



**INDIA INTERNATIONAL CENTRE**  
40, Max Mueller Marg, New Delhi-110003  
Telephone: 24609322, 24609324  
E-mail: [purchase@iicdelhi.in](mailto:purchase@iicdelhi.in)

To,

M/s \_\_\_\_\_  
\_\_\_\_\_

**ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS, SERVERS,  
PRINTERS, SCANNERS, NAS AND LOCAL AREA NETWORK**

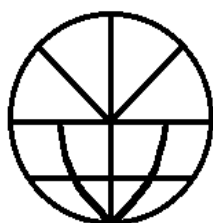
Dear Sir

1. Sealed Tender is invited for the services against the above-mentioned category of the contract for the period **01 May 2026 to 31 April 2027**.
2. The bidder shall quote prices section-wise, separately for the following categories as per the scope defined in Annexure-A to C.
  - (i) Computer & Peripherals
  - (ii) Local Area Network (LAN)
  - (iii) Video Conferencing Systems
  - (iv) Any other related IT infrastructureThe rates shall be quoted without any preconditions.

The bidder shall submit the Technical Bid and Commercial Bid in separate sealed envelopes, and both these envelopes shall be enclosed in one single outer sealed envelope.

In addition, the bidder shall be required to make a presentation before the competent authority / evaluation committee detailing the approach, methodology, deployment plan, and service mechanism for undertaking the AMC services.

All pages of the Tender document must be duly stamped and signed by the authorized signatory of the bidder.
3. Bidder can download the document and further amendments, from the IIC website (<https://iicdelhi.in>) and submit the same to IIC in a sealed envelope super-scribing on it **“Tender for ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS, SERVERS, PRINTERS, SCANNERS, NAS, VIDEO CONFERENCE SYSTEM AND LOCAL AREA NETWORK”** so as to reach **“Purchase Officer, India International Centre, 40, Max Mueller Marg, New Delhi 110003”** on or before **23<sup>rd</sup> February 2026 at 17:00 Hrs.** Validity of quoted rates will be for 90 days.
4. Please note that the Centre reserves the right to accept or reject any of the Tender in part or whole or all the Tenders without assigning any reason, nor is it bound to accept the lowest quotation & to divide the same between a number of suppliers without any liability on its part.
5. Late, incomplete, conditional, false, fictitious tenders or Tenders without deposit will be summarily rejected. Submit your offer in a sealed cover addressing to Purchase Officer (IIC) as per the terms and conditions on Annexure-A and detail given in Annexure-B and along with your company profile, which may include your list of customers and technical strength in Server and Local Area Network support and other related credentials.
6. IIC IT Department (24619381/2460383) may be contacted for getting apprised of our requirements or any other clarifications regarding specifications of machines and service required.



**INDIA INTERNATIONAL CENTRE**

40, Lodhi Estate, Max Mueller Marg, New Delhi - 110003

Telephone: 24609322, 24609324

E-mail: [purchase@iicdelhi.in](mailto:purchase@iicdelhi.in)

**ANNUAL MAINTENANCE CONTRACT 2026-27**

**AMC FOR COMPUTER/SERVERS/PERIPHERALS/LAN**

**FOR THE PERIOD OF 01-05-2026 TO 30-04-2027**

**EMD: 20,000.00**

**SECURITY DEPOSIT 10% of Tender Value**

**INDIA INTERNATIONAL CENTRE**

**CHECK LIST FOR TENDER FORM**

1	Name of AMC		
2	Name of the Vendor		
3	Status of the Vendor i.e. Whether applying as a Principal/Authorised Distributor/Dealer. Documentary proof to be enclosed. <b>(Must)</b>		
4	Complete Address of the Vendor		
5	Telephone No. / Mobile No /Fax No. /Email ID		
6	Name of Contact Person & Mobile No.		
7	Copy of Registration of Shop in Delhi for doing Business is enclosed. <b>(Must)</b>	Yes / No	
8	Whether EMD of Rs.20,000 enclosed. Original DD/Cash receipt to be enclosed. <b>(Must)</b>	Yes/No	DD/Cash Receipt No. .... Date.....
9	Whether EMD exemption sought	Yes / No	(No EMD for existing vendor)
10	Whether Tenderer (Principal/Authorised Distributor / Dealer/ Merchant.) is having 10 yrs experience in AMC of _____ business. List of suppliers to be enclosed in support of experience.		
11	Whether having PAN/MSME/GIR Regn No. A self-attested copy to be enclosed. <b>(Must)</b>	Yes/No	Regn No....., Date....
12	Whether self-attested copy(s) of Income Tax (Latest Income Returns enclosed) <b>(Must)</b>	Yes/No	
13	Whether having GST/MSME/TIN Number C.S.T. Self attested copy to be enclosed. <b>(Must)</b>	Yes/No	Regn No.....,
14	Whether Certificate for unconditional acceptance of all the terms and conditions of the tender on the Bidder's letter head enclosed as per format. <b>(Must)</b>	Yes/No	
15	Has your company been Black Listed by any company in Delhi, If yes, give details.	Yes/No	
16	Whether ESI & PF compliance is being done by the vendor for staff deployed.	Yes/No	(For Services Contract)

