted to the IT Section, Main Office, on a monthly basis.

1.10 The Service provider shall maintain a logbook recording all issues/complaints received and any parts removed from offices for repair, and shall submit a consolidated, branch-wise issue/complaint report on a monthly basis to the IT Section, Main Office, Tripureshwor, showing calls logged, calls attended, online attended, onsite attended and current status.

1.11 All Issues shall be attended to by the Service Provider as follows:

The service provider should provide online or onsite support based on the issues:

- ✓ Issue attended in online support within 10 minute
- ✓ Issue attended in On Site support of the offices which are 4km far from KUKL main office: within one (1) hours.
- ✓ Issue attended in On Site support of the offices which are more than 4km far from KUKL main office: within three (3) hours.

Based on the nature of the issues service provider should resolve the issues as follows:

- **Minor faults:**

- ✓ Issue should resolved within 30 minutes of the attended

- **Major faults:**

- ✓ Issues should resolved within two (2) working days.

1.12 The Service provider shall possess the requisite drivers, tools and technical competence necessary for maintaining and configuring PCs and peripherals.

1.13 The Service Provider shall provide, at a minimum, the following categories of service:

- Preventive maintenance;
- Software support for system operations; and
- Assistance in hardware/software/network upgradation.

1.14 Preventive maintenance shall be scheduled to:

- Ensure that computer hardware and peripherals at the KUKL's premises are functioning properly and that no complaint remains pending;
- Check the power supply source for proper earthing/grounding and equipment safety;
- Periodic checking of UPS operational condition and reporting of battery-related defects.
- Ensure that covers, screws, switches and similar fittings are properly secured on each item of equipment; and
- Carry out shifting/relocation of equipment as and when required at the offices.
- Checking cabling and networking of the IT equipment.
- The Service provider should physically inspect all hardware to be covered under the AMC prior to taking charge and commencement of services, and shall record its condition jointly with the KUKL. On expiry or termination of the AMC, the Service Provider should hand over the complete inventory of hardware in its possession in good working condition.

1.15 The Service provider shall keep AMC services available on 365x7x24 days because KUKL have various offices operating 365x7x24 basis and provide emergency water supply and sanitation services.

1.16 During the course of maintenance, the Service provider may access Company equipment and information solely for authorized maintenance purposes. The Service provider shall not copy, transfer, disclose or retain Company data without written authorization, shall not install unauthorized software, and shall not make unnecessary changes to system, network or security configurations. Any accidental data loss, security incident or unauthorized access shall be reported to the KUKL immediately upon discovery. Equipment shall be returned without any intentional deletion or modification of Company data unless specifically authorized in writing.

2. Working Procedure

2.1 Issue Lodging Procedure

- The concerned Offices of KUKL reports the issues with the Service provider through the call (telephone or mobile), online medium and/or official e-mail address notified at the commencement of the AMC.
- The service provider should identified the issues base the KUKL reported.
- Then based on the clauses 1.11 services provider should identify the fault within specified period.
- The issue responded details should be reported/communicated to IT section through online/offline.

2.2 Working procedure on reported Issue

- The Service provider should be responsible for taking a backup of data on PCs prior to formatting, for restoring the same, and for returning backup copies to users against acknowledgement; and maintenance/servicing shall ordinarily be carried out at the customer site; where transportation of equipment to the Service Provider's/manufacture's workshop is unavoidable, the same shall be undertaken entirely at the risk and cost of the Service Provider.
- Then based on the clauses 1.11 services provider should resolve the issues.
- The working procedure details should be reported/communicated to IT section through online/offline.

2.3 Procedure after Completion of Task

- On completion of any issues, repair, installation, configuration or preventive-maintenance activity, the deployed technician shall prepare a job/visit report specifying the work performed, parts replaced (if any) and time taken.
- The job/visit report shall be countersigned by the Officer (or an authorized representative) at the site, confirming that the equipment has been tested and found to be in satisfactory working condition.
- The IT Section, Main Office, reserves the right to independently verify, physically or telephonically, the satisfactory completion of any task before the corresponding entry is certified for reporting/billing purposes.
- The issue record shall capture, at minimum: date and time of complaint, branch/location, nature of fault, serial number where applicable, and name of the person lodging the complaint.
- The work completion details should be reported/communicated to IT section through online/offline.

