

ಕರ್ನಾಟಕ ರಾಜ್ಯ ನೋಂದಣಿ ಮತ್ತು ಮುದ್ರಾಂಕ ಇಲಾಖಾ
ನೌಕರರ ವಿವಿಧೋದ್ದೇಶ ಸಹಕಾರ ಸಂಘ ನಿಯಮಿತ



The Karnataka State Registration and Stamps Department
Official's Multipurpose Co-Operative Society Ltd.

ಈ ಹಾಳೆಯನ್ನು ಯಾವುದೇ ದಸ್ತಾವೇಜಿಗೆ ಉಪಯೋಗಿಸಬಹುದು
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ಬೆಲೆ : ರೂ.3/-
(ಜಿಎಸ್‌ಟಿ ಸೇರಿ)

ANNUAL MAINTENANCE CONTRACT

This agreement made on this **29.06.2022**, between **Impana Computers** a agency registered under the companies act, 1956 and having its registered office at **Medehalli Road, Chitradurga** hereinafter called the "VENDOR" which expression shall wherever the context so requires, mean and include its successors **Saraswathi Law College, Chitradurga** affiliated to Karnataka State Law University, Hubballi, hereinafter called "THE COLLEGE". The college sets forth the terms and conditions for the Comprehensive Annual Maintenance Contract of equipment's inclusive of repairs, replacement and preventive maintenance of equipment's along with other allied services.

1. SCOPE OF AGREEMENT:

The contract shall be in force for the period from **29.06.2022** to **28.06.2027**. That the prices as specified in this Agreement shall not be subject to any escalation. Taxes as applicable alone would be reimbursed as shown in the invoice.

2. SCOPE OF WORK:

The vendor shall provide the following services to keep the equipment in good working condition.

- 2.1 The scope of work covers comprehensive on-site maintenance of Desktops, Servers and Printers.
- 2.2 The replacement of all the spares is included under the AMC. Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the computer and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the college's consent. Faulty parts removed from the system belong to vendor.

However, the college can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

M. S. Sudha
Principal
Saraswathi Law College
CHITRADURGA



- 2.3 The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
- 2.4 The scope of work also includes software issue like operating system (Windows), reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, configuring printers, scanners, biometric devices, bringing PC to college domain after reinstallation of PC, installation/configuration of all software's provided by college like Antivirus, software patches, MS office, Acrobat, Java patches, email client configuration and Browser configuration for GC CORE software in client machine etc.
- 2.5 The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 24 hours of reporting the complaint and in no case, later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to college.
- 2.6 The vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.
- 2.7 Complaint can be registered either telephonically or by e-mail by respective office and proper record of the complaints to be maintained by the AMC Vendor.

All the complaints received shall be attended by them in following manner.

- a. Minor faults immediately with telephonic support.
 - b. Major faults which require visit to branch within 48 hours.
 - c. The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
 - d. Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
- 2.8 The schedule of preventive maintenance shall be as follows:-
- a. To ensure computer hardware and peripherals are working properly in branch and no call pending in branch.
 - b. Checking of power supply source for proper grounding and safety of equipment.
 - c. Ensuring that the covers, screws, switches etc are properly fastened in respect of each equipment.
 - d. Shifting of equipment as and when required in office/branches.
- 2.9 The vendor shall make AMC services available on all days as and when requested by the College.

H. S. Sudhan
Principal
Saraswathi Law College
CHITRADURGA



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3. EXCLUSIONS

This AMC does not include:

- Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices not covered under this agreement. Damage resulting from accidents, fire, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labour as well as charges for parts, which is payable to the AMC vendor apart from AMC charges.
- Any work external to the equipment such as maintenance of non-AMC attachment, accessories etc.
- The system maintenance does not include the cost of consumables like ribbons, power cables, magnetic tapes, Inkjet Cartridges, floppy, projector lamp, laptop battery and battery used for real time clock.
- In case of Printers Plastic Parts, Printer heads, Toner Cartridges, Drum unit assembly and fuser kit assembly shall be treated as consumable and not covered under AMC.

4. OBLIGATIONS OF THE COLLEGE

- 4.1 The college shall pay Annual Maintenance Charges as Negotiated between the parties in this agreement for the quarter after reviewing the performance of the vendor.
- 4.2 The college will use UPS for ensuring stabilised power supply.

5. REPLACEMENT OF PARTS

- 5.1 The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities.

Parts required for the maintenance of the equipment and/or correction of faults will be supplied at no extra cost to the college. Faulty parts removed from the system belong to vendor. However, the college can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

M.S. Sudhan
Principal
Saraswathi Law College
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6. CONFIDENTIALITY

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to college. The vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to disclose it to any other parties. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

7. LIMITATION OF LIABILITY

The limitation of liability on any default of vendor will not be more than the purchase order value of arising out of this agreement.

In Witness whereof the parties have executed this contract on the above mentioned date.

Authorised Signatory of **THE COLLEGE** with official stamp

M.S. Sudevi
(Signature) **Principal** (Name & Designation)
Saraswathi Law College
CHITRADURGA

Authorised Signatory of the **VENDOR** with Official stamp

(Signature)  (Name & Designation)