

**Govt. of N.C.T. of Delhi**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**9<sup>th</sup> Level, B – Wing, Delhi Secretariat,**  
**I.P.Estate, New Delhi – 110002**

NoF.3 (2) 2001-IT/1731

Dated: 17.07.2003

**CIRCULAR**

**1. Subject:**

Empanelment of companies for providing AMC for desktops and printers to departments/agencies of Govt of Delhi (Annexure-I contains the list)

**2. Validity:**

Validity of this panel is for one year from the date of issue of this order or till a new order is issued whichever is earlier.

**3. Applicable to:**

- All Government departments under Govt of Delhi
- All autonomous bodies/local bodies under Govt of Delhi
- All PSU's Under Govt of Delhi

**4. Procedure to be adopted by the Department:**

- All Govt department and institutions under Govt of Delhi desirous of outsourcing AMC services for desktops and printers are advised to float limited tenders and send notices to these empanelled companies. Thus, departments/institutions are not to carry any technical evaluation, which has been done by IT department.
- Tender notice indicating the number of servers, desktops and printers, their make & complete technical configuration, month and year of purchase may be sent to these empanelled companies for inviting commercial bids (Annexure –II).
- It is pointed out that it is uneconomical to ask for the services of an onsite maintenance engineer unless number of machines is in excess of 100 in one building.

**5. Responsibilities of Vendors:**

- All the empanelled companies are to respond to each and every notice issued by the departments, PSUs, local and autonomous bodies under Govt of Delhi regardless of the number of equipments for which AMC services are solicited. If the response of the empanelled companies is poor, the departments are advised to inform the IT department the names of companies that have failed to respond to the notices for initiating appropriate action against them.
- The empanelled companies are also obliged to provide maintenance services for all major and popular brands of desktops and printer such as IBM, Compaq, HP, WIPRO, Zenith, HCL, Acer, Epson, TVSE and

others. Even assembled and unbranded equipments purchased by government are covered under the empanelment qualification criteria.

#### **6. Responsibility of Department:**

Department must ensure that all these equipments are in working condition before tender notices are sent to the empanelled companies.

#### **7. Items not covered under this order:**

- Servers
- Line Printers
- LAN equipments
- Online UPS
- LAPTOPS

Department are advised to get the AMC for above-mentioned equipments from original equipment manufacturer (OEM) only.

#### **8. Procedure adopted by IT department for preparation of panel:**

- Applications were invited from large, experienced and financially sound companies for empanelment through a public notice.
- A Technical evaluation committee appointed by Spl. Secy.(IT) went through the technical bids submitted by the responding companies. Based on the evaluation the committee has empanelled twelve companies for providing AMC services to all departments, PSUs, local and autonomous bodies under Govt of Delhi. A list of such companies with their office address and telephone numbers is given in Annexure-I. A copy of draft agreement that could be entered with them by departments/institutions is given in Annexure-III. This agreement could be suitably modified by departments if considered essential, with the prior approval of IT and Law department.

#### **9. Performance Warranty:**

All the empanelled companies have deposited performance warranty with IT department. In case, company is not providing good services, departments/institutions are advised to intimate the same to IT department so that financial penalty can be imposed on the company.

10.

Department of Information Technology may please be contacted for any difficulty, clarification or doubt that may arise in implementation of this order.

**(Prakash Kumar)**  
**Special Secretary (IT)**

Copy for information to: -

- All HODs / Secretaries / Pr. Secretaries
- Chairman /MDs of PSUs
- All head of local bodies/autonomous bodies
- All Secretaries to the Ministers
- OSD to Chief Secretary
- Secretary to L.G.