



सूचना प्रौद्योगिकी एवं प्रणालियाँ /Information & Technology and Systems

O/o रक्षा लेखा प्रधान नियंत्रक (०क ०म)कारियप्पा मार्ग, लखनऊ02-

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

Carlappa Road, Lucknow-226002.

Tel No/Fax: 0522-2451995 e-mail cda-luck@nic.in

सं. इ.डी.पी./पक्षा/174ए.एम.सी./पी. सी./2016-17

दिनांक: 04/04/2016

सेवा में

प्रभारी अधिकारी

समस्ता उप-कार्यालय

विषय : कार्यालय में स्थापित आई. टी. हार्डवेयर की 2016 - 2017 के ए. एम. सी. के सम्बन्ध में ।

विवृत 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 01/04/2016 से 31/03/2017 तक के लिए किया गया है । अनुबंध पत्र की प्रति मुख्य कार्यालय के वेबसाइट www.pcdlacc.gov.in से डाउनलोड करें लें।

इस संदर्भ में यह अवगत कराना है कि आपके कार्यालय में स्थापित आई. टी. हार्डवेयर में उक्त वर्णित अवधि के दौरान किसी भी प्रकार की खराबी आने पर फर्म के फ़ोन नंबरों पर शिकायत दर्ज करायें एवं आपके कार्यालय के लिए फर्म द्वारा नियुक्त अभियंता को भी इसकी सूचना उपलब्ध करायें।

प्रत्येक तिमाही के अंत में कार्यालय द्वारा फर्म को जारी किये गये परफॉर्मंस सर्टिफिकेट जो कि अनुबंध पत्र में संलग्न है कि एक प्रति ई मेल / फ़ैक्स / डाक द्वारा इस कार्यालय को भी भेषित 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) ।

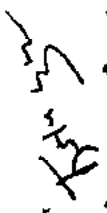


(दिपंकर लामिनी)

व. ने. अ. (सू. प्रौ. एवं प्र.)

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

क्र. सं.	स्टेशन	इंजीनियर का नाम	मोबाइल नं.
1	सखनऊ	श्री मनीष बेनेडिक्ट	9956776675
		श्री अमित रावत	9935999810
		श्री आदर्श सिंह	9807610982
2	इलाहाबाद	श्री अब्दुल रहमान	9648496770
3	झोंसी	श्री आशीष रिस्तारिया	8957763696
	बबीना		9125309723
4	वाराणसी	श्री धर्मनंद पाण्डेय	8821072265
5	कानपुर		9336739585
	फैजाबाद	श्री जीतेन्द्र शाह	9026804274
6	गोरखपुर	श्री शिव सिंह गौर	8604209790
			9453695448
7	फतेहगढ़	श्री हिमांशु शुक्ला	9559091573


स. ले. अ. (सु. प्रौ. एवं प्र.)



उत्तर प्रदेश UTTAR PRADESH

CN 552011
DR DES-2015

Annual Maintenance Contract Agreement

This agreement made at Lucknow on 31st day of March, Two Thousand Sixteen 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/2014-15 dated 23.01.2015 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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 150 Sector 2006 Company
 Digitek House, 54-B, Prag Narayan Road,
 Lucknow-226 001
 Ph.: 0522-4091444
 Fax: 4091450

Sd/-
 श्री प्रदीप सिंह
 Shekhar Pratap Singh IDAS
 वरिष्ठ प्रोग्रामर / Asst. Controller
 प्रोग्रामर का सेवा विभाग (सीटी), राउर
 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 updation 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 31/03/2017. **200 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 THE CUSTOMER shall provide access to the said equipment **M/s Acme Digitek Sol (P) Ltd.** Representatives for the performance of this agreement.

2.5 **M/s Acme Digitek Sol (P) Ltd.** Will provide suitable arrangement for movement hardware within office premises or outside office premises if required for repair / maintenance of the hardware.

2.6 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.** representatives. These facilities shall be within a reasonable distance of the said equipment to be serviced and shall be provided at no charge to **M/s Acme Digitek Sol (P) Ltd.**

2.7 **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.

2.8 **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

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श्री श्री अन्ति-वायरस
श्री श्री शशिभूषण सिंग इडएस
आरक्षक अधिकारी / अ. प्रबन्धक
भारतीय डाक विभाग (40060), लखनऊ
PCDA (CC), Lucknow

covered under the AMC. However comprehensive maintenance will not include the cost of consumables (floppies, CDs, printer cartridges, ribbons and batteries only).

