



केन्द्रीय विद्यालय संगठन/ KENDRIYA VIDYALAYA SANGATHAN  
(Min. of HRD, Deptt. of Education, Govt. of India)  
18-संस्थागत क्षेत्र / 18-Institutional Area  
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11-EDPOTCIL(MDMC)/1/2019-O/o AC(EDP)

Date: 13.05.2020

The Deputy Commissioner  
Kendriya Vidyalaya Sangathan  
All Regional offices

**Subject: Comprehensive AMC Support of e-Classrooms of Type-I-reg.**

Madam/Sir,

The Work Order for comprehensive AMC of e-Classrooms of Type-I has been issued by Kendriya Vidyalaya Sangathan (HQ) to TCIL being executed by them through vendor M/s. Unecops Technologies Ltd.

The following salient points must be disseminated to all the Kendriya Vidyalayas under your jurisdiction:

1. **Definition of e-classroom for this AMC:** One set of equipment i.e. one Desktop, one Interactive Board, one multimedia Projector, one Visualiser and one Interactive Pad makes one e-classroom either it is located in classroom or in any Lab, Library, Resource Room etc. At the minimum, if some of the items mentioned above have not been supplied to KV then desktop connected with multimedia Projector will also constitute one e-classroom.

Note: The e-classrooms with Apple i-Pads are not included in this AMC, as they are under warranty.

2. Comprehensive AMC has been given for all the consumable and non-consumable components of all Type-I e-classrooms such as Desktop, Interactive Board, Projector, Visualiser and Interactive Pad. These e-classrooms may be installed in classroom or in any Lab, Library, Resource Room etc.
3. Number of Desktops covered under this AMC is limited to number of Type-I e-classrooms. The AMC of these e-classrooms including such desktops are not to be given to any other vendor (refer attached KVS(HQ) letter no. of even reference dated 12.07.2019).
4. All the equipments of Type-I e-classrooms delivered to the Vidyalayas are covered under AMC and these got to be repaired/replaced by M/s. Unecops Technologies Ltd. The vendor will repair the item if repairable, and if not, then the vendor will replace the item. Hence, all the components of items whether consumable or non-consumable are included in the scope of work of the AMC and will be made serviceable irrespective of the condition of the items.
5. Escalation Matrix for AMC Support of e-Classrooms of Type-I has been provided vide attached letter of even reference dated 10.12.2019. But after interacting with various


Kendriya Vidyalayas, it has been observed that the Vidyalayas are either not approaching the vendor for making the items serviceable or not disclosing the exact number of e-classrooms to the vendor in anticipation that the items are beyond economical repair, which is incorrect.

6. Whenever any letter is issued from this office regarding AMC, these letters are also to be shared to all the Kendriya Vidyalayas for proper dissemination of information. It has been observed that some regional offices are not sharing the KVS(HQ) letter with KVs under their jurisdiction and simply collecting data through Google Sheet.
7. AMC is for the proper functionality of Qty 6,711 Type-I e-classrooms only whereas MDM is installation of software for monitoring the uses of all Type-I and Type-II (with i-pad) e-classrooms Qty. 12,011. AMC and MDM are two separate contracts but they are treated as same by some KVs/Regional Offices, which can be easily observed through the reports provided by regional offices.

Hence, it is requested that the information must be disseminated properly so that all e-classrooms would be functional.

This issues with the approval of Competent Authority.

Yours faithfully,

  
13/05/2020  
(Indu Kaushik)

Deputy Commissioner (Acad.)

**Encl: As stated**

**Copy to:**

1. PS to Commissioner, KVS
2. PA to Joint Commissioner (Acad.)
3. M/s. Unecops Technologies Ltd: for issuing directions to your engineers to provide AMC Support on receipt of email/telephonic call from Principal, Kendriya Vidyalaya to maintain e-classroom functional.
4. Sh. Sandeep Singh, AGM (IT), TCIL: for close monitoring of AMC Support provided by the Vendor.