



सूचना प्रौद्योगिकी एवं प्रणालियाँ /Information & Technology and Systems

O/o रक्षा लेखा प्रधान नियंत्रक (म० क०) करियप्पा मार्ग, लखनऊ-02-

O/o the Principal Controller of Defence Accounts
(Central Command)

Cariappa Road, Lucknow-226002.

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सं. इ.डी.पी./प्रशा./174/ए.एम.सी./पी. सी./2018-19

दिनांक: 05/06/2018

सेवा में

प्रभारी अधिकारी

समस्त उपकार्यालय

विषय : कार्यालय में स्थापित आई. टी. हार्डवेयर की 2018 - 2019 के ए. एम. सी. के सम्बन्ध में ।

विदित हो कि आपके कार्यालय में स्थापित आई. टी. हार्डवेयर का वार्षिक रखरखाव का ठेका सक्षम अधिकारी के अनुमोदन से मेसर्स ACME Digitek Sol. (P) Ltd., 54 - B, Prag Narayan Road, Lucknow - 226001 को एक वर्ष दिनांक 01/06/2018 से 31/05/2019 तक के लिए किया गया है । अनुबंध पत्र की प्रति मुख्य कार्यालय के वेबसाइट www.pcdacc.gov.in पर उपलब्ध है ।

इस संदर्भ में यह अवगत कराना है कि आपके कार्यालय में स्थापित आई. टी. हार्डवेयर का विवरण WAN के माध्यम से 10.48.49.152/pcda पर Login (लॉग इन के आई डी तथा पासवर्ड की लिस्ट मुख्य कार्यालय के वेबसाइट www.pcdacc.gov.in पर उपलब्ध है) करके फीड कर ले तथा उक्त वर्णित अवधि के दौरान किसी भी प्रकार की खराबी आने पर WAN के माध्यम से शिकायत दर्ज करायें । हार्डवेयर के विवरण के अनुपलब्धता की स्थिति में शिकायत दर्ज नहीं की जा सकती । इस सम्बन्ध में कोई भी बाधा उत्पन्न होने पर इस कार्यालय के IT & S अनुभाग में संपर्क किया जा सकता है ।

जो उपकार्यालय WAN से नहीं जुड़े हैं वो पूर्व की भांति ही शिकायत दर्ज कराते रहेंगे ।

प्रत्येक तिमाही के अंत में कार्यालय द्वारा फर्म को जारी किये गये परफोमेंस सर्टिफिकेट जो कि अनुबंध पत्र में संलग्न है कि एक प्रति ई मेल / फैक्स / डाक द्वारा इस कार्यालय को भी प्रेषित करने का कष्ट करें ।

वर्तमान समय में फर्म द्वारा विभिन्न कार्यालयों में संबद्ध किये गये सर्विस इंजीनियरों का संपर्क मोबाइल नंबर पत्र के साथ संलग्न है ।

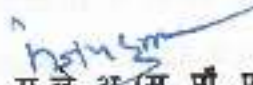
संलग्नक :

1. मेसर्स ACME Digitek Sol. (P) Ltd. इंजीनियरों के संपर्क विवरण (मोबाइल नं.)

वर्गाधिकारी (सू. प्रौ. एवं प्र.)

मेसर्स ACME Digitek Sol. (P) Ltd. इंजीनियरों के संपर्क विवरण

| क्र. सं. | स्टेशन | इंजीनियर का नाम | मोबाइल नं. |
|----------|----------|-------------------------|------------|
| 1 | लखनऊ | श्री अमित रावत | 9935999810 |
| | | श्री अश्वनी कुमार | 9935646764 |
| | | श्री आदर्श सिंह | 9648496770 |
| 2 | इलाहाबाद | श्री संदीप कुमार | 7309048286 |
| 3 | झाँसी | श्री रोहित कुमार | 9198031272 |
| | बबीना | | |
| 4 | वाराणसी | श्री धर्मेन्द्र पाण्डेय | 9336739585 |
| 5 | कानपुर | श्री जीतेन्द्र शाह | 9026804274 |
| 6 | फैजाबाद | श्री धीरज चौधरी | 8896093411 |
| 7 | गोरखपुर | श्री रणधीर सिंह | 9506693246 |
| 8 | फतेहगढ़ | श्री हिमांशु शुक्ला | 9559091573 |


स. ल. अ. (सू. प्रौ. एवं प्र.)

| Sr. No. | Name of the Section | User id | Password |
|---------|---------------------|-------------------------------|----------|
| 1 | ACCOUNTS - 1 | ACCOUNTS1 | |
| 2 | ACCOUNTS - 2 | ACCOUNTS2 | pcda |
| 3 | AN - 1A | AN1A | pcda |
| 4 | AN - 1B | AN1B | pcda |
| 5 | AN - IV | AN1V | pcda |
| 6 | AN - 2 | AN2 | pcda |
| 7 | AN - 3 | AN3 | pcda |
| 8 | AN - 5 | AN5 | pcda |
| 9 | D-Section | DISBURSEMENTSECTION | pcda |
| 10 | E - 1 | E1 | pcda |
| 11 | E - 2 | E2 | pcda |
| 12 | E - 3 | E3 | pcda |
| 13 | ECHS - 1 | ECHS1 | pcda |
| 14 | ECHS - 2 | ECHS2 | pcda |
| 15 | FUND CELL | FUNDCELL | pcda |
| 16 | HINDI CELL | HINDICELL | pcda |
| 17 | IT&S (EDP) | INFORMATIONTECHNOLOGY&SYSTEMS | pcda |
| 18 | INTERNAL AUDIT | INTERNALAUDIT | pcda |
| 19 | M - POST | MPOSTAUDIT | pcda |
| 20 | M - PRE | MSECTION | pcda |
| 21 | NPS CELL | NPSCCELL | pcda |
| 22 | OA CELL | OACELL | pcda |
| 23 | O & M | ORGANISATION&METHOD | pcda |
| 24 | ORs CELL | ORSCCELL | pcda |
| 25 | PAY - 1 | PAY1 | pcda |
| 26 | PAY - 2 | PAY2 | pcda |
| 27 | PAY - 3 | PAY3 | pcda |
| 28 | PAY MEDICAL | PAYMEDICAL | pcda |
| 29 | R & D SECTION | RECORDSECTION | pcda |
| 30 | SINGLE WINDOW | SINGLEWINDOW | pcda |
| 31 | STORE AUDIT | STOREAUDIT | pcda |
| 32 | STORE CONTRACT - 1 | STORECONTRACT1 | pcda |
| 33 | STORE CONTRACT - 2 | STORECONTRACT2 | pcda |
| 34 | TA SECTION | TASECTION | pcda |