- 2.9 **M/s Acme Digitek Sol (P) Ltd.** will clean Keyboard / Mouse quarterly.
- 2.10 **M/s Acme Digitek Sol (P) Ltd.** will provide a quarterly report regarding cyber security.
- 2.11 **M/s Acme Digitek Sol (P) Ltd.** will depute a highly competent professional / engineer with ability to work with Blade / Rack Server.
- 2.12 **The engineer of M/s Acme Digitek Sol. (P) Ltd. should have ability to troubleshoot in emergency.**
- 2.13 **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.
- 2.14 **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.)
- 2.15 **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).
- 2.16 **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.**
- 2.17 **M/s Acme Digitek Sol (P) Ltd.** will provide weekly and monthly service report online to PCDA (CC).
- 2.18 **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.
- 2.19 The entire complaints management is to be done by "on-line complaint management" through internet 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 online 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.
- 2.20 **M/s Acme Digitek Sol (P) Ltd.** will submit a daily report online about the number of complaints receive, their status, action taken for the rectification and duration etc.


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 श्री प्रदीप सिंह यादव,
Shashi Prateep Singh IDAS
 सहायक निदेशक/Asst. Controller
 प्रभाग एवं सेवा विभाग (२०२०), लखनऊ
 PCDA (CC), Lucknow

2.2.1 M/s Acme Digatek Sol (P) Ltd. will also replace/refilling of the cartridges from printers with the help of their residential engineer.

2.2.2 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 **01.04.2016** and remain in force till **31.03.2017** 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 Digatek 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 Digatek 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 98.0 % (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 Digatek 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. Requirement of the service engineers will be assessed by this office in every three months.

4.3 M/s Acme Digatek Sol (P) Ltd. will be required to provide a total of 98 % uptime for all equipments under the AMC. The method of calculating uptime will be as under:

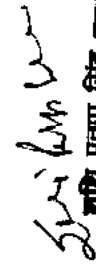
- i. 'UPTIME' of the hardware and system software = (Total Coverage Hours (T) minus Down Time (D_T)/ Total Coverage Hours (T) x 100 for the given period.
i.e $U_T = [(T - D_T) / T] * 100$
- ii. Total Coverage Hours (T) = 8 x No. of committed days in a given period x total number of equipments under subject 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:

$$D_r = D_{x}C1 + D_{x}C2 + D_{x}C3 + D_{x}C4 + D_{mx}C5$$

Where Di, Dj, Dk, Dl, Dm denote downtime of PCs, printers, scanners, servers and switches respectively;


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शशि प्रताप सिंह का.सं.से.
Shaah Pratap Singh (P) Ltd.
प्रोग्रामिंग/अस. कंट्रोलर
प्रोग्रामिंग/अस. कंट्रोलर (सॉफ्टवेयर), लखनऊ
PCDA (CC), Lucknow

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:

C1= C2=C3= 1; C4=18 and C5=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 Digatek 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 Digatek 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 Digatek 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 Digatek Sol (P) Ltd.** shall provide the same at no additional financial cost.

4.7 M/s Acme Digatek 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 ₹20,01,826/- (₹ Twenty Lac One Thousand Eight Hundred Twenty Six Only), inclusive of all taxes and duties, for the maintenance service rendered by **M/s Acme Digatek Sol (P) Ltd.** during principal period for twelve (12) months from 01.04.2016 to 31.03.2017. (Details at Annexure-B).

6.0 PENALTY CLAUSE:

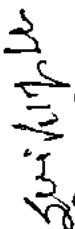
6.1 Deductions on pro-rata basis (based on AMC rate of down machine) will be made for all working days during the break down period if the call is not attended and / or rectified within one working days of lodging the call of breakdown of equipment. In case the Saturday, Sunday and holidays are falling 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 Digatek 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.


Acme Digatek Solutions (P) Ltd.

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 Shashi Pratap Singh IDAS
 सहायक निरीक्षक / Asst. Controller
 प्रमाण खाता सेवा निदेशक (मैसो), लखनऊ
 PCDA (CC), Lucknow

- c) If, **M/s Acme Digatek 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. The schedule of the payment will be as under:

SI no	Period	Amount payable (In ₹)
1.	01/04/2016 to 30/06/2016	493373/-
2.	01/07/2016 to 30/09/2016	493373/-
3.	01/10/2016 to 31/12/2016	496246/-
4.	01/01/2017 to 31/03/2017	518834/-
Total		20,01,826/-

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 Digatek 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).



