

Tender No. SPL- 202203-0053 Dated 28-03-2022

Saraswaty Press Ltd invites sealed offer for Annual Maintenance Contract (AMC) for Computer Hardware, Software and Peripherals from eligible vendors who are registered with the relevant statutory authorities e.g. GST, PAN, PF & ESI for the below mentioned jobs for yearly rate contract.

Scope of work for Computer AMC:

A. Software support includes -

1. Periodically examine and check-up for individual software and make a summary report department wise and user wise and prevent unauthorized access of unlicensed software.
2. Software support for all professional applications.
3. Installation of different type of OS (all windows version), hot fixes, updates etc.
4. Fix up & resolve Antivirus related issues.
5. Restoration of Windows OS and installation of different type of software for professional works including MS dynamics, GST software etc.
6. Resolve network related issues and replace LAN cable with RJ45 (if required).
7. Configure & setup domain users.
8. Resolve exchange mail user related issues (if any).

B. Hardware support includes -

1. Replacement of computer parts (if required). Part includes - Monitor, Keyboard, Mouse, Motherboard, RAM, SMPS, SATA cable etc. for Intel Pentium processor to Core i7 processor etc.
2. Service call booking to OEM for computer spare parts within warranty period.
3. One resident engineer will be present for eight hours (10:00 am to 6:00 pm) from Monday to Saturday daily for SPL-I & SPL-II. Another engineer will be assigned on call basis for SPL-III, Sealdah office, and Calcutta University location for any type of troubleshooting.

Offer may be sent within 12/04/2022 within 2 p.m. to the Purchase Committee, Saraswaty Press Limited, 11, B.T.Road. Kolkata- 700056 & opened on the same day. The company reserves the right to accept, negotiate or reject any or all offer with any vendor at its own discretion.