

NOTICE

Sub: Annual Maintenance Contract for the period from 1-12-2013 to 30-11-2014 of 295 HCL Desktop Computers and 258 Toshiba A3 multifunction Laser printers supplied to various PWD Offices State wide in 2010.

In connection with the implementation of various e-Governance application in PWD, computers and multifunction printers are 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-studion182 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/September 2013.**

Now Agreement is 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 1-12-2013 to 30-11-2014. M/s **HCL has also agreed to carry out the AMC works for the period from 1-07-2013 to 1-12-2013 as free extended warranty.** Hence the all the Office Heads in Sub Divisions, Divisions and Circle offices are requested 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 at the earliest. M/s HCL has also offered to supply the consumables like Toners, Drum Kit and Heat Rollers at special prices to PWD. The contact numbers for support call registration at various districts is attached herewith. If there is any delay in attending the complaints the matter may be reported to IT Cell PWD and the PWD Electronics section in the corresponding district.

IT Cell PWD

Regional Office COCHIN Escalation Matrix for Unified Service Desk

Sl.NO	District Name	First Level Escalation				Second Level Escalation			Third Level Escalation			Final Escalation		
		Name	Mobile	Mail ID for Complaint reg.	Mail ID for Query/follow ups	Name	Mobile	Mail ID	Name	Mobile	Mail ID	Name	Mobile	Mail ID
13	Trivandrum	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr.Sarath Kumar H	9656823314	sarath.h@hcl.com	Vijesh C	9567864972	vijesh.c@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
14	Kollam	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Rineesh	9567765253	rinesh@hcl.com	Vijesh C	9567864972	vijesh.c@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
6	Pathanamthitta	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr J MUTHU PRINCE	9567864982	jmuthu@hcl.com				M S Rajesh	9567869477	msrajesh@hcl.com
5	Kottayam	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr.Sanju Joseph	9567762467	sanju.joseph@hcl.com				M S Rajesh	9567869477	msrajesh@hcl.com
1	Aleppey	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Prasanth P	9567760837	prasanth.p@hcl.com	Mr. Prasanth P	9567760837	prasanth.p@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
2	Cochin	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr.Rinto K.P	9895033336	rinto.kp@hcl.com				M S Rajesh	9567869477	msrajesh@hcl.com
3	Thodupuzha	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Suresh Kumar	9567863635	sureshkumara@hcl.com				Mr. Rinto K.P	9895033336	rinto.kp@hcl.com
4	Union Territory of Lakshadweep	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Saravanan	9495944694	m.sara@hcl.com	Mr. Rinto K.P	9895033336	rinto.kp@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
7	Malappuram	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Sarath Kumar K	9567268699	kumar.sarath@hcl.com	Sanil Kumar U.	9567865507	sanil.u@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
8	Thrissur	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. ARUNKUMAR N S	9567869470	arun.kumar@hcl.com	Sanil Kumar U.	9567865507	sanil.u@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
9	Calicut	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Binoy M P	9746475909	binoymp@hcl.com	Sanil Kumar U.	9567865507	sanil.u@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
10	Kannur	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	JJO DAS	8129344266	jjo.das@hcl.com	Sanil Kumar U.	9567865507	sanil.u@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
11	Kasargode	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr.Mansoor Kandiyl	9567267724	mansoor.kandiyl@hcl.com	Sanil Kumar U.	9567865507	sanil.u@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com
12	Wayanad	USD	1860 425 1801	usd.p@hcl.com	usd.mro@hcl.com	Mr. Binoy M P	9746475909	binoymp@hcl.com	Sanil Kumar U.	9567865507	sanil.u@hcl.com	M S Rajesh	9567869477	msrajesh@hcl.com

Call Matrix for Toshiba Multi Function Printer (HCL SERVICES LTD OA DVN)---- Kerala

