

**Tender for preventive and corrective AMC of IT Infrastructure  
(Desktop Computers, Laptops, Printers, Scanners and Network etc.)  
for Delhi Office of the Institute**

**Tender Date: 12-March-2019**

**Last Date: 18-March-2019**

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## Notice Inviting Quotation

**Ref. No: LTE/IT-AMC/19-20/01**

**Date: March 12, 2019**

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 from Shri Sumit Saxena, Senior Officer (IT), contact number 011-24666123 and from CMA Sushmita Shankar, Convener (TC) contact number 011 - 24666122
2. The tenders should be submitted in two bid system: **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. (LTE/IT-AMC/19-20/01) and closing date.
3. Sealed envelope containing financial bid and technical bid addressed to **Convener, Local Purchase Committee** must be dropped in the tender box at the address mentioned below:

**The Institute of Cost Accountants of India**  
CMA Bhawan,  
3<sup>rd</sup> 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 = 41
  - b) Laptops = 21
  - c) Printers = 42
  - 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 **March 18, 2019 till 3:00 P.M.**
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.
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”.

Date:

**(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.**

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, Floppy Disk Drive, 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 softwares 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. The service engineer will also provide the support in conducting webinars and sending bulk emails.

The said engineer shall attend to the office of the Institute twice (preferably on Tuesday and Friday) in a week from 9:30 AM till 6:00 PM for corrective and preventive maintenance however he may need to attend on other days as well including weekly offs or holidays in case any such need arises. The service engineer will work under the instructions of a person authorized by the Head of IT Department. In case there is a public holiday on Tuesday and Friday, the service engineer shall be deputed on the next working day.

For breakdown complaints on other days (other than the day of Service Engineer visit), it has to be attended by the vendor within the 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 vendor shall extend necessary assistance in shifting and reinstallation of equipment as directed by IT- Dept. 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.
- 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 and Signature of Bidder / printer with Corporate Seal*

### List of Items to be brought under AMC

Sr. No.	Item	Brand / Model / Processor	RAM	HDD	CD_DVD	MONITOR	OS
1	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel~1995 Mhz	3 GB	160 GB	CD ROM	TFT	Windows 7
2	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD RW	All-in-One	Windows XP
3	Desktop	HP dx2480 MT Pentium(R) Dual-Core CPU	3 GB	300 GB	CD ROM	TFT	Windows Vista
4	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD RW	All-in-One	Windows 7
5	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	1 GB	160 GB	CD ROM	TFT	Windows XP
6	Desktop	HCL HCL MS 7528 Pentium Dual-Core CPU E5300 2.6 GHZ	1 GB	300 GB	CD ROM	TFT	Windows Vista
7	Desktop	HP dx2480 MT Pentium R dual core CPU	1 GB	298 GB	CD ROM	TFT SAMSUNG	Windows 7
8	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	1 GB	500 GB	CD ROM	TFT	Windows XP
9	Desktop	HP HP PRO 3090 MT Intel(R) Core Duo CPU	2 GB	298 GB	CD ROM	TFT	Windows 7
10	Desktop	HP HP PRO 3090 MT Intel(R) Core Duo CPU	2 GB	298 GB	DVD WRITER	TFT	Windows 7
11	Desktop	HP dx2480 MT Pentium Dual-Core CPU	3 GB	320 GB	CD ROM	TFT	Windows Vista
12	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	1.5 GB	160 GB	CD ROM	TFT	Windows XP
13	Desktop	Compaq SG31451L					Windows XP
14	Desktop	LENOVO Lenovo AIO C440 Intel Core i5 3330	4 GB	500 GB	DVD RW	21.5" TFT	Windows 8
15	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	3 GB	160 GB	CD ROM	CRT	Windows 7
16	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel1995 Mhz	1 GB	149.03 GB	CD ROM	TFT	Windows XP
17	Desktop	HP HP PRO 3090 MT Intel(R) Core 2 Duo CPU	2 GB	298.09	DVD WRITER	TFT	Windows 7
18	Desktop	HP HP PRO 3090 MT Intel(R) Core 2 Duo CPU	2 GB	298.09	DVD WRITER	TFT	Windows 7
19	Desktop	LENOVO Lenovo AIO C440 Intel Core i5 3330	4 GB	500 GB	DVD RW	21.5" TFT	Windows 8
20	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD WRITER	TFT	Windows 7