Vendor Signature with Stamp

**TERMS AND CONDITIONS FOR THE PROVIDING SERVICES OF  
ANNUAL MAINTENANCE AND SERVICE CONTRACT (AMC)**

1. The vendor should have least 10 years of experience in Annual Maintenance and Service Contract (AMC) for domain involving Window Servers, Linux (Oracle) Servers on VMware, Desktops, and Printers and managed Local Area Network etc.
2. The vendor should have executed as AMC of 24x7, preferable in hospitality Industry and at least two current references with client list may be submitted along with quotation.
3. The vendor should have minimum company annual turnover of Rs. 2 crores. The company should have minimum 10 employees in their payroll. The documents may be submitted.
4. Sealed quotation is invited for the Annual Maintenance Service Contract of Computers and related hardware and system software as specifications and details given in Annexure 'B'. The rates of AMC should include cost of manpower deployment as per our requirements.
5. Technical and financial bid requires to be submitted separately. The technical document will be reviewed and vendor may be asked for a presentation on expertise / capabilities, if required. IIC team will visit the company's' office to assess their infrastructure.
6. The quotation and company profile will be reviewed and short-listed supplier will be called for meeting for any clarification or negotiation.
7. The IIC reserves the right to retain or reject any or all quotations or to divide services among a number of vendors without assigning any reason and without any liability on its part; the vendors will have no objection to the same.
8. The IIC reserve the right to increase or decrease the quantities or delete any of the services/items mentioned in the list of prescribed formats. (Annexure 'B')
9. The services under AMC shall be made strictly in accordance with the Purchase /Contract order and shall be within the time limit specified in the Purchase Order. In case the vendor/supplier fail to comply with specifications of the items/services; the IIC shall be free to void the Contract/Purchase order.
10. Services provided under AMC would be reviewed after every three months and payment will be made quarterly after successful service provided under AMC.
11. The suppliers/ their representatives or employees will be governed by the security rules at the IIC while providing services or supplying the items.

**DETAIL OF ANNUAL MAINTENANCE AND SERVICE CONTRACT**

For maintaining Computer and peripherals, Video Conference System and Local Area Network under comprehensive Annual Maintenance Service Contract (AMC) following are required:

1. AMC is required for all machines listed at Annexure 'D' which includes all four buildings of the Local Area Network of Main, Annexure and Library building and includes the following:
  - Maintaining and monitoring of Servers of Windows 2019/2022 and Linux Ubuntu / Oracle Linux on OLVM, which runs for 24x7.
  - Windows (10 & 11) based Desktops and Laptops are to be maintained to make sure that day to day functioning of Computers for smooth and trouble free operation.
  - Maintaining of Local Area Network (LAN) which is spread across in four buildings i.e. Main Hostel, IIC Annexe, Administration and Conference block, operating for 24x7.
  - Repair and services of all kind of Computer peripherals (Mother Board, CD/DVD-ROM/RW, HDD, RAM, SMPS, TFT, Monitor, Mouse, Key board etc.), VC system and network equipment.
  - This comprehensive maintenance contract will include replacement of all parts of the same make as found in the original in relation to all the hardware machines mentioned at Annexure 'D'
  - Repair and services of all kind of printers. AMC would cover replacement of printer's various parts i.e. switches, logic card, control panel, RD assembly, carriage assembly, bushes, gears, sprockets, rods, internal cables and all mechanical parts. Replacement of printer head, lamp, Teflon, knob, Fuser assembly and plastic body will not be part of AMC.
  - Repair and services of all scanners. Other than scanner lamp, all parts would be covered under AMC.
  - Troubleshooting issues of power supply to Computer through UPS.
  - Mean time to repair should be 4 hours. Spares parts must be made available on the same day. In case machine is not up within a working day, standby machine would be provided by the service provider at our premises.
  - Handling the Virus-related matters (virus, adware, malwares, Trojans, intrusion prevention/ detection etc.) and their removals, up-gradation and protection to all Servers, Computers and Local Area Network.
  - Scheduled preventive maintenance would be undertaken once in three months and to be submitted along with the quarterly bill.
  - Configuring and installation and support of system software, utility software and Centre's application software.
  - A logbook for all activities during AMC requires to be maintained.
  - Assisting in providing Internet Connection and E-mail facility to various departments and conference halls
  - Assisting in providing Wi-Fi facility to members in Hostel and Library of Main and Annex building. Wi-Fi facility is setup by an outside service provider.
  - Support beyond office hours, holidays and helping in administrative work of IIC IT department relating to AMC IT services.
  - Training users in using computers and related equipment effectively.