		Call Registration Number (National Call Centre) - 18601802425			
		Call Registration Email ID - hcloa.callcentre@hcl.com			
1	Trivandrum	Mr Nithin KS	Customer Engineer	8129090022	nithin.ks@hcl.com
2	Kollam	Mr. Krishore Kumar	Customer Engineer	8129566883	krishore.kumar@hcl.com
3	Kottayam/ Pathanamthitta	Mr. R.Ganesh	Sr. Customer Engineer	9895320817	r.g@hcl.com
4	Allapuzha	Mr Ravi Teja	Customer Engineer	8129928852	raviteja.paila@hcl.com
5	Cochin	Mr Padmajan	Call Board No.	9995801327	padmajan@hcl.com
6	Thrichur	Mr. Shebin	Customer Engineer	9633275171	shebin.tk@gmail.com
7	Palakkad	Mr Nimod Varma	Customer Engineer	9847243465	nimodvarma09@gmail.com
8	Calicut	Mr. Jayesh Babu	Call Board No.	9633276341	jayeshmanikoth@gmail.com
9	Malapuram	Mr Mathew C Philip	Customer Engineer	9895009065	mathew.philip@hcl.com
10	Wayanadu	Mr Kishore K.V	Customer Engineer	9567021133	kishorksa@gmail.com
11	Kannur	Mr Logesh Kumar	Customer Engineer	9567865517	logeshwaran.d@hcl.com
12	Kasargodu	Mr Praveen Kumar	Customer Engineer	9995016133	praveen.chandra@hcl.com
	Level-1	Mr.Jayasurya	Area Manager	9633276088	cjsurya@hcl.com
	Level-2	Mr.K Sivaraman	Dy. Regional Manager	9633276340	shivrama@hcl.com
	Level-3	Mr. Anil Z Antony	Regional Manager	9995035830	aantony@hcl.com

Email - Call Registration Format:

- 1) Customer/ Company Name :
- 2) Customer/ Company Address :
- 3) Contact Person name :
- 4) Contact Person Number :
- 5) Machine Serial no :
- 6) Machine Model no :
- 7) Problem with the machine :

All Fields are mandatory

TERMS AND CONDITIONS OF THE AMCs DISCUSSED AND ACCEPTED BY THE DEPARTMENT AND M/S HCL SERVICES LTD.

- All the following Nos of A3 Multifunction Laser Printers and accessories installed the company at Kerala Public Works Department are covered under this agreement.

SI No	Category	Make	Model	Qty
1	A3 MFD Laser Printer	TOSHIBA	E studio 182	258

2. The contract (AMC) amount is Rs 787172/- (Rupees Seven lacks Eighty seven Thousand One Hundred and Seventy Two only). (Inclusive of all tax for one year).

3. In consideration of the maintenance charge set out above, the company shall provide service as mentioned in this agreement. The maintenance shall be limited to the above-mentioned printers covered by this contract.

4. The AMC payment shall be paid in yearly advance against Bank Guarantee for an amount of Rs 787172/- (Rupees Seven lacks Eighty seven Thousand One Hundred and Seventy Two only). This must have a validity period up to 30-11-2014 and a final claim period up to 31-12-2014.

5. The payment shall be made by the owner by a crossed Cheque drawn in favor of " M/s HCL Services Ltd"

6. The agreement shall commence on 01-12-2013

7. The agreement shall expire on 30-11-2014

8. This contract is not transferable.

9. All problems shall be reported by the owner over telephone, email to the company's call centers. A complaint register number shall be immediately allotted and informed to the owner on receipt and validation of the complaint. The number shall be referred for all further follow up with respect to the problem, till the closure of the problem.

10.a) The company shall be informed of any changes in the location of the Owners' system(s), which are subject to this agreement.

b) As far as possible the Company's Engineer / OEM engineer / Company's Authorized Service Partner will carry out the repair at the Owner's premises on behalf of the Company. However, in exceptional cases where the unit needs to be sent to the service center of the company, company at his expenses shall do all arrangements for dispatch and collection. The necessary approvals / permissions shall be arranged by the owner as per the internal procedure of the owner.



