

**DEPARTMENT OF SOCIAL WELFARE  
GOVT. OF N.C.T. OF DELHI  
G.L.N.S. COMPLEX, DELHI GATE, NEW DELHI-110002  
(COMPUTERIZATION CELL)**

Tele: 011-23711290, Website: <http://socialwelfare.delhigovt.nic.in>, email: [progs.w.delhi@nic.in](mailto:progs.w.delhi@nic.in)

NO.F. 56(320)/DSW/CC/105/2011-12/2095-2153 Dated **10 MAY 2011**

**CIRCULAR**

To

All District Social Welfare Officers/Supdts(Homes/Institutions)/ Officers In-Charges(Branches), HQ, Delhi Gate

Subject: **Comprehensive Annual Maintenance of computers, Printers UPSs etc. for the period 01-05-2011-30-04-2012**

The under mentioned firm has been awarded the Annual Maintenance Contract of the computers, Printers, UPSs(offline) etc of the Department of Social Welfare for the period 01-05-2011 to 30-04-2012 after following the Limited Tender Enquiry amongst the vendors empanelled by the IT Department through e-procurement platform of Govt of NCT of Delhi :

**M/s Brisk Infotech Solutions  
2157, Guru Arjun Nagar, New Ranjit Nagar  
New Delhi-110008  
Tel: 32959757, 32959868**

Kindly note the following points while dealing with AMC related services:

- i. As per the terms and conditions of the contract, M/s Brisk Infotech Solutions to be called as AMC vendor has to submit the inspection report in respect of the computer hardware under consideration for AMC within one week.
- ii. The service Engineer of the AMC vendor is expected to bear the authorization letter/Identity card of the company while attending the breakdown complaints.
- iii. The concerned users at the computer installation site are requested to sign the call/service reports of the service engineer who has visited to attend the complaint and ask for one office copy for retaining for future reference.
- iv. Although the system faults are to be rectified on site, however if the engineer advises for offsite repair of the equipments may be allowed only after issuing gate pass on the basis of the call report of the service engineer on company's letter head. The AMC vendor is expected to maintain 95% uptime of the Desktops , Printers and UPS etc. If the down time is more than 72 hours, then the AMC vendor shall provide a stand by system of equivalent

configuration. In case of any confusion in dealing with this issue, the Computerization Cell, DSW HQ may be consulted.

- v. The routine breakdown complaints may be reported on the following customer support numbers of the firm:

32959757, 32959868

between 9:00AM to 5:00PM. The AMC vendor is expected to give a unique complaint number to the complainant for future reference.

- vi. The complaints relating to non-responding, unsatisfactory service may be brought to the notice of the Computerization Cell.

This issues with the approval of the Competent Authority.

*M. Singh*  
09/05/11  
(Mohan Singh)  
Programmer

NO.F. 56(320)/DSW/CC/105/2011-12/

Dated

Copy for information to:

1. PS to the Pr. Secretary (SW&DWCD)
2. PA to the Director (SW)
3. PA to the Addl Director (Admin)
4. Mr Praveen Chaudhary, Brisk Infotech Solutions, 2157, Guru Arjun Nagar, New Ranjit Nagar, New Delhi-110008
5. Website of department( <http://socialwelfare.delhigovt.nic.in>)

*M. Singh*  
09/05/11  
(Mohan Singh)  
Programmer