3. Reporting Schedule

The Service Provider shall submit reports to the IT Section, Main Office, Tripureshwor, in accordance with the following schedule:

S.N.	Report	Frequency / Due Date	Submitted To
1	Branch-visit report / job completion report (signed by KUKL staff)	Immediately on completion of each visit; consolidated copy monthly	IT Section, Main Office
2	Location-wise updated inventory list of IT Equipment	Monthly	IT Section, Main Office
3	Consolidated complaint report (calls logged, online/onsite attended, pending, status)	Monthly	IT Section, Main Office
4	Preventive maintenance schedule and completion report	Monthly	IT Section, Main Office
5	Escalation matrix and AMC coordinator details	Within 7 days of contract award; updated on any change	IT Section, Main Office
6	AMC review meeting attendance and minutes	Monthly/Upon necessity	IT Section, Main Office
7	Incident report (data loss, security breach, unauthorized access)	Immediately upon discovery, not later than 24 hours	IT Section, Main Office

4. Task

The principal tasks to be performed by the Service Provider under this Agreement are summarized below:

S.N.	Task	Coverage
1	On-site maintenance and troubleshooting of Desktops, Laptops and peripherals	All locations under Annexure A/B
2	Printer and Scanner maintenance	All locations under Annexure A/B
3	UPS maintenance, battery condition checking and power backup support	All locations
4	CCTV, NVR and surveillance network maintenance	All locations with CCTV/NVR installation
5	Biometric attendance device and Door Access Control maintenance	All locations with such devices
6	IT Equipment maintenance beneath downstream of the firewall	All locations

S.N.	Task	Coverage
7	OS installation/re-installation, patching, antivirus and application software configuration	All locations
8	Preventive maintenance	All locations
9	Data backup and restoration prior to and after formatting	All locations, on request
10	Smart Board, Digital Display Board, Projector and Door Access Control systems, Queue Management System and its accessories, TV, Access Point maintenance	All locations
11	Network Support Service	From Office firewall to IT equipment of the various offices/locations of KUKL

5. Service

The following services shall be rendered by the Service provider covered within the quoted AMC rate:

- Telephonic/remote troubleshooting support for minor faults.
- On-site diagnostic visits and fault-finding for all equipment listed under Annexure B.
- Installation, re-installation and configuration of Operating System, Antivirus, MS Office, Acrobat, Java patches, e-mail client and browser settings.
- Configuration and re-commissioning of PCs, printers and scanners, including domain re-joining after formatting.
- Network support service
- Preventive maintenance visits
- Labor, technical manpower and tools required to carry out repair, configuration and maintenance work.
- Data backup and restoration service prior to and after any formatting/re-installation.
- Shifting/relocation of equipment within office/branch premises, as required.
- Preparation and submission of all reports specified in this document.

6. Maintenance

The following maintenance activities shall be carried out within the quoted AMC rate during the AMC period, subject to normal wear-and-tear use of the equipment:

- Routine and preventive maintenance of Desktops, Printers, Scanners, UPS, CCTV/NVR and its accessories, Biometric attendance devices, Smart Board, Digital Display Board, Projector and Door Access Control systems, Queue Management System and its accessories, TV, Access Point and its accessories.
- Cleaning, tightening and physical checking of covers, screws, switches and connections.
- Checking of power supply sources for proper earthing/grounding and safety compliance.

- Software maintenance including patch updates, antivirus definition updates and OS maintenance, joining and rejoining of computers/laptops to active directory domain.
- Minor repairs not requiring replacement of parts (e.g., re-seating of components, driver reconfiguration, cable/connector fixes).
- Battery health checking of UPS units and reporting of battery-related defects.
- Cable connectivity of various IT equipment

7. Payment Mode

- The AMC service and maintenance charges shall be paid on a monthly basis, as specified in the Agreement, upon submission of an invoice supported by the reports listed under this document.

