



Delhi Transport Corporation
(Govt. of NCT of Delhi)
I.P. Estate: New Delhi-110002

No. ITD-HQ/476F/2019/121

Dated: 16.05.2019

CIRCULAR

It is observed that proper attention is not being paid to upkeep the functioning of computer hardwares which results frequent breakdown of computer equipments. In this regard a circular vide letter ITD-HQ/HW AMC(476F)/2018/270 dated 04.10.2018. copy of the circular and work order with Important Terms & Conditions are attached herewith.

All unit officers/ section Incharges are requested to follow the instructions strictly in order to have the equipments in working condition.

Complaints regarding malfunctioning of the IT equipments be taken up with the M/s Glaxy Infoserv Pvt. Ltd. (AMC vendor) timely for rectification of defects under intimation to IT Department.

Encl. as above

Dy. CGM (Mech.)/IT-1

All RMs
All Unit Officers
All Incharges (Pass Sections)

Cc. to
CGM(IT) : For kind information Please
OSD to MD : For kind information please.

No. ITD-HQ/HW AMC (476/F)/2018/270

Dated: 04.10.2018

CIRCULAR

Sub.: Regarding the charges for broken, burnt, mishandling and consumable parts.

This has the reference to letter dated 20.09.2018 of AMC service provider M/s Galaxy and a meeting held in the office of Dy.CGM (IT-I) with Manager (IT-I) and the AMC service provider team regarding above cited matter. The Following points were discussed in the meeting.

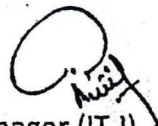
1. The equipments being used in the depot, Pass section etc. places are installed in the congested area. Equipments are in the direct contact of water cooler, resulting enough moisture is generating inside the devices and getting short circuited and logic boards are getting burnt. Electronic devices should not be in the contact of water cooler or at least the water cooler should be kept at some distance which can't be done in some places due to limited space. Engineer reports with image of burnt cases has been displayed in the meeting.
2. Most of the sites are running without earthing, resulting the parts as motherboard, power supply, USB ports etc are getting short circuited. In some of the places engineers even the users got the electric shock despite of our regular advice for providing the Proper earthing.
3. Most of the outlets/working places are running in the dusty environment, due to this the moving parts in printers gets struck and could not bear the load of its mechanism. Resulting the parts are either breaking or consuming due to over wear and tear.
4. Usage of duplicate or refilled cartridges also found in some locations. It damages the complete mechanism of the printers. Especially in the pass sections where the printers are old and running more than its

duty cycle and cannot work with refilled cartridges. Resulting the ETP/ITB, Fuser Unit, gear assembly are frequently getting damaged.

5. Some locations have no power backup provision for proper shutdown of computers. Either the equipments are running without UPS or if UPS is there than it has no battery backup. Resulting the computers is getting ON & OFF according to the fluctuations in the input main supply. Resulting the operating software getting crashed or hard disks are also getting crashed.
6. In some of the places it is observed that the equipments are not kept for free functioning. Top surface of the equipment is being engaged with official files or other official accessories. This activity is damaging the paper tray and other mechanical parts of the printers.

In views of above, all unit heads are requested that please ensure proper earthing of your location, proper positioning of IT equipments, proper handling of IT equipment and use of original printer cartridge.

In case any IT equipment/hardware found not working on above points, it will be repaired on charging basis and this charges will be bear by the concerned unit's In-charge Computer cell.


Manager (IT-I)

All HODs
All RMs
All DMs
All Unit Officers

olc

wdf

Delhi Transport Corporation
(Govt. of NCT of Delhi)
IT Department - I
I.P. Estate: New Delhi-110002

To
M/s Galaxy Infoserv Pvt. Ltd.,
95, Bhagwan Nagar, Ashram, New Delhi - 110 014.

Sub: Work Order for Comprehensive AMC of Computer Hardware

Ref. Tender No. : ITD-HQ/476F/AMC/2017 Work Order No.: 6691 Dated 27.04.2018

S. No.	Comprehensive AMC of Following Equipments for a period of one Year	Unit	Qty.	Rate (Rs.)	Tax %	Rate Incl. Of Tax (Rs.)	Total Cost (Rs.)
1	Desktop	Nos.	610	625.00	18.00%	737.50	449875.00
2	Desktop Touch Smart	Nos.	3	3000.00	18.00%	3540.00	10620.00
3	BW Laser Printer	Nos.	387	575.00	18.00%	678.50	262579.50
4	Colour Laser Printer	Nos.	72	3250.00	18.00%	3835.00	276120.00
5	Dot Matrix Printer	Nos.	24	500.00	18.00%	590.00	14160.00
6	Laptop	Nos.	18	1750.00	18.00%	2065.00	37170.00
7	Multifunction Printer	Nos.	16	950.00	18.00%	1121.00	17936.00
8	Colour Multifunction	Nos.	1	3450.00	18.00%	4071.00	4071.00
9	Flat Bed Scanner	Nos.	28	450.00	18.00%	531.00	14868.00
10	Server	Nos.	21	4250.00	18.00%	5015.00	105315.00
11	Line Interactive UPS	Nos.	483	245.00	18.00%	289.10	139635.30
12	Work Station	Nos.	4	3650.00	18.00%	4307.00	17228.00
13	Line Matrix Printer	Nos.	1	8500.00	18.00%	10030.00	10030.00
15	Online UPS 5 KVA	Nos.	3	4850.00	18.00%	5723.00	17169.00
16	Online UPS 2 KVA	Nos.	23	850.00	18.00%	1003.00	23069.00
17	Online UPS 10 KVA	Nos.	1	7500.00	18.00%	8850.00	8850.00
Total CAMC Cost Inclusive of Tax			1695				1408695.80


Round off Rs. 1408696/-

(Rupees Fourteen lakh eight thousand six hundred ninety six only)

Terms and Conditions

1. List of 1695 equipments with locations provided along with tender documents.
2. Period of Comprehensive AMC is one year w.e.f. 23rd May 2018 to 22nd May 2019.
3. Payment on quarterly basis at the end of the quarter within 30 days from the date of submission of bill through RTGS/NEFT.
4. Bank Charges to be borne by the firm.
5. Security Deposit equal to 10% value of the order is to be furnished by the vendor.
6. Agreement on a stamp paper of Rs.100/- is to be signed and submitted by the vendor.
7. Survey of above equipments at all locations must be completed before 22 May 2018.
8. Monthly maintenance reports have to be submitted within 7 days of the completion of month.
9. Complaint lodging procedure and contact person and phone nos. to be intimated immediately on receipt of work order including SMS complaint lodging phone number.
10. Other terms and condition as per above reference tender documents.

All D.M
All R.M


Dy. Chief General Manager (IT)-1