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शशि प्रताप सिंह मार ले से
 Shashi Prataap Singh IDAS
 सहायक निदेशक / Asst Controller
 प्रशासन एवं सेवा नियंत्रण (पबिग), लखनऊ
 PCDA (CC), Lucknow

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 there of 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.
 ISO 9001-2008 Company
 Digitek House, 54-B, Prag Narayan Road
 Lucknow-226 001
 Ph.: 0522-4091444
 Fax: 4091450

Sushil Kumar Singh
Account Manager - Sales

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

[Signature]
 श्री प्रताप सिंह भारलेसे
Shashi Prateep Singh IDAS
 सहायक निदेशक / Asst. Controller
 प्रताप खा सेवा निदेशक (प्रेसी), रायचक
 PCDA (CC), Lucknow

Category-A (i)

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

S. No.	Name of Office	Particular	Qty
1	PCDA(CC) Lucknow	PC-HP Dual Core/Acer/E5400/2.7GHZ/ 2.69GHZ/ HDD 160GB/320 GB RAM 512MB/2 GB	10
		PC-HCL P-IV/ 2.8 GHz, HDD 160 GB, RAM 1GB	46
		PC-Wipro PIV/256MB/80GB/1.44MB/52X	17
		Printer-HP Desk jet/ Laser jet 870 CXI/ 1022n/1505n/7000 / 5652/1010	12
		Printer-Samsung Laser jet ML1210/1640/2161	17
		Printer Epson M110/100	5
		Printer-TVS MSP-335/345/355/455 DMP	30
		Printer-WiproHQ1070/5235/540/ Epson2090-DX DMP	9
		Scanner-Canon Iide 110/HP SJ2400C	5
		Epson Scanner V37	10
		Ricoh Printer SP200	26
		Switch 8 port	21
		Switch- 24 Port	5
2	RTC, Lucknow	PC-HP Compaq Intel Pentium Dual Core @ 1.8GHZ/RAM 1GB/ HDD160GB/DVD ROM	4
		PC-HP Intel Pentium Dual Core 2GB RAM/160GB HDD/DVD ROM	24
		HP Intel Pentium I 7-3770@3.40 4 GB RAM, 500GB HDD(w.e.f. 18/03/15)	11
		Printer-Samsung LaserJet ML-1640	2
		HP laser Jet 1025 (wef 01/03/15)	1
		HP 1025 Color Laser Printer, HP deskjet 2545 and HP network printer 128Fn	4



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श्री. ए. सी. शशि प्रताप सिंह
Shashi Pratap Singh IDAS
सहायक निरीक्षक / Asst. Controller
भारत का लेखा निरीक्षक (गिरो), अखण्ड
PCDA (CC), Lucknow

		16 Port Switch	2
		24 Port Switch	1
		PC-HP Dual Core 2.00 GHz, HDD 160 GB, RAM 2GB	29
		PC-HCL/HP P-4/PENTIUM-D 3.00 GHz, HDD 40 GB, RAM 1 GB/2 GB	30
		PC-Wipro/HCL/AMD P-4 3.00 GHz, HDD 40 GB, RAM 1 GB	4
		PC HP core i-3 / HCL, Core -2 Duo	23
		Printer-HP LaserJet Colour CP1515n	1
		Printer-HP LaserJet 1505	1
		Printer-Samsung ML1640	2
		Printer- Samsung ML1018/2161	3
		Printer-HP LaserJet 1022n	1
		Printer-DMP TVSE	5
		Samsung 1866	7
		Scanner	1
		Printer HP 1010	1
		Switch-8 Port	13
		Switch-16 Port	1
		Switch-24 Port	2
		Switch-48 Port	2
		PC-HP/HCL	18
		Printer DeskJet HP 5652	1
		Printer DMP	1
		Printer-LaserJet Samsung ML1640/2161	3
		Scanner	1
		Printer cannon 6018 B	2
		Printer Epson M-100	1
		HUB Port 24 Switch	1
		PC-Wipro/HCL P-4 3.00GHz HDD 80 GB, RAM 1 GB	2
		Printer-TVSE DMP	1
		PC-HCL	1
		PC-Wipro P-4 3.00GHz HDD 80 GB, RAM 256 MB	1
		Printer-TVSE/Wep DMP	2
		PC-Wipro P-4/P-3 3.00GHz HDD 80 GB, RAM 256 MB / HCL core2duo	2
		Printer-Wipro DMP	1
		Printer HP 1022	1