Annexure A

S. N	Office Name	Location	Contact No	Remarks
1	Main Office	Tripureshwor, Kathmandu	4117362	
2	Bhaktapur Branch	Dudhapati, Bhaktapur	6610235, 6610979	
3	Basbari Water Treatment Plant (Bhaktapur Branch)	Chagunarayan, Bhaktapur	6610235, 6610979	
4	Katunje Water Treatment Plant (Bhaktapur Branch)	Katunje, Bhaktapur	6610235, 6610979	
5	Muhan Pokhari Tank(Bhaktapur Branch)	Muhanpokhari, Nagarkot,Bhaktapur	6610235, 6610979	
6	Madhyapur Thimi Branch	Madhpur Thimi, Bhaktapur	6635987, 6630296	
7	Bode Water Treatment Plant (Madhyapur Thimi Branch)	Bode, Bhaktapur	6635987, 6630296	
8	Baneshwor Branch	Minbhawan, Kathmandu	4107192, 4107195	
9	Amamnagar Overhead Tank (Baneshwor Branch)	Anamnagar, Kathmandu	4107192, 4107195	
10	Jhulungepul Pump House (Baneshwor Branch)	Jholungapul, Kathmandu	4107192, 4107196	
11	Tripureshwor Branch	Tripureshwor, Kathmandu	4101246, 4101006	
12	Sipradi Water Treatment Plant (Tripureshwor Branch)	Dhungeadda, Kathmandu	4101246, 4101006	
13	Soltimode Pump House (Tripureshwor Branch)	Soltimode, Kathmandu	4101246, 4101006	
14	Chetrapati Extension Counter(Tripureshwor Branch)	Chetrapati, Kathmandu	4251815, 4252326	
15	Lalitpur Branch	Jawalakhel, Lalitpur	5527268, 5521723	
16	Chapagaun Extension Counter(Lalitpur Branch)	Chapagau, Lalitpur	5527268, 5521724	

17	Bhaisepati Extension Counter(Lalitpur Branch)	Bhaisepati, Lalitpur	5527268, 5521725	
18	Pharping Pump House (Lalitpur Branch)	Dakshinkali-2, Kathmandu	5527268, 5521723	
19	Sewerage Division	Jawalakhel, Lalitpur	4332803	
20	Maharajgunj Branch	Panipokhari, Kathmandu	4411194, 4418793	
21	Basbari Water Treatment Plant (Maharajgunj Branch)	Basbari, Kathmandu	4411194, 4418793	
22	Mahadevkhola Site Office (Maharajgunj Branch)	Mahadevkhola, Kathmandu	4411194, 4418793	
23	Tokha Extension Counter (Maharajgunj Branch)	Tokha, Kathmandu	4411194, 4418793	
24	Balaju Panipokhari (Maharajgunj Branch)	Balaju, Kathmandu	4411194, 4418793	
25	Mahankalchaur Branch	Mahankalchaur, Kathmandu	5210357, 5210335	
26	Old Sundarijal Treatment Plant(Mahankalchaur Branch)	Sundarijal, Kathmandu	5210357, 5210335	
27	Electromechanical Section	Mahankalchaur, Kathmandu	14331148	
28	Kritipur Branch	Kritipur, Kathmandu	4332855, 4330545	
29	Pharping Extension Counter (Kritipur Branch)	Pharping, Dashinkali	4710860	
30	Water/Wastewater Quality Assurance Division	Mahankalchaur, Kathmandu	5210534, 5210538	
31	Tanker Section	Mahankalchaur, Kathmandu	5210351	
32	Sundarijal Water Treatment Plant Section	Sundarijal, Kathmandu	5919925, 5919926	
33	Electromechanical Section	Sundarighat, Kathmandu	4352115, 4331148	
34	Central store	Sundarighat, Kathmandu	4331773	
35	Sewerage Division	Sundarighat, Kathmandu	4332803	

Annexure B

List of Equipment & Services (All location) under the Scope of AMC:

- Number of equipment may increase 10%.

SN	Equipment and Services	Total Number
1	Computer (Desktop & Laptop)	480
2	Printer (Photocopy also)	240
3	Scanner	50
4	UPS	215
5	Bio-metric attendance device	33
6	CCTV and its accessories	195
7	Switches	45
8	Routers	20
9	Access Point	80
10	Smart Board	3
11	Monitor (TV also)	16
12	Projector	4
13	Digital Display Board	1
14	Queuing Systems and its accessories	6
15	Network support including device (From office firewall to whole office)	All offices (including extension counter and places/location)