K. S. Srinivasan

11. The company shall be relieved of its obligation hereunder in relation to the system if:

a) The part if the systems / system are damaged through accident, misuse, theft, fire, water or neglect.

b) The owner employs additional attachments, features or devices to the system (except those specifically authorized by the company or as specified in the systems user manual) or makes alteration to the systems or carries out maintenance of the same without the knowledge of the company.

12. The room where the system is proposed to be installed should be free from dust and should have an ambient temperature of 15 °C to 28 °C and relative humidity between 50% to 70% non-condensing for best performance, for which a suitable air-conditioning equipment is recommended.

13. All software's & OS subscriptions/license renewals/support shall remain the responsibility of owner

14. The owner shall be responsible for providing proper power source as prescribed by the Company as also the other environmental conditions including electrical requirements and site facilities prescribed by the Company.

15. Hardware up gradation & OS / Application / installation / support / migration etc. shall be made available to owner at extra charges on requirement based on the availability in market during when the requirement arises.

16. The company shall bring to the notice of Owner that the Parts / consumables like Toner, Drum Kit, Heat Kit which needs to be replaced /purchased for the proper functioning of the system from time to time. The items like, Plastic parts, any physical damages, etc. are not covered under the scope of this agreement. In addition, the scope of this agreement doesn't cover the support of any application software, installation / maintenance of any 3rd party tools or utilities, data back up as well as data recovery. However, the company will ensure possible helps are extended in case of such requirements arise.

17. On receipt of the intimation from the company regarding the visit of an engineer for maintenance service, the owner shall make the system available and provide all necessary help and assistance to the engineer.

18. The company engineers will visit owner's offices against the request / call registration and conduct required corrective maintenance service to the systems having problem. The company will submit the details of the quarterly visit / call reported by the owner on demand. The company shall send quarterly report regarding no. of complaint registered with date, fault rectification date, pending cases if any etc. The company should attend the case within 24 working hours and should rectify the fault within 48 working hours. Under any circumstances the down time should not exceed 3 working days. Penalty will be levied from the security deposit, if down time exceeds 3 working days





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@Rs. 100/day. The maximum AMC penalty amount will be limited to 5% of the AMC bill value in any case.

19. Force Majeure: Any failure or omission to carry out the provisions of this agreement shall not give rise to any claim by the owner or company one against the other. if such failure or omission arises from an 'Act of God' which include all acts of natural calamities such as fire, earthquakes, hurricane or civil strikes , riots embargoes or from any political or other reasons beyond the control of the parties including war(whether declared or not) civil war or a state of insurrection.

20. BUSINESS TERMINATION / INSOLVENCY:

In the event that THE COMPANY shall cease conducting business then the owner shall be entitled to treat such insolvency from the moment it occurs, as a breach of this agreement after COMPANY'S party and shall have the right to terminate this agreement forthwith without prejudice to any other right the owner may have in law or under this agreement. If the company fails to provide as per this agreement the security deposit shall be for fitted to government after discussion with the company

21. GENERAL

a) No term or provision hereof shall be deemed waived and no breach excused less such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver by the other, whether express or implied, shall not constitute consent to or waiver of, or excuse for any other, different or subsequent breach.

b) No amendment of this agreement shall be effective and no alteration or amendment is valid unless signed by authorized representatives of both parties

c) Each party Warrants and guarantees that it has full power and authority to do so and perform this agreement and the person signing the agreement on behalf of each person has been properly authorized and empowered to do so.

The terms and conditions of the agreement are accepted.