3 PAO (ORS),
AMC, Lucknow

4 PAO (ORS), 11
GRRC, Lucknow

5 RAO MES, Lucknow

6 LAO (A), Lucknow

7 LAO (B), Lucknow

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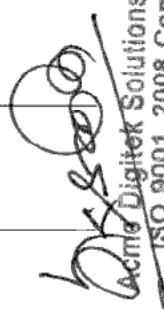
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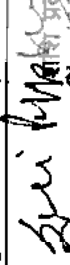
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राज्य प्रभु/Asst Controller
यस्य खा लेखा विभाग (कोटा), लखनऊ
PCDA (CC), Lucknow

8	ALAO (AFMSD) Lucknow	PC-Wipro P-4 3.00GHz HDD 80 GB, RAM 256 MB Printer-TVSE DMP	1
9	AO GE (East), Lucknow	HCL PC CORE -2 duo 2GB RAM ,320 GB HDD / PC Wipro Printer HP 1018 Printer DMP Switch 16 Port	1 1 1 1 1
10	AO GE (West), Lucknow	PC-HCL core 2 DUO 2GB RAM ,320 GB HDD/ Printer-DMP Printer HP 1018 Switch 8 Port	2 1 1 1
11	AO GE (E & M) Lucknow	PC-HCL P-4 Intel HDD 40GB, RAM 256 MB PC-HCL core 2 DUO 2GB RAM ,320 GB HDD Printer Samsung 1866 Printer TVS DMP - 455 Switch 8 Port	1 2 1 1 1
12	AAO BSO, Lucknow	PC-HCL P-4 2.8 GHz HDD 160GB, RAM 512 MB /PC-Wipro P-4 3.0 GHz HDD 80GB, RAM 512 MB Printer-Wipro DMP and TVS 455 Printer Samsung 1866/2161 Switch 8 Port	4 2 2 1
13	PAO (ORs), 39 GTC, VARANASI	PC-HP /HCL P-IV 3.00 GHZ/ PC-HCL core 2 DUO 2GB RAM ,320 GB HDD Printer-TVSE 355/455 DMP Printer-Samsung ML1640 LaserJet Printer Samsung 1866/2161 Scanner Printer LQ540, Dx-2 Switch 24/28 Port	18 5 2 5 1 2 1
14	ALAO,39GTC, Varanasi	PC-HCL P-IV 3.00 GHZ Printer-DMP	1 1
15	PAO (ORs), DRC, FAIZABAD	PC-HCL core 2 DUO 2GB RAM ,320 GB HDD PC-HCL P-IV 3.00 GHZ Printer-TVSE 355 DMP Printer-Samsung ML1640 LaserJet Printer Cannon Ibp-6018 Printer Samsung 1866 / 1860/2161	20 5 4 1 1 10


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 भवनि विला लेखा नियंत्रण (फाइल), लखनऊ
 PCDA (CC), Lucknow

