

भारतीय उच्चायोग  
पोर्ट लुई, मारीशस



HIGH COMMISSION OF INDIA  
PORT LOUIS, MAURITIUS

No. POR/872/08/14

Dated 17.09.2014

To: M/s.

Dear Sir / Madam,

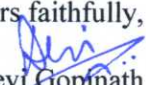
The High Commission of India is interested in signing an Annual Maintenance Contract for technical support to existing PCs, printers / multi-function printers and peripherals. Also, a few PCs & printers would be covered by service and guarantee of manufacturers.

We request you to provide a range of services under AMC which should include visits to the High Commission for installation of PCs / printers, etc., cabling work, downloading / uploading software, minor trouble-shooting issues, minor repairs, transporting of PCs / printers, etc. to your own workshop or of authorized dealer of manufacturer with quotations (incl. VAT & excl. VAT) and other terms and conditions (assured service within 12 working hours, time-based charges, labour-based charges, provision for replacement for down-time period). The response may be sent in the format indicated below:

S.No.	Technical support	Rate / Charges / (MRs).	Remarks
1.	Visit for Diagnosis only		
2.	Minor repairs at site – [Time-based]		
3.	Rate / Charges for installation, downloads, back-up, upgradation of hardware / software – [Time-based]		
4.	Rate / Charges for major repairs / replacement - genuine parts at your workshop [Labour + Actual cost of parts]		VAT Invoice for genuine spare parts purchased in name of customer – High Commission of India with serial no. of parts purchased from manufacturer / authorized dealer
5.	Rate / Charges for carting for repair / replacement for products under guarantee / warranty at manufacturer / authorized dealer workshop [Actual cost of parts]		-do-

A list of present customers and atleast two references of satisfied clients of AMC with your company must be provided along-with above details. An early response in strict confidence (in a sealed cover) marked "**Quotation for AMC**" addressed to Head of Chancery by **1400 hrs., 29.09.2014 (Monday)** would be greatly appreciated.

The High Commission of India does not bind itself to accept the lowest quotation and reserves the right to reject any quotation without assigning any reasons.

Yours faithfully,  
  
Devi Gopinath  
Head of Chancery