For the Company by : HCL Services Ltd
Name : K Sivaraman
Designation : Dy Regional Manager
Address : Thompil Building Sasthamagalam
Thiruvananthapuram 695010

K. Sivaraman



For the owner by :
Name :
Designation :
Address :

[Signature]

Witness

1. *[Signature]* HARI V G
Executive Engineer
2. *[Signature]* KEESH RAG
AE, ITR, PWD
O/o. CE, R&B
Thiruvananthapuram
3. *[Signature]* [N. SURESH KUMAR]

HCL SERVICES LIMITED

(A subsidiary of HCL INFOSYSTEMS LTD.)

4th Floor, Thombu Building, Sasthamangalam (P O), Trivandrum - 695 010

Tel : +91 471 2727458/ 29844

Registered Office: 806 Siddharth, 96, Nehru Place, New Delhi-110019. India.

www.hclservices.in

www.hclinfosystems.com

To

Public works Department,
Public Office Building,
Trivandrum.HCL/KS/CSO/2481
30/01/2014**SUB: Toshiba A3 Multi function printer Consumable special price for centralized.**

Dear Sir/Madam,

We thank you very much for the kind courtesy extended to HCL engineers during the visit to your esteemed organization. We supplied 258 no's of Toshiba A3 Multi function printers to your various PWD offices across Kerala and found that many of your offices they are using the duplicate Toners & consumables. These duplicate Toners and consumables will affect the copy quality and machines life. Also we found most of the places duplicate Toners are purchased higher than the Toshiba genuine Toner price. So herewith we worked out with the special price for all machines of PWD across Kerala.

Normal price and special price for supplying genuine consumables are mentioned below.

SL.NO	Consumable Name	Normal price [Rs]	Special price for PWD [Rs]	Yield of the Items [Approx copies]
01	Toner	6,900 + taxes	5,500 + taxes	22k to 25k
02	Drum kit with developer	17,000 + taxes	13,000 + taxes	80k to 100k
03	Drum kit without developer	10,500 + taxes	8,500 + taxes	80k to 100k
04	Heat Roller	4,600.00+taxes	4,600.00+taxes	80k to 100k

ANNEXURE 1: List of the Authorized consumable dealers across the Kerala with district wise.

Thanking you and assuring the best services at all time.

Yours faithfully,

For HCL SERVICES LTD,

K. Shivaraman
Dy. Regional Manager
Mob: 9633276340**HCL**

ANNEXURE 1		
SL.NO	AUTHORISED DEALER NAME WITH ADDRESS	DISTRICTS
1	GLOBAL SYSTEMS, A-62, SREE RANGAM LANE, SASTHAMANGALAM, TRIVANDRUM. PIN-695010. Contact No: 0471-2725888, Mob: 9995809485, 9633147004 E-mail id : globalsystemstvm@gmail.com	TRIVANDRUM, KOLLAM, PATHANAMTHITTA
2	AVLON SYSTEMS & SERVICES, 1 TOP FLOOR, ADAM TOWER, STAR JUNCTION, MC ROAD, KOTTAYAM. Contact No:0481-3260581,582, Mob: 8086070186. Mail id: avalon@asianetindia.com	KOTTAYAM, IDUKKI, ALLAPPEY
3	SEM SYSTEMS, ALMANA COMPLEX, MG ROAD, COCHIN-16, Contact No: 0484-2373117, mob : 9895242793	ERNAKULAM, CHERTHALA AREA
4	MATRIX INFOTECH, 2 ND FLOOR, SREE JAYA COMPLEX, SHORNUR ROAD, THIRUVAMPADI, THRISSUR. Contact No: 0487-2321978, 2323978	THRISSUR, PALAKKAD
5	GENERAL EQUIPMENTS & TECHNOLOGY SUPPLIER, 2ND FLOOR, FOUSIYA BUILDING, NEAR KSFE, MAVOOR ROAD, CALICUT. Contact no : 0495-2721263, Mob: 9447070264. Emai id: getsclt@gmail.com	MALAPURAM, CALICUT, WAYANAD, KANNUR, KASARGOD

