



THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(STATUTORY BODY UNDER AN ACT OF PARLIAMENT)

CMA Bhawan, 3 Institutional Area, Lodi Road, New Delhi – 110 003.

TELEPHONES: +91 11 24666100 Extn. 123 /116

Website: www.icmai.in e-mail: lpcdelhi.convenor@icmai.in
Local Purchase Committee

TENDER NOTICE

Ref. No: LPC/IT-AMC/23-24/02

Date: 10th May, 2023

Date of Invitation: 10th May, 2023

Date of Closure: 31st May 2023

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Notice Inviting Quotation

Dear Sir/ Madam

The Institute of Cost Accountants of India is a statutory body set up under an Act of Parliament. The Institute imparts education and conducts qualifying examinations for Cost & Management Accountants and regulates & develops the Cost Accounting Profession.

The Institute invites sealed quotations for preventive and corrective AMC of IT Infrastructure (Desktop Computers, Laptops, Printers, Scanners and Network etc.) for Delhi Office of the Institute.

Instructions to Bidders

1. Vendors may seek technical clarifications on the scope of work from Shri Sumit Saxena, Senior Officer(IT), Mobile 9818757440 / 011-24666123.
2. The tenders should be submitted in two bid systems: **Part I – Technical Bid** and **Part II – Financial Bid**. The technical bid should be sealed in an envelope superscribed with “Technical Bid for AMC for IT Infrastructure” and similarly the financial bid should be sealed in an envelope superscribed with “Financial Bid for AMC for IT Infrastructure”. Both the envelopes containing technical and financial bids should be put in an outer envelope duly sealed and superscribed with tender ref. no. **(LPC/IT-AMC/23-24/02)** and closing date 31st May 2023 by 11 AM.
3. Sealed envelope containing financial bid and technical bid addressed to **Convenor, Tender Committee** must be dropped in the tender box (Installed at Reception) at the address mentioned below:

**The Institute of Cost Accountants of India
CMA Bhawan,
3rd floor, 3 Institutional Area,
Lodhi Road, New Delhi – 110003**

4. The Institute has following items to be brought under AMC. The details of these items have been given in List Items to be brought under AMC.
 - a) Desktops = 31
 - b) Laptops = 34
 - c) Printers = 41
 - d) Scanners= 9
 - e) Network = for scope please refer the List Items to be brought under AMC.
5. The last date of the submission of quotation is **May31, 2023 till 11AM.**
6. The payment shall be made quarterly at the end of quarter after rendering of successful services by the vendor and on receipt of invoice. No advance payment in any case would be made. Tax would be deducted as applicable under the rules.



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7. The “Financial bid” of those bidders whose technical bids have qualified will only be opened.
8. The financial bid should strictly be in the format given in Financial Bid Format.
9. The bidder should accept the terms and conditions and sign on every page of technical bid as given in “List Items to be brought under AMC”.
10. The billing address will be: The Institute of Cost Accountants of India, CMA Bhawan, 3rd Floor, 3 Institutional Area, Lodhi Road, New Delhi – 110003

Member & Convenor (TC)



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Part-1 Technical Bid Format

(A) Details of the Organization

| S.No. | Description | |
|-------|--|--|
| 1 | Name of Firm | |
| 2 | Address of Firm | |
| 3 | Telephone/Fax/Email/Mobile No. of firm | |
| 4 | Contact person's name, designation, telephone, mobile number, official email id etc. | |
| 5 | Year of Incorporation of the Firm (The firm should be in existence for over five years. attach proof) | |
| 6 | No of years of Experience in AMC Business (The firm should have at least 2 years of experience in AMC of computers and its peripherals in Government Department, PSU, Ltd. Companies. Attach proof) | |
| 7 | The organization should have a Turnover of at 50 Lakhs per annum)(attach documentary proof and annual report). | |
| 8 | List of qualified manpower employed with the organisation.(Minimum one specialized engineer for Printers, two for Desktops, one for Laptops and one network engineer is desirable. attach list.) | |
| 10 | Income tax Return for the last two years and TDS Certificate for last one year. (attach proof) | |
| 11 | Sales tax and Service tax Registration Number(attach copy) | |
| 12 | Provide satisfactory certificate from at least two existing customers (attach copy and provide reference of these organizations of Government Department/PSU/ Limited Company.) | |
| 14 | List of existing clients to whom AMC services of similar kind have been provided with details of company, value of business, concerned person name and his contact details(attach work order copies atleast 3) | |
| 15 | The firm/company should have experience as Authorized Seller/Distributor for HP/IBM/ LENOVO/ Compaq etc. Documentary proof to be given. | |