2. Local area network spread across four buildings. It has got about 20 D-Link to make manageable switches (One L3 and Nineteen L2/ Smart / POE switches) installed in 8 racks at various locations for four buildings along with a UTM (SOPHOS) which requires to be monitored for 24 x7 and troubleshooting is to be performed.
3. To run 24x7 IT operation at the IIC, it is imperative that vendor maintain the following inventory (as per make and models mentioned on Annexure 'D') at the IIC before commencing of the AMC contract.
  - a. Printers:- HP MFP printer, Laser printer
  - b. Computers:- Desktop, LCD, Keyboard, Mouse etc.
  - c. Network Device: - D-Link L3, L2 switch
4. IT related services to maintain Desktops, Laptops, VC system, Local Area Network, Servers, printers and IT peripherals would be required for 24x7 as our operation runs day and night on all 365 days.
  - Two Resident Engineers (RE) requires to be deployed between 8 am to 10 pm. to make sure that daily IT related operation is smooth and error free for 24x7 and also to assist users, guests and members in consultation with IIC IT Department.
  - Working hours of Resident Engineers may change as and when required. Support would also be required on holidays. Alternate arrangement is also to be made, if RE is on leave.
  - Manpower deputed should have minimum experience of 8 years in customer support in a large organization / PSU/ Hotel sector in handling IT related issues of support\ troubleshoot\ configure Desktops, Local Area Network, VC System, Printers, Servers, Active Directory and SOPHOS Firewall etc. IIC would ensure suitability of man power before he deployed at IIC under AMC contract.
  - Resident Engineers deployed at the IIC should not be changed during the AMC period, and the vendor should provide at least two months' notice if a Resident Engineer is changed. Any Resident Engineer that is changed without prior IIC approval will incur a penalty of 5% of the AMC bill raised during the period.
  - The vendor requires to submit Challans of PF and ESI deduction of manpower deputed at IIC along with quarterly bill. In case challans are not submitted, IIC will deduct the statutory levies and deposit with the concerned Govt. department.
5. Please find detail of machines attached herewith (Annexure 'D') which are to be covered under annual maintenance and service contract (AMC). Please refer remarks column for hardware warranty period with OEM.
6. It may be noted that for 9 HPE Servers, IIC will procure a comprehensive care pack (AMC) of OEM separately. But vendor requires to support for software installation, configuration, troubleshooting and coordination with OEM for Servers. All other machines will be covered under AMC, after their warranty is over with OEM.

## SPECIAL CONDITIONS OF CONTRACT

1. The estimated quantities and the specifications are as per Annexure-'D'.
2. The Centre reserves the right to increase or decrease the quantities or delete any of the item mentioned in the list (Annexure-A). Whenever an item of particulars variety or an item not given in the tender is supplied, the amount therefore is paid by the Centre at the rates approved by it, keeping in view the prevailing market prices for such item(s).
3. The supplier shall supply the items on a day-to-day basis as may be ordered by the Centre. The Centre shall have the right to reject the whole or part of the supply in case the items supplied are not found not according to the specifications and quality, and the supplier has to make good the short supply within a period of three hours.
4. That the supplier shall be solely responsible for supply of the goods of the quality as prescribed under the Prevention of Food Adulteration Act 1954 if applicable to the item/s supplied and rules made there under and in case of the goods found adulterated the supplier shall be responsible for consequences thereof.
5. The supplier shall reimburse the Centre the fine etc. that the Centre may be required to pay on account of commission of any offence under the PFA Act 1954/FSSAI 2006 and any other Acts or rules made there under which may be attracted.
6. The supplier to pay to the Centre, in addition of the above, liquidated damages as found appropriate by the Centre, in case of breach of any enactment and / or rules which may be attracted.
7. The supplier shall be solely responsible for the observance and implementation of all such statutory conditions and laws, Central and / or State, including Labour laws as may be applicable to his workers and the IIC will not be responsible for any acts, omission or commission by the workers of the contractor.
8. The supplier shall indemnify and keep IIC indemnified against all losses, damages, claims, action taken against IIC by any authority in this regard.
9. If the suppliers fail to supply the required quantities/fully or partly, the same shall be purchased by the Centre at suppliers' risk and costs and the supplier shall have to reimburse the Centre the cost included for procuring the items/quantity along with the other expenses and damages, including the conveyance expenses for purchase from the market, which shall be recovered on the actual basis, from the supplier.
10. The Centre will give the supplier by 5.00 p.m. the list of items out of the items listed in the Annexure-A referred to above as order of items, and the same will be supplied before 1.00 p.m. the succeeding day, no matter the succeeding day is working day/Holiday/National Holiday.
11. Any items rejected on account of non-conformance to the specifications or any excess quantity brought in will be cleared from the premises with 24 hours, or otherwise, the Center shall have right to dispose them of as it may think fit without any compensation and at the supplier's risk and cost.
12. In case the supplier is unable to meet his commitment or it is found that the supplier is not supplying the estimated quantity according to specifications laid down or in the event of any non-compliance or breach of any clauses of terms and conations, the Centre shall have the right to forfeit the security deposit.
13. The Centre also reserves the right to terminate the contract for any reason whatsoever after giving 15 days notice in writing to the Vendor. Upon the termination of the contract, the account of the contractor shall be settled and the contractor shall have no right to make any further claim arising out of the termination of the contract.
14. **PAYMENT.** In consideration of the performance of the contract the Centre shall make payments to the supplier on quarterly basis. The supplier shall make a list of the articles supplied during a calendar month along with its value and certified as correct and according to specifications by Executive Chef or any other officer as authorized by the Management of the Centre, and passed by the Accounts Officer of the Centre.
15. **SECURITY DEPOSIT.** 10% of value of contract amount will deposited by the successful bidders within 30 days of issue of work order/ purchase order. The security deposit will be submitted in form of Demand Draft/ Bank Guarantee.
16. The Centre reserves the right to extend the contract period beyond 31 March 2027 for a period of two months or beyond, on the same terms and conditions.
17. No negotiations in approved rates will be entertained during the tender period, for any reason, whatsoever.

