UJJAIN SMART CITY LIMITED

REQUEST FOR PROPOSAL

for

Appointment of Vendor for Providing Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software & Networking Infrastructure

NIT No.	**USCL/441**
Tender ID	**2026_UAD_521815_1**
Date of Issue	**16/July/ 2026**
Estimated Contract Value	**Rs. 30,00,000/- (Rupees Thirty Lakh Only) excluding GST**
Contract Period	**Three (3) years, extendable by Two (2) years**
Bid Submission Mode	**Online via www.mptenders.gov.in**

Issuing Authority

Chief Executive Officer

Ujjain Smart City Limited

Mela Office, Kothi Road, Ujjain, Madhya Pradesh – 456010

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DISCLAIMER

This Request for Proposal (RFP) is issued by Ujjain Smart City Limited ("USCL") solely for the purpose of inviting bids for the services described herein. This document does not constitute an offer, contract, or invitation to enter into any agreement of any kind.

While reasonable care has been taken in the preparation of this document, the information contained herein is not intended to be exhaustive. Interested bidders are expected to make their own enquiries, conduct due diligence, and satisfy themselves of all matters relevant to their bid.

USCL reserves the right, at its sole discretion and without assigning any reason, to:

- accept or reject any or all bids in part or in full;
- amend, modify, withdraw, or cancel this RFP at any stage of the process;
- waive any minor informality, non-conformity, or irregularity in any bid;
- extend the deadlines or vary the schedule for any tender-related activity.

All amendments, corrigenda, and clarifications shall be uploaded on the e-Tendering Portal of the Government of Madhya Pradesh (www.mptenders.gov.in) and shall form an integral part of this RFP.

Neither USCL nor its officers, employees, advisers, or representatives shall have any liability to any prospective bidder, applicant, or other person under any law of contract, principles of restitution or unjust enrichment, or otherwise, for any loss, expense, or damage arising from or incurred in connection with this RFP.

Information provided in this document is confidential to USCL and shall not be used, reproduced, distributed, or disclosed by any bidder for any purpose other than the preparation and submission of a bid in response to this RFP.

PART I

Scope of Work, Service Levels & Commercial Terms

1. INTRODUCTION

Ujjain Smart City Limited (USCL), a Special Purpose Vehicle incorporated under the Companies Act, 2013 for the implementation of the Smart City Mission at Ujjain, intends to engage a qualified, reputed, and experienced vendor (hereinafter referred to as the "Contractor" or "Vendor") for the provision of Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software, UPS, Printers, and Networking Infrastructure installed and operational at USCL premises.

This RFP sets out the terms, conditions, scope, service levels, and commercial framework under which the engagement shall be governed.

1.1 Project Objectives

- Ensure high availability of computer hardware, software, networking infrastructure, and related peripherals.
- Maintain optimum uptime of mission-critical IT infrastructure of USCL.
- Reduce risk of failure through standardised preventive and predictive maintenance.
- Achieve consistent performance and responsive technical support.
- Minimise response time and time-to-repair through defined Service Level Agreements (SLAs).
- Ensure cybersecurity hygiene, antivirus updates, OS patching, and malware management.
- Enable accurate inventory management, asset traceability, and lifecycle reporting.
- Ensure quick restoration of services with minimum business disruption.

1.2 Time Schedule of Tender Events

S.No.	Particulars	Details
1	**Name of Work**	Appointment of Vendor for Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software & Networking Infrastructure at USCL
2	**Tender Document Fee / Bid Submission Fee**	Rs. 5,000/- (Rupees Five Thousand Only), payable online
3	**Earnest Money Deposit (EMD) / Bid Security**	Rs. 30,000/- (Rupees Thirty Thousand Only), payable online
4	**Estimated Contract Value**	Rs. 30,00,000/- (Rupees Thirty Lakh Only) excluding GST, over the initial term of 3 years
5	**Date of Publication / Purchase of Tender**	16 / 07 / 2026
6	**Pre-Bid Meeting**	23/ 07 / 2026 at 15:00 hrs at USCL Office, Ujjain

S.No.	Particulars	Details
7	**Last Date for Purchase / Download of Tender**	05 / 08 / 2026 up to 17:00 hrs
8	**Last Date for Online Bid Submission**	05 / 08 / 2026 up to 17:00 hrs
9	**Technical Bid Opening**	06 / 08 / 2026 after 17:00 hrs
10	**Financial Bid Opening**	To be notified to technically qualified bidders
11	**Contract Period**	Three (3) years from the Service Commencement Date, extendable by Two (2) years
12	**Validity of Bids**	120 days from the last date of bid submission
13	**Mode of Bidder Selection**	Open Tender (e-Tendering) – L1 (Lowest Quoted) Bidder

Note: In the event of any discrepancy between the dates set out above and those displayed on the e-Procurement portal (www.mptenders.gov.in), the dates on the e-Procurement portal shall prevail. All corrigenda and amendments, if any, shall be uploaded on the said portal.

1.3 Structure of this RFP

This RFP is organised in two parts:

- Part I sets out the Scope of Work, Service Level Agreements, Payment Terms, Termination, and other commercial and operational conditions.
- Part II sets out the Instructions to Bidders, Eligibility Criteria, Bid Evaluation Methodology, and General Terms and Conditions.

The Annexures and Schedule "A" (Price Schedule) form an integral part of this RFP.

2. SCOPE OF WORK

2.1 Purpose

This Section sets out the scope of services to be provided by the Vendor under the Comprehensive Annual Maintenance Contract (CAMC). The Vendor shall provide end-to-end maintenance and support for all IT hardware, software, peripherals, UPS systems, and networking infrastructure of USCL listed in Schedule "A" and any additions thereto during the Contract Period.

2.2 Definitions for Scope Interpretation

For the purposes of this RFP and the resulting Contract, the following definitions shall apply:

- "Hardware" means all physical components, assemblies, and sub-assemblies of computers, laptops, workstations, including hard disks, motherboards, monitors, keyboards, mice, optical drives, RAM, internal cables, network interface cards, routers, switches, and all connectors, cables, cords, and physical appliances necessary for the operation of the equipment.
- "Software" means operating systems, system software, antivirus, email clients, drivers, and standard office productivity software necessary to operate the equipment. It excludes proprietary application software, ERP systems, and licensed third-party applications which shall be procured by USCL.
- "Peripherals" means printers (laser, deskjet, inkjet, dot-matrix), scanners, CD/DVD writers, modems, speakers, UPS systems, projectors, display panels, video conferencing equipment, and any other devices listed in Schedule "A" or added thereafter.
- "Networking Infrastructure" means LAN and WAN equipment, switches, routers, Wi-Fi access points, network racks, Network Attached Storage, structured cabling, and all related active and passive components.
- "Consumables" means printer ribbons, cartridges, toners, printer-heads, batteries (UPS, laptop, CMOS), and printer stationery.
- "Service Commencement Date" means the date specified in the Work Order from which the Contractor's obligations under the Contract become effective.

2.3 Detailed Scope of Services

2.3.1 Comprehensive Maintenance and Repair of IT Hardware

The Vendor shall provide comprehensive maintenance, repair, and replacement services for all IT hardware listed in Schedule "A", including but not limited to:

- Breakdown maintenance, irrespective of cause (excluding the exclusions specified in Clause 2.4).
- Preventive maintenance as per the schedule set out in Clause 2.6.
- Predictive maintenance based on pre-failure warnings and observed error patterns.

- Repair and replacement of defective parts, modules, sub-modules, assemblies, and spares using genuine OEM components.
- In case of irreparability, replacement with equivalent or higher specification, at the Vendor's cost.
- Data recovery from hard disks as and when required, subject to the written approval of the Officer-in-Charge.

2.3.2 Software Support

The Vendor shall provide:

- Installation, configuration, and reinstallation of operating systems.
- Installation and updating of antivirus software, drivers, and standard office productivity software.
- Troubleshooting of network connectivity issues, including LAN, Wi-Fi, Intranet, and VPN facilities.
- OS patch management and security updates.

The Vendor shall NOT be responsible for:

- Procurement of licensed third-party applications.
- Bugs in proprietary ERP or custom-developed applications.
- Software development, customisation, or enhancement.

2.3.3 Preventive and Predictive Maintenance

The Vendor shall carry out the following activities as per the schedule in Clause 2.6:

- External cleaning of equipment using soft cloth, approved cleaning agents, and vacuum cleaner/air blower (to be provided by Vendor).
- Periodic internal cleaning of equipment.
- Verification and updating of antivirus signatures.
- Hard disk defragmentation (at least once every two months).
- Extensive cleaning of keyboards and printers.
- Inspection of earth connections of power supply (once every three months).
- Application of OS patches released by manufacturers.
- Logging of all preventive maintenance activities in a register maintained at site.

2.3.4 Network Availability and Management

- End-to-end LAN/WAN connectivity for all users of USCL.
- Maintenance and management of network equipment, switches, routers, and access points.
- Periodic LAN health checks and reporting.

- Network performance troubleshooting and resolution.

2.3.5 Manpower Deployment

The Vendor shall deploy two (02) qualified Hardware and Networking Engineers on a full-time basis at the USCL office, in two shifts on working days, with emergency support available beyond office hours. Minimum qualifications and conditions are set out below:

S.No.	Type of Manpower	Quantity	Qualification & Experience
1	Hardware and Networking Engineer	02 Nos.	B.Tech / MCA OR Graduate with Diploma / CCNA (or equivalent) in Computer Hardware and Networking with minimum 3 years of relevant experience.

In addition, the Vendor shall ensure that:

- Police verification of deployed personnel is completed and certificates submitted to USCL prior to deployment.
- All deployed personnel carry photo identification cards bearing the Vendor's name and personnel ID.
- In case of unavailability of deployed manpower, a substitute of equivalent or better qualification shall be provided immediately, and in any event within 24 hours.
- A minimum notice of seven (07) days shall be given to USCL in case of any planned change in manpower.
- In case of any misconduct, security breach, or unsatisfactory performance, the deployed personnel shall be removed and replaced immediately upon USCL's instruction.
- Personnel shall not engage in any activity, function, or service for any other agency or entity within USCL premises.

2.3.6 Backup Equipment and Spares

The Vendor shall maintain, at its local support office in Ujjain or Indore, the following minimum stock of standby equipment and spares for immediate replacement:

S.No.	Item	Min. Quantity
1	Mouse	03
2	Keyboard	03
3	Monitor	02
4	Motherboard (per PC model)	01
5	Printer (standby)	02

S.No.	Item	Min. Quantity
6	DVD Drive	02
7	RAM (per PC model)	05
8	Air Blower / Vacuum Cleaner	01 set
9	Multimeter	01
10	Complete tool kit (soldering station, screwdrivers, cutters, pliers, Ethernet line tester, crimping tool, krone tool, etc.)	01 set
11	Cleaning material (duster, brush, cleaning liquid, etc.)	01 set
12	Standby Desktop System	01
13	Standby UPS	01
14	Standby Network Switch	01

The stock of spares shall be verified by the USCL Maintenance In-Charge on a quarterly basis. Confirmation of stock availability shall be a precondition for release of quarterly payment.

2.3.7 Data Backup During Maintenance

The Vendor shall ensure proper data backup prior to undertaking any maintenance or repair activity that could affect data integrity. For this purpose, the Vendor shall provide and maintain at site a 1 TB external backup device for use by deployed engineers. Any loss or damage to data attributable to failure to take backup shall be the responsibility of the Vendor.

Data recovery from a failed hard disk shall be attempted using appropriate data recovery tools and only after written approval of the designated officer of USCL.

2.3.8 Consumables – Responsibility Matrix

S.No.	Item	Responsibility
1	CMOS batteries, USB cables, power cables, small connectors, Teflon for printers, laptop chargers (cable)	Vendor
2	Fuser assembly of laser printers	Vendor (covered under CAMC)
3	Printer toner, cartridges, ribbons	USCL
4	UPS batteries	USCL
5	Laptop batteries	USCL
6	Major upgrades (RAM, HDD upgrade, DVD writer for upgrade purpose)	USCL

Where consumables are supplied by USCL, installation and replacement shall be carried out by the Vendor at no additional cost. Where the Vendor receives a new consumable from USCL, the corresponding old/used item shall be returned to USCL on the same day.

2.3.9 Documentation and Reporting

The Vendor shall maintain and submit the following documents and reports:

- Daily Service Call Register and Complaint Register (Annexures 6 and 7).
- Monthly Preventive Maintenance Checklist and Health Report.
- Monthly Asset Downtime Report.
- Monthly Antivirus Update Status Report.
- Pending Complaints Register.
- Monthly LAN Health Check Report.
- Asset Replacement Records (with serial numbers and gate-pass references).
- Engineer Attendance Records (signed/verified by USCL).

Submission of the above reports along with the quarterly invoice is a precondition for processing of payment.

2.3.10 Confidentiality and Data Protection

The Vendor and all its personnel shall:

- Maintain strict confidentiality of all data, information, and documents accessed during the performance of services.
- Not copy, share, transmit, or access any USCL data except as strictly necessary for performing the contracted maintenance services.
- Not use removable media (USB drives, external HDDs, etc.) on USCL systems without prior written approval of the designated officer of USCL.
- Be liable for any data leakage, unauthorised disclosure, or unauthorised access caused by the Vendor or its personnel.
- Execute a Non-Disclosure Agreement (NDA) with USCL prior to commencement of services. Confidentiality obligations shall survive the termination or expiry of the Contract for a period of three (03) years.

2.3.11 Cybersecurity Obligations

The Vendor shall:

- Ensure that antivirus software on all systems is updated with the latest definitions.

- Apply OS security patches and firmware updates as released by manufacturers.
- Carry out periodic malware scans and report findings.
- Immediately isolate any infected system from the network and notify USCL.
- Report any suspected or actual cyber incident to USCL within four (04) hours of detection.
- Comply with all reasonable directions of USCL relating to cybersecurity policy.