| Sr. No. | Name of the Office | User id | Password |
|---------|------------------------------------|-------------------------|----------|
| 1 | PAO (ORs) AMC, Lucknow | PAOORSAMCLUCKNOW | pcda |
| 2 | AAO (CC) Allahabad | AAOCCALLAHABAD | pcda |
| 3 | AAO (CC) Kanpur | AAOCCKANPUR | pcda |
| 4 | AAO BSO Allahabad | AAOBSOWALLAHABAD | pcda |
| 5 | AAO BSO Babina | AAOBSOBABINA | pcda |
| 6 | AAO BSO Chakeri Kanpur | AAOBSOCHAKERIKANPUR | pcda |
| 7 | AAO BSO GE (MES) Kanpur | AAOBSOKANPUR | pcda |
| 8 | AAO BSO Jhansi | AAOBSOJHANSI | pcda |
| 9 | AAO BSO Lucknow | AAOBSOLUCKNOW | pcda |
| 10 | AAO GE BKT Lucknow | AOGEAFBKTLUCKNOW | pcda |
| 11 | ALAO 39GTC Varanasi | ALAOVARANASI | pcda |
| 12 | ALAO AFMSD Lucknow | ALAOAFMSDLUCKNOW | pcda |
| 13 | ALAO Faizabad | ALAOFAIZABAD | pcda |
| 14 | ALAO Fatehgarh | ALAOFATEHGARH | pcda |
| 15 | AO GE (A/F) Allahabad | AOGEAFALLAHABAD | pcda |
| 16 | AO GE (B/R) Chakeri Kanpur | AOGEBRCHAKERIKANPUR | pcda |
| 17 | AO GE (E) Allahabad | AOGEEALLAHABAD | pcda |
| 18 | AO GE (E) Lucknow | AOGEEASTLUCKNOW | pcda |
| 19 | AO GE (E/M) Chakeri Kanpur | AOGEEMCHAKERIKANPUR | pcda |
| 20 | AO GE (E/M) Lucknow | AOGEE&MLUCKNOW | pcda |
| 21 | AO GE (I) Manauri Allahabad | AOGEIMANAURIALLAHABAD | pcda |
| 22 | AO GE (MES) Babina | AOGEBABINA | pcda |
| 23 | AO GE (MES) Fatehgarh | AOGEMESFATEHGARH | pcda |
| 24 | AO GE (MES) Jhansi | AOGEMESJHASNSI | pcda |
| 25 | AO GE (MES) Kanpur | AOGEMESKANPUR | pcda |
| 26 | AO GE (W) Allahabad | AOGEWALLAHABAD | pcda |
| 27 | AO GE (W) Lucknow | AOGEWESTLUCKNOW | pcda |
| 28 | AO GE AAO AGE (I) AAO BSO Faizabad | AOGEAAOGE1AAOBSO | pcda |
| 29 | AO GE Gorakhpur | AOGEAFGORAKHPUR | pcda |
| 30 | LAO (A) Allahabad | LAOALLAHABAD | pcda |
| 31 | LAO (A) Babina | LAOABABINA | pcda |
| 32 | LAO (A) Jhansi | LAOAJHANSI | pcda |
| 33 | LAO (A) Lucknow | LADALUCKNOW | pcda |
| 34 | LAO (Addl) Babina | LAOADDIBABINA | pcda |
| 35 | LAO (B) Allahabad | LAOBALLAHABAD | pcda |
| 36 | LAO (B) Lucknow | LAOBLUCKNOW | pcda |
| 37 | LAO (IGS) Kanpur | LAOIGSKANPUR | pcda |
| 38 | LAO (S) COD Allahabad | LAOSCODCHHEOKIALLAHABAD | pcda |
| 39 | LAO (S) COD Kanpur | LAOSCODKANPUR | pcda |
| 40 | LAO (S) OD Fort Allahabad | LAOSODFORTALLAHABAD | pcda |
| 41 | PAO (ORs) 11GRR, Lucknow | PAOORS11GRRCLUCKNOW | pcda |
| 42 | PAO (ORs) 39GTC, Varanasi | PAOORS39GTCVARANASI | pcda |
| 43 | PAO (ORs) DRC, Faizabad | PAOORSDRCFZAIZABAD | pcda |
| 44 | PAO (ORs) RRC, Fatehgarh | PAOORSRRCFATEHGARH | pcda |
| 45 | PAO (ORs) SLI, Fatehgarh | PAOORSLLIFATEHGARH | pcda |
| 46 | RAO Lucknow | RAOMESLUCKNOW | pcda |



उत्तर प्रदेश UTTAR PRADESH



Annual Maintenance Contract Agreement

This agreement made at Lucknow on 29th day of May, Two Thousand Eighteen between **Pr. Controller of Defence Accounts (Central Command) Lucknow** hereinafter referred to as the CUSTOMER (which expression shall include his successors and assignees) on one part and **M/s Acme Digitek Sol (P) Ltd.** a company registered under Companies Act 1958 (Act 1 of 1956) and having its registered office at **54-B, Prag Narayan Road, Lucknow-226001**, hereinafter referred to as the VENDOR (which expression shall include its successors and assignees) on the other part.

- 1.1 Whereas the CUSTOMER is desirous of entrusting to the vendor, comprehensive maintenance and repair of the hardware and software as per the configuration described in **Annexure-'A'** hereinafter referred to as EQUIPMENT and whereas the Vendor has agreed to undertake such maintenance as per the terms and conditions of the TE bearing no EDP/AN/174/AMC/PCs/2016-17 dated 02.05.2017 extends to this agreement mutatis mutandis, set out hereunder.

Now it is hereby agreed by the parties here to as follows:

2.0 SCOPE:

- 2.1 **M/s Acme Digitek Sol (P) Ltd.** by its acceptance hereof agrees to undertake the maintenance of the said equipment installed at different offices as per the Annexure-A, attached to this agreement, so as to make/keep it fit for normal usages on the terms and condition contained in this agreement. The scope of

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Digitex House, 54-B, Prag Narayan Road
Lucknow-226 001
Ph.: 0522-4091444
Fax: 4091450

मोहित शर्मा, आर.ल.से.
MOHIT SHARMA IDAS
सहायक निरीक्षक / ACDA
आर.से.का प्रमाण निरीक्षक (संवे.) लखनऊ
PCDA (CC), Lucknow

coverage of the comprehensive AMC will be for the existing PC's, Servers, Printers, Scanners, LAN's switches, LAN cabling, Networking Nodes etc (DETAILED MENTIONED AT **Annexure-'A'**) of the agreement. Technical support for software loaded in the PC's i.e. Fedora, Linux, Window OS and Visual basic, must also be provided by the Vendor. Preventive Maintenance activity shall include cleaning of the equipment, updating of patches / service packs, carrying of systems diagnostic tests and taking remedial action, etc. The Vendor shall be responsible for installation and updating of **Quick Heal / Macfee Total Security** (server based / on-line) legal Anti-virus on all PC's under the AMC. For removing viruses/kept PC's free from viruses would be the Vendor's responsibility. No extra charges will be paid for installation of Anti-viruses on PCs/servers by the Customer. Anti - virus will be genuine version and have valid license till 31/05/2019. **300 Anti - virus** will be submitted to EDP store within 2 weeks of commencement of agreement, otherwise fine will be charged @ 1% quarterly.