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Checklist for Technical Bid

| S No | Technical Bid | YES | NO |
|------|--|-----|----|
| 1 | The firm is in existence for over five years. (Attach certificate of Incorporation) | | |
| 2 | The firm/company has at least 2 years of experience in AMC of computers and its peripherals in Government Department PSU/Ltd. Companies. | | |
| 3 | Turnover proof for last two years attached. | | |
| 4 | List of qualified manpower employed. | | |
| 5 | Copy of Annual report of the company for the last two years. | | |
| 6 | Income Tax Return for the last two years and & TDS Certificate for the last one year. | | |
| 7 | Copy of Sales tax and Service tax Registration Number attached | | |
| 8 | Satisfactory service report and reference from at least two existing customers attached of Government Department/PSU/ Limited Company. | | |
| 9 | List of existing clients to whom AMC services of similar provided along with work order copies of atleast 3 such clients. | | |
| 10 | Is your firm/company an Authorized Seller/Distributor for HP/IBM/ LENOVO/ Compaq etc. and whether documentary proof is attached? | | |
| 11 | Service engineer should have the Work Experience of at-least two years. The diploma in hardware engineering is also required. The Interview / practical knowledge of service engineer shall be checked during the evaluation of Technical Bids and that services engineer shall be deputed as a services engineer at the Institute if the AMC contract is awarded. | | |

Note:

- (i) Necessary papers must be submitted with the technical bid for each of the above items.
- (ii) Bid document should be duly signed on all pages.
- (iii) No marks for interview / practical knowledge shall be given. However the service engineer should qualify the interview / practical knowledge test.



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(B) Scope of Work

1. Corrective / Preventive (non-comprehensive) maintenance will cover Hardware as well as all sort of software & virus-related problems for all items as mentioned in **List Items to be brought under AMC**. Refer Annexure 1.

The AMC will cover repair of all defective parts including all configured assemblies, internal / external with the machine such as: Mother board, RAM, Hard Disk, CD/Combo/DVD Drive, Modems, Inlay Cards (Network, VGA, Sound), all Ports, (COM, LPT, USB etc.), Keyboard, Mouse, Monitor, Cables & Connectors, Power Adaptors, SMPS or any other existing component / card in any machine (Computer / Laptops) on preventive & corrective basis.

The AMC will also cover maintenance of Local Area Network (LAN), configuration of IP addresses etc.

2. The AMC will include maintenance support for the operating system and all application software like MS Office, various text editors, common purpose software and their troubleshooting including antivirus maintenance/fresh installation and all other third party software drivers for peripheral devices.
3. The bidder will depute a service engineer with qualification of diploma in Computer Hardware /software, equipped with maintenance kits comprising of toolbox, diagnostic software & hardware, external hard disk drive, pen drive and any other tools with a minimum work experience of 2 years.

The service engineer shall attend office from Monday to Saturday, 9:30 am to 6:00 pm and may be required on Sunday and other Holiday in case of emergency. Except Wednesday the Service engineer shall visit the following office of the Institute:

The Institute of Cost Accountants of India,
CMA Bhawan, 3 Institutional Area,
Lodhi Road, New Delhi – 110003

On Wednesday the service engineer shall visit the following office of the Institute:

The Institute of Cost Accountants of India,
C - 42, Sector - 62, Noida,
District - GautamBuddh Nagar - 201 301



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The resident engineer must strictly follow the timings of the Institute. He should be a bonafide employee of the bidder. Upon emerging as successful bidder, the copies of certificates of the service personnel need to be submitted.

The service engineer will work under the instructions of a person authorized by the Head of IT Department.

For breakdown complaints where there is a need to send the hardware to the workshop, all such activities have to be performed by the vendor within the same day or by next working day.

- 4. Preventive maintenance will be carried out during the last month of each quarter.** This will include inspection of each system, scanning for Virus, scanning hard disk for any defects/problems there in, checking of power supply source for proper grounding and safety of equipment, running of diagnostic software for system performance and cleaning of system.

The AMC Provider will submit the call sheets / preventive maintenance reports to the officer designated by the Head of IT Department.

(C)Terms and Conditions

- The AMC contract will be for one year but may be extended for two more years on sole discretion of the Institute based on satisfactory performance.
- The service personnel to be deputed at our location will be governed by Codes and ethics of the Institute.
- The vendor shall extend necessary assistance in shifting and reinstallation of equipment as directed by IT- Department from time to time.
- The service engineer to be deployed should be competent enough to do the first level diagnosis and troubleshooting the problems related to the services.
- The service engineer will do all kind of co-ordination with supplier/vendor/OEM of the equipment covered under the AMC as and when required.
- The Vendor shall not change the engineer(s) without prior clearance from the Institute. Further that the Vendor shall provide a substitute for a deployed engineer, if required by the customer, within seven days of such request.
- The vendor shall not sub-contract the mentioned work to any organization, person, firm or its franchise without the prior approval of the Institute. This tender is not transferable.
- The Institute reserves the right to terminate the contract, if the bidder failed to carry out any of its obligation/duties in terms of the agreement, after giving a notice of 15 days.



