



इंडियन रेलवे कैंटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GO1101707", E-mail : info@irctc.com, Website: www.irctc.com

No. IRCTC/CO/SER(OTH)/24/2024/Services/CO (C. No. 43451)

(Through E-mail Only)

Date: 24.01.2025

M/s Hewlett Packard Enterprise India Pvt. Ltd.

C-53, Okhla Industrial Area, Phase-II,

New Delhi-110020

E-mail: yugraj.rana@hpe.com

Sub: Purchase Order for Procurement of Annual Maintenance Contract (AMC) Services for HPE DL180 Gen 9 Servers.

Ref: Your bid submitted in e-tender No. e-tender No. e: 39000/ IRCTC/ITC/ IT(NGeT)/ 12/2024/IT/ITC opened on 02.12.2024.

With reference to above, and with approval of competent authority, this Purchase order is being issued to your company on the following terms and conditions:

SL.	Name of firm	M/s Hewlett Packard Enterprise India Pvt. Ltd
1.	Scope of Work	Annual Maintenance Contract (AMC) Services for HPE DL180 Gen 9 Servers as per Clause 3 of bid document Part-I: Special Conditions of Contract (SCC).
2.	Period of Contract	01 st Nov 2024 to 31 st Oct 2027.
3.	Consignee	Group General Manager/IT-2, Indian Railway Catering and Tourism Corporation Limited, 2 nd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029.
4.	Delivery	General Manager/NGeT, Centre for Railway Information System (CRIS), Chanakyapuri, New Delhi 110021.
5.	Service Level and Penalties	As per Clause 9 of bid document Part-I: Special Conditions of Contract (SCC)
6.	Payment Terms	<p>a. Payments to HPE shall be made by IRCTC on quarterly basis at the end of each quarter "within 30 days" on successful delivery of AMC Services after receiving the GST compliant proper Tax Invoices.</p> <p>Note: Any time taken by HPE in correcting deficiencies of Tax Compliant Invoice will not be counted towards 30 days.</p> <p>b. Payment for the first quarter shall be made only after submission of following by HPE-</p> <ul style="list-style-type: none"> Valid PBG (and its verification thereof by IRCTC from issuing bank) and/or Security Deposit, and NDA agreement and Service Support agreement (SAID) containing details of hardware items in scope and the type and period of AMC Services, and <p>c. Payments shall be subject to deductions of any amount for which successful bidder is liable to pay penalty as per Service Levels & Penalties and Liquidated Damages clauses. For this purpose, SLA reports will be obtained from CRIS by IRCTC</p> <p>d. All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the applicable laws.</p> <p>e. HPE shall ensure to pay GST or any other taxes charged, within stipulated time and to file the return within stipulated</p>





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		time to enable IRCTC to claim input credit. {(Refer Clause 10 of bid document Part-I: Special Conditions of Contract (SCC))}.
7.	Performance Security Deposit	a) Deposit an amount of Rs. 35,455/- (5% of Total Contract value) as Performance Security Deposit to IRCTC through Demand Draft/Performance Bank Guarantee/NEFT/RTGS issued by nationalized/scheduled commercial bank in favor of ' Indian Railway Catering and Tourism Corporation Ltd ' payable at New Delhi, as Security Deposit within 2-weeks from the date of award of work order by IRCTC. {(Refer Clause 4.7 of bid document Part-I: Special Conditions of Contract (SCC))}.
8.	Other Terms and Conditions	As per Tender document and Corrigendum/Addendum, if any.
9.	Total Value of the Purchase Order	Rs. 7,09,109.20/- incl. taxes.
10.	NDA and Service Agreement	You will be required to sign Non-Disclosure Agreement (NDA) and Service Agreement within 2 weeks of the award of purchase order {Refer clause no. 4.5 & 4.6 of bid document Part-I: Special Conditions of Contract (SCC)}.

The Price breakup as submitted along with the bid is as below:

S No	Serial No.	Item Description	Support Type	Proposed AMC Start Date	Proposed AMC End Date	Year 1	Year 2	Year 3
1	SGH711TEC6	HPE DL180 Gen9 E5-2609v4 SFF IN Svr/Prom	Critical 6 Hrs (Call to Respon se)	01-Nov-24	31-Oct-27	Rs.46,731.00	Rs.50,002.00	Rs.53,502.00
2	SGH711TEC5	HPE DL180 Gen9 E5-2609v4 SFF IN Svr/Prom				Rs.46,731.00	Rs.50,002.00	Rs.53,502.00
3	SGH624V566	HPE DL180 Gen9 E5-2609v4 SFF IN Svr/Prom				Rs.46,731.00	Rs.50,002.00	Rs.53,502.00
4	SGH712VEM4	HPE DL180 Gen9 E5-2609v4 SFF IN Svr/Prom				Rs.46,731.00	Rs.50,002.00	Rs.53,502.00
Total Cost (Excl Tax)						Rs.1,86,924.00	Rs.2,00,008.00	Rs.2,14,008.00
Total Cost of Three Years (Excl Tax)						Rs.6,00,940.00		
Taxes						Rs.1,08,169.20		
Total Cost (including taxes)						Rs.7,09,109.20		

Other terms and conditions as per the tender document and contract issued.

Please acknowledge the receipt.

CC: JGM/IT/ITC- For kind information and necessary action please.

GGM/Services
IRCTC/CO

