

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

Notice inviting Quotation

Ref. No: LTE/IT-AMC/25-26/01

Date of Invitation: 04th July 2025

Last date of bid submission: 18-July-2025 till 03:00 P.M.

The Institute of Cost Accountants of India is a statutory body 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 & Noida Offices of the Institute.

Instructions to Bidders

1. 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/25-26/01**) and closing date.
2. Sealed envelope containing financial bid and technical bid addressed to **Convenor, LTE** must be dropped in the tender box at the address mentioned below:

The Institute of Cost Accountants of India

CMA Bhawan,

3rd floor, 3 Institutional Area,

Lodhi Road, New Delhi – 110003

3. The Institute has the following items to be brought under AMC. The details of these items have been given in **Annexure - 1** (List Items to be brought under AMC).

a) Desktops = 34

b) Laptops = 26

c) Printers = 43

d) Scanners= 10

e) Network = for scope please refer to the List Items to be brought under AMC.

4. The last date of the submission of the quotation is **18-July-2025 till 03:00 P.M.**
5. The payment shall be made quarterly at the end of the quarter after rendering 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.
6. The “Financial bid” of those bidders whose technical bids have qualified will only be opened.
7. The financial bid should strictly be in the format given in Financial Bid Format.
8. The bidder should accept the terms and conditions and sign on every page of document as given in “List Items to be brought under AMC”.
9. Vendors may seek technical clarifications on the scope from Shri Sumit Saxena, Senior Officer (IT), Mobile 9818757440 / 011-24666123.

Member & Convener (LTE)

Technical Bid Format

(A) Details of the Organization

Sl. 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	Number of years of Experience in AMC Business (The firm should have at least three years of experience in Annual Maintenance Contract computers and its peripherals in the Government Department, PSU, Ltd. Companies. Attach proof)	
7	The organization should have a Turnover of at least One Crore per annum) (attach documentary proof and annual report).	
8	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.)	
10	Income tax Return for the last two years and TDS Certificate for the last 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 the Government Department/PSU/ Limited Company.	
14	List of existing clients to whom AMC services of similar kind have been provided with details of the company, value of business, concerned person name and his contact details(attach work order copies)	
15	The firm/company should have experience as Authorized Seller/Distributor for HP/IBM/ LENOVO/ Compaq etc. Documentary proof to be given.	

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 three years of experience in AMC computers and its peripherals in Government Department PSU / Ltd. Companies.		
3	Turnover proof for the 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 to the Government Department/PSU/ Limited Company.		
9	List of existing clients to whom AMC services of similar provided along with work order copies of at least 3 such clients.		
10	The firm/company should have experience as Authorized Seller/Distributor for HP/IBM/ LENOVO/ Compaq etc. Documentary proof is required.		
11	The service engineer should have the Work Experience of at least three years. Additionally, engineers should hold a Diploma in Hardware Engineering. As part of the evaluation of Technical Bids, The Interview and assessment of practical knowledge of the proposed service engineer will be conducted. Only the service engineer who qualifies in this evaluation shall be deputed at the Institute for a minimum period of six months, in the event the AMC contract is awarded.		

Note:

Necessary papers must be submitted with the technical bid for each of the above items.
Bid documents should be duly signed on all pages.

Although no marks have been allotted for interview and assessment of practical knowledge, it is **mandatory for the service engineer of respective vendor to qualify in the said evaluation process in order to qualify their technical bids.**

(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 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 three 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. 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 must be performed by the vendor within the same day or on 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 work order for AMC Services will be awarded initially for a period of one year, which can be extended to two more years on a yearly basis at the same rate and same terms and conditions subject to satisfactory performance and mutual agreement.
- 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 reinstalling equipment as directed by the 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 kinds 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 should 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 fails to carry out any of its obligations/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 quoted rate 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

