

CIRCULAR

Sub: Annual Maintenance Contract for the period from 1-12-2014 to 30-11-2015 of 295 HCL Desktop Computers and 258 Toshiba A3 multifunction Laser printers supplied to various PWD Offices State wide in 2010.


Ref:

1. Agreement No. 2 & 3/CE/R&B/IT/2014-15 dated 25-03-2015 with HCL Services Ltd

In connection with the implementation of various e-Governance application in PWD, One HCL computer and one Toshiba e-studio multifunction printer was supplied to all Sub divisions, Divisions, Circle and Chief Engineer Offices of PWD through KSTP in the year 2010. **295 HCL Computers and 258 Toshiba e-studio multifunction printers** are purchased from M/s HCL Infosystems Ltd with 3 year warranty and supplied to all the above offices. The warranty of all these computers and printers expired on **July & August 2013**.

An Agreement was executed with M/s HCL Services Ltd for providing Annual Maintenance Contract (AMC) for the above HCL Desktop Computers and Toshiba printers for the period from 1-12-2014 to 30-11-2015. M/s HCL has also offered to supply the consumables like Toners, Drum Kit and Heat Rollers at special prices to PWD. A notice was already issued to all the Office Heads in Sub Divisions, Divisions and Circle offices to utilize this AMC contract and repair any of the defunct HCL Desktop Computers and Toshiba e-Studio printers through M/s HCL Services Ltd. The AMC period is expiring on **30-11-2015**. Hence all the Superintending Engineers, Executive Engineers and Assistant Executive Engineers are hereby directed to ensure that all the HCL Computer and Toshiba Printers in Offices in their jurisdiction are in good conditions and to carry out the repairs if any through M/s HCL Services Pvt Ltd within the AMC period.

The contact numbers for support call registration at various districts and the details of computers and printers with Office list are published in the PWD website. If there is any delay in attending the complaints the matter may be reported to Assistant Engineer, IT Cell PWD (Ph:9645096310) and the PWD Electronics section in the corresponding district.


Deputy Chief Engineer

(In Full Addl. Charge of Chief Engineer [R&B and Administration])

To

Chief Engineer (Buildings), PWD for favour of information

Chief Engineer (NH) for favour of information

Chief Engineer (Projects), PWD for favour of information

All Superintending Engineers / Executive Engineers / Assistant Executive Engineers.