2.4 Out of Scope

The following are expressly excluded from the scope of services under this Contract:

- Provision of hardware upgrades and the components required for such upgrades (e.g., RAM, additional HDD, DVD writers for upgrade), which shall be procured separately by USCL.
- Damage caused by intentional or unintentional mishandling, vandalism, fire, flood, lightning, or other accidents (subject to certification by the competent authority of USCL).
- Damage caused by pest infestation (e.g., rat-bite), subject to certification by the Officer-in-Charge of USCL. In such cases, the Vendor may submit an estimate, and undertake repairs only after specific written approval from USCL.
- Supply of consumables specifically allocated to USCL in Clause 2.3.8.
- Procurement of licensed third-party applications and their renewal.

2.5 Contract Period and Extension

The Contract shall be valid for a period of three (03) years from the Service Commencement Date specified in the Work Order.

At the sole discretion of USCL, and subject to satisfactory performance of the Vendor, the Contract may be extended for a further period of up to two (02) years, beyond the initial term, on the following terms:

- A one-time increment of ten percent (10%) on the unit rates applicable in the final year of the initial Contract Period shall be applied during the entire extension period.
- No further escalation, indexation, or revision shall be permitted during the extension period.
- USCL shall communicate its intention to extend the Contract in writing at least sixty (60) days prior to the expiry of the initial term.
- All other terms and conditions of this Contract shall continue to apply during the extension period.
- The Performance Bank Guarantee shall be extended by the Vendor to cover the extended period, including a further three (03) months beyond the extended term.

Prior to the Service Commencement Date, a joint physical verification of all assets shall be carried out, and the signed asset inventory shall form an integral part of the Contract. Each asset shall be tagged with a unique asset ID.

2.6 Maintenance Procedures and Schedule

Preventive and predictive maintenance shall be carried out strictly as per OEM recommendations. In addition, the following minimum schedule shall apply:

S.No.	Type	Equipment	Frequency
1	**General Cleaning**	Computers, Scanners, Printers, Plotters, UPS, Network Switches, Display Panels	Every month
2	**Virus Scanning & Antivirus Update**	All servers and client systems	Bi-monthly or upon threat detection
3	**Power Supply & Earth Inspection**	All connected systems and UPS	Bi-monthly
4	**OS Patching & Updates**	All systems	Monthly or as released by OEM
5	**Predictive Maintenance**	Based on pre-failure warnings, error logs, and system alerts	As and when required
6	**LAN Health Check**	Entire network infrastructure	Monthly
7	**Repair / Replacement / Service**	All Equipment	On incidence (per SLA)

2.7 Service Level Agreement (SLA) and Penalty Clause

2.7.1 Classification of Incidents

All maintenance incidents shall be classified into the following severity levels:

Severity	Description / Example	Response Time	Resolution Time
Critical (P1)	Server, network, or systems of CEO / Executive Director down; complete LAN failure; data centre / NAS unavailable; cybersecurity incident.	30 minutes	4 hours
High (P2)	Multiple users affected; departmental network down; key peripheral (plotter, MFP) failure affecting workflow.	1 hour	1 working day
Medium (P3)	Single user issue affecting work; printer fault; non-critical software issue.	2 hours	2 working days
Low (P4)	Minor issues, cleaning requests, cosmetic faults, peripheral issues with workaround available.	4 hours	3 working days

"Response Time" means the time elapsed between logging of the complaint and the Vendor's engineer reporting to the affected location or commencing remote troubleshooting. "Resolution Time" means the time elapsed between logging of the complaint and restoration of the affected service or equipment to full working condition.

If a particular incident cannot be resolved within the stipulated time due to unavailability of spares or other reasons, the Vendor shall provide equivalent standby equipment for the duration of the repair, at no additional cost to USCL. Replacement of any equipment with standby is mandatory if downtime exceeds five (05) working days.

2.7.2 Penalty for SLA Breach

Breach	Penalty
Delay in resolution beyond Critical (P1) SLA	Rs. 1,000 per hour of delay, capped at Rs. 10,000 per incident
Delay in resolution beyond High (P2) SLA	Rs. 2,000 per day of delay
Delay in resolution beyond Medium (P3) SLA	Rs. 1,000 per day of delay
Delay in resolution beyond Low (P4) SLA	Rs. 500 per day of delay
Non-availability of deployed engineer (first 7 days)	Rs. 1,000 per engineer per day
Non-availability of deployed engineer (beyond 7 days)	Rs. 2,000 per engineer per day
Failure to provide standby equipment when downtime exceeds 5 working days	Rs. 1,000 per asset per day until replacement is provided
False closure of complaint / fudged service records	Rs. 5,000 per instance, plus warning; repeat instances may attract termination
Non-submission of monthly reports (per Clause 2.3.9)	Rs. 2,000 per report per month
Use of non-OEM / spurious spares	Rs. 10,000 per instance and replacement at Vendor's cost
Failure to maintain prescribed spares stock	Rs. 5,000 per quarterly verification, until rectified

Other key conditions relating to SLA and penalties:

- Total penalty in any quarter shall be capped at ten percent (10%) of the Quarterly Maintenance Charges ("QMC") for that quarter.
- Penalties exceeding 10% of QMC in a quarter shall be treated as a material breach and may attract termination.
- SLA breach for three (03) consecutive months, or for any five (05) months in a rolling 12-month period, shall constitute grounds for termination.

- Penalties shall be deducted from the quarterly invoice. Where the penalty exceeds the invoice amount, the balance shall be recovered from the Performance Bank Guarantee or any other dues.
- Force Majeure events (Clause 2.10) and downtime not attributable to the Vendor (e.g., access denied for security reasons) shall be excluded from SLA computation, subject to documentary evidence and written acknowledgement by USCL.

2.8 Payment Terms and Conditions

2.8.1 Mode and Frequency of Payment

- Payment shall be made on a quarterly basis in arrears, after satisfactory completion of each calendar quarter (i.e., Jan–Mar, Apr–Jun, Jul–Sep, Oct–Dec).
- No mobilisation advance or upfront payment of any kind shall be made under this Contract.
- All payments shall be made electronically (RTGS/NEFT) to the bank account specified by the Vendor in Annexure 3.
- Each quarterly invoice shall be processed within thirty (30) working days of receipt of a complete and compliant invoice with all supporting documents.

2.8.2 Documents to Accompany Each Invoice

Each quarterly invoice shall be accompanied by, as a precondition for processing:

- Original tax invoice (in GST-compliant format) for the quarter.
- Engineer attendance records for the quarter (verified by the USCL Maintenance In-Charge).
- Monthly Preventive Maintenance Reports for each month of the quarter.
- Complaint Closure Summary with details of all incidents, severity, resolution time, and customer acknowledgement.
- Asset Replacement Records (with serial numbers and gate-pass references).
- Monthly Health Reports and LAN Health Check Reports.
- Confirmation of spares stock (verified quarterly by USCL).
- EPF and ESIC contribution proofs for deployed personnel (for the relevant quarter).
- Salary payment proofs for deployed personnel (for each month of the quarter).
- Statement of SLA performance for the quarter, including computation of any penalties.

Invoices that are not accompanied by the above documents shall not be processed. USCL shall communicate any deficiency to the Vendor within seven (07) working days of receipt of the invoice.