- 2.2 **M/s Acme Digitek Sol (P) Ltd.** will submit a quarterly feedback report of working of Anti-virus.
- 2.3 The maintenance services will be comprehensive and will include cost of labour, faulty parts/complete equipment replacement with new parts/equipment, including keyboard/mouse plastic parts etc. For defective hard disk, the contractor will provide the new hard disk at no extra cost and the defective hard disk will remain the property of PCDA (CC). The new replaced parts/faulty parts/old/obsolete parts will become the property of the PCDA (CC). In case of replacement, the contractor has to supply new equipments/parts of equipment standard including plastic and will be automatically covered under the AMC. 10 % Parts like Hard disk, Keyboard, Mouse, Motherboard, SMPS, RAM etc. of Total number of IT Hardwares will be submitted to all nodal offices within 2 weeks of commencement of agreement, otherwise fine will be charged @ 2.5% quarterly.
- 2.4 **M/s Acme Digitek Sol (P) Ltd.** will provide suitable arrangement for movement of hardware within office premises or outside office premises if required for repair / maintenance of the hardware.
- 2.5 THE CUSTOMER shall also provide adequate working space, electrical power and such other facilities as are required for the use of **M/s Acme Digitek Sol (P) Ltd..** These facilities shall be within a reasonable distance of the said equipment to be serviced and shall be provided at nill charge to **M/s Acme Digitek Sol (P) Ltd.**
- 2.6 **M/s Acme Digitek Sol (P) Ltd.** will not sub-contract this agreement to any other firm. **M/s Acme Digitek Sol (P) Ltd.** rep only shall undertake the maintenance and repair of the equipment during the currency of the contract.
- 2.7 **M/s Acme Digitek Sol (P) Ltd.** agrees to provide new spare parts support for the said equipment at no extra financial cost. The faulty parts arising out the replacements shall be **M/s Acme Digitek Sol (P) Ltd.** property, except H.D.D which will remain the property of the Customer. In case of replacement, the contractor has to provide genuine equipments/parts of equivalent or higher standards including keyboard/mouse/plastic parts and will be automatically covered under the AMC. However comprehensive maintenance will not include the cost of consumables (floppies, CDs, printer cartridges, ribbons and batteries only).

- 2.8 **M/s Acme Digitek Sol (P) Ltd.** will provide a quarterly report regarding cyber security.
- 2.9 **M/s Acme Digitek Sol (P) Ltd.** will depute a highly competent professional / engineer with ability to work with Blade / Rack Server.
- 2.10 **The engineer of M/s Acme Digitek Sol. (P) Ltd. should have ability to troubleshoot in emergency.**
- 2.11 **M/s Acme Digitek Sol (P) Ltd.** is fully responsible for maintaining the equipments in working condition except in any event which is beyond the control of **M/s Acme Digitek Sol (P) Ltd.** However the decision of the customer in this regard will be final.
- 2.12 **Performance Certificate** from the concerned office/sub-office will be mandatory requirement for releasing the payment. The responsibility of getting the Performance Certificate (format at **Annexure-'D'**) will be solely that of the firm.
- 2.13 **M/s Acme Digitek Sol (P) Ltd.** will be responsible for the installing newly procured hardware of the site as directed by the PCDA (CC).
- 2.14 **M/s Acme Digitek Sol (P) Ltd.** will maintain, "History Card" and documentation / diagrams for each equipment under maintenance contract. **M/s Acme Digitek Sol (P) Ltd.** will also maintain an **online complaint management system.**
- 2.15 **M/s Acme Digitek Sol (P) Ltd.** will provide weekly and monthly service report online to PCDA (CC).
- 2.16 **M/s Acme Digitek Sol (P) Ltd.** will be required to keep spare systems/assemblies/sub-assemblies at PCDA (CC) site. The list will be mutually worked out between contractor and PCDA (CC) or his rep. Further, one trolley, ladder, torch & other necessary tool kits for carrying out the necessary jobs/work/maintenance will be positioned by the contractor.
- 2.17 The entire complaints management is to be done by "on-line complaint management" through Internet/WAN on site and controlled centrally by PCDA (CC) Lucknow as well as by **M/s Acme Digitek Sol (P) Ltd.** A login Id and password will be provided to all sub-offices under jurisdiction of PCDA (CC) Lucknow and the complete details of IT hardware must be uploaded by **M/s Acme Digitek Sol (P) Ltd.** The software for online complaint management will be provided by **M/s Acme Digitek Sol (P) Ltd.** and no extra cost will be paid.
- 2.18 **M/s Acme Digitek Sol (P) Ltd.** will also replace/refilling of the cartridges from printers with the help of their residential engineer.
- 2.19 **In general any equipment shouldn't be out of order for more than 24 hours.**

3.0 DURATION OF AGREEMENT:

- 3.1 This agreement shall commence on **01.06.2018** and remain in force till **31.05.2019** and can be extended as per rules therein on same terms and conditions on year to year basis at the sole discretion of the customer.

4.0 MAINTENANCE SERVICE AVAILABILITY:

- 4.1 **M/s Acme Digitek Sol (P) Ltd.** agrees to provide comprehensive maintenance service for all the equipments under the ambit of ibid AMC, during normal local working hours of **M/s Acme Digitek Sol (P) Ltd.** through their representatives on all days. Such period is hereinafter referred to as the "Principal Period". Services rendered during principal period shall be charged as specified in clause 5.1
- 4.2 Immediate resolution of problem and keeping H/W, S/W uptime up to 99.5% (in every quarter) is a key factor. The contractor has to provide standby hardware in case corrective maintenance takes more than 24 hrs. The standby equipment arrangement will be allowed for maximum of 10 working days only. **M/s Acme Digitek Sol (P) Ltd.** will provide eight service engineers as per Annexure 'B' in all working days. Attendance of the Engineers will be watched by the respective offices where they have been deputed. Performance of the service engineers will be assessed by this office in every three months.
- 4.3 **M/s Acme Digitek Sol (P) Ltd.** will be required to provide a total of 99.5% uptime for all equipments under the AMC. The method of calculating uptime will be as under:

i. 'UPTIME' of the hardware and system software = (Total Coverage Hours (T) minus Down Time (D_T)/ Total Coverage Hours (T) x 100 for the given period.

$$\text{i.e } U_T = [(T - D_T) / T] * 100$$

ii. Total Coverage Hours (T) = 8 x No. of committed days in a given period x total number of equipments under subject AMC.

iii. Down time of any particular equipment/hardware under AMC will be counted from the time of reporting the maintenance call by the EDP/USER to the Vendor till the resolution of the problem/operationalisation of the equipment/hardware and system software.

iv. No. of committed days in a given period = The number of working days in a given period.

v. The down time of the PCs, printers, scanners, servers and switches will be calculated as under:

$$D_T = D_i \times C_1 + D_j \times C_2 + D_k \times C_3 + D_l \times C_4 + D_m \times C_5$$

Where D_i, D_j, D_k, D_l, D_m denote downtime of PCs, printers, scanners, servers and switches respectively;

While C₁, C₂, C₃, C₄, C₅ denote the weights associated with the downtime of PCs, printers, scanners, servers and switches respectively, where the values of C₁, C₂, C₃, C₄, C₅ are defined as:

$$C_1 = C_2 = C_3 = 1; C_4 = 18 \text{ and } C_5 = 6.$$

- 4.4 **Preventive maintenance** will be done by the Vendor once in three months, which will include cleaning/dusting of PCs, keyboards/mouse, printers, CD-rom drive using vaccum cleaner/blower, checking of health of all equipments under the ambit of AMC, resolving minor technical problems, cleaning our windows temporary internet files, deletion of .tmp files, updation of antivirus software etc. A report for the preventive maintenance done by **M/s Acme Digitek Sol (P)**

Ltd. will be submitted to the customer. This preventive maintenance will be done by the vendor at outer station also.

