



No. Mus/885/01/2014

August 29, 2019

TENDER NOTICE

Subject : Quotations for Annual Maintenance Contract for Computers and Printers at Embassy of India, Muscat

Embassy of India, Muscat invites quotations from reputed local companies for Annual Maintenance Contract for **75 Nos Computers and 50 Nos Printers** for a period of one year. The Comprehensive Maintenance contract shall include the following:

- (1) Call Management services
- (2) Desktops and peripherals management services
- (3) Network management services
- (4) Prevent and proactive maintenance of equipments
- (5) Providing a single point contact
- (6) On-line support
- (7) Identification and resolution of chronic hardware faults and problems
- (8) Logging of user calls
- (9) Tracking each call to resolution
- (10) Hardware and software troubleshooting
- (11) Peripherals troubleshooting
- (12) Removal and detection of virus from PCs
- (13) Email setup & troubleshooting
- (14) Network connectivity problems-troubleshooting
- (15) Supports for both Operating System Viman (Linux Fedora 26) and Microsoft Windows

2. Reputed local based registered companies are requested to send their quotations by post/by hand in a closed cover subscribed "**Quotations for Annual Maintenance Contract for Computers and Printers**" at Embassy along with terms and conditions to the following address by 1700 hrs. Thursday, the 19th September, 2019. The tender will be opened on Monday, the 23rd September, 2019 at 1100 hrs.

**Second Secretary (Administration),
Embassy of India, P.O. Box-1727, Postal Code- 112,
Ruwi, Muscat, Sultanate of Oman**

3. You are welcome to seek further details/information from the undersigned on any working day (Sunday -Thursday) between 0830 hrs to 1700 hrs by telephone - 24684527 & 24684577 or email admin.muscat@mea.gov.in.

Yours sincerely

(Tarun Kumar)

Second Secretary (Admin)