21	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD WRITER	TFT	Windows 7
22	Desktop	HP HP PRO 3090 MT Intel(R) Core 2 Duo CPU	2 GB	298.09 GB	DVD WRITER	TFT	Windows 7
23	Desktop	HP dx2480 MT Pentium Dual- Core CPU	1 GB	320 GB	N/A	TFT	Windows Vista
24	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	3 GB	160 GB	CD ROM	TFT	Windows XP
25	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	1 GB	160 GB	CD ROM	TFT	Windows XP
26	Desktop	HP dx6120MT X86 family 15 model 4 stepping 3 genuine intel 2992 Mhz	1 GB	80 GB	CD ROM	TFT	Windows XP
27	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	1 GB	149.05 GB	CD ROM	TFT	Windows XP
28	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD RW	TFT	Windows 7
29	Desktop	LENOVO Lenovo AIO C440 Intel Core i5 3330	4 GB	500 GB	DVD RW	21.5" TFT	Windows 8
30	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD RW	TFT	Windows 7
31	Desktop	COMPAQ SG31451L X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	1.5 GB	74.53 GB	CD ROM	TFT LG	Windows 7
32	Desktop	HP HP PRO 3090 MT Intel(R) Core ™2 duo CPU	2 GB	298 GB	DVD WRITER	TFT SAMSUNG	Windows 7
33	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i3 CPU	2 GB	500 GB	DVD RW	TFT	Windows 7
34	Desktop	LENOVO Lenovo AIO B310 Intel(R) Core i5/ 4GB DDR3 RAM/ 500 GB HARDDISK CPU	4 GB	500 GB	DVD RW	TFT	Windows 8
35	Desktop	LENOVO Lenovo AIO C440 Intel(R) Core i5/ 4GB DDR3 RAM/ 500 GB HARDDISK CPU	4 GB	500 GB	DVD RW	TFT	Windows 8
36	Desktop	LENOVO Lenovo AIO C440 Intel(R) Core i5/ 4GB DDR3 RAM/ 500 GB HARDDISK CPU	4 GB	500 GB	DVD RW	TFT	Windows 8
37	Desktop	HP dx2480 MT X86 family 6 model 15 stepping 13 genuine intel 1995 Mhz	2 GB	160 GB	CD ROM	TFT	Windows XP
38	Desktop	HP HP Pro One 600 AIO					
39	Desktop	HP HP Pro One 600 AIO					
40	Desktop	HP HP Pro One 600 AIO					
41	Desktop	HP HP Desktop Elite 800 G2					
42	Laptop	COMPAQ 702 TU Presario C700 Notebook PC Intel Dual Core	2 GB	80 GB	DVD RW	N/A	Windows XP
43	Laptop	HP Probook 4420s Intel Core i3	3 GB	300 GB	DVD RW		Windows 7
44	Laptop	HP 4540S Intel Core i5	4 GB	500 GB	DVD RW		Windows 7
45	Laptop	HP HP 430NOTEBOOK PC Intel(R) Core ™ i3-2310 Mhz	2 GB	500 GB	DVD RW		Windows 7
46	Laptop	HP HP 430NOTEBOOK PC Intel(R) Core ™ i3-2310 Mhz	2 GB	500 GB	DVD RW		Windows 7

47	Laptop	COMPAQ 702 TU Presario C700 Notebook PC X86 family 6 model 15 stepping 10 genuine intel 1728 Mhz	2 GB	80 GB	CD ROM		Windows XP
48	Laptop	HP HP 630 NOTEBOOK PC intel® Core™ i5-2430 CPU @2.4 Ghz, 2401 Mhz 2 core(5), 4 logical Processor	4 GB	368 GB	DVD WRITER	N/A	Windows 7
49	Laptop	HP HP PROBOOK 4420S intel® Core™ i3 CPU M370@2.4 Ghz, 2399 Mhz	3 GB	298 GB	DVD WRITER	N/A	Windows 7
50	Laptop	COMPAQ COMPAQ 510(Laptop) Intel(R) Core 2 Dual	2GB	298 GB	CD ROM	TFT	Windows 7
51	Laptop	HP Probook 4420s Intel Core i3	3 GB	300 GB	DVD RW		Windows 7
52	Laptop	HP 4540S Intel Core i5	4 GB	500 GB	DVD RW		Windows 7
53	Laptop	COMPAQ IA HP 430NOTEBOOK PC Intel(R) Core™ i3-2310 Mhz	3 GB	500 GB	DVD RW		Windows 7
54	Laptop	HP HP 630 NOTEBOOK PC intel® Core™ i5-2430 CPU @2.4 Ghz, 2401 Mhz 2 core(5), 4 logical Processor	4 GB	368 GB	DVD WRITER	N/A	Windows 7
55	Laptop	HP Presario C700 Notebook PC Intel Pentium dual cpu	1.5GB	149.05 GB	DVD WRITER		Windows Vista
56	Laptop	HP Probook 4420s Intel Core i3	3 GB	300 GB	DVD RW		Windows 7
57	Laptop	HP 430 NOTEBOOK PC (18-Oct-2011) Intel(R) Core i3 CPU	2 GB	500 GB	DVD WRITER	N/A	Windows 7
58	Laptop	HP 4540S Intel Core i5	4 GB	500 GB	DVD RW	N/A	Windows 7
59	Laptop	HP 4440S					
60	Laptop	HP Probook440 G2 Notebook					
61	Laptop	HP Probook440 G2 Notebook					
62	Laptop	HP HP PROBOOK 440 G3					
63	Printer	HP HP LaserJet 1020 HPLJ1020					
64	Printer	HP HP Laser Jet Pro M 401					
65	Printer	HP HP LASERJET 3050					
66	Printer	HP HP Pro 200 M251n- Color Printer					HP Color Printer Pro 200 M251 N
67	Printer	HP LASERJET 1213NF MFP					
68	Printer	HP HP LASERJET 1007					
69	Printer	HP HP LASER JET 2035 N					
70	Printer	HP HP LASER Jet 1007					
71	Printer	HP HP LASERJET 1020					
72	Printer	HP HP LASER Jet 1007					
73	Printer	HP HP Laserjet 2015dn					
74	Printer	HP HP Laserjet 3015 dn					
75	Printer	HP Hp Laserjet 1007					
76	Printer	HP HP M1213 NF (All in One)					
77	Printer	HP HP LASER Jet 1007					
78	Printer	HP HP 1213nf					
79	Printer	HP HP Laserjet 1007					
80	Printer	HP HP LASER Jet 3015 dn					

