

New Delhi, the 5th May, 2014

To

M/s Digitech Computer
G-1, Amar Plaza
45-C, I. P. Estate
New Delhi - 110 092Subject: **Comprehensive Annual Maintenance Contract for Computers, Printers, Laptops, Scanners and Servers for a period of one year from May, 2014 to May, 2015 - reg.**

Ma'am,

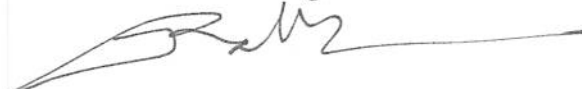
The undersigned is directed to refer to your quotation dated 13th December, 2013 on the above mentioned subject and to inform you that the Competent Authority has accepted your AMC rates of following Computers, Printers, Laptops, Scanners and Servers etc. on terms and condition mentioned in tender notice dated 27th November, 2013 of this Department:-

Items Description	Quantity of Items	Rate per unit + ST (in Rs.)	Total Value of Contract Items + ST (in Rs.)
Computer			
P-IV	622 units	15/-	10,455/-
Dual Core	56 units	15/-	840/-
Printers			
Laserjet	448 units	15/-	6,720/-
Colour Laserjet	33 units	50/-	1,650/-
Deskjet	97 units	15/-	1,455/-
Server	1 unit	832/-	832/-
Scanner	12 units	15/-	180/-
Multi-Functional Devices	710 units	9802/-	8,23,368/-
*Total cost			Rs.8,51,000/-
(+) *Taxes at 12.36%			Rs.1,05,183/-
Grand Total including Taxes			→ Rs.9,56,183/-

* The actual number of quantity may or may not vary after the actual taking over from the present AMC holder or inclusion of additional items gone out of warranty during the intermittent phase.

Taxes may vary as per the Government of India decisions from time to time.

2. New equipment as and when purchased by Department of Revenue will be included in AMC as soon as warranty expires. This will be done through Addendum signed by Department of Revenue and the company.



3. The AMC rates mentioned in this contract will be valid for from the date of complete handing over of the existing IT equipment of Department of Revenue by the existing AMC holder, M/s Micro Clinic India Pvt. Ltd., New Delhi within 15 working days from the date of receipt of communication by the existing AMC holder upto 30th May, 2015 or from the date of awarding the Contract, whichever is later. This contract may be renewed for further period of two years on yearly basis the same terms and conditions, provided Department of Revenue is satisfied with services of company or on terms & conditions mutually agreed to by Department of Revenue and Company. Either party can terminate contract at any time by giving three months' notice in writing.
4. Systems maintenance charges shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, floppy diskettes, print heads, computer stationery and CDs. The company Engineer will install print heads for Dot Matrix Printers, however print heads will be provided by Department of Revenue. Laser Printer maintenance charges would not include parts like Fuser Assemblies, Fuser Units and Teflon Sheets. However, it does not include toner cartridge and other computer consumables.
5. This contract extends only to problems/perils arising out of normal functioning of equipment and the contract does not cover break down or services for separates cost, arising out of damages caused due to fire, theft, riots, accidents earthquake storm and other natural calamities.
6. The Resident Engineers will be responsible for maintaining the Complaint Register both manually and on-line. The equipment will be handed over back in good working condition to Department of Revenue on expiry of AMC period.
7. The final list of resident Engineers would be required to be submitted and any change in future during the entire contractually obligated period would be done by the firm after due approval from Director (Admn.) the competent authority in Department of Revenue. However, if any resident is found incompetent by the competent authority in Department of Revenue he/she shall be changed by the firm immediately within three working days on receipt of a written communication.
8. Resident Engineer(s) attending the complaints will carry out inspection/repair of the computer hardware and other peripherals in the presence of user officer so as to avoid any dispute arising out of missing/damage of any part of computer and other peripherals.
9. The list of all hardware and other peripherals going under AMC is taken over from existing AMC provider in your charge and a list duly signed after verification is retained by your firm with a copy to be given to Department of Revenue. This would form the basis and final list of products being covered under AMC contract as on the date of taking over. For this exercise, it has been decided to give your firm 15 working days from the date of receipt of this contract award letter. Further, your firm is also advised to number all IT equipment of Department of Revenue being duly handed over the former AMC holder along with listing as detailed above.
10. The payment will be released on a quarterly basis after satisfactory completion of service. The Company will submit quarterly bill, along with the downtime statement and Preventive Maintenance Report within one month of completion of quarter to Under Secretary (GAR), Ministry of Finance, Department of Revenue will endeavor to make the payment at the earliest on receipt of a clear and correct bill.
11. In case of your firm being found in breach of any condition(s) of the tender, at any stage, the legal action as per rules/laws, shall be, initiated against the agency concerned. In that case security money deposited shall be forfeited after giving proper opportunity through show cause notice. The decision of competent authority as detailed above would final and



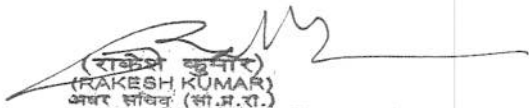
binding on both the parties. If required, the firm may choose to have the disputes resolved through arbitration.

12. The company will execute a contract agreement with the Department of Revenue on a stamp paper of Rs.100/- and **deposit security @ 7% of total contract value excluding taxes with the Department of Revenue in advance.** The security deposit is refundable after a period of two months after completion of AMC period satisfactorily.

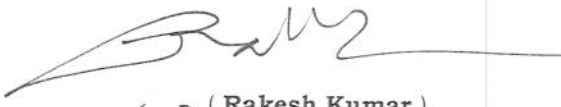
13. In addition to the above, terms and conditions as envisaged in tender notice dated 27th November, 2013 of Department of Revenue against which your firm has quoted would be binding on your firm during the entire period of contract.

14. Your firm is directed to submit its willingness within five working days from the date of receipt of this offer letter. Thereafter, if acceptable, requested to execute the contract agreement as mentioned in para 12 above & deposit the necessary security deposit valid for two months beyond the date of completion of contractual agreement, i.e., 31st July, 2015.

Yours faithfully,


(Rakesh Kumar)
अवर सचिव (सा.प्र.रा.)
Under Secretary (SAR)
वि.सं. (राजस्व विभाग)
Ministry of Finance, Government of India
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

✓ Copy to Shri Nagesh Shastri, Sr. Technical Director, NIC, Ministry of Finance, North Block with a request to upload this Award Letter of Comprehensive AMC of Computers, Printers, UPS, Laptops, Scanners & Servers on website of Department of Revenue, Ministry of Finance.


(Rakesh Kumar)
अवर सचिव (सा.प्र.रा.)
Under Secretary (SAR)
वि.सं. (राजस्व विभाग)
Ministry of Finance (Deptt. of Rev.)
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi