



MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

To

DATE:-01-04-2022

**DVS ARTS and SCIENCE COLLEGE
SIR M V ROAD
Shimoga**

Comprehensive Annual Maintenance Contract (AMC) Contract Agreement

1. SCOPE OF SERVICE:

MALNAD COMPUTERS agrees to provide the following under this agreement to keep the system in good working condition.

- a. **Schedule maintenance:** The present schedule consists of checking the performance of the equipment and accessories once in one month for intended operation.
- b. **Unscheduled:** On-call corrective and remedial maintenance service to set right the malfunction of the system. For outstation installations which are more than 25 kms. From our nearest service centre the call will be attended within a maximum of 48 hours from the time of receipt of complaint.

II. Terms:

- a. The customer shall be responsible for providing proper power source and other environmental conditions including electrical requirement and site facilities prescribed by. Node Computers any damages due to deviations from these, at the customer end will not be covered under this agreement.
- b. The customer should provide, free of cost adequate working space for personnel, electricity etc, within the installation site. Customer should make the system available to MALNAD COMPUTERS for maintenance purposes at all reasonable times.



MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

- c. Maintenance charges are **payable in advance on yearly basis**. No claims for refund will be entertained at any time.
- d. This service contract extends only to problems arising out of normal functioning of the equipment. This agreement specifically excludes damages caused due to fire, theft, riots, lightning, accidents and other exceptional circumstance.
- e. For out of station which is more than 25 kms. From our service centers, customer should pay the actual transportation charges and accommodation if any.
- f. All the complaints received, will be attended by the company within a reasonable time. However the Company will not be responsible for any delay in attending to the Computers/Printers problem due to non-availability of components or for reasons beyond its control.
- g. Any repair that is reported after the expiry of the contract is chargeable and the Computers/Printers have to be re inspection before the renewal is accepted.

III. **Change of Location:**

- a. During the period of this maintenance agreement is in effect the system shall not be re-located or shifted without the prior consent of MALNAD COMPUTERS
- b. In case of the relocation of the system MALNAD COMPUTERS shall levy relocation charges, the charges varying as to the nature of relocation and the complexities involved in shifting the system.
- c. In case of relocation of the system, MALNAD COMPUTERS has a right to revise the maintenance charges depending on the new location.

IV. **Limitation of Liability:**

MALNAD COMPUTERS Liability will not include:





MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

- a. Major upgrading of the machine, without MALNAD COMPUTERS consent or without using MALNAD COMPUTERS manufacturer or authorized supplier of the products.
- b. Any work external to the system which affects performance of the system, cable for main power source, building wiring, connection of unapproved devices including telephone instruments, etc.
- c. Repair or malfunction or damage due to accident, transportation neglect, failure of, or use of nonstandard electrical power, air conditioning or parts, or high voltage in P/T lines or not adhering environmental standards as prescribed by NODE COMPUTERS
- d. Any service, under circumstances posing a safety or healthy hazard.



MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

AMC: - Computers & Printers, Scanners

Product	Rate	Qty	Rate/month	Amount
Computer system	1750	13	-	22,750-00
Server	2500	02	-	5000-00
Printer	1500	05	-	7500-00
				Total:- 35250-00

*(Excluding Printer Teflon sheet)

V. General Provision:

This agreement shall supersede any and all previous communications, both oral and written and the provisions communications, both oral and written and the provisions herein contained shall not be omitted, added to or amended in any manner except in writing and signed by both parties hereof.


Configuration	AMC Starts from	AMC Valid up to	Value of AMC
Attached	1-04-2022	31-03-2024	35,250-00


For CUSTOMER

for MALNAD COMPUTERS

Signature : Dr. M. VENKATESH

Signature:

Name : 
Principal
Address : O.V.S. College of Arts & Science
Shivamogga.

Name : MADHU MH
FOR MALNAD COMPUTERS
Address : 
Proprietor

Date: 01-04-2022

Date: 01-04-2022





MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

To

**DVS ARTS and SCIENCE COLLEGE
SIR M V ROAD
Shimoga**

DATE:-01-04-2022

Comprehensive Annual Maintenance Contract (AMC) Contract Agreement for
€ -Waste Management

TERMS & CONDITIONS FOR COMPROHENSIVE ANNUAL MAINTAINANCE
CONTRACT FOR € -Waste

1. The AMC for the computers and peripherals shall be for a period of one year. The total AMC chargers will be paid in a 4 quarterly installments after completion of each quarter. This Comprehensive AMC includes all physical components of all equipments mentioned under AMC. The Only exclusion would be consumables namely printer ink cartridges for desk jet printers, printer ribbons for dot matrix and Toner cartridge for laser jet printers.
2. Work Procedures: The AMC provider shall operate as per specified guidelines and follow all documentation procedures as mentioned by the Director, NTI. The firm shall maintain at NTI, a log book and record therein each indent of equipment malfunction, date and time of reporting of fault and of commencement and successful completion of repair work performed on the equipment, the date and time of closing the compliant call countersigned by resident engineer of the firm & by the official of NTI. This register would be periodically submitted to the Systems Administrator at NTI for scrutiny.
3. At least one residential engineer shall be posted onsite between 9.30 A.M & 5.30 P.M on all working days during the tenure of the contract; who would be competent enough to handle all issues pertaining to hardware/ software / configurations that may arise. It shall be the onus of the firm to ensure that the resident engineer is equipped with mobile phone so as to enable this office to contact the engineer immediately.



MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

4. The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entered during the contract period. It will be at the discretion of the Director NTI, to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a further period, if necessary.
5. NTI shall have the right to include on pro-rata basis in the CAMC any new equipment – on expiry of its warranty – at the rate of contract for that equipment in CAMC.
6. Maintenance service should consist of both preventive and corrective maintenance. Preventive maintenance should be done at least once every month apart from any number of breakdown calls.