		Scanner	1
		Switch Port 8 Port HUB Ethernet Mini Hub(D-Link)	7
		HUB Port 24 Switch	1
16	AO GE AAO AGE (I) AAO BSO, FAIZABAD	PC- HCL P-IV 3.00 GHZ	2
		Printer-DMP	2
		Switch 8 Port	1
17	ALAO, FAIZABAD	PC- HCL / Wipro P-IV 3.00 GHZ	2
		Printer-DMP	1
		PC-HCL core 2 DUO & HP P-4 2GB RAM ,320 GB HDD	21
		Printer-TVSE 345/355/455 DMP	2
18	PAO (ORs), RRC, FATEHGARH	Printer-Samsung LaserJet ML-1640/1866/2161	7
		Scanner	1
		Printer Canon 6018B	2
		16 Port Switch	1
		HUB-PORT 24 Port HUB Ethernet	1
		PC-HCL core 2 DUO 2GB RAM ,320 GB HDD	22
		PC HCL P-IV 3.00 GHZ	2
19	PAO (ORs), SLI, FATEHGARH	PC-P4-80GB SATA,512 MB RAM,3.0 GHZ	1
		Printer-TVSE 345/355/445/455 DMP	2
		Printer-Samsung ML 1640 LaserJet	1
		Scanner	1
		Printer Samsung ML1866/2161	7
		HUB-PORT 24Port HUB Ethernet Mini	1
20	AO GE (MES) Fatgrh	PC-HCL P-IV 3.00 GHZ	1
		Printer Samsung ML2161	1
21	ALAO, FATEHGARH	PC-Wipro P-IV 3.00 GHZ	1
		Printer-DMP	1
		PC-HCL Core 2 Duo	6
		Printer- DMP TVSE-HD 945	2
		Scanner	1
		Printer-TVSE MSP 355/ 455 DMP	3
		Printer-Samsung LaserJet 1640/2161	2
		24Port HUB Ethernet	1
23	LAO(S) OD Fort, Allahabad	PC-Wipro P-IV 3.00 GHZ	2
		Printer-DMP	2
24	LAO(S) COD, Allahabad	PC- HCL P-IV 3.00 GHZ	2
		PC-Wipro P-IV 3.00 GHZ	1
		Printer-DMP	3
25	LAO (A), Allahabad	PC- HCL P-IV 3.00 GHZ	1
		Printer-DMP	1
26	LAO (B), Allahabad	PC- Wipro P-IV 3.00 GHZ	1
		Printer-DMP	1

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27	AO GE (E), Allahabad	PC- HCL P-IV 3.00 GHz Printer-DMP	1 1
28	AO GE (W), Allahabad	PC-HCL/Wipro P-IV 3.00 GHz HP LASER JET M 1120 Samsung 1866	2 1 1
29	AAO BSO, Allahabad	PC- HCL P-IV 3.00 GHz Printer-DMP	1 1
30	AO GE (A/F), Allahabad	Switch 8 Port PC- HCL/Wipro P-IV 3.00 GHz Printer Dot Matrix Printer Samsung 1866	1 2 1 1
31	AO GE (I), Manauri, Allahabad	PC- Wipro / HCL P-IV 3.00 GHz Printer-DMP Switch 8 Port	2 1 1
32	A.A.O. (CC), Kanpur Cantt.	PC- HCL/Wipro P-IV 3.00 GHz Printer-DMP LQ 540/455/355 Scanner Printer-Samsung 1640/2161 LaserJet Switch 8 Port	9 5 1 2 1
33	AAO BSO, Chakeri, Kanpur	HUB-PORT 24Port HUB Ethernet PC- HCL/wipro P-IV 3.00 GHz/HCL Core 2 Duo Printer Samsung ML 1866/2161 Printer-DMP Switch 8 Port	1 3 2 2 1
34	AAO BSO GE (MES), Kanpur	PC- HCL Core 2 Duo PC wipro P-IV 3.00 GHz Printer-DMP Switch 8 Port	3 1 2 1
35	AO GE(MES) Kanpur	PC- HCL P-IV 3.00 GHz Printer-DMP 8 PORT SWITCH PC- Wipro P-IV 3.00 GHz	2 2 1 1
36	AO GE (B/R), Chakeri, Kanpur	Pc HCL Core 2 Duo Printer Samsung ML 1866 Printer-DMP Switch 8 Port	2 1 1 1
37	AO GE (E/M), Chakeri Kanpur	PC- Wipro P-IV 3.00 GHz PC HCL Core 2 Duo Printer Samsung ML 1866 Switch 8 Port	1 2 1 1
38	LAO (S), COD, Kanpur	PC- HCL P-IV 3.00 GHz Printer-DMP	1 1
39	LAO (IGS), Meerpur, Kanpur	PC- Wipro P-IV 3.00 GHz Printer DMP	1 1