2.8.3 Deductions and Withholdings

- Penalties levied under Clause 2.7.2 shall be deducted from the quarterly invoice.
- A Security Deposit equivalent to seven percent (7%) shall be retained from each running bill in accordance with Clause 2.8.6 (cumulative cap of 7% of Contract Value).
- Any taxes applicable at source (e.g., TDS) shall be deducted as per applicable law, and the corresponding TDS certificates shall be issued to the Vendor.

- USCL reserves the right to withhold payment to the extent of any liability or claim arising from the Vendor's failure to perform its obligations under the Contract.
- Set-off: Any sum due and payable to the Vendor (including security deposits and PBG amounts) may be appropriated by USCL to set off claims of any nature arising under this or any other contract between the parties.

2.8.4 Price Variation

- The unit rates quoted in the Financial Bid (Schedule "A") shall be firm and fixed for the entire initial Contract Period of three (03) years.
- No price escalation on account of changes in input costs, exchange rates, inflation, statutory levies (other than GST), or any other reason shall be permitted during the initial term.
- Changes in GST or other statutory levies, with retrospective or prospective effect, shall be passed on at actuals on production of documentary evidence.
- A one-time 10% increment on unit rates shall apply only during the extension period (Clause 2.5), if exercised by USCL.

2.8.5 Variation in Asset Quantities

- The number of assets covered under the CAMC may vary during the Contract Period at the sole discretion of USCL.
- For increase in quantities of existing items: the unit rate quoted in Schedule "A" shall apply, with pro-rata payment for the remaining Contract Period.
- For new items not listed in Schedule "A": the rate of the nearest equivalent configuration in Schedule "A" shall apply.
- For obsolete items removed from the inventory: the corresponding amount shall be deducted on pro-rata basis from subsequent invoices.
- All such variations shall be documented and approved in writing by USCL.

2.8.6 Security Deposit (Retention from Running Bills)

In addition to the Performance Bank Guarantee prescribed in Clause 3.6, an amount equivalent to seven percent (7%) shall be retained by USCL from each running bill (i.e., every quarterly invoice) of the Vendor as a Security Deposit, on the following terms:

- The retention shall be deducted from the gross invoice value (excluding GST and other statutory levies passed through at actuals) of every quarterly bill, and shall be in addition to any penalties levied under Clause 2.7.2.

- The cumulative Security Deposit so retained shall be capped at a maximum of seven percent (7%) of the total Contract Value. Once the cap is reached, no further deduction on this account shall be made from subsequent running bills.
- The Security Deposit shall not carry any interest and shall be held by USCL as security for due performance of the Contract, recovery of penalties, damages, statutory dues, or any other amounts payable by the Vendor under or in connection with this Contract.
- USCL shall be entitled, at any time during the Contract Period or thereafter, to appropriate or set off any sum from the Security Deposit towards (i) penalties under Clause 2.7.2; (ii) damages or loss caused by the Vendor; (iii) statutory dues not paid by the Vendor; (iv) cost of rectification of defective work; or (v) any other claim of USCL against the Vendor.
- If, at any point, the Security Deposit falls below the prescribed level on account of any such appropriation, USCL may, at its discretion, recover the shortfall from subsequent running bills until the Security Deposit is restored to the required level.
- The Security Deposit shall be refunded to the Vendor, without interest, within ninety (90) days of (i) satisfactory completion of the Contract Period (including any extension exercised under Clause 2.5); (ii) successful handover of all assets, data, and records in working condition as per Clause 2.12.4; (iii) settlement of all outstanding dues, penalties, and claims; and (iv) issuance of a No-Claim Certificate by the Vendor and a No-Dues Certificate by USCL.
- In the event of premature termination of the Contract for cause attributable to the Vendor (Clause 2.12.2), USCL shall have the right to forfeit the entire Security Deposit, without prejudice to its right to encash the PBG and recover any further amounts due.
- The Security Deposit is independent of, and shall operate in addition to, the Performance Bank Guarantee. The aggregate financial security available to USCL at any time shall therefore be up to ten percent (10%) of the Contract Value (3% PBG + up to 7% Security Deposit).

2.9 General Operational Conditions

- Complaint Registration: All complaints shall be logged through a Service Desk Management system or a Complaint Register maintained at site, with unique complaint numbers, time-stamps, and resolution details.
- Stickers: The Vendor shall affix a self-adhesive sticker on each asset displaying the Vendor's name, the complaint helpdesk contact number, and other relevant escalation details.
- Escalation Matrix: The Vendor shall provide an escalation matrix with at least three levels (Service Engineer → Service Manager → Operations Head), with contact details, prior to Service Commencement.
- Maximum Downtime: No asset shall be unserviceable for more than three (03) working days from the time of complaint registration. Beyond this period, a standby asset of equivalent or higher specification shall be provided.
- Third-Party Work: Any upgrades, additions, or modifications by third parties shall be carried out in the presence of USCL, with prior intimation to the Vendor. Such activities shall not affect the validity of the CAMC for the original equipment.
- Shifting of Equipment: Shifting of equipment within USCL premises shall be carried out by the Vendor. Any damage during shifting shall be the Vendor's responsibility. If the Vendor fails to respond within one (01) working day, USCL may shift the equipment by its own arrangement without affecting the CAMC.
- Genuine Spares: Only original OEM spares shall be used. Use of refurbished or spurious components is strictly prohibited and shall attract penalties (Clause 2.7.2) and may result in termination.
- No Downgrade: Replacement equipment or components shall always be of equivalent or higher specification. No downward modification shall be acceptable.
- Service Hours: Standard service hours shall align with USCL office timings on working days. Complaints registered after 17:30 hours shall be attended on the next working day, except in case of Critical (P1) incidents which shall be attended on a 24x7 basis.
- Working Conditions: USCL shall maintain the OEM-prescribed operating conditions (power, temperature, humidity). The Vendor shall promptly report any deviation in writing. Damage caused by failure to report such deviations shall not be the Vendor's liability.
- Entry and Security: All Vendor personnel shall obtain entry passes and comply with USCL security protocols. USCL shall not be liable for any accident or injury to Vendor personnel within its premises.

2.10 Force Majeure

Neither party shall be liable for any failure or delay in performance of its obligations under this Contract to the extent such failure or delay is caused by Force Majeure, which includes:

- Natural disasters such as earthquakes, floods, cyclones, epidemics, and pandemics.

- Acts of war, terrorism, civil unrest, or armed conflict.
- Government restrictions, lockdowns, or changes in law that materially affect performance.
- Strikes, lockouts, or other industrial action beyond the reasonable control of the affected party.

The party claiming Force Majeure shall notify the other party in writing within seven (07) days of the occurrence of the event, providing reasonable evidence and an estimate of the impact. If a Force Majeure event continues for more than ninety (90) consecutive days, either party may terminate the Contract by written notice without further liability, save for accrued obligations up to the date of termination.