Annual Maintenance and Service Contract for the FY 2026-27				
#	Type of Machine	Qty.	Rate	Amount
<b>A. Computers and Peripherals</b>				
1	Desktops - CPU, LED/ TFT Monitor, Keyboard Mouse etc.	153		
2	Laptops	23		
3	Printers - DMP, Laser, Inkjet, Tank, Thermal	150		
4	Tablets/ iPads	42		
5	Network Storage System	1		
6	Other Devices	49		
	<b>Sub Total A</b>			
<b>B. Servers and UPS - Trouble shooting only</b>				
1	Servers	9		
2	UPS - Not part of AMC and only trouble shooting to be done	153		
	<b>Sub Total B</b>			
<b>C. Local Area Network</b>				
1	Network equipment	80		
	<b>Sub Total C</b>			
<b>D. VC Systems</b>				
1	Video Conferencing System devices	11		
	<b>Sub Total D</b>			
	<b>SUB Total (A+B+C+D)</b>			
	<b>GST</b>			
	<b>NET TOTAL</b>			

Vendor Signature with stamp



	Type of Machine	Year of Purchase	Qty.	Remarks
1	Lenovo Think Centre M73, i5-4570s / 4 GB/500 GB 19.5 inch LED	2015	1	
2	Lenovo Think Centre M73, i7-4770s / 4 GB/500 GB /RDVD /19.5" LED	2015	3	
3	Essae POS Machine 455B	2018-19	14	
4	Lenovo i5 8th Generation/ 8GB / 1 TB/ 22" LED	2019	30	
5	Mini PC Dell Optiplex 3070 Micro/ i7-8700T/ 16 GB / 1 TB with window 10 and wireless keyboard & mouse	2021	1	
6	BTO Lenovo Desktop LEN PC M90T(11D4S07D00) i5-10400 ,8 GB RAM, 512 SSD LED-21.5" , SN-SV5DCV516	2022	4	
7	Lenovo Desktop, i5 12 Gen , 2 TB hdd, 512 SSD,Keybaord & Mouse , Window 10 Profession, 22 TFT Monitor	2022	1	
8	Dell Optiplex 3000 (Micro PC) i5 12th generation,16 GB RAM 512 SSD Window 10 ProWireless Keyboard & Mouse	2022	1	
9	BTO Intel MINI PC Core i5-11th Gen 8 GB/256 GB SSD Win 10 Pro Cordless Keyboard and mouse	2023	1	
10	LEN PC NEO 50T GEN3 (11SES0AU00) Core i5-12400, 8 GB,512 SSD,Win 11 Pro, Keybord/ Mouse LEN Monitor LED 21.5 " (61C9KAR1WW) -SV5HLB669	2023	13	Hardware is under the warranty with OEM upto Aug 2026
11	Lenovo PC NEO 50T GEN 3 (11SES0AH00) GRN 3/i3-12100/ 8 GB/ 512 GB SSD M.2 2280 PCLE GEN 4 TLC OPAL/WIN 11 PRO/ Integrated Graphics/ Integrated ethernet/KYB/Mouse/ 3 Year Premier Support / LEN Monitor TFT 19.5	2024	15	Hardware is under the warranty with OEM upto Feb. 2027
12	LENOVO AIO THINKCENTER NEO 30 A (12B3A01HIG) i3/8 GB/512 GB SSD/USB KYB/USB MOUSE WIN 11 PRO/3 YEAR PREMIER SUPPORT/ 21.5	2024	13	Hardware is under the warranty with OEM upto Feb. 2027