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- The Institute reserves the right to accept or reject any or all tenders in parts or full without assigning any reason.
- The bidder should have an office in Delhi / NCR.
- The firm/company should have experience as Authorized Seller/Distributor for HP/IBM/ LENOVO/ Compaq etc. Documentary proof to be given.
- The rate quoted should be valid for three months from the date of submission.

(D)Declaration:

I/We declare that the information provided above is true and correct and I/We accept all the terms and conditions given in this document.

Date:

Name & signature of Bidder with Seal



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Part II – Financial bid Format

| S No | Item | Qty (A) | Rate per Unit (in Rs.) (B) | *Amount (in Rs.) (A*B) = (C) | Taxes (as applicable) (D) | Total Amount (C+D)=(E) |
|------|--|------------|-------------------------------------|------------------------------------|------------------------------------|---------------------------|
| | Desktop | 31 | | | | |
| | Laptop | 34 | | | | |
| | Printer | 41 | | | | |
| | Scanner | 9 | | | | |
| | Network: Scope of work in Network to include Cable Punching, I/O Punching, Tracing fault / breakdown of cables and workmanship for replacement (excluding cable / I/O procurement) (Total Amount) | | | | | |
| | Total (in Rs.) | | | | | |
| | Other Charges (if any – please give details) | | | | | |
| | Grand Total | | | | | |

I/ We accept the terms and conditions of this tender.

Name &Signature of Bidder with Seal



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Annexure 1

List Items to be brought under AMC

| Item | Brand/Model/ Processor | RAM | Monitor | Operating System |
|---------|-------------------------|------|---------|------------------------|
| Desktop | HP 280 G4 MT PC | 8 GB | TFT | Windows 10 Enterprise |
| Desktop | HP 400 GS AIO Desktop | 8 GB | AIO | Windows 11 |
| Desktop | HP 400 GS AIO Desktop | 4 GB | AIO | Windows 10 Enterprise |
| Desktop | HP 400 GS AIO Desktop | 4 GB | AIO | Windows 10 Enterprise |
| Desktop | HP Desktop Elite 800 G2 | 8 GB | TFT | Windows 10 Enterprise |
| Desktop | HP PRO 3090 MT | 4 GB | TFT | Window 8.1 |
| Desktop | HP PRO 3090 MT | 4 GB | TFT | Windows 10 Enterprise |
| Desktop | HP PRO 3090 MT | 4 GB | TFT | Windows 10 Enterprise |
| Desktop | HP PRO 3090 MT | 4 GB | TFT | Windows 10 Enterprise |
| Desktop | HP Pro One 600 AIO | 8 GB | AIO | Windows 10 Enterprise |
| Desktop | HP Pro One 600 AIO | 8 GB | AIO | Windows 8.1 Pro |
| Desktop | HP Pro One 600 AIO | 4 GB | AIO | Windows 11 |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 10 Enterprise |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 7 Professional |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 10 Pro |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 10 Pro |



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| | | | | |
|---------|---------------------|------|-----|---------------------------------|
| Desktop | Lenovo AIO B310 | 2 GB | AIO | Windows 10 Pro |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 10 Pro |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 10 Pro |
| Desktop | Lenovo AIO B310 | 4 GB | AIO | Windows 10 Pro |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 10 Home |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 11 |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 10 Home Single Language |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 8 Single Language |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 8.1 |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 8 |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 8.1 Single Language |
| Desktop | Lenovo AIO C440 | 4 GB | AIO | Windows 8.1 Single Language |
| Desktop | OptiPlex 7090 Tower | 8 GB | TFT | Windows 11 Pro |
| Desktop | SG31451L | 2 GB | TFT | Windows 7 |
| Desktop | SG31451L | 2 GB | TFT | Windows 7 |



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| | | | | |
|--------|----------------------------------|------|--|---------------------------------------|
| Laptop | 430 NOTEBOOK PC (18-Oct-2011) | 4 GB | | Windows 7 Professional Service Pack 1 |
| Laptop | 4440S | 4 GB | | Windows 8 |
| Laptop | 4540S | 4 GB | | Windows 7 Professional Service Pack 1 |
| Laptop | 4540S | 4 GB | | Windows 7 Professional |
| Laptop | 4540S | 4 GB | | Windows 7 Professional Service Pack 1 |
| Laptop | 702 TU Presario C700 Notebook PC | 2 GB | | Windows 7 Professional |
| Laptop | COMPAQ 510(Laptop) | 2 GB | | Windows 7 |
| Laptop | Dell Latitude 3420 CTO | 8 GB | | Windows 11 |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Pro |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Pro |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Pro |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Enterprise |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Enterprise |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Pro |
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Pro |