2.11 Insurance, Liability and Statutory Compliance

- The Vendor shall, at its own cost, obtain and maintain throughout the Contract Period: (a) Workmen's Compensation Insurance covering all deployed personnel; (b) Public/Third-Party Liability Insurance of minimum Rs. 10,00,000 per occurrence; (c) Professional Indemnity / Cyber Liability coverage of minimum Rs. 25,00,000.
- Copies of valid insurance policies shall be submitted to USCL prior to Service Commencement and renewed annually.
- The Vendor shall be solely responsible for compliance with all applicable labour and employment laws, including but not limited to the Employees' Provident Funds Act, Employees' State Insurance Act, Minimum Wages Act, Payment of Wages Act, Contract Labour (Regulation and Abolition) Act, and Payment of Gratuity Act.
- Monthly proof of EPF and ESIC contributions for all deployed personnel shall be submitted with each quarterly invoice.
- USCL shall not be liable for any accident, injury, or death of the Vendor's personnel while on duty.
- The Vendor shall indemnify and hold USCL harmless from and against all claims, damages, losses, and expenses arising out of (i) breach of confidentiality or data protection obligations; (ii) infringement of any third-party intellectual property rights; (iii) any act or omission of the Vendor or its personnel; (iv) non-compliance with applicable laws.
- The Vendor's aggregate liability for all claims arising under or in connection with this Contract shall be limited to the total Contract Value, except in case of (i) breach of confidentiality, (ii) data leakage, (iii) gross negligence, (iv) wilful misconduct, or (v) intellectual property infringement, where liability shall be unlimited.

2.12 Termination of Contract

2.12.1 Termination for Convenience

USCL may terminate this Contract, in whole or in part, for convenience by giving the Vendor not less than ninety (90) days' prior written notice. The Vendor shall be entitled to payment for services satisfactorily rendered up to the effective date of termination.

2.12.2 Termination for Cause by USCL

USCL may terminate this Contract immediately, in whole or in part, upon written notice in the following events:

- Material breach of the Contract by the Vendor which is not remedied within thirty (30) days of written notice.
- Repeated SLA breaches (3 consecutive months or 5 months in any 12-month period).
- Deployment of unqualified, untrained, or unauthorised manpower.
- Breach of confidentiality or data protection obligations, or data leakage attributable to the Vendor.
- Fraudulent billing, false closure of complaints, or falsification of records.
- Blacklisting of the Vendor by any Central or State Government department, PSU, or court.
- Material security violation or unauthorised access to USCL systems.
- Insolvency, bankruptcy, dissolution, or winding-up of the Vendor.
- Use of spurious or non-OEM components after written warning.

2.12.3 Termination by Vendor

The Vendor may terminate the Contract by giving USCL not less than ninety (90) days' prior written notice in the event of material breach by USCL that is not remedied within thirty (30) days of written notice.

2.12.4 Consequences of Termination

- Upon termination for cause by USCL under Clause 2.12.2, the Performance Bank Guarantee shall be encashed in full, the Security Deposit retained under Clause 2.8.6 shall be forfeited, and the balance work executed at the risk and cost of the Vendor; any additional expenditure incurred by USCL shall be recoverable from the Vendor.
- The Vendor shall hand over all equipment, spares, data, documents, and access credentials to USCL on or before the effective date of termination.
- All equipment shall be handed over in fully serviceable and functional condition. Any defects shall be rectified at the Vendor's risk and cost.

- The Vendor shall cooperate in good faith with any successor vendor appointed by USCL during the transition period, which shall not exceed sixty (60) days from the effective date of termination.
- Survival: Clauses relating to confidentiality, data protection, indemnity, intellectual property, dispute resolution, and limitation of liability shall survive termination of this Contract.

2.12.5 Exit Management

Upon expiry or termination of the Contract, the Vendor shall provide reasonable transition assistance to USCL or any successor vendor for a period of up to sixty (60) days, including:

- Transfer of all asset records, service history, complaint logs, and inventory data.
- Knowledge transfer sessions for deployed personnel of the successor vendor.
- Continuation of services on the same terms during the transition period, on a pro-rata basis.

PART II

Instructions to Bidders & General Terms and Conditions

3. INSTRUCTIONS TO BIDDERS

3.1 Definitions

- "USCL" or "the Department" means Ujjain Smart City Limited, Ujjain, Madhya Pradesh.
- "Bidder" / "Tenderer" means any individual, firm, or company that submits a bid in response to this RFP.
- "Successful Bidder" / "Vendor" / "Contractor" means the Bidder whose bid is accepted by USCL and who is awarded the Contract.
- "CEO" means the Chief Executive Officer of Ujjain Smart City Limited.
- "Work Order" means the order placed by USCL on the Contractor for execution of the work, including all attachments and incorporated documents.
- "Contract" means the agreement executed between USCL and the Vendor, including this RFP, all Annexures, Schedule "A", the bid submitted by the Vendor, and the Work Order.
- "Contract Value" means the total price payable to the Vendor for the satisfactory performance of its obligations under the Contract.
- "Non-responsive Bid" means a bid which is not submitted in accordance with the instructions in this RFP, or which is incomplete, conditional, or non-compliant with the eligibility criteria.

3.2 Eligibility Criteria

To be eligible to bid, the Bidder must satisfy all the following minimum criteria. Documentary proof for each shall be submitted with the Eligibility Bid:

S.No.	Criterion	Documentary Evidence
1	**Legal Entity & Registration**	The Bidder shall be a company / firm (partnership /proprietorship) / LLP registered in India and operational for at least five (05) years as on the bid submission date. Certificate of Incorporation / Registration.
2	**Local / Regional Presence**	The Bidder shall have a functional support office in Ujjain OR Indore division, with at least one service coordinator and one engineer based locally. Proof of address (rent agreement, electricity bill, GST registration of the office).
3	**Annual Turnover**	Minimum average annual turnover of Rs. 30,00,000 (Rupees Thirty Lakh) during the last three (03) financial years (FY 2022-23, 2023-24, 2024-25). Audited financial statements / CA certificate. For FY 2025-26, CA certified provisional statement is also admissible.

S.No.	Criterion	Documentary Evidence
4	**Similar Work Experience**	The Bidder shall have satisfactorily executed similar AMC/CAMC works for Computers and Networking Infrastructure within India during the last five (05) years (work completed on or after 01/04/2021), in any one of the following combinations: (a) At least two (02) works of value Rs. 10,00,000 each; OR (b) At least one (01) work of value Rs. 15,00,000. Work Orders and Completion / Performance Certificates from clients (Govt./PSU/reputed private). For non-Govt./PSU works, TDS certificates shall also be submitted.
5	**Technical Capability**	The Bidder shall be (a) an OEM or Authorized Service Partner (ASP) of at least one leading Computer / Networking equipment manufacturer; OR (b) shall have demonstrable experience in multi-brand CAMC support. OEM Authorization Letter (current and valid), and / or work-order evidence of multi-brand support.
6	**Manpower**	The Bidder shall have on its rolls at least two (02) qualified Hardware and Networking Engineers meeting the qualifications specified in Clause 2.3.5. List of personnel with qualifications, experience, and date of joining (Annexure 5), along with educational and experience certificates.
7	**Tax Compliance**	The Bidder shall hold a valid PAN and GST registration. Self-attested copies of PAN and GST certificates.
8	**No Blacklisting**	The Bidder shall not have been blacklisted, debarred, or had any contract terminated by any Central / State Government department, PSU, or reputed private sector entity during the last three (03) years. Self-declaration on Bidder's letterhead.
9	**Earnest Money Deposit**	Online payment of EMD of Rs. 30,000/-. Online payment receipt from e-Procurement portal.
10	**Acceptance of Terms**	Unconditional acceptance of all terms and conditions of this RFP. Acceptance Letter as per Annexure 2.