13	Lenovo Neo 50T 11SES0AH00 i3 , 8 GB,512 GB SSD, Window 11 Pro. 3 Years Onsite warranty	2024	46	Hardware is under the warranty with OEM upto July 2027
14	Digital Interactive Kiosk 32 " Capacitive Touch Display MS Powder Coated White Color Kiosk 1.5mm OPS -i5/12 Gen/8 Gb/512 Gb / Windows 11 Pro/ Wireless Keyboard & Mouse	2025	1	Hardware is under the warranty with OEM upto March 2026
15	Lenovo NEO 50T (12UDS00U00) Intel i5-13400, 8 GB RAM, 512 GB SSD M.2 2280 PCIe Gen4 , Keyboard & mouse, Windows 11 Pro,21.5" LED Screen 3 years Premier Support	2025	6	Hardware is under the warranty with OEM upto December 2028
16	LEN PC NEO 50T GEN5(12UDS00U00) intel i5 13th Gen , 32 GB RAM 1 TB SSD, 8 GB NVIDIA Graphics Card, TFT 24" , Windows 11 Pro., 3 Years onsite Warranty	2025	1	Hardware is under the warranty with OEM upto December 2028
17	LEN PC NEO 50A 24" GEN 5 I513420H 16G (12SCA020IG) (AIO) Intel i5, 8 GB RAM, 512 GB SSD, USB Keyboard & Mouse , Windows 11 Pro., 3 Year Premier Support	2025	2	Hardware is under the warranty with OEM upto December 2028
	TOTAL		153	

## 2. Laptops

Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	Lenovo Laptop E431 62771L7 Core i5,	2014	3	
2	Lenovo Laptop Thinkpad-L440, i5-4200M (4th generation)	2015	2	
3	Apple make Mac Pro Book, i5, MF839HNA 13"	2015	1	
4	Lenovo Laptop E 470 i5 7200U	2018	1	
5	Apple Mac Book Air 13" 1.8 Ghz, 8 GB, 256 GB SSD	2018	1	
6	Lenovo Laptop i7 window 10 Pro.	2019	3	
7	Lenovo Legion 5 Laptop (i5, 8 GB, 512 GB SSD) 10TH Generation	2021	1	

8	Mac book Air, M1, 16 Gb Ram, 512 Gb SSD, 13.3" retina, Gold	2021	1	
9	Apple MacBook Air Apple 2022 MacBook Air M2 (8 GB/512 Gb SSD/Mac OS	2022	1	
10	ThinkPad L14 Laptop 35.56 cms-11th Generation Core i5-1135G7 processor	2022	1	
11	HP Laptop 240 G8 Pro-689u4pa i5, 11th generation/8 Gb/512 SSD/ 14" window 11 pro./ HP carry bag	2022	1	
12	LEN Laptop Think book 14 G2 (20VD011CIH) i5-1135G7, RAM 8 GB,HDD 512 SSD, Win 11 PRO with Bag	2023	2	Hardware is under the warranty with OEM upto Feb 2026
13	Apple MacBook Air MRXR3HN/A M3 Chip with 8-CPU , 10 -core GPU, 16-core Neural Engine, 8 GB unified memory 512 GB SSD Storage 13.6" 1080p Face Time, HD Camera, MagSafe 3 charging port, Two thunderbolt/USB 4 Ports, 30 W USB -C Power Adapter Backlit magic keyboard with Touch ID / Backpack	2024	1	
14	Apple MacBook Pro 14" M3 16 GB/512 GB(Z1C8000JU) Apple MacBook pro- M3 chip with 8 -core CPU, 10- core GPU, 16- core Neural Engine/14.2" 16 GB unified memory 512 GB SSD	2024	1	
15	Lenovo Thinkbook 14 Laptop (21DHA01QIH) Lenovo Think Book 14 G4:- 14.0" FHD, Intel Core i5-1235U, Ram 16 GB (8GBX2) , 1 TB SSD, Preloaded Windows 11 Pro, 720p, FPR, BKLT KYB, Integrated Graphic, Integrated Ethernet, Wi-Fi +BT, Backpack, CO2 Offset , 3 years Onsite warranty + 3 years Premier Support, Bag Pack	2024	2	Hardware is under the warranty with OEM upto Aug 2027
16	Lenovo Thinkbook 14 G8 (21SGS00400) Intel Core 5 210H Processor, 16 GB DDR5, 512 GB SSD, Camera FHD, 14", Window 11 Pro, 3 Year premier support	2025	1	Hardware is under the warranty with OEM upto Oct. 2028
	TOTAL		23	

