



**इंडियन रेलवे केटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड**  
(भारत सरकार का उद्यम-नवरत्न)  
**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**  
(A Govt. of India Enterprise-Navratna)

CIN-L74899DL1999GOI101707, E-mail : info@irctc.com, Website : www.irctc.com

E-File No.: IRCTC/CO/IT(4)/1/2020/IT/CO  
(Computer No. 41)

Date: 06.08.2025

M/s Macro Systems Pvt. Ltd.  
306, Aditya Arcade,  
30 Community Centre, Preet  
Vihar, Delhi-110090.  
ContactNo. 9810126281  
Email id- [dksdelhi@gmail.com](mailto:dksdelhi@gmail.com)

**Subject: Letter of award for Annual Maintenance Contract of Tyrone Servers and Storage installed at IRCTC Corporate office for 02 year.**

**Ref: RFQ No. 2025/IRCTC/IT/Server/AMC/01 opened on 10.07.2025.**

With reference to above, IRCTC is pleased to award M/s Macro Systems Pvt. Ltd. the contract for Annual Maintenance Contract of Tyrone Servers and Storage installed at IRCTC Corporate office New Delhi at the below mentioned consignee address:

AGM/IT  
IRCTC Ltd, Corporate office,  
4<sup>th</sup> Floor, Tower-D, World Trade Centre,  
Nauroji Nagar, New Delhi-110029

The details of products are as under:

Product Name	Model No	Serial No.	SLA
Tyrone Server	SOB161220065A	2X20482101	97% uptime annually, NBD (Next Business Day) response
Tyrone Server	SOB161220065A	2X20492101	97% uptime annually, NBD (Next Business Day) response
Tyrone Storage	SOB161220065B	2X20502101	97% uptime annually, NBD (Next Business Day) response
Tyrone Storage	SOB010820002A	2X20832008	97% uptime annually, NBD (Next Business Day) response
Tyrone Server	SOB240621056A	2X21502107	97% uptime annually, NBD (Next Business Day) response
Tyrone Server	SOB240621056A	2X21512107	97% uptime annually, NBD (Next Business Day) response

रजिस्ट्रार  
2025/24



International Year  
of Cooperatives

पंजीकृत कार्यालय : चतुर्थ तल, टावर डी, वर्ल्ड ट्रेड सेंटर, नौरोजी नगर, नई दिल्ली-110029. दूरभाष : 011-26181550, 26181551

Registered Office : 4<sup>th</sup> Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029. Tel.: 011-26181550, 26181551

Tyrone Storage	SOB230720051A	2X20262008 (S2AC20012008)	97% uptime annually, NBD (Next Business Day) response
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The accepted rates and other details are as under:

SN	Detail s of Work	Model Type	Server's Sl. No.	QT Y	Unit Price	(GS T@ %)	(GST amount)	Total amount inclusive of GST
01.	AMC of Server s and storag e for 02 years.	SOB161220065A	2X20482101	1	257884	18%	46419.12	304303.12
02.		SOB161220065A	2X20492101	1	257884	18%	46419.12	304303.12
03.		SOB161220065B	2X20502101	1	327850	18%	59013	386863
04.		SOB010820002A	2X20832008	1	371274	18%	66829.32	438103.32
05.		SOB240621056A	2X21502107	1	266540	18%	47977.2	314517.2
06.		SOB240621056A	2X21512107	1	266540	18%	47977.2	314517.2
07.		SOB230720051A	2X20262008 (S2AC20012 008)	1	521088	18%	93795.84	614883.84
Grand Total (Incl. of GST)								2677490.80

**Terms & Conditions:**

1. **Payment** - Annually in advance.
2. **Delivery** – Within 15 days from the date of Order.
3. **Performance Bank Guarantee** – 5% of the quoted value i.e. **Rs.1,33,875/-**, have to be deposited within 15 days from the date of Letter of Award. The PBG shall be valid for 25 months from date of PO by way of DD/Bank Guarantee in favour of IRCTC Ltd.
4. **Penalty** – A penalty of **Rs. 1000/- per day** shall be imposed in case the SLA is not met.
5. **AMC of item No. 1-4 & 7** is effective since **12.06.2025**; payment for same shall be processed accordingly.
6. **AMC of item No. 5 & 6** shall begin w.e.f. **09.08.2025**, payment for same shall be processed accordingly.

*Handwritten signature and date: 25/11/2025, 2.08.25/27/25*

7. **Dispute clause:** Any dispute relating to the subject contract shall be subject to the exclusive jurisdiction of the Court(s) at Delhi only.
8. **Delay and Default by supplier** –In case of acceptance of quotation, and placement of order, the supply against the order should be made within the period stipulated in the order. IRCTC reserves the right to recover any loss sustained due to delayed delivery by way of penalty. Failure to supply the material within the stipulated period shall entitle Procuring Entity for imposition of Liquidated Damages without assigning any reasons @ 1/2% (half per cent) of the value of the delayed item, per week (or part thereof) of the delay, subject to a maximum of 5% (five per cent) of the total contract value, unless extension is obtained in writing from the office on valid ground before expiry of delivery period
9. To execute the agreement within 15 days from the date of Letter of Award with the consignee, **AGM/IT, IRCTC Ltd, Corporate office, 4<sup>th</sup> Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029** on non-judicial stamp paper of Rs.100/-. Till signing of agreement, terms & conditions of RFQ and Letter of Award will form an integral part.
10. All other Terms & Conditions will remain same as per the RFQ.
11. Any failure to adhere to the abovementioned instructions shall be treated as event of default and action shall be initiated as per terms and conditions of the award.

For any further query, Corporate office, IT department, IRCTC Ltd., 4<sup>th</sup> Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi-110029 may be contacted.

Please acknowledge this LOA.

  
(Ranjit Singh Nayal)  
DGM/P&T

**Copy to: AGM/IT- For information please.**