- 4.5 Each location would maintain a register for keeping record of the maintenance details, including calls logged, and the service engineers of **M/s Acme Digitek Sol (P) Ltd.** would be required to fill up requisite information in such registers, duly signed, whenever such preventive maintenance visits/other calls are made.
- 4.6 In the event the customer being desirous of having alternative arrangement to be made by **M/s Acme Digitek Sol (P) Ltd.** during the period of reconditioning of any part of the said EQUIPMENT, which is likely to involve long period of idle time, **M/s Acme Digitek Sol (P) Ltd.** shall provide the same at no additional financial cost.
- 4.7 **M/s Acme Digitek Sol (P) Ltd.** shall provide onsite maintenance and services would be on all working days excluding Sunday and holidays, services covering prime shift i.e. 09.30 AM to 06.00 PM.

5.0 MAINTENANCE CHARGES:

- 5.1 The CUSTOMER shall be liable to pay ₹25,81,545/- (₹ Twenty Five Lakh Eighty One Thousand Five Hundred Forty Five Only), inclusive of all taxes and duties, for the maintenance service rendered by **M/s Acme Digitek Sol (P) Ltd.** during principal period for twelve (12) months from 01.06.2018 to 31.05.2019. (Details at Annexure-B).

6.0 PENALTY CLAUSE:

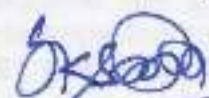
- 6.1 Deductions on pro-rata basis (based on AMC rate of down machine) will be made for all working days during the break down period if the call is not attended and / or rectified within one working days of lodging the call of breakdown of equipment. In case the Saturday, Sunday and holidays are falling between the working days, they will be taken into A/c for penalty and non-compliance will cause imposition of pending/pro-rata deduction from the payment to **M/s Acme Digitek Sol (P) Ltd.**

Further, the penalty for uptime being less than 99.50% will be as follows:

- a) Greater than 99.0% but less than 99.50%: 0.5% of total contract value payable to the service provider for the quarter.
- b) Greater than 95.0% but less than 99.0%: 1.0% of total contract value payable to the service provider for the quarter.
- c) If, **M/s Acme Digitek Sol (P) Ltd.** fails to provide performance certificate for any hardware for complete quarter, amount will be deducted for that hardware for complete quarter and limit mentioned at 6.1 (b) will not apply for this deduction.

7.0 PAYMENT TERMS:

- 7.1 After completion of each quarter, payment shall be made in arrears on quarterly basis at the end of each of the quarter towards the charges mentioned in clause 5.1, subject to satisfactory performance of work as certified by the user.



Acme Digitek Solutions (P) Ltd.
ISO 9001, 2008 Company
Digitek House, 54-B, Prag Narayan Road
Lucknow-226 001
Ph.: 0522-4091444
Fax: 4091450



मोहित शर्मा भारलेसे
MOHIT SHARMA ICAI
सहायक निदेशक/ACDA
खा सेवा प्रदान निदेशक (नॉन्डो), सहायक
PCDA (CC), Lucknow

8.0 CHANGE OF LOCATION:

- 8.1 In case the CUSTOMER desires to shift the said EQUIPMENT from one location to another such shifting shall be done under the supervision of **M/s Acme Digitek Sol (P) Ltd.** representatives. The CUSTOMER shall provide necessary manpower and any other requisite facility. Any damages caused or replacement necessitated in the course of shifting shall be shared by both appropriately.

9.0 TERMINATION OF AGREEMENT:

- 9.1 Notwithstanding the provisions contained above, either party can terminate the agreement by giving one month prior notice in writing for non-performance of any of the articles of this agreement by the other party or for any other reason.
- 9.2 In the event of termination of this agreement for any reason, the customer and the vendor are discharged of their obligations as per provision of this agreement. All the amounts outstanding as balance under this agreement shall be payable by either party as due, for the period for which services have been actually rendered by the firm.
- 9.3 An uptime figure of less than 95% may be considered as sufficient ground to consider services as unsatisfactory and PCDA (CC) may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made after recovery of necessary penalty. Further, unsatisfactory service would also lead to encashment of PBG (refer para 4.1 of this tender document).

10.0 ARBITRATION:

- 9.1 All disputes or differences what so ever arising between the parties out of the operation or effect of this contract or breach thereof shall be settled by arbitration in accordance with the rule of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.

11.0 JURISDICTION:

- 11.1 Subject to the arbitration herein above provided, any suit or proceedings to enforce the rights of either of the parties hereto under this agreement shall be instituted in and tried only by the courts in the city of LUCKNOW, and by no other court, and both the parties hereto, hereby expressly agree to submit to the jurisdiction of such court.

Signed, sealed and delivered in presence of:

1. Representative of **M/s Acme Digitek Sol (P) Ltd.** for and on behalf of **M/s Acme Digitek Sol (P) Ltd.**

[Signature]
 Acme Digitek Solutions (P) Ltd.
 SO 9001, 2008 Company
 House, 54-B, Prag Narayan Road
 Lucknow-226 001
 Ph: 4091450
 Fax: 4091450

2. Representative of **CUSTOMER** for and on behalf of **CUSTOMER**
 Witness

[Signature]
 मोहित शर्मा नारसिंहे
 MOHIT SHARMA DAS
 उपायक निष्पन्न/ACDA
 का सेवा प्रदाय निष्पन्न (संयुक्त) लखनऊ
 PCDA (CC), Lucknow

Category-A (i)

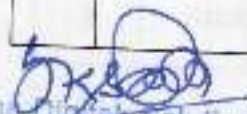
Repair and maintenance services of PC/Printer/Scanner/networking switches

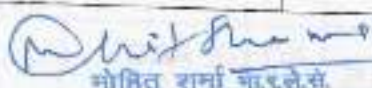
| Sl. No. | Name of Office | Particular | Qty |
|---------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------|----------------------------------|
| 1 | PCDA(CC) Lucknow | PC-HP Dual Core/Core 2 Duo/P - D/2.7GHz/ 2.69GHZ/ HDD 160GB/320 GB RAM 512MB/2 GB | 9 |
| | | PC-HCL Core 2 Duo/P - D/2.7GHz/ 2.69GHZ/ HDD 160GB/320 GB RAM 512MB/2 GB | 35 |
| | | PC-Wipro P - IV/256MB/80GB/1.44MB/52X | 9 |
| | | PC HP Core i-3 with 3.3GHZ / HDD 500GB | 48 |
| | | PC HP Core i-5 with 3.2GHZ / HDD 500GB | 47 |
| | | Printer-HP Desk jet/ Laser jet 870 CXI/ 1022n/1505n/7000 / 5652/1010 | 9 |
| | | Printer-Samsung Laser Jet ML1866/1640/2161 | 11 |
| | | Printer HP M202dw | 35 |
| | | Printer HP M203dn | 24 |
| | | Printer HP MFP 227fdw | 6 |
| | | Printer Epson M100/L110 | 5 |
| | | Printer- TVS/ WiproHQ1070/5235/540/ Epson2090- DX DMP | 6 |
| | | Printer- DMP Epson LQ310 | 1 |
| | | Scanner-Canon lide 110/120 & Epson V-37 | 15 |
| | | Scanner-HP 2000S1 | 12 |
| | | Ricoh Printer SP200 | 19 |
| | | 2 | PAO (ORs), AMC, Lucknow |
| Chasis for IBM blade server | 1 | | |
| Switch- 24 Port | 12 | | |
| PC-HP Dual Core 2.00 GHz, HDD 160 GB, RAM 2GB | 14 | | |
| PC-HCL/HP P-4/PENTIUM-D 3.00 GHz, HDD 40 GB, RAM 1 GB/2 GB | 29 | | |
| | | PC-Wipro/HCL/AMD/ Celeron 3.00 GHz, HDD 40 GB, RAM 1 GB | 15 |
| | | HCL Core 2 Duo | 27 |
| | | PC HP Core i-3 with 3.3GHZ / HDD 500GB | 30 |

| | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| | | PC HP Core i-5 with 3.2GHZ / HDD 500GB | 22 | | |
| | | Printer-HP LaserJet 1505/1515 | 2 | | |
| | | Printer-Samsung ML1640 | 1 | | |
| | | Printer- HP 1018 | 1 | | |
| | | Printer-HP LaserJet 1022n | 1 | | |
| | | Printer-HP m202dw | 2 | | |
| | | Printer-HP 203dn | 8 | | |
| | | Printer-HP MFP 227fdw | 2 | | |
| | | Canon 1608 B | 2 | | |
| | | Ricoh Printer SP200 | 2 | | |
| | | Printer-DMP TVSE | 1 | | |
| | | Samsung 1866 | 7 | | |
| | | Samsung 2161 | 4 | | |
| | | Printer HP 1010 | 1 | | |
| | | 2 | PAO (ORs), AMC, Lucknow | Scanner Canon Lide 120 | 1 |
| | | | | Scanner HP 2000S1 | 1 |
| | | | | Switch-16 Port | 1 |
| | | | | Switch-24 Port | 5 |
| | | | | Switch-48 Port | 1 |
| | | | | IBM Blade Server \E5-2665, 2.4GHz, 133/1066/800 DDR3 only (MHz), 20MB Smart, 16GB PC2-5300 Fully Buffered DIMMs at 667 MHz, scalable to 128 GB 2X300 GB 10K rpm SFF SAS Hot Plug, SAS based supporting RAID 0/1 | 4 |
| Chasis for IBM blade server | 1 | | | | |
| Server Wipro NP7226VR-D4/0009 Tower Chasis 3X73 GB HDD, 8GB RAM, 15 inch colour monitor, 104 keys keyboard Software: SCO Unix 5.0.7 & MFCOBOL | 1 | | | | |
| 3 | PAO (ORs), 11 GRRC, Lucknow | | | PC-Wipro/HCL/HP - AMD Phemon/P- D/Core 2 Duo/Dual Core | 7 |
| | | | | PC HP Pentuum - IV | 1 |
| | | PC - HP i-3 with 500GB HDD | 9 | | |
| | | PC - HP i-5 with 500GB HDD | 3 | | |
| | | Printer DeskJet HP 1112 | 1 | | |
| | | Printer Wep DMP | 1 | | |
| | | Printer-LaserJet Samsung ML2161 | 2 | | |
| | | Printer-LaserJet Samsung ML1640 | 1 | | |
| | | Printer HP M202dw | 1 | | |
| | | Printer-HP 203dn | 1 | | |
| | | Printer Ricoh SP - 200 | 2 | | |
| | | Printer Epson M100 | 1 | | |
| | | Scanner Canon Lide 120 | 1 | | |
| Printer cannon LBP 6018B | 2 | | | | |

| | | | |
|---|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| | | HP Proliant DL80 Gen9 Gen9 (2U Rack Mountable, 1*Intel Xeon E-52609v3 (1.9GHz/6-CORE/15MB/85V)) Processor, Max Scalability : 2 Processores, 16GB DOR4 RAM, Max Scalability: 80/MM Slots, 1 TB SATA HOD 7.2K.3.5 inch, 8 LFF(3.5inch) ,Hot Plug, SAS/SATA Raid Controller SAS/ SAT H240 Smart HBA with Encryption Key, Support RAID 0, RAID 1, and Raid 5, DVD Writer 1*800W/900W Gold Hot Plug Power Supp/y,Max Scalability:!, Ethernet 1 GB 2- Port 36i Adaptor Network Controller,HP /LO(Fireware:P IL04 With 2 GB NAN0, 3 Years Warrant,-y | 1 |
| | | HUB Port: 24 Switch | 1 |
| 4 | RAO MES, Lucknow | PC - Wipro/HCL P-4/P-D 3.00GHz, RAM 1 GB | 2 |
| | | PC-HP Core I-3 500GB HDD | 1 |
| | | PC-HP Core I-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer Samsung ML 2161 | 1 |
| | | Printer-TVSE DMP | 1 |
| 5 | LAO (A), Lucknow | PC - Wipro P-IV 3.00 GHz | 1 |
| | | PC HP Pentuum - IV | 1 |
| | | PC-HP Core I-5 500GB HDD | 2 |
| | | Printer HP 203dn | 1 |
| | | Printer HP M202dw | 1 |
| | | Printer-TVSE/Wep DMP | 2 |
| 6 | LAO (B), Lucknow | PC - Wipro/HCL P-4/P-D 3.00GHz, RAM 1 GB | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer HP M202dw | 1 |
| | | Printer HP 1022N | 1 |
| 7 | ALAO(AFMSD) Lucknow | PC-Wipro P-4 3.00GHz HDD 80 GB, RAM 256 MB | 1 |
| | | PC-HP Core I-3 500GB HDD | 1 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | HP laserjet / HP m202 dw | 2 |
| | | Printer-TVSE DMP | 1 |
| 8 | AO GE (East), Lucknow | HCL PC CORE -2 duo 2GB RAM ,320 GB HDD | 3 |
| | | PC-Wipro P-4 3.00GHz HDD 80 GB | 1 |
| | | PC-HP Core I-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer DMP | 1 |
| | | Switch 16 Port | 1 |
| 9 | AO GE | PC-HCL core 2 DUO 2GB RAM ,320 GB HDD/ | 2 |

| | | | |
|----|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| | (West), Lucknow | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer-DMP | 1 |
| | | Printer HP M202dw | 1 |
| 10 | AO GE (E & M)Lucknow | PC-HCL P-4 Intel HDD 40GB, RAM 256 MB | 1 |
| | | PC-HCL core 2 DUO 2GB RAM ,320 GB HDD | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP M202dw | 1 |
| | | Printer Samsung ML 1866 | 1 |
| 11 | AAO BSO, Lucknow | PC- HCL/Wipro P-4 3.0 GHz HDD 80GB | 2 |
| | | PC - HCL Core 2 Duo | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer- DMP | 2 |
| | | Printer Samsung ML 1866 / 2161 | 2 |
| | | PC-HP /HCL P-IV/AMD/Pentium - D 3.00 GHz/ | 3 |
| | | PC-HCL core 2 DUO 2GB RAM ,500GB HDD | 14 |
| | | PC - HP I-3 with 500GB HDD | 7 |
| | | PC - HP i-5 with 500GB HDD | 8 |
| | | Printer-TVSE 355/455 DMP | 5 |
| | | Printer-Samsung ML1866 LaserJet | 4 |
| | | Printer-Samsung ML1640 LaserJet | 2 |
| | | Printer-HP 203dn | 6 |
| | | Printer Samsung ML2161 | 2 |
| | | Wep Printer LQ540, Dx-2 | 2 |
| 12 | PAO (ORs), 39 GTC, VARANASI | Scanner Canon Lide 120 | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | Switch Port 28 | 2 |
| | | HP E-60 intel Pentium-III 500 MHz, Intel 440BX chipset with 100 MHz bus, 512KB ECCL2 Cache, 64MB 100 MHz ECC SDRAM DIMM, 9.1GB Ultra Wide SCSI HDD, integrated Ultra SCI Controller, Integrated PCI/10/100Mbps Auto SensingFast Ethernet NIC, CD ROM Drive 24x EIDE, FDD 1.4MB Built-in I/O Port: 25 pin parallel port INO; Serial ports 2 Nos; Video Port; Keybord Port & Mouse Port, 15"SVGA Digital Color Monitor with integrated SVFA Controller & 1 MB RAM, 4/8 GB DAT drive. | 1 |