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40	AAO BSO, Babina	PC- HCL P-IV 3.00 GHZ Printer-DMP TVSE MSP 455 XL/Laser jet Printer Samsung ML 1866/2161 Switch 8 Port	1 1 2 1
41	AO GE (MES), Babina	PC- HCL P-IV 3.00 GHZ Printer ML 1866 Samsung Switch 8 Port	2 1 1
42	LAO (A) Babina Cantt.	PC- Wipro P-IV 3.00 GHZ Printer-DMP	1 1
43	LAO Addl. Babina Cantt.	PC- HCL P-IV 3.00 GHZ Printer-DMP	1 1
44	AO GE, Gorakhpur	PC- Wipro P-IV 3.00 GHZ PC HCL Core 2 Duo Printer-DMP Epson Scanner V37 Switch 8 Port	1 1 1 1 1
45	AAO BSO, Jhansi	PC- HCL P-IV 3.00 GHZ Printer-DMP TVSE MSP 455 XL Switch 8 Port	2 2 1
46	LAO(A), Jhansi	PC- HCL P-IV 3.00 GHZ Printer-DMP	1 1
47	AO GE, Jhansi	PC- Wipro P-IV 3.00 GHZ PC HCL Core 2 Duo Switch 8 Port	1 2 1
48	AAO GE Bkt Lucknow	Printer Samsung MI 1866	1
49	AO GE (P) Allahabad		



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Shashi Pratap Singh IDAS
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मानव संसाधन विभाग (पर्सनल), लखनऊ
PCDA (CC), Lucknow

Category-A (ii)

Repair and maintenance services of Servers

Details of Servers & Peripherals**Installed at PAO (ORs) AMC Lucknow.**


Sr. No	Name of item	Brief specifications	Qty.
01	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	01

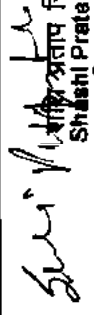
Installed at PAO (ORs), 11 GRRS, Lucknow.

Sr. No	Name of item	Brief specifications	Qty.
01	Server WIPRO	NP7226VR-D4/0009 Tower Chasis 3X72 GB HDD, 2X512MB RAM, 15 inch colour monitor, 104 keys keyboard. Software: SCO Unix 5.0.7 & MFCOBOL	01
02	Server IBM	Lunix Server Xeon dual processor zeon 5050, 3.00 GHZ EM 697, 16GB, RAM 15 inch colour monitor, 104 Keys Keyboard System, X3400, 16GB RAM, Software :- Java /fedora	01

Installed at O.A.Cell, PCDA (CC), Lucknow.

Sr. No	Name of item	Brief specifications	Qty.
01	Server IBM	X3800 special built Xeon Quad processor, 16GB RAM, 15 inch Colour, 104 keys keyboard, Software:- Windows based	01
02	Server HCL	Infinite Global Line Dual Processor Intel Xeon 2.8 GHz Memory 3x72 GB HDD. 15 inch Colour, 104 keys keyboard Software: SCO Unix 5.0.7 & MFCOBOL	01


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 प्रजापति सेवा निदेशक (मंत्रालय), लखनऊ
 PCDA (CC), Lucknow

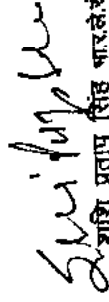
Installed at PAO (ORs), 39 GTC, Varanasi.

Sr. No	Name of Item	Brief specifications	Qty.
01	Server HP	H.P. E-60 intel Pentium-III 500 MHz, Intel 440BX chipset with 100 MHz bus, 512KB ECC L2 Cache, 64MB 100 MHz ECC SD RAM DIMM, 9.1GB Ultra Wide SCSI HDD, integrated Ultra SCSI Controller, Integrated PCI/10/100Mbps Auto Sensing Fast 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; Keyboard Port & Mouse Port, 15" SVGA Digital Color Monitor with integrated SVFA Controller & 1 MB RAM, 4/8 GB DAT drive. Software: SCO Unix & MFCOBOL	01
02	Server IBM	Linux Server Xeon dual processor 5050 3.0 GHZ EM697 2X:72MB667 15 inch Colour Monitor, 104 keys keyboard 2X500GB HDD, 16GB RAM (2X8), Software: JAVA.	01

Installed at PAO (ORs), DRC, Faizabad.

Sr. No	Name of item	Brief specifications	Qty.
01	Server HCL	HCL Infinite Global Line Server Inter Pentium III 500 MHz Dual Processor Chipset with 100 Mhz FSB with 64MB SDRAM, PC100 with ECC, 48X IDE CDRDM Drive internal, 4/8 GB DAT Drive, HCL 14" Digital Colour VGA Monitor Software: SCO Unix & MFCOBOL	01
02	Server IBM X3650	IBM intel based server with single processor, 16 GB RAM, 300 GB HDD (Four nos.), Rack mountable Software: Fedora 11 & JAVA EE	01


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 Shaahi Pratap Singh IDAS
 सहायक प्रिन्सिपल/Asst. Controller
 प्रोग्रामिंग तथा लेखा नियंत्रक (सिस्टम), राउड नं. 3
 PGDA (CC), Lucknow


Installed at PAO (ORs), R.R.C., Fatehgarh.

