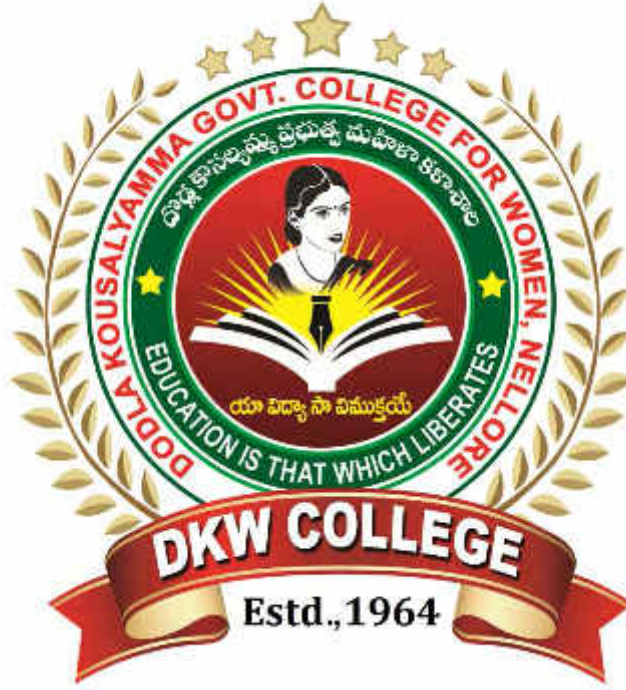


**D. K. Govt. College for Women (Autonomous)
Nellore**



AMC for maintenance of Labs

SURYA COMPUTERS

B.V.Nagar, Nellore – 524004.

AMC Agreement

Dated: 1.7.2017

This service agreement (hereafter referred to as AMC) is made on this 01st day of July, 2017 between **Surya Computers** having its office at B.V.Nagar, Nellore – 524004.

and

The Principal, **D.K. Govt. College for Women** having its office at Dargamitta, Opp. Police Ground, SPS Nellore District, Andhra Pradesh.

Surya Computers at the request of the Principal, D.K. Govt. College for Women, Nellore, hereby agree to provide maintenance services directly or indirectly to the Principal, D.K. Govt. College for Women, Nellore, for the equipment mentioned in the schedule, on the terms and conditions set out below:

Objective:-

Surya Computers believe in providing total solution for every customer business need. One of its commitments to the IT industry is to bring the largest technology to the door steps of the customer. We believe that maintenance and protection of customers investment by providing easy and immediate sales- after-support. Surya Computers commitment to excellence and customer satisfaction is reflected in its enduring association with its customers.

Duration of Agreement:-

The duration of this agreement is one year (01.07.2017 to 31.06.2018) from the date of receipt of full contract payment and entering in to this agreement.

Terms of Payment:-

AMC charges as involved to the customer shall be paid to Surya Computers on the date entering this agreement comes in to force. All charges involved are those currently in effect and are subject to changes by one month prior notice. However, the customer has the option of continuing or terminate the agreement at the revised rates by one month prior notice.

Payment can be made in the shape of cheque or DD or RTGS in favour of " Surya Computers". In case, if any cheque is dishonored, the invoice value over and above the value of cheque amount, the dishonor charges levied by the Bank authorities shall be borne by the customer.

Main Objective of the Annual Maintenance Contract Proposal:-

17. We ensure that the computer hardware is maintained as required from time to time within the annual contract period.
18. The contract period would be decided on mutual acceptance
19. The service will available from 9.30 AM to 6.00 PM
20. The service rates are fixed and not subject to any negotiations. The replacement of any component will be charged separately at the prevailing rates.

Maintenance Agreement Terms & Conditions:-

E. General Terms & Conditions:-

1. Annual Maintenance charges are payable for every quarter in advance. In addition to the annual charges, any local taxes, such as sales tax etc., if levied by the concerned authorities is applicable during the contract period.
2. This agreement is initially for a period of one year commencing from the date of payment of maintenance charges. Thereafter Surya Computers is at liberty to revise the rates on mutual understanding with Customer.

