



# THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)

12, SUDDER STREET, KOLKATA – 700 016

Website: [www.icmai.in](http://www.icmai.in)

Ref. No. : Tender/IT/2025-26/02

July 4, 2025

## **Tender Notice for Non-Comprehensive AMC of Desktop, Printer, Scanner and Network Management Services.**

The Institute of Cost Accountants of India invites sealed quotations from reputed companies with proven track records, for the **Non-Comprehensive AMC of Desktop, Printer, Scanner and Network Management Services**. Vendors fulfilling the eligibility conditions and desirous to work can submit their quotation to Convenor - Limited Tender Committee. The contract period is initially for one year, which may be extended on an annual basis for a further period of five years on the same rate / price and terms & conditions subject to satisfactory performance.

Last date of submission of the quotation is **25<sup>th</sup> July, 2025 by 4.30 PM.**

### **Eligibility Criteria**

1. The tenderer should be a Company registered in India.
2. The tender should have physical presence in Kolkata for more than 10 years.
3. The tenderer should have a good reputation in the market and their clientele shall preferably include reputed Govt. & Private concerns.
4. The tenderer should have appropriate support relationship (Channel partner, service partner like HP /IBM etc.)
5. The tenderer should have a minimum experience of five years in this field of AMC / NMS / B2B support of any reputed organization or similar type of services **(Document as proof to be enclosed)**.
6. The tenderer should have executed at least two similar jobs each costing not less than 6.0 Lacs during the last three years **(Document as proof to be enclosed)**.
7. The tenderer must have an office in Kolkata, fully equipped with all necessary infrastructure and minimum ten technical staffs having at least 5 years of relevant experience **(Document as proof to be enclosed)** with CCNA/RHE/MCSE/MCP certification. The staff working under the payroll of the tenderer should have complied with PF & ESI **(Document as proof to be enclosed)**.
8. Tenderer must be a profit-making organization in the previous three financial years with an annual turnover of at least 1.0 crore per year for the last three financial years **(Document as proof to be enclosed)**.
9. The tenderer should follow minimum wages criteria of state or central government **(Document as proof to be enclosed)**.
10. The tenderer must submit OEM authorization documents.



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## Scope of Work:

1. Corrective/Preventive maintenance will cover Hardware as well as all sorts of software & virus-related problems. 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, Printer, Scanner, UPS or any other existing component/card in any machine (Computer) on non-comprehensive basis.
2. The faulty components must be repaired in line with the market standard charges and put to working conditions within a week.
3. Non-comprehensive maintenance, new installation/re-installation and version upgradation of Windows 10 & 11.
4. Non-comprehensive maintenance, new-installation/re-installation of HP / D-Link Switches.
5. Identify and resolve LAN / Internet faults.
6. Monitor and maintain uptime charts, log register, leased line uptime chart, intrusion & virus detection reports etc.
7. Create and monitor Virtual LANs, Working Domains for effective use of network services.
8. Intrusion detection with logging; protection against external intrusions, denial of service, port scanning, spoofing attacks etc. in the entire network.
9. Secure support for Internet services, support for URL filtering and packet screening, and demilitarized zone for web /any live server.
10. Monitor Internet usage and generate report whenever requested by IT Head, using any tool to be provided by ICAI.
11. Maintenance of E-mail of the Institute.
12. Monitoring Institute Website, its content load, traffic monitoring and download limit.
13. Proceeding support for Video conferencing, any program in the Institute or outside Auditorium and recording of the proceedings of the meetings.
14. Monitoring and checking performance of Wireless Access Point installed in the institute.
15. Checking and monitoring the System, Printer & Scanner installed in the room of President, Vice-President and Council rooms.
16. Support of the operating system and all desired application software (MS Office, various text editors, common purpose software's and their trouble shooting including antivirus maintenance/fresh installation and all other third-party software drivers for peripheral devices.
17. Three Certified Resident Engineers, bonafide employees of the tenderer, with minimum qualification of diploma in Computer Hardware/software having minimum 5 years of experience, equipped with maintenance kits comprising of toolbox, diagnostic software & hardware, one external hard disk drive, one pen drive and any other tools (if required) has to be deputed on full time basis **(9:30 am 6:00 pm)**



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from Monday to Saturday. However, the resident engineers may be required on Sunday and other Holidays in case of emergency.