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 Lucknow-226 001
 Ph.: 0522-4091444
 Fax: 4091450


 मोहित शर्मा कार.ने.सं.
 MOHIT SHARMA IDAS
 सहायक निदेशक/ACDA
 आ.सेवा प्रदान विभाग (सॉफ्टवेयर), सचिवालय
 PCDA (CC), Lucknow

| | | | |
|----|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| | | HP Proliant DL80 Gen9 Gen9 (2U Rack Mountable, 1*intel Xeon E-52609v3 (1.9GHz/6-CORE/15MB/85V)) Processor, Max Scalability : 2 Processores, 16GB DOR4 RAM, Max Scalability- 80/MM Slots, 1 TB SATA HOD 7.2K.3.5 inch, 8 LFF(3.5inch) ,Hot Plug, SAS/SATA Raid Controller SAS/ SAT H240 Smart HBA with Encryption Key, Support RAID 0, RAID 1,and Raid 5, DVD Writer 1*800W/900W Gold Hot Plug Power Supp/y,Max Scalability:!, Ethernet 1 GB 2- Port 36i Adaptor Network Controller,HP /LO(Fireware:P ILO4 With 2 GB NANO, 3 Years Warrant,-y | 1 |
| | | IBM Server Xeon dual processor 5050 3.0 GHZ EM697 2X572MB667 15 inch Colour Monitor, 104 keys keyboard 2X500GB HDD, 16GB RAM (2X8) | 1 |
| 13 | ALAO,39GTC, Varanasi | PC-HCL P-IV 3.00 GHz | 1 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| 14 | PAO (ORs), DRC, FAIZABAD | PC-HCL core 2 DUO/P-IV 160GB/320GB | 25 |
| | | PC-HP Core i-3 500GB HDD | 20 |
| | | PC-HP Core i-5 500GB HDD | 11 |
| | | Printer-Samsung ML 2161 Laserjet | 3 |
| | | Printer-Samsung ML1640 LaserJet | 1 |
| | | Printer HP 203dn | 5 |
| | | Printer Cannon LBP-6018 | 1 |
| | | Printer Samsung 1866 | 8 |
| | | Scanner Canon Lide 120 | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | HUB Port 24 Switch | 3 |
| | | HP Proliant DL80 Gen9 Gen9 (2U Rack Mountable, 1*Intel Xeon E-52609v3 (1.9GHz/6-CORE/15MB/85V)) Processor, Max Scalability : 2 Processores, 16GB DOR4 RAM, Max Scalability- 80/MM Slots, 1 TB SATA HOD 7.2K.3.5 inch, 8 LFF(3.5inch) ,Hot Plug, SAS/SATA Raid Controller SAS/ SAT H240 Smart HBA with Encryption Key, Support RAID 0, RAID 1,and Raid 5, DVD Writer 1*800W/900W Gold Hot Plug Power Supp/y,Max Scalability:!, Ethernet 1 GB 2- Port 36i Adaptor Network Controller,HP /LO(Fireware:P ILO4 With 2 GB NANO, 3 Years Warrant,-y | 1 |
| | | Server IBM X3650 intel based server with single processor,16 GB RAM,300 GB HDD(Four nos.),Rack mountable | 1 |
| 15 | AO GE AAO AGE (I) AAO | PC- HCL P-IV/ Pentium - D | 2 |
| | | PC-HP Core i-5 500GB HDD | 2 |

| | | | |
|----------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| | BSO, FAIZABAD | PC- HP I-3 with 500GB | 1 |
| | | PC-HP Core I-5 500GB HDD | 1 |
| | | Printer HP 203dn | 2 |
| | | Printer-DMP | 2 |
| | | Printer HP M202dw | 1 |
| 16 | ALAO, FAIZABAD | PC- HCL/Wipro | 3 |
| | | PC-HP Core I-5 500GB HDD | 1 |
| | | Printer DMP Epson LQ310 | 1 |
| | | Printer-TVSE 345/355/455 DMP | 2 |
| 17 | PAO (ORs), RRC, FATEHGARH | PC-HCL Core 2 DUO 2GB RAM ,320 GB HDD | 15 |
| | | PC - HP / HCL - AMD/P-4 | 11 |
| | | PC - HP I-3 with 500GB HDD | 15 |
| | | PC - HP I-5 with 500GB HDD | 12 |
| | | Printer-TVSE 345/355/455 DMP | 2 |
| | | Printer Canon LBP 6018B LaserJet | 2 |
| | | Printer-Samsung LaserJet ML-1640/1866/2161 | 7 |
| | | Scanner Canon Lide 120 | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | HUB-PORT 24 Port HUB Ethernet | 1 |
| | | Server IBM X3650 Intel based server with single processor,16 GB RAM,300 GB HDD(Four nos.),Rack mountable | 1 |
| | | HP Proliant DL80 Gen9 Gen9 (2U Rack Mountable, 1*intel Xeon E-52609v3 (1.9GHz/6-CORE/15MB/85Vv) Processor, Max Scalability : 2 Processores, 16GB DOR4 RAM, Max Scalability· 80/MM Slots, 1 TB SATA HOD 7.2K.3.5 Inch, 8 LFF(3.5inch) ,Hot Plug, SAS/SATA Raid Controller SAS/ SAT H240 Smart HBA with Encryption Key, Support RAID 0, RAID 1,and Raid 5, DVD Writer 1*800W/900W Gold Hot Plug Power Supp/y,Max Scalability:!, Ethernet 1 GB 2- Port 36i Adaptor Network Controller,HP /LO(Fireware:P ILD4 With 2 GB NAND, 3 Years Warrant,-y | 1 |
| | | Server HCL Infinite Global Line Server Intel Pentium III 500 MHz Dual Processor Chipset with 100 Mhz FSB with 64MB SDRAM, PC100 with ECC, 48X IDE CDROM Drive internal, 4/8 GB DAT Drive,HCL 14" Digital Colour VGA Monitor | 1 |
| | | 18 | PAO (ORs), SLI, FATEHGARH |
| PC HCL P-IV 3.00 GHZ | 2 | | |
| PC HP Core I-3 with 3.3GHZ / HDD 500GB | 11 | | |
| PC HP Core I-5 with 3.2GHZ / HDD 500GB | 7 | | |
| PC-HP-P4-80GB SATA,512 MB RAM,3.0 GHZ | 1 | | |
| Printer-TVSE 345/355/445/455 DMP | 2 | | |


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 Ph.: 0522-4091444
 Fax: 4091480