### 3. Printers

Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	DMP 80 COL. LX-310	2019-2023	2	
2	DMP 132 COL. (EPSON 2090)	2014	1	
3	HP LaserJet Black and White (1015/1020/1007)	2004-2019	37	
4	HP All in One LaserJet 1536/ 1136	2008-2015	3	
5	HP Officejet Pro 8710	Mar-17	2	
6	HP LaserJet MFP Pro M128fw / M128fn /M226dw / M126nw	Feb-18	6	
7	Epson POS TM82II	Nov-18	20	
8	HP AIO Ink Tank 319	Jan-19	2	
9	Epson L-1800 A3 size	Dec-19	1	
10	HP Smart Tank 515 (All in one)	Aug-22	1	
11	HP Smart Tank 516 (All in one)	Feb-23	5	
12	CITIZEN CTS 4500 Thermal Printer 4"	Sep-23	1	
13	HP LASERJET PRO MFP 4004DN PRINTER (2Z614A)	Feb-24	11	
14	EPSON THERMAL PRINTER TMT 82X (462)	Feb-24	14	
15	HP LASERJET PRO MFP 4104DW PRINTER (2Z632A)	Mar-24	8	
16	Epson TM -82 POS Printer	Mar-25	12	Hardware is under the warranty with OEM upto March 2026
17	HP Smart Tank 675 All in One	Mar-25	1	Hardware is under the warranty with OEM upto March 2026
18	Epson Inkjet L-6490	Dec-25	12	Hardware is under the warranty with OEM upto Dec. 2026
19	HP Laserjet Tank MFP 2606sdw (381U2A)	Dec-25	2	Hardware is under the warranty with OEM upto Dec. 2026
20	HP Laserjet 1008A	Dec-25	9	Hardware is under the warranty with OEM upto Dec. 2026
	TOTAL		150	

4. Tablets				
Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	Samsung Galaxy Tab A8, 3 Gb 32 Gb,10.5" Display SM-X200 NZ AA With flip cover and Tempered glass	2022	25	
2	iPad 11th GEN 128 GB WiFi Silver MD 3Y/4	2025	17	Hardware is under the warranty with OEM upto Dec. 2026
	TOTAL		42	
5. NAS - Network Attached Storage				
Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	EonStor Gse Pro 1000 1U/4bay NAS ( 6 TB HDD X 4)	2021	1	
2	16 TB NAS QNAP QNAP 4 Bay SME Tower NAS 4x3.5"/2.5" SATA 6 Gb/s HDD/SSDs: Quad - core Intel Celeron 2.0 Ghz: 2 Gb DDR3L , 2 X Gigabit RJ 45,2 x USB 2.0, 2 x USB 3.0, 1 x HDMI, Single Disk, JBOD , RAID 5 Hot Spare, Warranty 2 Years and HDD warranty 5 Years, Model- Q216B09123	2022	1	

3	NAS Model No- QNAP TS-466U-RP-8G QNAP 4 Bay SME Rackmount NAS with redundant power supply 4 X 3.5"/2.5" SATA 6 Gbs HDD/ SSDs, Intel Celeron N5105/N5095 4 core, 8 Gb DDR 4 RAM (Non- Expandable), 8 Gb flash memory ( Dual boot OS protection) 2 X 25 Gibabit Ethernet Port (Upgradable), 2 X Type A USB 3.2 Gen 2 1 X HDMI, Raid 0,1,5,6,10 BOD, Single + Hot spare, NAS Warranty 3 Years and HDD warranty 5 Years Rail B02 Rail Kit	2023	1	Hardware is under the warranty with OEM upto Oct. 2026
4	QNAP 8 BAY SME RACKMOUNT NAS- TS-832PXU-RP-4G 8 x 3.5"/2.5" SATA 6Gb/s HDD/SSDs; Alpine AL324 64-bit ARM® Cortex-A57 quad-core 1.7GHz processor; 4 GB DDR4 (Max 16 GB); 512MB DOM (Dual boot OS protection) 2 x 2.5 Gigabit Ethernet Port; 2 x 10GbE SFP+; 4 x USB 3.2 Gen 1 port; RAID 0, 1, 5, 6, 10, 50, 60, JBOD, Single + hot spare; Warranty 3 Years SATA III 3.5" 7200 RPM 8TB Enterprise HDD; 5 Years Warranty- 4 Nos Rail B02 Rail Kit for QNAP TS-832PXU-RP-4G QAMC-BRONZE-3Y 3 Years AMC & Priority Services For TS-832PXU- RP-4G Supply of Standby Unit during RMA/Downtime period on NBD basis QNAP Security and device health check; Firmware and application update services, Telephonic / Remote / Physical Support (Within City Range) Facilitate RMA on behalf of customer with pickup and drop	2024	1	Hardware is under the warranty with OEM upto Aug.. 2027
5	QNAP TS-462 NAS BOX with 3 Seagate HDD 10 TB Enterprise (WP023DRA,WP023DVV,WP023DPX)	2025	1	Hardware is under the warranty with OEM upto March 2028
	TOTAL		5	

## 6. Others Devices

Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	Scanners G3110/4050	2015	3	
2	Motorola Barcode Scanner MC2180	2018	1	
3	Smart Card Reader Secureye	2018	24	
4	Lenovo Think vision 27" LED monitor	2022	1	
5	Eaton - Modular Kit 9PX	2018	1	
6	Eaton Rai-Kit	2018	6	
7	FUJITSU IX-1600 DOCUMENT SCANNER	2024	1	
8	Honeywell EDA-51 Barcode Scanner 21300b03FF	2024	1	
9	Acer Monitor 27" ED270R Visioncore Display	2024	1	
10	HP Scanjet Pro 2600 F!	2025	1	
11	32" LED monitor	2025	1	
12	KVM Switch Aten CS1308	2025	1	
13	Face Recognition Device (Model RS-5 K)	2025	6	
14	Lenovo Thinkvision 24" LED monitor	2025	1	
	TOTAL		<b>49</b>	

