



No. Mus/885/1/2021

December 13, 2021

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 No. Computers and 50 No.s 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. Email setup & troubleshooting
13. Removal and detection of virus from PCs
14. Network connectivity problems-troubleshooting
15. Support for both operating system Viman (Linux Fedora 26/30) and Microsoft Windows

2. Conditions:

- a. The tender issuing authority reserves the right to withdraw/cancel the Tender for any reason whatsoever after publication/award of contract.
- b. The tenderer can submit only one tender. A tenderer who submits or participate in more than one tender will be disqualified.
- c. Embassy of India reserves the right to accept/reject any staff deployed by the vendor.

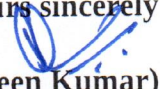
3. Reputed local based registered companies are requested to send their quotations by post/by hand in a closed cover subscribed "**Quotations for Annual Maintenance Contract for Computer and Printers**" at Embassy along with terms and conditions to the following address by 1700 hrs. Sunday 16th January 2022. The tender will be opened on Sunday, the 16th January 2022 at 11 00 hrs.

Head of Chancery

Embassy of India, P.O.Box 1727, Postal Code 112, Muscat, Sultanate of Oman

4. You are welcome to seek further details/information from the undersigned on any working day

(Sunday-Thrusday) between 1400 hrs to 1600 hrs by telephone-24684527 & 24684577 or via email
admin.muscat@mea.gov.in

Yours sincerely

(Praveen Kumar)
Head of Chancery