81	Printer	HP HP LaserJet 1020					
82	Printer	HP HP M1213 NF (All in One)					
83	Printer	HP HP Laserjet 2015dn					
84	Printer	HP HP CP 1515 N					
85	Printer	HP Printer HP 1007					
86	Printer	HP Hp Laserjet 1020					
87	Printer	HP LASERJET 1213NF					
88	Printer	HP HP LASER JET CP1515N					
89	Printer	HP HP LaserJet 1213NF					
90	Printer	HP Hp Laserjet 1007					
91	Printer	HP HP Laserjet 1020 Plus					
92	Printer	HP HP Laserjet 1020 Plus					
93	Printer	HP HP Laser Jet Pro M 401					
94	Printer	HP Color Printer 2600N					
95	Printer	HP Hp Laserjet 3050 All In One					
96	Printer	HP HP LASER Jet 3015 dn					
97	Printer	HP HP M1213NF					
98	Printer	HP HP LASERJET P 2035 N					
99	Printer	HP Hp Laserjet 1018					
100	Printer	HP Hp Laserjet 1010					
101	Printer	HP CP 1515N					
102	Printer	HP HP Pro 200 M251n- Color Printer					
103	Printer	HP HP 1020 Plus					
104	Printer	HP HP 128 FN LaserJet All-in-One Printer					
105	Scanner	HP HP Scanjet G3110					
106	Scanner	HP HP Scanjet G4010					
107	Scanner	HP HP Scanjet 2400					
108	Scanner	HP HP Scanjet G4010					
109	Scanner	HP HP Scanjet G4010					
110	Scanner	HP HP Scanjet G4010					
111	Scanner	HP HP Scanjet G3110					
112	Scanner	HP HP Scanjet G3110					
113	Scanner	HP HP Scanjet G3110					

Date:

*Name and Signature of Bidder / printer with Corporate Seal*



## PART-1 Technical Bid Format

### **(A) Details of the Organization**

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

#### **Declaration:-**

I, \_\_\_\_\_, hereby certify that "I am not debarred by Department of Commerce or any Ministry/Department concerned."

Date:

*Name and Signature of Bidder / printer with Corporate Seal*

**Checklist for Technical Bid**

<b>S No</b>	<b>Technical Bid</b>	<b>YES</b>	<b>NO</b>
1	The firm is in existence for over five years.		
2	The firm/company has at least 2 years 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 Number attached		
8	Satisfactory service report and reference from at least two existing customers attached		
9	Bid documents duly signed on all pages.		
10	List of existing clients to whom AMC services of similar provided along with work order copies.		
11	Is your firm/company an Authorized Seller/Distributor for HP/IBM/ LENOVO/ Compaq etc and whether documentary proof is attached?		

**Note:**

Necessary papers must be submitted with the technical bid for each of the above items.

Date:

*Name and Signature of Bidder / printer with Corporate Seal*

**Part II – Financial bid Format**

<b>S No</b>	<b>Item</b>	<b>Qty.</b>	<b>Rate Per Unit Per Annum (₹)</b>	<b>Total</b>
1	<b>Desktop</b>	41		
2	<b>Laptop</b>	21		
3	<b>Printer</b>	42		
4	<b>Scanner</b>	9		
5	<b>Network:</b> 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)			
<b>Total</b>				Rs. _____
Taxes (Please specify the break-up of taxes)				
Other Charges (if any – please give details)				
<b>Grand Total (in words)</b>				Rs. _____

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

Date:

*Name and Signature of Bidder / printer with Corporate Seal*