## B. Servers and UPS - Trouble shooting only

### 1. Servers

Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	HPE DL380 Gen10 4110, 1P 8SFF SMB Svr, Xeon-S 4110 8C, 2.1Ghz, 1X16Gb, S100i	2018	2	
2	HPE DL380 Gen10 3106 1P 16 G 8SFF Svr Xeon-B 3106 8C 1.7 Ghz , 1X16 GB	2018	1	

3	HPE DL380 G10 4215 1P 32 Gb 8SFF Server P/N - P24848-B21 (1.2 Tb SAS HDD X 4, 800w power supply, 32 Gb RAM)	2021	1	Hardware is under the warranty upto with OEM( M/s HP) Oct. 2027
4	HPE DL380 G10 4208 12LFF Svr Xeon B4208 8C, 2.1 Ghz, 2U SFF easy install Rail Kit, 64 GB RAM , 2 TB 7.2k SAS 512n 3.5 inch hot plug Hard Drive, HPE Smart Array E208i-a SR Gen 10 Ctrlr, RPS	2022	1	Hardware is under the warranty upto with OEM( M/s HP) Oct. 2027
5	HPE DL380 GEN10 4208 1P 32G 8SFF (P23465-B21) HPE ProLiant DL380 Gen10 4208 2.1GHz,8-core 1P 32GB-R P408i-a NC 8SFF 500 W PS Server/8SFF NC Chassis (P19720-B21)/32 GB RDIMM 2R 2933 MT/s (1x 32 GB;1x HPE 500W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	2022	1	Hardware is under the warranty upto with OEM( M/s HP) April 2028
6	BTO HPE Server DL380 GEN 10+ New HPE ProLiant DL 380 GEN 10 PLUS 4309Y 2.8 Ghz 8 Core 1P 64 GB-R MR4161-A NC 8SFF 800W PS Server	2024	1	Hardware is under the warranty upto with OEM( M/s HP) Feb. 2027
7	HPE DL380 G10+ 4309Y MR 416i P NC SVR P /N - P55245-B21 HPE INT XEON/S 4309YKIT P/N P36920 B21 QTY - TZWWP8DVMHV06S HPE 7.68 TB SATA RI SFF BC MV SSD P/ N -P40501-B21 QTY- 4	2024	1	Hardware is under the warranty upto with OEM( M/s HP) Feb. 2027
8	BTO HPE Server DL380 Gen 10 PLUS Interl Xeon -S 4314 (16 Core), MR416i-p NC 8SFF+,800 W PSU HPE 3.84TB NVME RI BC U.3 PM1733A SSD (P50219-B21)- 4 QTY HPE BCM 5719 1GB 4P BASE-T Adptr(P51178-B21)- 1 QTY HPE 64GB (1X64GB) 4RX4 PC4 2933 (P00930-B21)- 8 QTY HPE DL300 GEN 10 + 2U STND FAN KIT (P37042-B21)- 1 QTY HPE DL 380 GEN 10 + STND HEAT SINK (P37034-B21)- 1QTY HPE RPS 800W FS PLAT HT PLG (P38995-B21)- 1 QTY	2025	1	Hardware is under the warranty upto with OEM( M/s HP) Dec. 2028
	TOTAL		9	



## 2. UPS s (For Information only) - Not covered under AMC and only trouble shooting to be done

Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	APC 500/550/600 VA	2010-24	76	
2	APC 1 KVA / 1100 off line	2011-24	10	
3	APC /Microteck 800 VA	16-2018	54	
4	APC on line 1KVA	2010	1	
5	Eaton 6 kVA on line	2018	2	
6	Eaton - Modular Kit 9PX	2018	1	
7	APC SRV 6KRIL (6 KVA) online	2021	1	
8	APC 1KVA - SRC1K1-IN (Online)	2022	1	
9	APC UPS SRC 1KVA	2023	1	
10	Eton UPS 9E 10KSIN , Parallel Kit, Remote Display Panel Connector With 20 Batteries 42AH 12V , with realy card 9E 10 KVA/AS400(730-80302)	2023	2	
11	Eaton 9E 2KS XL	2025	4	
	TOTAL		<b>153</b>	

## C. Local Area Network

### 1. Network Devices (for AMC)

Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	D-Link DGS-1210-28 24 Port switch with fibre modules	2018	4	
2	Tplink POE Switch T1600G	2019	2	
3	Dlink DGS1016- 16 Port Switch	2019	2	
4	Tplink Access Point AC 1750	2019	18	
5	Tplink Access Point Controller AC 500	2019	1	
6	Tplink Pure Gigabit L2 Switch Model No. T2500g-10ts(TL-SG3210)	2019	2	

