



## COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

### **Hardware Maintenance Services**

Full parts coverage for all hardware, which is covered under AMC (as mentioned in the Terms and Conditions)  
Preventive maintenance checks (Once in every Six Months)  
Provision of Stand-By Equipment (with equivalent configuration) in case downtime of Hardware more than a week to ensure continued trouble free working.

### **Software Maintenance Services**

Install / Upgrade drivers.  
Virus Prevention/Cure through media and tools provided by the client. We would keep track and implement the Anti virus updates provided by the client.  
Studying existing anti virus protection mechanism.  
Providing feedback to users on new viruses detected etc  
Assistance in the event of crash

### **Networking**

AMC covers networking service but not covered any components. Components have to be provided by the customer.

### **SOW (SCOPE OF WORK)**

All material will be inspected to be under working condition before the start of AMC.  
AIPL shall provide corrective Hardware maintenance services on call basis between 9.00 AM to 6.00 PM on all working days (Mon – Sat)  
AIPL engineer shall attend the complaint within 4 hours of call reporting. Calls reported by 12.00 PM will be attended the same day. Calls reported after 12.00 PM will be attended the next day before 1.00 PM.  
In case of mission critical applications AIPL shall provide corrective maintenance support on Holiday/ Out of working hours on mutually agreed prices on prior intimation to AIPL for the same.  
Corrective Maintenance (AMC) shall include the replacement of all spare parts excluding consumables like Drum and Toner assemblies, Fuser Unit, Teflon, Maintenance kit of Laser Printers and plastic body parts, printer heads, printer ribbons, print bands, print cartridges, toners, magnetic media like tapes, floppies, batteries, power adapters, etc.,  
The coverage also doesn't include any breakage of monitor picture tube or any other damage on account of physical mishandling of equipment. Defective spares removed from the systems shall become the property of AIPL.  
Any modifications or up gradations or any kind of add-ons to the Computer Systems and Printers will be charged extra.  
In case of Annual Service Contract no spare replacement is covered under the contract. It includes only service of equipments.  
In case of Comprehensive Annual Service Contract spare replacement is covered without any component charges.

Hardware Maintenance services included reloading of operating system if requires in case of disk crash or replacement. Taking backup of programs and data and their restoration shall be the responsibility of the customer except in case of Facility Management and System Administrative Services sign up.

Preventive Maintenance Services will be done every six months in once which include External/Internal cleaning of the CPU box and printers, cleaning of Floppy drives, CD ROM drives, tape drives etc., checking Hard disk media for bad blocks etc., Hard Disk De-Fragmentation.

**TERMS AND CONDITIONS:-**

The initial duration of the contract shall be 12 months and renewable after that on mutual agreement of terms and conditions.

Service would start within 2 days from the date of the confirmed purchase order.

**OBLIGATION OF THE CUSTOMER:-**

The Customer will ensure proper electrical grounding for the Computer System.

The Customer should ensure that as far as possible a dust-free environment is provided at sites where Computer systems are installed.

The Customer shall not shift or move the equipment from the said premises. Any such movements shall be conducted by M/S Amatra Infotech Private Limited or under the supervision of the M/S Amatra Infotech Private Limited service personnel on chargeable basis.

The Customer will intimate the M/S Amatra Infotech Private Limited if any additional attachments, features or devices are directly or indirectly connected to the equipment and all such connections of additions will be conducted only after receiving prior written consent from the M/S Amatra Infotech Private Limited.,

The Customer is solely responsible for keeping the systems, media and site adequately insured against risks such as burglary, fire, flood, etc...All damages or losses caused due to the above are beyond the scope of this agreement.

The Customer will ensure that rats, insects, etc., do not invade the site and damage the systems covered in this contract.

Any system crashed due to pirated virus S/W AMC terms and conditions become null & void.

**PAYMENT TERMS:-**

The Customer will pay Annual Maintenance Charges for the maintenance of the equipments specified in Annexure-1.

As mutually agreed.

**VALIDITY OF THE AGREEMENT:-**

This agreement is valid for a period of 12 months from to It may by mutual consent be renewed before expiry for such further periods on such terms as may be mutually agreed upon between the companies.

The M/S Amatra Infotech Private Limited, shall not be liable for any delay of failure of performance of any of its obligations under or arising out of this contract if the failure of delay results from any of the following; Acts of Gods, refusal of permission, other Govt. acts, fire, explosion, accident, industrial dispute and the like which renders it impossible or impractical for the M/S Amatra Infotech Private Limited to fulfill its obligations under the agreement.

Customer's Seal & Signature of Acceptance:

Authorized Signature