Consortium / Joint Venture bids shall not be permitted. A single firm or its sister concerns shall not submit more than one bid; any such bids shall be rejected outright.

3.3 Bid Submission Process

- Bids shall be submitted online through the e-Tender portal at www.mptenders.gov.in. Bids in any other form (physical, email, fax) shall not be accepted.

- Bids shall be submitted in two envelopes: Envelope I (Eligibility / Pre-Qualification Bid) containing all eligibility documents as per Clause 3.2; and Envelope II (Financial Bid) containing the price details as per Schedule "A".
- All documents shall be scanned in readable form, properly indexed, signed and stamped, and uploaded on the portal.
- Bidders shall make their own arrangements for purchasing the tender document and submitting their bids online. Help is available at www.mptenders.gov.in (User Guide) or Toll-free 1800-258-8684.

3.4 Earnest Money Deposit (EMD)

- EMD of Rs. 30,000/- (Rupees Thirty Thousand Only) shall be paid online through the e-Tender portal.
- EMD in any other form (cash, demand draft, cheque, bank guarantee) shall not be accepted.
- No interest or any other expense shall be payable by USCL on the EMD.
- EMD shall be refunded online to unsuccessful Bidders within ninety (90) working days of issue of the Letter of Award to the Successful Bidder.
- EMD of the Successful Bidder shall be returned after submission of the Performance Bank Guarantee.
- EMD shall be forfeited if: (a) the Bidder withdraws or modifies the bid during the validity period; (b) the Successful Bidder fails to execute the Contract or submit the Performance Bank Guarantee within fifteen (15) working days of receipt of the Work Order; (c) the Bidder is found to have submitted false or misleading information; or (d) the Bidder fails to honour any condition of the Letter of Award.

3.5 Bid Evaluation Methodology

The evaluation shall be carried out in two stages:

3.5.1 Stage 1 – Pre-Qualification (Eligibility) Evaluation

USCL shall open Envelope I and verify compliance with the eligibility criteria. Only Bidders found to be substantially responsive shall qualify for the financial evaluation. A substantially responsive bid is one that conforms to all the requirements of this RFP without material deviation.

3.5.2 Stage 2 – Financial Evaluation

The Financial Bids of pre-qualified Bidders shall be opened on a date communicated to all qualified Bidders. The Bidder quoting the lowest total cost (L1) for the entire scope as per Schedule "A" shall be declared the Successful Bidder.

USCL reserves the right to:

- Waive any minor non-conformity or irregularity that does not affect the relative ranking of Bidders.
- Seek written clarification from any Bidder on its bid (which shall not result in any change in price).

- Negotiate with the L1 Bidder for reduction of rates (which shall be at the sole discretion of USCL; the Bidder shall not be entitled to increase its rates in response to such negotiation).
- Reject any or all bids without assigning any reason and without any liability.

3.6 Performance Bank Guarantee (PBG)

- The Successful Bidder shall submit an unconditional and irrevocable Performance Bank Guarantee (PBG) equivalent to three percent (3%) of the Contract Value, from any scheduled commercial bank in India, in the format set out in Annexure 4.
- The PBG shall be submitted within fifteen (15) calendar days of receipt of the Letter of Award and prior to signing of the Contract.
- The PBG shall remain valid until three (03) months after the expiry of the initial Contract Period of three (03) years. If the Contract is extended under Clause 2.5, the PBG shall be correspondingly extended by the Vendor at its own cost to cover the extended term plus three (03) months.
- The PBG is in addition to the Security Deposit / Retention prescribed in Clause 2.8.6, and is intended to secure the overall performance of the entire Contract, including extensions. The PBG shall not be construed as a cap on liability for damages.
- If the Successful Bidder fails to submit the PBG within the stipulated period, the EMD shall be forfeited and an amount equivalent to three percent (3%) of each running bill shall be additionally withheld (over and above the Security Deposit) until the full PBG amount is recovered. Persistent failure shall constitute grounds for termination and award of the Contract to the next eligible Bidder at the cost and risk of the defaulting Bidder.
- The PBG shall be returned to the Vendor without interest within sixty (60) days after satisfactory closure of the Contract, subject to deduction of any outstanding dues, penalties, or recoveries payable by the Vendor.

3.7 Signing of Contract

- Upon receipt of the Letter of Award, the Successful Bidder shall acknowledge acceptance in writing within fifteen (15) days.
- The Contract shall be signed between USCL and the Successful Bidder within fifteen (15) days of acknowledgement, on non-judicial stamp paper of appropriate value (to be borne by the Bidder).
- USCL reserves the right to negotiate certain terms before signing of the Contract.
- Signing of the Contract shall constitute acceptance of all terms, and the Vendor shall commence services from the Service Commencement Date specified in the Work Order.

3.8 Language and Currency

- All bids, communications, manuals, and documents shall be in English or Hindi.
- All rates shall be quoted in Indian Rupees only, in whole numbers. Bids in any other currency shall be rejected.

3.9 General Bidding Conditions

- The Bidder shall duly attest all corrections, cancellations, and insertions in the bid.
- Standard printed conditions of the Bidder shall not be acceptable; only conditions set out in this RFP shall apply.
- If any information or document submitted by the Bidder is found to be false or misleading at any stage, the bid shall be rejected, the EMD/PBG forfeited, and the Bidder may be debarred from future tenders of USCL.
- USCL reserves the right to disallow any Bidder from participation whose past performance with USCL or any other client has been unsatisfactory.
- All correspondence shall be directly with the Bidder. Correspondence through agents shall not be entertained.
- USCL reserves the right to amend, modify, withdraw, or relax any of the terms and conditions of this RFP at any stage. Amendments shall be uploaded on the e-Procurement portal.

3.10 Intellectual Property and Indemnity

- The Vendor shall indemnify USCL against any claim arising from infringement of patents, copyrights, trademarks, or licenses.
- The Vendor shall indemnify USCL against any claim from the Vendor's personnel, agents, or dependents, or from any third party arising out of any act or omission of the Vendor.
- The Vendor shall be responsible for compliance with all applicable laws and shall indemnify USCL against any penalty arising from non-compliance.

3.11 Dispute Resolution and Governing Law

- This Contract shall be governed by and construed in accordance with the laws of India.
- In the event of any dispute, the parties shall first attempt to resolve the matter amicably through mutual consultation.
- If the dispute is not resolved within thirty (30) days, the matter shall be referred to the Executive Director, USCL, whose decision shall be sought as a step in dispute resolution.
- Disputes not resolved through the above steps shall be referred to arbitration by a sole arbitrator to be appointed by the CEO, USCL, in accordance with the Arbitration and Conciliation Act, 1996.
- The seat and venue of arbitration shall be Ujjain, Madhya Pradesh. The language of arbitration shall be English.
- Subject to arbitration, the courts at Ujjain shall have exclusive jurisdiction over all matters arising out of or relating to this Contract.