No work shall be undertaken on Sunday, Public Holidays or outside the office hours of Surya Computers except by prior arrangement and at additional charge to the customer on a "Per Call Basis" at the standard rates currently in effect then.

3. Surya Computers engineer may be allowed to lift the faulty component to the Repair Centre for attending the repairs if need arises.
13. During the period of maintenance agreement, in case if the equipment and machinery covered under this agreement is relocated (or) transported or mishandled by any other person without intimation to Surya Computers, for such damages Surya Computers is not responsible and liable to make good the loss and reserve its right to terminate this agreement forthwith and the customer shall have no right to claim any refund or compensation.
14. Surya Computers is not responsible for any loss of data due to infection of bad sectors in hard disk, computer virus or any physical or electrical damage to the computer.

F. Services offered

All the existing equipment covers this contract only in good working condition. Surya Computers will be given full and free access to the items included in AMC to provide required service thereon. Surya Computers shall provide the following services:

1. Troubleshooting and diagnosis to help with general computer problems.
2. Will provide a 'Best Possible' solution to your problem. We are here to help and will try all we can before offering a workaround solution.
3. All Workstation, Desktop & Notebook preventive maintenance will be done every 3 months. For Printer preventive maintenance will be done every 2 months.
4. Unscheduled on-site remedial maintenance, on request for repairing functions including reasonable replacement of unserviceable parts. The parts replaced will be new ones or equivalents in performance. These parts shall be furnished on an exchange basis. The components so replaced will be the property of Surya Computers.
9. For systems under warranty the parts would be provided by the respective vendor and for the equipment out of warranty the part replacement would be covered in AMC.

G. Does not include

Services provided by Surya Computers under this agreement do not include under AMC:

- A) Any damage occurred to the equipment because of rat or pest attack, failure, up and down of electrical Power, physical damage due to accident, fire or breakage because of mishandling, damage resulting from Natural calamities like lightening, floods etc., will not be covered under the scope of contract.
- B) Supplies or replacement of consumable like cable, Notebook batteries, Printer Cartridge, Printer Head and plastic parts etc., which are not covered under AMC will be charged additionally.
- C) Removing the parts from one machine and reinstalling into other machine will be treated as internal up gradation and will not be under the scope of contract. The same will be done at additional cost.
- D) Surya Computers is not obligated to perform their AMC service on the machine or peripherals that has been opened, partially repaired or diagnosed by the party other than Surya Computers service team.
- E) The customer is expected to run the equipment with trained operators. Surya Computers are not responsible for any failure due to negligence of operator/operation.
- F) Installation of any additional peripherals, which may or may not be connected to the machine, which is under the contract with Surya Computers is at the risk of the customer

only and Surya Computers owes no liability to get any such product installed, configured and mis-managed at any point of time.

G) Surya Computers is not responsible for any technical problem such as machine hanging, slow speed due to Software's, Virus problem.

S.No.	Company/Model	Description	Qty	Per Month	Per Year
1	HCL	DC/2GB/500GB/17" TFT/Keyboard Mouse	10	3500 (10x350)	42000
2	DELL	DC/2GB/500GB/17" TFT/Keyboard Mouse	10	3500 (10x350)	42000
3	HP	DC/2GB/500GB/17" TFT/Keyboard Mouse	10	3500 (10x350)	42000
5	Dell Server	Server/4GB/500GB/17"/DVD	01	500	6000
6	Clients	DC/2GB/15"	30	4500 (30x150)	54000


Signature on behalf
The Principal,
D.K.Govt. College for Women,
Nellore.

PRINCIPAL
D.K. Govt. Degree College for Women
NELLORE.

Stamp/Seal

Signature on Behalf
Surya Computers
For SURYA COMPUTERS


1.7.17
Managing Partner.