 MOHIT SHARMA IAS
 Member Parliament / ACDA
 या संसद का प्रतिनिधि (संसद) संसद
 PCDA (CC), Lucknow

| | | | |
|----|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| | | Printer HP 203dn | 1 |
| | | Printer Samsung ML 2161 | 3 |
| | | Scanner Canon Lide 120 | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | Printer Samsung 1866 | 3 |
| | | HP Proliant DL80 Gen9 Gen9 (2U Rack Mountable, 1*intel Xeon E-52609v3 (1.9GHz/6-CORE/15MB/65VV) Processor, Max Scalability : 2 Processores, 16GB DOR4 RAM, Max Scalability- 80/MM Slots, 1 TB SATA HOD 7.2K.3.5 inch, 8 LFF(3.5inch) ,Hot Plug, SAS/SATA Raid Controller SAS/ SAT H240 Smart HBA with Encryption Key, Support RAID 0, RAID 1,and Raid 5, DVD Writer 1*800W/900W Gold Hot Plug Power Supp/y,Max Scalability:!, Ethernet 1 GB 2- Port 36i Adaptor Network Controller,HP /LO(Fireware:P IL04 With 2 GB NAND, 3 Years Warrant,-y | 1 |
| | | HUB-PORT 24Port HUB Ethernet Mini Hub | 1 |
| 19 | AO GE (MES), Fatehgarh | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer Samsung 1866 | 1 |
| | | PC-HCL P-IV 3.00 GHz | 1 |
| 20 | ALAO, FATEHGARH | PC - Wipro P-IV 3.00 GHz | 1 |
| | | PC HP Core i-5 with 3.2GHZ / HDD 500GB | 1 |
| | | Printer HP 203 dn | 1 |
| | | PC-HCL Core 2 Duo | 6 |
| | | PC HP Core i-3 with 3.3GHZ / HDD 500GB | 4 |
| | | PC HP Core i-5 with 3.2GHZ / HDD 500GB | 6 |
| | | Printer- DMP TVSE-HD 945 | 1 |
| | | Printer-TVSE MSP355/ 455 DMP | 2 |
| | | Printer-Samsung LaserJet 2161 | 2 |
| | | Scanner Canon Lide 120 | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | Printer Epson LQ 310 | 3 |
| | | PC-Wipro P-IV 3.00 GHz | 2 |
| 22 | LAO(S) OD Fort, Allahabad | PC-HP Core i-5 500GB HDD | 3 |
| | | Printer DMP Epson LQ310 | 1 |
| | | Printer-DMP | 2 |
| | | PC- HCL P-IV 3.00 GHz | 1 |
| | | PC-HP Core i-5 500GB HDD | 9 |
| 23 | LAO(S) COD, Allahabad | Printer HP 203dn | 3 |
| | | PC-Wipro P-IV 3.00 GHz | 1 |
| | | Printer Ricoh SP - 200 | 2 |

| | | | |
|----|-------------------------------------|----------------------------------------|----|
| 24 | LAO (A), Allahabad | Printer DMP Epson LQ310 | 1 |
| | | PC P-IV 3.00 GHz | 1 |
| | | PC - HP i-3 with 500GB HDD | 1 |
| | | PC-HP Core i-5 500GB HDD | 2 |
| | | Printer DMP Epson LQ310 | 1 |
| 25 | LAO (B), Allahabad | Printer-DMP | 1 |
| | | PC- HCL P-IV 3.00 GHz | 1 |
| | | PC-HP Core i-5 500GB HDD | 2 |
| 26 | AO GE (E), Allahabad | Printer DMP | 1 |
| | | PC- HCL Core 2 Duo | 2 |
| 27 | AO GE (W), Allahabad | Printer Samsung ML 1866 | 1 |
| | | PC-HCL/Wipro P-IV 3.00 GHz | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| 28 | AAO BSO, Allahabad | HP LASER JET M 1120 | 1 |
| | | PC- HCL P-IV 3.00 GHz | 3 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer Samsung ML 1866 | 1 |
| 29 | AO GE (A/F), Allahabad | Printer-DMP | 1 |
| | | PC- HCL/Wipro P-IV 3.00 GHz | 2 |
| | | PC-HP Core i-5 500GB HDD | 2 |
| | | Printer Samsung 1866 | 1 |
| 30 | AO GE (I), Manauri, Allahabad | PC- Wipro P-IV / HCL Core 2 Duo | 2 |
| | | Printer-DMP TVS 345XL | 1 |
| 31 | A.A.O. (CC), KanpurCantt. | PC- HCL/HP/Wipro P-IV Core 2 Duo | 9 |
| | | PC - HP i-3 with 500GB HDD | 12 |
| | | PC - HP i-5 with 500GB HDD | 3 |
| | | Printer TVS/LQ540 DMP | 5 |
| | | Printer DMP Epson LQ310 | 7 |
| | | Printer-Samsung ML1640/ML2161 LaserJet | 2 |
| | | Printer HP 203dn | 1 |
| | | Printer Ricoh SP - 200 | 1 |
| | | Scanner Canon Lide 120 | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | Switch 16 Port | 1 |
| 32 | AAO BSO, Chakeri, Kanpur | HUB-PORT 24Port HUB Ethernet | 1 |
| | | PC- HCL/wipro P-IV 3.00 GHz | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer DMP Epson LQ310 | 1 |
| 33 | AAO BSO GE (MES), Kanpur | Printer Samsung ML 1866/2161 | 2 |
| | | PC- HCL / Wipro | 4 |
| | | PC-HP Core i-5 500GB HDD | 2 |
| | | Printer HP 203dn | 1 |

| | | | |
|----|------------------------------------|-----------------------------------|---|
| | | Printer-DMP TVS/Wipro | 3 |
| | | Printer Samsung ML1866 | 1 |
| 34 | AO GE(MES) Kanpur | PC- HCL P-IV 3.00 GHz | 1 |
| | | PC - HCL Core 2 Duo | 1 |
| | | PC-HP Core i-5 500GB HDD | 2 |
| | | Printer-DMP | 2 |
| | | Printer Samsung ML1866 | 1 |
| 35 | AO GE (B/R), Chakeri, Kanpur | PC- Wipro P-IV 3.00 GHz | 1 |
| | | PC HCL Core 2 Duo | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer Wep HQ DMP | 1 |
| | | Printer Samsung ML 1866 | 1 |
| 36 | AO GE (E/M), Chakeri Kanpur | PC Wipro P-IV 3.00 GHz | 1 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | PC - HCL Core 2 Duo | 2 |
| | | Printer Samsung ML 1866 | 1 |
| 37 | LAO (S), COD, Kanpur | PC- Wipro P-IV 3.00 GHz | 1 |
| | | PC - HP i-3 with 500GB HDD | 1 |
| | | PC - HP i-5 with 500GB HDD | 3 |
| | | Printer Samsung ML 2161/1640 | 2 |
| | | Printer HP 203dn | 1 |
| | | Scanner Canon Lide 120 | 1 |
| | | Printer-DMP | 1 |
| | | Printer-DMP | 1 |
| 38 | LAO (IGS), Meerpur, Kanpur | PC - Wipro P-IV 3.00 GHz | 1 |
| | | PC - HP i-3 with 500GB HDD | 1 |
| | | PC-HP Core i-5 500GB HDD | 3 |
| | | Printer HP 203dn | 1 |
| | | Printer Ricoh SP - 200 | 1 |
| 39 | AAO BSO, Babina | PC- HCL P-IV/ Core 2 Duo 3.00 GHz | 2 |
| | | PC - HP i-3 with 500GB HDD | 1 |
| | | PC - HP i-5 with 500GB HDD | 2 |
| | | Printer ML 1866/2161 Samsung | 2 |
| | | Printer HP 203dn | 2 |
| 40 | AO GE (MES), Babina | PC- HCL P-IV 3.00 GHz | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer DMP Epson LQ310 | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer ML 1866 Samsung | 1 |
| 41 | LAO (A) BabinaCantt. | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP 203dn | 2 |
| | | PC- Wipro P-IV 3.00 GHz | 1 |
| 42 | LAO Addl. BabinaCantt. | PC- Wipro P-IV 3.00 GHz | 1 |
| | | PC - HP i-3 with 500GB HDD | 1 |