3.12 Notices

All notices under this Contract shall be in writing and shall be delivered by hand, registered post, or email to the addresses specified in the Contract. Notices shall be deemed served on the date of delivery (if by hand), on the third working day after posting (if by post), or on the date of transmission (if by email, with confirmation of delivery).

ANNEXURES

The following Annexures form an integral part of this RFP:

- Annexure 1 — Eligibility Bid Format
- Annexure 2 — Unconditional Acceptance Letter
- Annexure 3 — Bank Account Details
- Annexure 4 — Proforma of Performance Bank Guarantee
- Annexure 5 — List of Support Staff with Qualifications
- Annexure 6 — Preventive Maintenance / General Cleaning Report Format
- Annexure 7 — Service Call Report Format
- Annexure 8 — Power of Attorney Format
- Schedule A — Price Schedule (to be submitted in online Financial Bid)

Annexure 1: Eligibility Bid Compliance Sheet

S.No.	Eligibility Criterion	Bidder's Response	Document Reference (Page No.)
1	Name & Registered Office Address of Bidder (with local support office)		
2	Date of Incorporation (must be at least 5 years before bid submission)		
3	PAN and GST Registration Numbers		
4	Average Annual Turnover (Last 3 FY) — minimum Rs. 30 Lakh		
5	Similar Work Experience (2 works × Rs. 10 Lakh OR 1 work × Rs. 15 Lakh, in last 5 years)		
6	Local Support Office (Ujjain or Indore division)		
7	OEM / Authorized Partner Status OR Multi-brand CAMC experience		
8	Qualified Manpower (List as per Annexure 5)		
9	EMD Payment (Online Receipt)		
10	Declaration of Non-Blacklisting		
11	Power of Attorney (Annexure 8)		
12	Acceptance Letter (Annexure 2)		
13	Bank Account Details (Annexure 3)		

Signature of Authorised Signatory with Company Seal

Annexure 2: Letter of Unconditional Acceptance

(To be submitted on Bidder's letterhead)

To,

The Chief Executive Officer

Ujjain Smart City Limited

Mela Office, Kothi Road, Ujjain, Madhya Pradesh – 456010

Subject: Unconditional Acceptance of Terms & Conditions of RFP

Name of Work: Appointment of Vendor for Providing Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software & Networking Infrastructure at Ujjain Smart City Limited

Tender No.: ________________________________

Dear Sir,

1. We have downloaded / purchased the RFP document referenced above and confirm that we have carefully read and understood the entire terms and conditions, including all Annexures and Schedule "A". These shall form part of the Contract Agreement and we shall abide by them in full.

2. We hereby unconditionally accept the terms and conditions of the RFP document in their entirety. Any conditions submitted by us elsewhere stand automatically withdrawn.

3. We confirm that, after this unconditional acceptance, we shall not submit any remarks, conditions, or qualifications (other than unconditional rebates on quoted rates, if any) in our Financial Bid. We understand that any such conditions found in our bid shall result in rejection of the bid and forfeiture of EMD.

4. We declare that neither we nor any of our agents have paid, or will pay, any bribe or gratification to any officer of USCL for award of this Contract, at any stage during its execution or at the time of bill payment. If any USCL officer demands any such bribe or gratification, we shall immediately report the same to the CEO, USCL.

Yours Sincerely,

Date: __________

(Signature of the Authorised Signatory with Seal)

Name: ________________________________

Designation: ____________________________

Name of Bidder: __________________________

Annexure 3: Bank Account Details

(To be filled by the Bidder)

Name of Supplier / Vendor	
PAN Number	
GST Registration Number	
Name of Bank	
Name of Branch	
Complete Address of Bank Branch	
Account Holder Name	
Type of Account	
Core Banking Account Number (in full)	
IFSC Code	
Contact Person	
Phone / Email	

Authorised Signatory: ___________________________________

Name: ___________________________________

Name & Address of Tenderer: ___________________________________

Date: __________ Official Seal: __________

Annexure 4: Proforma of Performance Bank Guarantee

(To be executed on non-judicial stamp paper in accordance with the Stamp Act; the stamp paper shall be in the name of the issuing Bank)

Bank Guarantee No.: __________________ Date: __________

To,

The Chief Executive Officer

Ujjain Smart City Limited

Mela Office, Kothi Road, Ujjain, Madhya Pradesh – 456010

Dear Sir,

In consideration of the Chief Executive Officer, Ujjain Smart City Limited (hereinafter referred to as the "Owner", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, and assigns) having awarded to M/s ______________________ (hereinafter referred to as the "Contractor", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) a Contract bearing No. ______________ dated _______________ valued at Rs. ________________ for the provision of Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software & Networking Infrastructure at USCL premises (the "Contract"), and the Contractor having agreed to provide a Performance Guarantee equivalent to three percent (3%) of the Contract Value:

We, ______________________ Bank (hereinafter referred to as the "Bank", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand, any and all monies payable by the Contractor up to Rs. ________________ at any time up to ___________________ (date), without any demur, reservation, contest, or recourse, and without any reference to the Contractor.

Any such demand made by the Owner on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any court, tribunal, or authority.

The Bank undertakes not to revoke this Guarantee during its currency without the prior written consent of the Owner, and further agrees that this Guarantee shall continue to be enforceable until the Owner discharges it in writing.

The Owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this Guarantee, to vary, postpone, or extend any of the terms of the Contract, or to forbear or enforce any rights against the Contractor, without notice to the Bank.

The Bank also agrees that the Owner shall be entitled to enforce this Guarantee against the Bank as a principal debtor in the first instance, without proceeding against the Contractor, and notwithstanding any security or other guarantee that the Owner may hold.

Notwithstanding anything contained above, the liability of the Bank under this Guarantee is restricted to Rs. ________________, and shall remain in force up to and including ___________________, with extension(s) as may be required by the Owner. The Bank shall be discharged from all liability under this Guarantee unless a claim is lodged with the Bank in writing within three (03) months of the date of expiry.

