



इंडियन रेलवे कैटरिंग एवं टूरिज़्म कॉर्पोरेशन लिमिटेड (भारत सरकार का उद्यम-नवरत्न) INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD (A Govt. of India Enterprise-Navratna)

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

No. IRCTC/CO/SER(OTH)/17/2025/Services/CO (E.C.#49365)

Dated: 22.08.2025

M/s Aitech Labs Pvt. Ltd.

301, 3rd Floor, Laxmi Bhawan,

72 Nehru Place, New Delhi- 110019

E-mail: pkhurana@aittechlabs.co.in; amit.kumar@aittechlabs.co.in

Sub: Purchase Order for Procurement of AMC Support Services for Dell make VNX SAN Storage, SAN Switches, Back up & Recovery.

Ref: Your e-bid in tender no. 2025/IRCTC/CO/SER/SLT/Dell AMC dated 26.06.2025.

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:

S. No.	Description	Remarks
1.	Scope of Work	AMC Support Services for SAN Storage, Backup Software (Networker) and SAN Switches for NGET System of IRCTC as per Clause 1 of Bid Document Part-I: Special Conditions of Contract (SCC).
2.	Period of Contract	01 st June 2025 to 30 th Nov 2025
3.	Total Cost (Excl. Taxes)	₹ 27,00,000/-
4.	Total Taxes Rs.	₹ 4,86,000/-
5.	Total Cost (Incl. Taxes)	₹ 31,86,000/- (Rupees Thirty One Lakhs Eighty-Six Thousand Only.)
6.	Consignee	Group General Manager/IT-2, Indian Railway Catering and Tourism Corporation Limited, World Trade Center, Internet Ticketing Center, 2nd Floor, Narouji Nagar, Delhi-110029.
7.	Service Delivery and Installation Address	GM/NGET, CRIS, Centre for Railway Information System, Chanakyapuri, New Delhi 110 021.
8.	Service Level and Penalties	As per Clause 5 of Bid Document Part-I: Special Conditions of Contract (SCC) of Tender document.
9.	Payment Terms	As per Clause 8 of Bid Document Part-I: Special Conditions of Contract (SCC) of Tender document.
10.	Performance Security Deposit	Deposit an amount of ₹1,59,300/- (Rupees One Lakh Fifty-Nine Thousand Three Hundred Only) equivalent to 05% (Five Percent of the total contract value to IRCTC), within 15-days from date of issue this Letter. Performance Security Deposit can be submitted in form of DD/RTGS/NEFT/BG (Refer Clause 11 of Bid Document Part-I: Special Conditions of Contract (SCC) of Tender document).
11.	Other Terms and Conditions	As per Tender document and Corrigendum/Addendum, if any shall be applicable
12.	NDA and Service Agreement	You will be required to sign Non-Disclosure Agreement (NDA) and Service Agreement within 14-days from the issuance of this letter (Refer Clause 3 & 4 of Bid Document Part-I: Special Conditions of Contract (SCC) of Tender document).

Kindly acknowledge the receipt of this Purchase Order.

Copy to: -

1. GGM/Services/IRCTC
2. GGM/IT-2/IRCTC



Amit Kumar Sarkar
22/08/2025
Amit Kumar Sarkar
DGM/IT/Proc.
IRCTC/CO



International Year
of Cooperatives

पंजीकृत कार्यालय : 4वां तल, टावर डी, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-110029 दूरभाष : 011-26181550, 26181551
Registered Office : 4th Floor, Tower-D, World Trade Centre, Narouji Nagar, New Delhi-110029. Tel.: 011-26151550, 26181551

Detailed Schedule of Rates (SoR)

Ref: IRCTC LOA No. IRCTC/CO/SER(OTH)/17/2025/Services/CO (E.C.#49365) dated: 22.08.2025

AMC Support Services for Dell make VNX SAN Storage, SAN Switches, Back up & Recovery					
S. No.	Item Description	Support Type	Start Date	End Date	AMC Cost (Excluding Taxes)
1	SAN Storage VNX 5400	PRO SUPPORT PLUS 4HR/MC SUPPORT	1-Jun-25	30-Nov-25	₹ 18,00,000.00
2	SAN Switches	PRO SUPPORT PLUS 4HR/MC SUPPORT	1-Jun-25	30-Nov-25	₹ 4,00,000.00
3	Backup & Recovery	PRO SUPPORT PLUS 4HR/MC SOFTWARE SUPPORT	1-Jun-25	30-Nov-25	₹ 5,00,000.00
Total (Excluding Taxes)					₹ 27,00,000.00
Total Taxes					₹ 4,86,000.00
Total (Including Taxes)					₹ 31,86,000.00
Rupees Thirty One Lakhs Eighty-Six Thousand Only					