18. Preventive maintenance (Desktop/Printer) 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.

## **Instructions to the tenderers**

1. The tender shall be submitted into two parts in separate envelopes super-subscribing Technical bid and Financial bid. Both the envelope should be put into a third envelope super-subscribing with **“Quotation for Non-Comprehensive AMC of Desktop, Printer, Scanner and Network Management System” (Bid Reference – Tender/IT/2025-26/02 Dated 04/07/2025)**
2. First the technical bid will be opened. Financial bid will be opened only for those bidders who qualify in the technical bid.
3. All the quotations must be submitted within the dates mentioned in the document and The Institute shall not be held liable for any postal delays. Tender received after the stipulated time/date will be liable to be summarily rejected without giving any reason.
4. The quotation is to be submitted as per details given in the enclosed Annexure - I and II on vendor's letter head duly signed, stamped and dated on each page as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute.

## **Terms and Conditions**

1. The vendor must be in its legal existence for more than a minimum period of 10 years
2. Necessary technical assistance and advice shall be extended by the tenderer to resolve problems that may be encountered with regard to hardware, operating system, etc. covered under this contract.
3. The tenderer shall extend necessary assistance in shifting and reinstallation of equipment as mentioned by the IT Dept from time to time.
4. A log / call register regarding the details of services related to hardware under AMC needs to be maintained in prescribed format.
5. The tenderer should deploy three (03) qualified service personnel, two (02) at Institute, 12 Sudder Street and one (01) at 85, Harish Mukherjee Road from Monday to Saturday, 9:30 am to 6:00 pm and they may be required on Sunday and other Holiday in case of emergency. The resident engineers must strictly follow the timings of the Institute. They should be a bonafide employee of the tenderer. **Upon emerging as successful tenderer, the copies of certificates of the service personnel need to be submitted.**
6. The service personnel have to do all kinds of co-ordination with supplier/ vendor/ OEM of the equipment covered under the contract whenever required.



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7. For replacing service personnel, the tenderer has to give sufficient notice to the Institute in this regard. Frequent change of service personnel needs to be avoided. In case of temporary absence of service personnel from the premises of the Institute suitable stand-in service personnel shall be provided by the tenderer.
8. The service personnel to be deputed at our location will be governed by Codes and ethics of the institute.
9. The tenderer shall not sub-contract the mentioned work to any organization, person, firm or its franchisee without the prior approval of the Institute.
10. The tenderer shall ensure that the malfunctioned system etc. is rectified within 12 working hours of lodging the complaint by the Institute.
11. The tenderer shall ensure 99% uptime of the above-mentioned systems at the Institute.
12. L1 vendor will be decided based on the total cost of the contract (Darkened Box in the Financial Bid, Annexure II Pg 7). However, the Institute is not bound to accept the lowest tender and reserves the right to accept either in full or in part of any tender. The Institute also reserves the right to reject the tenders without assigning any reason thereof. However, additional equipment will be based on the individual L1 rate during the tendering process.
13. The Institute shall not consider any request for a change in rates of AMC due to any reason whatsoever, during the current period of the contract.
14. **The payment will be made on a quarterly basis, at the end of each quarter, subject to satisfactory maintenance service and on submission of invoices along with the monthly attendance sheet of each of the resident engineers. For each absent or more than three lates or more than three early leaving in a month of the resident engineer 0.1% of the total order value will be deducted from the invoice. Necessary PF and ESI statement (monthly / quarterly) submitted for the deployed / resident service engineer needs to be enclosed along with the invoice.**
15. Upon being selected as the successful tenderer and being awarded the AMC, the tenderer is expected to reply to all queries/ complaints that may be raised by the Institute from time to time.
16. **The Non-Comprehensive AMC is for a period of one year, which may be extended for a further period of another five years on an annual basis based on the same rate and terms & conditions subject to satisfactory service. The Institute also reserves the right to terminate the contract any time during the contract period with a notice period of 30 days, without assigning any reasons thereof. On termination of contract, the maintenance charges shall be paid on a pro-rata basis.**
17. The institute, at its sole discretion, reserves the right to accept or reject any or all the quotations including the lowest tender at any stage without assigning any reason thereof and the decision of the Institute will be final and binding on all concerned.
18. All disputes, claims and demands arising under or pursuant to or effecting/touching the contract shall be referred to the arbitrator appointed by the Secretary (Officiating) of The Institute of cost Accountants of India, Kolkata. The award of the sole Arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Reconciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. The place of such arbitration proceedings shall be at Kolkata.