Preventive maintenance:

The following operations should be performed during preventive maintenance undertaken atleast once every month:

- a) Physical cleaning of the monitor, CPU, Keyboard, Mouse, speaker, Printer and any other associated peripherals.
- b) Run scan disk, Disk clean up utility, Registry clean up , Disk defrag (if required).
- c) Remove temp internet files, cookies, adwares and spy wares.
- d) Upgrade the antivirus patches and critical updates for the O.S.

The necessary software drivers for the machines should be made available by the maintenance provider.

Corrective Maintenance:

- a) The breakdown calls should be attended within 2 hours on the same day with necessary standby machines if necessary. Standby system should be provided without fail during the breakdown time, if the period for rectification/ replacement is more than 24 hours from the time of problem logging.
- b) Maintenance contract will include replacement of all faulty physical components of the equipment under AMC as mentioned in table 1. The same stands applicable for components of printers and other peripherals also.
- c) The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to



MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

the workshop, this office shall not make any payment towards cartage and expenses for the to & fro transportation. The afore said cost and risk of transportation to & from the workshop shall be that of the firm undertaking the AMC.

- d) Data recovery from crashed machines / provision of standby machine with due data swaping should be undertaken. In case of breakdown or crash of HDD along with replacement of the disk, the contractor will also undertake the installation of any standard OS, Application soft wares as required and transfer the user data from backup media or across network.
- e) All components replaced by the contractor will be of equivalent or higher capacity and quality. Further if any replaced component is not compatible with the existing system, contractor will undertake to upgrade / replace the subsidiary / supplementary component also. The firm shall maintain the equipments as per manufacturers guidelines and shall use standard components for replacements. In case of an instance of sub-standard repair /replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.
- f) The Agency should undertake to maintain adequate stocks of spares, accessories at their local Bangalore office and other required goods and services as required in connection with the Services.

Networking :

Software Support :

The contractual partner in co-ordination with the system administrator should be capable of configuring / maintaining entire LAN networking including Win 2000 , Mailing server, Web server, Proxy server etc as per requirement . Expertise in configuring firewalls required. Configuration for periodic back ups on the servers should also be undertaken.

Installation & configuration of Application softwares in server / client machines.

Creation of Users, User Login Script, User Home Directory · Assigning rights to Work Groups, Printers and Directories for the users



MALNAD COMPUTERS

Computer Peripherals & Consumables

N.T Road, Shivamogga-577202.

Ref No:

Date:

AMC: - **C** -Waste

Product	Rate	Qty	Rate/month	Amount
Computer system	2500	13	-	32,500-00
Server	3700	02	-	7,400-00
Printer	4200	05	-	21,000-00
				Total:- 42,000-00

*(Excluding Printer Teflon sheet)


V. General Provision:

This agreement shall supersede any and all previous communications, both oral and written and the provisions communications, both oral and written and the provisions herein contained shall not be omitted, added to or amended in any manner except in writing and signed by both parties hereof.

Configuration	AMC Starts from	AMC Valid up to	Value of AMC
Attached	1-04-2022	31-03-2024	42,000-00

For CUSTOMER

for MALNAD COMPUTERS

Signature : 

Signature:

Name : Dr. M. VENKATESH

Name : MADHU MH
FOR MALNAD COMPUTERS

Address : 
Principal
O.V.S. College of Arts & Science
Shivamogga.

Address : 
Proprietor

Date: 01-04-2022

Date: 01-04-2022



K.C. Nagaraj

GSTIN : 29ANYPN83131124

Mob. : 96864-85051

Email : kadappanagaraj@gmail.com

'Drushti' N.R. Pura Main Road, Vidyanagar Post,
SHIVAMOGGA - 577 201.

To

DATE:-12-05-2021

**DVS ARTS and SCIENCE COLLEGE
SIR M V ROAD
Shimoga**

**Comprehensive Annual Maintenance Contract (AMC) Contract Agreement –
Solid Waste and recycling**

This AGREEMENT is made the 12th day of May, in the year 2021, between D.V.S. Arts and Science College and MASTER ENTERPRISES. Whereas DEPARTMENT wants to retain CONTRACTOR/FRANCHISEE to perform SERVICES described in this AGREEMENT, and CONTRACTOR/FRANCHISEE is willing and able to perform SERVICES in accordance with this AGREEMENT. DEPARTMENT hereby retains CONTRACTOR/FRANCHISEE to perform the SERVICES contracted and franchised under this AGREEMENT within the ZONE defined in Exhibit for a 5 year period, commencing on 12th May 2021, (the "COMMENCEMENT DATE"), and expiring on 30th May 2026 ("EXPIRATION DATE").

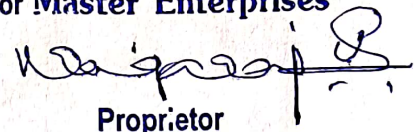
The following operations should be performed during preventive maintenance undertaken atleast once every month:

RECYCLING: means the process of sorting, collecting and turning used materials and/or products including, but not limited to, newspapers, cartons, cans, bottles, durable plastics, textiles, and bones, Wood materials, Metal containners, Metal items into new products by reprocessing or remanufacturing.

SOLID WASTE: means all waste material generated by households, institutions, commercial establishments, and industries and discharged from their premises for collection; all litter and clandestine piles of such wastes; and includes street litter, street sweepings, drain cleanings, BULK WASTE, BUNDLE WASTE, dead animals and other waste materials, except HAZARDOUS WASTE.

Contractual Signature

For Master Enterprises


Proprietor