| | | | |
|----|-------------------------|------------------------------|---|
| | | PC - HP i-5 with 500GB HDD | 1 |
| | | Scanner HP 2000S1 | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer-DMP | 1 |
| 43 | AO GE, Gorakhpur | PC- HCL P-IV/Core 2 Duo | 2 |
| | | PC-HP Core i-5 500GB HDD | 2 |
| | | Scanner Epson V - 37 | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer-DMP | 1 |
| 44 | AAO BSO, Jhansi | PC- Wipro P-IV 3.00 GHz | 1 |
| | | PC - HCL Core 2 Duo | 2 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer-DMP TVSE MSP 455 XL | 2 |
| | | Printer Samsung ML 1866 | 1 |
| 45 | LAO(A), Jhansi | PC- Wipro P-IV 3.00 GHz | 1 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | Printer HP M202dw | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer Wep - DMP | 1 |
| 46 | AO GE (MES), Jhansi | PC- Wipro Dual Core 3.00 GHz | 1 |
| | | PC-HP Core i-5 500GB HDD | 1 |
| | | PC- HCL Core 2 Duo | 2 |
| | | Printer HP Laserjet 1008 | 1 |
| 47 | AAO GE, BKT, Lucknow | PC-HP Core i-3 500GB HDD | 2 |
| | | PC-HCL Core 2 Duo | 1 |
| | | Printer Samsung ML 1866 | 1 |
| | | Printer HP 203dn | 1 |
| | | Printer Ricoh SP - 200 | 1 |

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MOHIT SHARMA IAS
राज्यक डिप्लोमेट/ACDA
शांति नगर प्रभाग (स-२०), लखनऊ
PCDA (CC), Lucknow

Annexure-B

No of resident engineers to be provided by AMC holder at various stations the details of which is as follows:

| S N | Name of Station | Proposed Nos of engineers | Proposed Time in working days for deployment of engineers | Remarks |
|-----|-----------------|---------------------------|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| 01 | Lucknow | 03 | Full day | 2 engineers for PCDA (CC) & RTC and one engineer for PAO (ORs) AMC & 11GRRC, Lucknow |
| 02 | Fatehgarh | 01 | Full day | PAO (OR) RRC will be Nodal & Controlling Office |
| 03 | Faizabad | 01 | Full Day | Eng. will attend Gorakhpur also as and when required basis. |
| 04 | Kanpur | 01 | Full day | AAO, Kanpur will be Nodal & Controlling Office |
| 05 | Allahabad | 01 | Full day | AAO, Allahabad will be Nodal & Controlling Office |
| 06 | Jhansi | 01 | Full Day | (1) Eng. will attend Babina also as and when required basis. (2) AO GE Jhansi will be Nodal Office. |
| 07 | Varanasi | 01 | Full Day | PAO (OR) 39GTC will be Nodal & Controlling Office |


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 या सेवा प्रान विभाग (3900), जलपत्र
 PCDA (CC), Lucknow

COST DETAILS Category "A(i)" (Repair & Maintenance Charges of PC, Printers and Peripherals) Annexure - C

| Sl no. | Hardware details | Qty. | Unit rate | GST@ 18% | Total unit rate | Total effective cost |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------|----------|-----------------|----------------------|
| 1 | PC-HP/HCL/WIPRO/Core i-3 Dual Core/Core 2 duo/Pentium-IV/2.7 GHz/160GB/320GB/500GB, RAM MB/1GB/2GB/3GB/4GB | 499 | 2250 | 405 | 2655 | 1324845 |
| 2 | PC-HP Core i-5 500GB HDD,4GB RAM (wef 01/12/2018) | 184 | 2250 | 405 | 2655 | 244260 |
| 3 | Printer-HP Laser Jet M 202dw/203dn/1022n/1505n/1010/printer office jet 7000/HP ink jet color 5652 Printer Samsung laser Jet ML1210/ML1640/1866/2161/HP MFP 227fdw | 226 | 1300 | 234 | 1534 | 346684 |
| 4 | Epson Laser Jet M 110/M-100 DMP Printer - Wipro HQ 1070/5235/540/Epson 2090-DX 35/345/355/455/TVS MSP-335/345/355DMP/RICOH SP 200 Canon Printer | 113 | 1500 | 270 | 1770 | 200010 |
| 5 | Canon scanner/Canon scanner Lide 120/ Epson Scanner V 37/HP Scanner 2000S1 | 45 | 1600 | 288 | 1888 | 84960 |
| 6 | Switch 16 port | 2 | 750 | 135 | 885 | 1770 |
| 7 | Switch 24/28 port | 28 | 1300 | 234 | 1534 | 42952 |
| 8 | Switch 48 port | 1 | 4000 | 720 | 4720 | 4720 |
| 9 | Server IBM/ server wipro | 2 | 10000 | 1800 | 11800 | 23600 |
| 10 | Server IBM Xeon | 2 | 14000 | 2520 | 16520 | 33040 |
| 11 | Server HCL | 1 | 11800 | 2124 | 13924 | 13924 |
| 12 | Server HP | 6 | 7500 | 1350 | 8850 | 53100 |
| 13 | IBM Blade Server (4 Blade) | 6 | 24000 | 4320 | 28320 | 169920 |
| 14 | IBM Blade Server Chasis | 2 | 16000 | 2880 | 18880 | 37760 |
| Total | | | | | | 2581845 |


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 PCDA (CC), Lucknow

Annexure-D**Performance certificate for AMC of PCs/ printers/ servers and peripherals**Name of the office: **PCDA (CC) Lucknow**

Duration of AMC:(From 01/06/2018 to 31/05/2019)

| Sl. No. | Particulars | Qty under AMC | No of hours taken in corrective maintenance* | Total No. of such equipments | Total no of downtime hours | Other details(if any) | Remarks |
|---------|-------------|---------------|----------------------------------------------|------------------------------|----------------------------|-----------------------|---------|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |
| 13 | | | | | | | |
| 14 | | | | | | | |
| 15 | | | | | | | |
| 16 | | | | | | | |

*No. of downtime hours in r/o of any equipment is to be counted after 24 hours of registering its complaint with AMC provider.

Certified that Quarterly preventive maintenance was done by M/s Acme Digitek Solutions (P) Ltd. as specified in Contract Agreement.



Date : **Acme Digitek Solutions (P) Ltd.**
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 Lucknow-226 001
 Ph.: 0522-4091444
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(Signature)

Name :
 Designation :
 Stamp


 मोहित शर्मा चार.लै.से.
 MOHIT SHARMA IDAS
 सहायक निदेशक/ACDA
 खा. सेवा प्रदान विभागक (सॉफ्ट), लखनऊ
 PCDA (CC), Lucknow