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## **Statutory Requirements**

1. PAN, GST along with the copy of registration.
2. Proof of document, that the tender has executed at two similar works each costing not less than Rs. 5.0 Lacs per year during the last three years.
3. Audited Balance Sheet for the last three financial years.
4. IT Return of last three assessment years.
5. Bank Account number with IFSC code, Bank name and Branch
6. Compliance of PF, ESI matter.
7. Cliental List of the tenderer



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## ANNEXURE-I

### FORMAT OF TECHNICAL BID

Sl. No.	Details requested	Provide details
1.	Name of the Firm/Company	
2.	Registered Office / Business address Telephone/Mobile Number Email address	
3.	Name of Contact Person (s)	
4.	Year of Incorporation/ Constitution	
5.	Technical Bids to be submitted with	a) Forwarding Letter b) PAN, GST along with the copy of registration. c) Audited Balance Sheet for the last three financial years. d) IT Return of last three assessment years. e) Minimum experience of five years in the field of AMC / NMS / B2B support of any reputed organization. f) Executed at least two similar works each costing not less than 5.0 Lacs during the last three years. g) Any other document(s) as mentioned under eligibility criteria.
7.	Last Date of Submission of Bids	<b>25<sup>th</sup> July, 2025; 4.30 PM.</b>
8.	Bid Validity	Three Months from the date of submission of bids.
9.	Any other relevant information	

Signature of bidder:

Seal:

Date:



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## ANNEXURE – II

### FORMAT OF FINANCIAL BID

Sl. No.	Item Description	Quantity (No.) [A]	Unit Price (Rs.) [B]	Total Cost (Rs.) [C=AXB]
1.	<b>DESKTOP COMPUTER</b> HCL Dual Core/ Core 2 Duo, 8/4 GB RAM, 500 GB/1 TB HDD, Keyboard, Mouse, 15/18.5 TFT  HP Dual Core/ Core i3/ Core i5/ Core i7, 4/8 GB RAM, 500 GB/1 TB HDD/256 GB SSD, Keyboard, Mouse, 15/18.5 TFT	98		
2.	<b>NOTEBOOK COMPUTER (LAPTOP)</b> HP / Dell – Core i3/ Core i5/ Core i7, 4/8 GB RAM, 500 GB/1 TB HDD, 256/512 GB SSD	43		
3.	<b>PRINTER</b> Printer HP Laser Jet 1015, 1020, 1020 Plus, P1008, P1007, P1108 Printer HP Laser Jet P2055Dn Printer HP Color Laser Jet CP 1525Dn Printer HP Color Laser Jet 200 Printer HP LaserJet Pro400 HP Pro MFP M227 SDN Epson Workforce Pro C878R Printer TVSE MSP 345 Champion Plus	82		
4.	<b>SCANNER</b> HP Scan Jet 200, G2400, G2410, G3110, 7500, Epson V-39 CANON Image FORMULA DR-6030C	46		
			<b>Applicable Taxes</b>	
			<b>Grand Total</b>	

Signature of bidder:

Seal:

Date:

**CONVENER – Tender Committee**