WITNESS:

1. ___________________________________

2. ___________________________________

Signed and Delivered on this ____ day of ____________ 20____ at _______________

For ______________________ Bank

Authorised Signatory

Name: ___________________________________

Designation: _____________________________

(Bank Seal)

Annexure 5: List of Support Staff

Name of Work: Appointment of Vendor for Providing Comprehensive Annual Maintenance Services for Computer Hardware, Software & Networking Infrastructure at USCL

Tender No.: ___________________________________

S.No.	Name of Employee	Educational Qualification	Professional Qualification	Experience (Years)	Date of Joining	Documents Attached
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Authorised Signatory: ___________________________________

Name of Bidder: ___________________________________

Address: ___________________________________

Date: __________ Office Seal: __________

Annexure 6: Preventive Maintenance / General Cleaning Report

Date & Time of Cleaning / Preventive Maintenance: ___________________________________

Engineer Name: __________________ Complaint No.: __________________

User Name: __________________ Designation: __________________ Employee No.: __________________

Department: __________________ Room No.: __________________

Date / Time of Return of Equipment after Cleaning / Preventive Maintenance: ___________________________________

Details of Equipment Serviced:

S.No.	Machine Description	Serial Number	Status Before	Type of Maintenance	Status After	Signature / Remarks
1						
2						
3						
4						
5						

Engineer Name & Signature: ___________________________________ Maintenance In-Charge: ___________________________________

Annexure 7: Service Call Report

Service Type: ☐ Warranty ☐ Care Pack ☐ Contract (CAMC) ☐ Others

User Name: ____________________ Complaint No.: ____________________

Designation: ____________________ Employee No.: ____________________

Department: ____________________ Room No.: ____________________

Call Log Date & Time: ____________________ Engineer Arrival Date & Time: ____________________

System Restored Date & Time: ____________________ Total Downtime: ____________________

Severity Classification: ☐ Critical (P1) ☐ High (P2) ☐ Medium (P3) ☐ Low (P4)

Issue Description:

____

____

Diagnosis / Root Cause:

____

____

Resolution Summary:

____

____

Parts Replaced (if any) — with serial numbers & gate-pass references:

____

Engineer Name & Signature: _________________________________

User Acknowledgement (Name & Signature): _________________________________

Maintenance In-Charge: _________________________________

Annexure 8: Power of Attorney Format

(To be executed on non-judicial stamp paper of Rs. 100/-, signed by the authorised signatory as per the Memorandum of Articles, authorising the persons signing this bid on behalf of the company)

POWER OF ATTORNEY

By this Power of Attorney executed on this ______ day of ______________ 20____, we, M/s ______________________, a company incorporated under the provisions of the Companies Act, 2013 (or applicable law), having its Registered Office at __________________________________ (hereinafter referred to as the "Company"), do hereby severally appoint, constitute and nominate Mr./Ms. __________________________________ , currently holding the position of __________________________________ , so long as he/she is in the employment of the Company (hereinafter referred to as the "Attorney"), to:

- Sign and submit the bid in response to e-Tender No. __________________ received from the Chief Executive Officer, Ujjain Smart City Limited, for "Appointment of Vendor for Providing Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software & Networking Infrastructure at USCL";
- Negotiate, sign, and execute the Contract Agreement and any related documents;
- Do all such acts, deeds, and things as may be necessary or expedient to enforce and secure fulfilment of the bid and the Contract on behalf of the Company.

The Company hereby agrees to ratify and confirm all acts, deeds, and things lawfully done by the Attorney by virtue of the authority hereby conferred.

IN WITNESS WHEREOF, this deed has been signed and delivered on the day, month, and year first written above by the Company Secretary / Authorised Signatory, duly authorised by the Board of Directors vide its resolution passed in this regard.

WITNESSES:

1. __________________________________

2. __________________________________

For and on behalf of M/s __________________________________

Authorised Signatory (Company Secretary / Director)

Name: __________________________________

Designation: ____________________________

Attorney Signature: __________________________________

Name of Attorney: __________________________________

(Company Seal)

Schedule A: Price Schedule

(To be submitted online in the Financial Bid on the e-Tender Portal)

Name of Work: Appointment of Vendor for Providing Comprehensive Annual Maintenance Services (CAMC) for Computer Hardware, Software & Networking Infrastructure at USCL

Tender No.: USCL/441

S.No.	Item Description	Warranty Till	Qty	Rate per Item per Annum (Rs.)	Total Amount for One Year (Rs.)
A. Desktop Computers					
1	DELL Optiplex 7060	Feb 2023	20		
2	DELL Precision 3430	Feb 2023	6		
3	HP Desktop	—	3		
B. Laptops					
4	Dell Latitude 5300	Feb 2023	9		
5	Lenovo Laptop (Ryzen 7000 Series)	Dec 2028	1		
6	HP i7 Laptop	Nov 2026	1		
7	Dell Vostro 3500	Feb 2023	6		
8	HP Notebook 15s-du1034tu	Feb 2023	2		
C. Printers & Plotters					
9	Canon 2530W Multi-function Laser Printer	Feb 2023	1		
10	HP LaserJet Enterprise MFP M725dn	Aug 2019	3		
11	HP Color MFP 77825	—	1		
12	Plotter (general)	—	1		
13	Canon 6230/6240	—	1		
14	Canon 240	—	2		
15	HP MFP M226	—	1		
16	Canon G3010	—	1		

S.No.	Item Description	Warranty Till	Qty	Rate per Item per Annum (Rs.)	Total Amount for One Year (Rs.)
17	HP M725 (B)	—	1		
18	Canon 241	—	2		
19	Epson 15180	—	1		
20	HP DesignJet T520 Plotter	—	1		
21	HP LaserJet MFP M427dw	—	1		
D. UPS Systems					
22	BPE PB 1110L UPS (3.0 KVA, ~120 min backup)	Feb 2023	1		
23	UPS 600 VA (Other)	—	26		
E. Networking Equipment					
24	NETGEAR RN526X Network Attached Storage	Feb 2023	1		
25	D-Link 9U Network Rack (lockable glass door)	Feb 2023	2		
26	NETGEAR GSM4328S L3 Manageable Switch	Feb 2023	6		
27	NETGEAR WAC510 Wi-Fi Router/AP	Feb 2023	20		
28	PoE Switch	—	5		
F. Audio-Visual Equipment					
29	OPTOMA EH 335 Projector	Feb 2023	1		
30	Projector (ACER / Hitachi / BenQ)	—	4		
31	Wall-Mounted Motorised Retractable Screen	—	3		
32	Logitech Video Conferencing Setup	—	2		
33	Display Panel — 55"	—	5		
34	Display Panel — LG 98"	—	1		
35	Web Camera	—	4		
36	Sound System Setup	—	2		

S.No.	Item Description	Warranty Till	Qty	Rate per Item per Annum (Rs.)	Total Amount for One Year (Rs.)
G. Software Licenses (Maintenance only — licenses provided by USCL)					
37	MS Office 365 License Support	—	35		
38	Antivirus License Support	—	35		
H. Manpower					
39	Hardware & Networking Engineer (Full-time, on-site)	—	2		

Total Cost for One Year (Rs.)	
Total Contract Value for Three Years (Rs.)	

Notes:

- All rates shall be in Indian Rupees, exclusive of GST. Applicable GST shall be additional.
- Rates shall be inclusive of all expenses, including manpower, spares, consumables (as per Vendor's responsibility in Clause 2.3.8), tools, transport, insurance, and statutory contributions.
- The quantities indicated above may vary during the Contract Period as per actual site requirements. Pro-rata adjustment shall apply (Clause 2.8.5).
- Rates shall remain firm and fixed for the initial Contract Period of 3 years. A one-time 10% increment shall apply only during the extension period of 2 years, if exercised by USCL.
- The L1 (lowest total cost) Bidder shall be determined based on the Total Cost for Three (3) Years.

— End of Document —