Part II – Financial bid Format

Sl. No	Item	Qty. (a)	Rate per unit (In INR) (b)	*Amount (IN INR) (c=a*b)	Taxes (d)	Total Amount (e=c+d)
1	Desktop	34				
2	Laptop	26				
3	Printer	43				
4	Scanner	10				
5	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)	1				
Total				₹ _____		
Other Charges (if any – please give details)						
Grand Total (in words)				₹ _____		

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

Name & Signature of Bidder with Seal

List Items to be brought under AMC

ID	Device	Model	Antivirus	RAM	SSD Status
1	Desktop	HP 280 G4 MT PC	Yes	8 GB	Yes
2	Desktop	HP 400 GS AIO Desktop	Yes	8 GB	Yes
3	Desktop	HP 400 GS AIO Desktop	Yes	4 GB	Yes
4	Desktop	HP 400 GS AIO Desktop	Yes	4 GB	Yes
5	Desktop	HP Desktop Elite 800 G2	Yes	16 GB	Yes
6	Desktop	HP PRO 3090 MT	Yes	8 GB	Yes
7	Desktop	HP PRO 3090 MT	Yes	8 GB	Yes
8	Desktop	HP PRO 3090 MT	Yes	4 GB	Yes
9	Desktop	HP Pro One 600 AIO	Yes	4 GB	Yes
10	Desktop	HP Pro One 600 AIO	Yes	8 GB	Yes
11	Desktop	HP Pro One 600 AIO	Yes	8 GB	Yes
12	Desktop	HP Pro Tower 280 G9 I7 13th	Yes	16 GB	Yes
13	Desktop	HP Pro Tower 280 G9 I7 13th	Yes	16 GB	Yes
14	Desktop	HP Pro Tower 280 G9 I7 13th	Yes	16 GB	Yes
15	Desktop	HP Pro Tower 280 G9 I7 13th	Yes	16 GB	Yes
16	Desktop	HP Pro Tower 280 G9 I7 13th	Yes	16 GB	Yes
17	Desktop	HP Pro Tower 280 G9 I7 13th	Yes	16 GB	Yes
18	Desktop	Hp Pro Tower 280 G9 I7	Yes	16 GB	Yes
19	Desktop	Lenovo AIO B310	Yes	4 GB	Yes
20	Desktop	Lenovo AIO B310	Yes	4 GB	Yes
21	Desktop	Lenovo AIO B310	Yes	8 GB	Yes
22	Desktop	Lenovo AIO B310	Yes	8 GB	Yes
23	Desktop	Lenovo AIO B310	Yes	4 GB	Yes
24	Desktop	Lenovo AIO B310	Yes	8 GB	Yes
25	Desktop	Lenovo AIO B310	Yes	8 GB	Yes
26	Desktop	Lenovo AIO C440	Yes	4 GB	Yes
27	Desktop	Lenovo AIO C440	Yes	4 GB	Yes
28	Desktop	Lenovo AIO C440	Yes	8 GB	Yes