Sr. No	Name of item	Brief specifications	Qty.
01	Server HCL	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/Software: SCO Unix & MFCOBOL	01
02	Server IBM X3650	IBM Intel based server with single processor, 16 GB RAM, 300 GB HDD (Four nos.), Rack mountable Software: Fedora 11 & JAVA EE	01

Installed at PAO (ORs), S.L.J., Fatehgarh.

Sr. No	Name of item	Brief specifications	Qty.
01	Server HCL	HCL make Infinite Global Line Server Intel Pentium III 500 MHz Dual Processor Chipset with 100 MHz FSB with 64MB SDRAM PC100 with BCC, 48X IDE CDROM Drive internal, 4/8 GB DAT Drive, HCL 14" Digital Colour VGA Monitor Software: SCO Unix & MFCOBOL.	01
02	Server IBM	X3800 special built Xeon Quad processor 16GB RAM, 2X500GB HDD Software:- JAVA & Linux	01


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 सहायक निदेशक / Asst. Controller
 प्रोग्राम एवं लेखा निदेशक (40800), 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	
02	Fatehgarh	01	Full day	PAO (OR) RRC will be Nodal & Controlling Office
03	Faizabad	01	Half day	Eng. will attend Gorakhpur also as and when required on 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	Half day	(1) Eng. will attend Babina also as and when required basis. (2) AO GE Jhansi will be Nodal Office.
07	Varanasi	01	Half day	PAO (OR) 39GTC will be Nodal & Controlling Office



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Shashi Pratap Singh IAS
सहायक निदेशक / Asst. Controller
शक्ति सौर सेवा निदेशक (ग्रामी), रेलवे
PCDA (CC), Lucknow

COST DETAILS Category "All" (Repair & Maintenance Charges of PC, printers and peripherals)

S. No	Name of Office	Particulars	Qty	Rate per unit	Service tax %	Vat %	Other taxes % (Indicate name of taxes)	Total unit rate	Total cost
		PC-HP/HCL/WIPRO/ Dual Core/Core to dual/Pentium - IV/E5400/2.7GHz/ 2.8 2.69GHz/1.8GHz HDD 160GB/320 GB/ 540GB RAM 512MB/1MB/2GB/3GB	391	3000	259.56	120.00	NIL	3379.56	1321407.96
		Printer-HP Desk jet 870 CXI/ HP Laser jet 1022n/ HP Laser jet 1505n/ HP Laser jet 1010/ Printer- HP Office jet 7000 (New)/ HP Ink Jet Colour 5652	25	1400	121.13	56.00	NIL	1577.13	39428.25
		Samsung Laser jet ML1210/ Samsung Laser jet ML1640/1866	49	1400	121.13	56.00	NIL	1577.13	77279.37
		Samsung Laser jet ML 2161	9	1400	121.13	56.00	NIL	1577.13	4731.39
		Samsung Laser jet ML 2161	27	1400	121.13	56.00	NIL	1577.13	10645.63
		Epson Laser Printer M110 / M100	6	1400	121.13	56.00	NIL	1577.13	9462.78
		DMP Printer- WiproHQ1070/5235/540 / Epson 2090-DX 35/345/355/455/ TVS MSP-335/345/355 DMP	113	1600	138.43	64.00	NIL	1802.43	203674.59
		RECO SP 200	26	1600	138.43	64.00	NIL	1802.43	46863.18
		Cannon Printer	7	1400	121.13	56.00	NIL	1577.13	11039.91
		HP Laserjet 1515n	1	2400	207.65	96.00	NIL	2703.65	2703.65
		Cannon scanner	4	2000	173.04	80.00	NIL	2253.04	9012.16
		Cannon scanner Lide 120	9	2000	173.04	80.00	NIL	2253.04	6759.12
		Epson scanner V37	11	2000	173.04	80.00	NIL	2253.04	6195.86
		Switch Port 8 Port HUB's Ethernet	57	250	21.63	10.00	NIL	281.63	16052.91
		Switch Port 16 Port HUB Ethernet	4	750	64.89	30.00	NIL	844.89	3379.56
		Switch Port 24 Port HUB Ethernet	15	1400	121.13	56.00	NIL	1577.13	23656.95
		Switch Port 48 Port HUB Ethernet	2	4000	346.08	160.00	NIL	4506.08	9012.16
		TOTAL							1801305