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| | | | | |
|--------|--------------------|----------|--|--|
| Laptop | Dell latitude 3400 | 4 GB | | Windows 10 Pro |
| Laptop | HP 430NOTEBOOK PC | 2 GB | | Windows 7 |
| Laptop | HP 430NOTEBOOK PC | 2 GB | | Windows 7 |
| Laptop | HP 430NOTEBOOK PC | 2 GB | | Windows 7 Ultimate |
| Laptop | HP 630 NOTEBOOK PC | 4 GB | | Windows 11 Pro |
| Laptop | HP 630 NOTEBOOK PC | 4 GB | | Windows 7 Professional Service Pack 1 |
| Laptop | HP PROBOOK 440 G3 | 8 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i5) | 8 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i5) | 8 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i5) | 8 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i5) | 8 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i7) | 32 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i7) | 32 GB | | Windows 11 Pro |
| Laptop | Latitude 3420 (i7) | 32 GB | | Windows 11 Pro |



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| | | | | |
|---------|------------------------|------|--|-----------|
| Laptop | Probook 4420s | 4 GB | | Windows 7 |
| Laptop | Probook 4420s | 4 GB | | Windows 7 |
| Laptop | Probook 4420s | 4 GB | | Windows 7 |
| Laptop | Probook440 G2 Notebook | 4 GB | | Windows 7 |
| Laptop | Probook440 G2 Notebook | 4 GB | | Windows 7 |
| Printer | CP 1515N | | | |
| Printer | Color Printer 2600N | | | |
| Printer | HP 1020 Plus | | | |



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| | | | | |
|---------|---------------------------------------|--|--|--|
| Printer | HP 1213nf | | | |
| Printer | HP 128 FN LaserJet All-in-One Printer | | | |
| Printer | HP CP 1515 N | | | |
| Printer | HP LASER JET 2035 N | | | |
| Printer | HP LASER JET CP1515N | | | |
| Printer | HP LASER Jet 1007 | | | |
| Printer | HP LASER Jet 1007 | | | |
| Printer | HP LASER Jet 1007 | | | |
| Printer | HP LASER Jet 3015 dn | | | |
| Printer | HP LASER Jet 3015 dn | | | |
| Printer | HP LASERJET 1007 | | | |
| Printer | HP LASERJET 1020 | | | |
| Printer | HP LASERJET 3050 | | | |
| Printer | HP LASERJET P 2035 N | | | |
| Printer | HP Laser Jet Pro M 401 | | | |
| Printer | HP Laser Jet Pro M 401 | | | |



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| | | | | |
|---------|---------------------------------|--|--|--|
| Printer | HP LaserJet 1020 | | | |
| Printer | HP LaserJet 1020 | | | |
| Printer | HP LaserJet 1213NF | | | |
| Printer | HP Laserjet 1007 | | | |
| Printer | HP Laserjet 1020 Plus | | | |
| Printer | HP Laserjet 1020 Plus | | | |
| Printer | HP Laserjet 2015dn | | | |
| Printer | HP Laserjet 2015dn | | | |
| Printer | HP Laserjet 3015 dn | | | |
| Printer | HP M1213 NF (All in One) | | | |
| Printer | HP M1213 NF (All in One) | | | |
| Printer | HP M1213NF | | | |
| Printer | HP Pro 200 M251n- Color Printer | | | |
| Printer | HP Pro 200 M251n- Color Printer | | | |
| Printer | HpLaserjet 1007 | | | |
| Printer | HpLaserjet 1007 | | | |
| Printer | HpLaserjet 1010 | | | |



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| | | | | |
|---------|----------------------------------|--|--|--|
| Printer | HpLaserjet 1018 | | | |
| Printer | HpLaserjet 1020 | | | |
| Printer | HpLaserjet 3050 All In One | | | |
| Printer | LASERJET 1213NF | | | |
| Printer | LASERJET 1213NF MFP | | | |
| Scanner | HP Photosmart C3188 (All-in-One) | | | |
| Scanner | HP Scanjet G3110 | | | |
| Scanner | HP Scanjet G3110 | | | |
| Scanner | HP Scanjet G3110 | | | |
| Scanner | HP Scanjet G3110 | | | |
| Scanner | HP Scanjet G4010 | | | |
| Scanner | HP Scanjet G4010 | | | |
| Scanner | HP Scanjet G4010 | | | |
| Scanner | HP Scanjet G4010 | | | |