29	Desktop	Lenovo AIO C440	Yes	8 GB	Yes
30	Desktop	Lenovo AIO C440	Yes	8 GB	Yes
31	Desktop	Lenovo AIO C440	Yes	8 GB	Yes
32	Desktop	Lenovo AIO C440	Yes	8 GB	Yes
33	Desktop	Lenovo AIO Model 12 SCB	Yes	8 GB	Yes
34	Desktop	OptiPlex 7090 Tower	Yes	16 GB	Yes
35	Laptop	4440S	Yes	4 GB	Yes
36	Laptop	4540S	Yes	4 GB	Yes
37	Laptop	Dell Latitude 3420 CTO	Yes	16 GB	Yes
38	Laptop	Dell latitude 3400	Yes	8 GB	Yes
39	Laptop	Dell latitude 3400	Yes	8 GB	Yes
40	Laptop	Dell latitude 3400	Yes	8 GB	Yes
41	Laptop	Dell latitude 3400	Yes	8 GB	Yes
42	Laptop	Dell latitude 3400	Yes	8 GB	Yes
43	Laptop	Dell latitude 3400	Yes	8 GB	Yes
44	Laptop	Dell latitude 3400	Yes	8 GB	Yes
45	Laptop	HP 240 G9	Yes	16 GB	Yes
46	Laptop	HP 240 G9	Yes	16 GB	Yes
47	Laptop	HP 240 G9	Yes	16 GB	Yes
48	Laptop	HP 240 G9	Yes	16 GB	Yes
49	Laptop	HP 240 G9	Yes	16 GB	Yes
50	Laptop	HP PROBOOK 440 G3	Yes	8 GB	Yes
51	Laptop	HP Probook440 G8 Notebook	Yes	16 GB	Yes
52	Laptop	Latitude 3420 (i5)	Yes	16 GB	Yes
53	Laptop	Latitude 3420 (i5)	Yes	16 GB	Yes
54	Laptop	Latitude 3420 (i5)	Yes	16 GB	Yes
55	Laptop	Latitude 3420 (i5)	Yes	16 GB	Yes
56	Laptop	Latitude 3420 (i7)	Yes	32 GB	Yes
57	Laptop	Latitude 3420 (i7)	Yes	32 GB	Yes
58	Laptop	Latitude 3420 (i7)	Yes	32 GB	Yes
59	Laptop	Probook 4420s	Yes	8 GB	Yes
60	Laptop	Probook440 G2 Notebook	Yes	16 GB	Yes
61	Printer	CP 1515N			
62	Printer	HP 1020 Plus			

63	Printer	HP 1213nf			
64	Printer	HP 128 FN LaserJet All-in-One Printer			
65	Printer	HP CP 1515 N			
66	Printer	HP LASER JET 2035 N			
67	Printer	HP LASER JET CP1515N			
68	Printer	HP LASER Jet 1007			
69	Printer	HP LASER Jet 1007			
70	Printer	HP LASER Jet 1007			
71	Printer	HP LASER Jet 3015 dn			
72	Printer	HP LASER Jet 3015 dn			
73	Printer	HP LASERJET 1007			
74	Printer	HP LASERJET 1020			
75	Printer	HP LASERJET P 2035 N			
76	Printer	HP Laser Jet Pro M 401			
77	Printer	HP Laser Jet Pro M 401			
78	Printer	HP LaserJet 1020			
79	Printer	HP LaserJet 1020			
80	Printer	HP LaserJet 1213NF			
81	Printer	HP LaserJet P 1108			
82	Printer	HP Laserjet 1007			
83	Printer	HP Laserjet 1020 Plus			
84	Printer	HP Laserjet 1020 Plus			
85	Printer	HP Laserjet 2015dn			
86	Printer	HP Laserjet 3015 dn			
87	Printer	HP Laserjet Color Pro M255 DW			
88	Printer	HP Laserjet Printer M208DW			
89	Printer	HP Laserjet Printer M208DW			
90	Printer	HP Laserjet Pro 4004 dn			
91	Printer	HP Laserjet Pro 4004 dn			
92	Printer	HP Laserjet Pro 4004 dn			
93	Printer	HP M1213 NF (All in One)			
94	Printer	HP M1213 NF (All in One)			
95	Printer	HP M1213NF			

96	Printer	HP Pro 200 M251n- Color Printer			
97	Printer	HP Pro 200 M251n- Color Printer			
98	Printer	Hp Laserjet 1007			
99	Printer	Hp Laserjet 1007			
100	Printer	Hp Laserjet 1010			
101	Printer	Hp Laserjet 1018			
102	Printer	Hp Laserjet 1020			
103	Printer	LASERJET 1213NF			
104	Scanner	Canon Lide 300 Scanner			
105	Scanner	HP Scanjet Enterprise Flow 7500			
106	Scanner	HP Scanjet G3110			
107	Scanner	HP Scanjet G3110			
108	Scanner	HP Scanjet G3110			
109	Scanner	HP Scanjet G3110			
110	Scanner	HP Scanjet G4010			
111	Scanner	HP Scanjet G4010			
112	Scanner	HP Scanjet G4010			
113	Scanner	HP Scanjet Pro 5000 S5			