Located at various offices under jurisdiction of PCDA (CC), Lucknow



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Shashi Prasad Singh IDAS
व्यवस्थापक निदेशक / Asst. Controller
प्रशासन एवं सेवा निदेशक (अनुसंधान), लखनऊ
PCDA (CC), Lucknow


Cost details of Category A (II); Repair and maintenance charges of servers

Sr.No	Name of the office	Name of item	Brief specifications	Qty.	Rate per unit	Service tax		Vat %	Other taxes % (incl or excl)	Total unit price	Total cost
						%	Rs				
1		Server Wipro	NP728VR-D418008 Tower Chassis 8X771 GB HDD, 8GB RAM, 15 inch colour monitor, 104 keys keyboard Software: SCO Unix 8.0.7 & MFCOBOL.	02	12000	1038.24	480.00		NIL	13518.24	27036.48
2		Server IBM	X3800 special built Xeon Quad processor, 16GB RAM, 2X500GB HDD . 16 inch Coloar, 104 keys keyboard, Software:- JAVA ,Linux & Windows	02	29000	2452.56	1128.00		NIL	31542.56	63085.12
3		Server HP	H.P. E-80 intel Pentium-III 800 MHz, intel 440BX chipset with 100 MHz bus, 512KB ECC L2 Cache, 64MB 100 MHz ECC SD RAM DIMM, 3.1GB Ultra Wide SCSI HDD, integrated Ultra SCSI Controller, integrated PC16100/100ps Auto Sensing Fast Ethernet NIC, CD ROM Drive 24x IDE, FDD 1.4MB Built-in I/O Port: 28 pin parallel port (PC); Serial ports 2 Nos; Video Port; Keyboard Port & Mouse Port, 15" SVGA Digital Color Monitor with integrated SVGA Controller & 1 MB RAM, 4/8 GB DAT drive. Software: SCO Unix & MFCOBOL.	01	10000	865.20	400.00		NIL	11265.20	11265.20
4		Server IBM	Linux Server Xeon dual processor 5050 3.0 GHZ EM687 2X572MB867 15 inch Colour Monitor, 104 keys keyboard 2X500GB HDD, 16GB RAM (2X8), Software: JAVA/Fedora.	02	10000	865.20	400.00		NIL	11265.20	22530.40
5		Server HCL	HCL Infinite Global Line Server Intel Pentium III 800 MHz Dual Processor Chipset with 100 MHz FSB with 14MB SDRAM, PC100 with ECC, 48X IDE CDROM Drive Internal, 4/8 GB DAT Drive, HCL 14" Digital Colour VGA Monitor Software: SCO Unix & MFCOBOL.	04	12000	1038.24	480.00		NIL	13518.24	54072.96
6		Server IBM 34680	IBM intel based server with single processor, 16 GB RAM, 300 GB HDD (Four nos.), Rack mountable Software: Fedora 11 & JAVA EE	02	10000	865.20	400.00		NIL	11265.20	22530.40
TOTAL										200520.56	

Located at various offices under jurisdiction of PCDA (CC), Lucknow

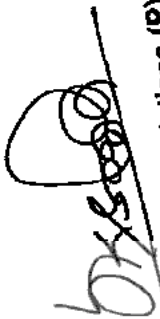



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Shashi Pratap Singh IDAS
 चांसलर निदेशक/Asst. Controller
 प्रशासक सेवा विभाग (आर.सी), लखनऊ
 PCDA (CC), Lucknow

Total Cost Summary

Sr. No.	Office Name Category-A(i)	Total Amount In (₹)
1	AMC of PC, printers & Peripherals at various locations: Lucknow, Fatehgarh, Faizabad, Gorakhpur, Jhansi, Babina, Allahabad, Kanpur & Varanasi.	1801305
Category-A(ii)		
2	AMC of Server & Peripherals at various locations: Lucknow, Fatehgarh, Faizabad, & Varanasi.	200520.56
TOTAL		2001825.56
Taxes:		Included
GRAND TOTAL		2001825.56


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 ISO 9001, 2008 Company
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 सहायक निदेशक/सि.क.नियंत्रक
 प्रोग्राम एवं सेवा विभाग (सं-२), संवेदन
 PCDA (CC), Lucknow