

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

F-56(320)/DSW/CC/105/2010-11/ 20229-333

Dated:

Circular

24 JAN 2012

To,
All District Officers,
Department of Social Welfare.

Subject: **Comprehensive Annual Maintenance of Computers, Printers & UPSs etc. for the year 2012-13.**

The AMC of computer hardware of the Department with M/S BRISK INFOTECH SOLUTIONS LTD. is expiring on 30 April 2012. Therefore, in order to initiate fresh AMC agreement for the period 2012-13, it is brought into the notice of all concerned that:-

1. The pendency of complaints relating to non-responding, unsatisfactory service of PCs or its components taken out for offsite repair not returned etc may be brought to the notice of the Computer Cell immediately. The cut off date of AMC may be kept in mind while taking AMC related services from the engaged AMC vendor or its service engineers.
2. It is observed that the Computers, UPS systems, Printers etc. have been procured, installed and transferred from one location to another in the Department from the year 2004 onwards. In order to decide inclusion/exclusion of the Computer hardware for the proposed period, a prescribed format has been devised and enclosed herewith for filling up and returning to the Computerization cell latest by 29/02/2012. The same form has been uploaded on the website of the Department of the Social Welfare <http://socialwelfare.delhigovt.nic.in>. The filled in form may also be sent through email to: apsw.delhi@nic.in.
3. In order to prepare an overall performance appraisal of the current AMC holding firm viz M/s BRISK INFOTECH SOLUTIONS LTD., a line of rating "Satisfactory" / "Not satisfactory" report may be sent to the Computerization Cell either through email to apsw.delhi@nic.in or along with filled in enclosed inventory format. On non-receiving the same by 29/02/2012, it will be presumed that satisfactory services were provided by the AMC service provider. In case of non satisfactory service remarks the reason may also be cited.




4. The District Social Welfare Officers will submit the Physical Verification Report to the Computer Cell, HQ for the Computer Hardware installed & not installed in the Homes/Institutions covered under their jurisdiction by 29/02/2012. This is urgent for sending reply of audit para on physical verification of Computer Hardware.

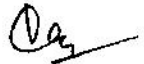
5. Any clarification may be sought from the Computerization Cell on Telephone No. 011-23711290 or through email apsw.delhi@nic.in.

Encl: Format

F-56(320)/DSW/CC/105/2010-11/

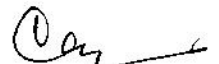
Copy for information to:

1. PA to the Secretary (DSW & DWCD)
2. PA to the Director (DSW)
3. PA to the Addl. Director (DSW)
4. PA to the JD (Tech.), DSW HQ, GLNS Complex, New Delhi
5. Website of DSW <http://socialwelfare.delhigovt.nic.in>



(S.C.Garg)
System Analyst

Dated:



(S.C.Garg)
System Analyst

FORMAT

Name of the Department :
Name of Branch/Institution/Project :
Address :
Telephone :
Details of the Computer hardware :

Sno.	Name of the item (PC/Printer/UPS)	Make	Model	Machine Serial No.	Year of installation	Configuration	Working Condition (functional or not)	Recommendation for inclusion/exclusion in the AMC period 2012-13
1	PC							
2								
3								
4								
5								
6								
7								
8								
9								

Signature : _____

Name : _____

Designation : _____