7	Ruckus Switch 24 Port	2021	1	
8	Sophos XGS 2100 Appliance XG2ATCHIN Xstream Protection + Webserver Protection + Email Protection for XGS 2100- 36 MOS	2022	2	Care pack up to June 2026
9	TP-Link WI-FI Access Point AC 1250	2023	2	
10	DGS-1250-28X L2 Non -POE Switch 24 port 24 Ports 10/100/1000 Mbps + 4 Ports 10G SFP+ Smart Managed Switch	2023	8	Hardware is under the warranty with OEM upto Sep. 2026
11	D-Link DES-1210-28P Switch 28 Port Layer-2 Managed Gigabit Switch POE	2023	1	Hardware is under the warranty with OEM upto Sep. 2026
12	D-Link DGS-3630-28TC 28- Port Layer 3 D-Link License DGS 3630-28TC-SE-LIC	2023	1	Hardware is under the warranty with OEM upto Sep. 2026
13	Dlink Switch DGS-1520-28 24 X 10/100/1000 Base- T ports plus 2 X 10 Gbase- T Ports and 2 X 10 G SFP + ports 30 Port Lite layer 3 Stackable Managed Gigabit Switch	2023	7	Hardware is under the warranty with OEM upto Sep. 2026
14	Mimosa C5x Radio for PTMP/PTP Mimosa NID (Surge Protector) Haxagonai Mast SN-3204013703	2023	2	Hardware is under the warranty with OEM upto Sep. 2026
15	Dlink SFP Module DEM - 431XT Multimode SFP /SX Transreceivers supoorting 10G	2023	6	Hardware is under the warranty with OEM upto Sep. 2026
16	DGS- DEM-311 GT MM 1 Port SFP Multimode SFP /SX transreceivers	2023	4	Hardware is under the warranty with OEM upto Sep. 2026
17	Ruckus 901-R350-WWW02 Access Point	2024	2	
18	D-Link DGS-1210-10P Switch	2024	1	
19	D-Link DGS- 1210- 28P Switch	2024	1	
20	Ruckus R550 Access Point	2025	1	
21	Dlink DGS-1250-28X	2025	3	Warranty upto March 2026
22	Dlink DGS 1210-28 Switch	2025	6	Warranty upto December 2026
23	TP-Link EAP 245 AC1750 AP	2025	2	Warranty upto December 2026

24	TP-Link OC200 OMADA Cloud Con - 85176290 Wireless Controller	2025	1	Warranty upto December 2026
	TOTAL		80	

Summary (Network Items)				
#	Items	Quantity		
1	Fibre module	14		
2	Switches	35		
3	Sophos Firewall	2		
4	Wireless Controller	2		
5	Mimosa Radio	2		
6	Wi-Fi Access Point	25		
	Total	80		

D. VC Systems				
1. Video Conferencing System - People Link and Polycom				
Sr No.	Description of Machines	Year of Purchase	Nos	Remarks
1	People Link Elite FHD-1080 20X IP Camera	2021	1	Camera
	People Link PVC 50WS Cascade 2C (Mike X3)	2021	1	Mike
	People Soundbar	2021	1	Soundbar
	Interactive Flat Panel Display 65" IFPD 65H	2021	1	Display
2	PoopleLink Elite FHD Premium Series 20X PPU- PVC-EPS20X-16DX Camera	2022	1	Camera
	Yamaha SR-C20A Soundbar	2022	1	Soundbar
	People Link PPU-PVC-AD-50WS-4C Voice Collaboration (Mike X4)	2022	1	Mike
	People Link Interactive Display S75 PDS-ICB-4K-s75 People Link's 75" Automatic data Processing In	2022	1	Display

3	Polycom Studio: Audio/Video USB Soundbar, with auto-track 120-deg FOV 4K Camera, USB stereo speakerphone, BT speakerphone, Wi-Fi device management	2023	1	Camera and Soundbar
	EXP Mike real presence Debut / Studio - Expansion Microphone for Poly Studio	2023	1	Mike
	Smart TV 50", UHD Display with HDR, , Model : BE50A-H	2023	1	Display
	TOTAL		<b>11</b>	

Vendor Signature with stamp

(On Vendor Official Letter Head)

To,

Date:

The Purchase Officer

India International Centre

40, Lodhi Estate, Max Mueller Marg,

New Delhi - 110003

**CERTIFICATE FOR UNCONDITIONAL ACCEPTANCE OF  
TERMS & CONDITIONS, SPECIFICATIONS OF THE TENDER**

Sir,

It is certified that I/we have studied/understood and hereby agree for the terms and conditions, Scope of Supplies and specifications of the Tender for **AMC for Computers/Servers/Peripherals/LAN** at India International Centre.

Vendor Signature with stamp