

Terms & conditions of AMC of Computers

1. The contract is valid for one year from the date of signing of memorandum of understanding (MOU) on AMC. Contract is non-transferable. This may be renewed annually subject to rendering of satisfactory service & fulfilling the term & conditions.
2. The Successful firm should give their acceptance within 5 days from the issue of letter of intent.
3. All the complaints received in person or over phone shall be entered in a Register and Register shall be duly maintained giving the following details: Date, Complaint no, Time of Complaint, Nature of Complaint, Complaint made by, Time of attending the complaint, Signature of the engineer who attended the complaint and Signature of the staff who made the complaint. The register will be used for monitoring the delays and the same is submitted to the college. After completing the preventive as well as corrective maintenance work, the service engineer shall meet/communicate the office in charge.
4. All equipments mentioned in the quotation list must be checked frequently at least once in a month in the presence of a staff member of the department. The service engineer will visit weekly to the college during working hours and stay for minimum of two hours.
5. Maintenance contract includes maintenance of Desktop PC (Monitors, UPS, and CPU), Printers and Networking/LAN installed in college premises, library, boys' hostel & girls' hostel. The contractor would also be required to check optimum bandwidth utilization, collusion, data loss over the network, if any. Points of concern noticed by them along with explanatory note should be submitted to the office.
6. Refilling of cartridge of Printer must be done within one day from the reporting time. Refilling is to be done with original ink and in this case no compromise in respect of quality and quantity shall be entertained.
7. Minor problems (software related) should be rectified the same day on which it is reported.
8. The equipment/machine parts those have to be replaced must be new. The servicing agency may provide such parts and the price may be fixed by mutual consent. Unserviceable parts will be handed over to the college in case replacement is done. In case an equipment/machine is being taken for servicing to service centre, the firm will take prior permission of the In-charge of concerned department before taking the equipment out.
9. The details of spare parts removed and replaced shall be duly entered into register maintained in concerned Lab/Department/Office and signed by both college (Concerned In-charge) and contractor's agents.
10. The AMC amount included the travelling cost for rendering service throughout the year for one or all locations & for one or all systems.
11. The firm shall carry out the preventive maintenance services like dusting, cleaning, updating antivirus, scanning of hard disk files, includes networking devices every three

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months for the Desktop/PC's/Peripherals and on networking device/LAN in the presence of office staff.

12. The payment for last quarter would however be made only on successful handing over all equipments/machines mentioned in Point No 5 in working conditions.
13. The firm has to give the complete Network Audit Report and compiled list of nodes on LAN with hardware/IP address, users, location etc. and to provide the same to in-charge within the first month of the contract. No extra charges will be paid for fiber joints in case it is broken, however the box may be provided by the college.
14. The maintenance work shall normally be done during working hours of the college. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays. Prior arrangement through proper communication should be worked out in all cases by the servicing agencies.
15. In case the contractor fails to repair any item to the full satisfaction of the college within a reasonable time, the college shall be at liberty to get the same repaired by engaging any other agency as per the sole discretion of the college, at the risk and cost of the contractor. Necessary charges as given to other agency will be deducted from the contractor. Besides this, if any equipment is out of order for a continuous period of one week or more for any reasons, despite intimating the same to the contractor, then pro-rata maintenance charges shall be recovered from the Contractor.
16. The final authority for payments will be Principal of the college offering the AMC. In case the work is not satisfactory the contract of AMC will be ceased without any prior notice. The decisions taken by the Principal in this regard shall be final and conclusive.


19/10/22
Principal,
A.I. Jat H.M. College
ROHTAK