

## TERMS AND CONDITIONS (AMC)

1. The duration of the AMC is for a period of 1 year.
2. AMC includes computers listed, LAN and installing/uninstalling the peripherals (Printer, scanner, Drives etc.,)
3. The call response should be within 12 hours. Complaints will be entered by the user in the Computer complaint register maintained in the College. Service engineer has to attend the service and enter the work performed against the complaints in the register.
4. If a component is not functioning, a temporary/standby should be provided by the firm till the servicing of that component is completed.
5. If any defected part is not serviceable, part should be replaced and if the part is out dated/ unavailable, the firm may replace the parts with next available / suitable part.
6. If the component (RAM, Hard Disk, Processor, Mother Board etc) is not functioning and if that component is under warranty period, arrangements for replacement should be taken up by the AMC firm.
7. The equipment will be inspected, and preventive maintenance carried out, once in a week.
8. AMC includes
  - Complete static dust extraction
  - Internal cleaning of components
  - Cleaning and inspecting power supply
  - Re-setting of chips, cards & cables
  - Inspecting loose screws & corrosion
  - System testing & verification
  - Scanning Hard disk for valid file allocation table and boot record problems
  - Hard disk optimization and de-fragmentation
  - Checking and applying necessary and feasible program updates/ patches
  - Monitor and maintain the performance of system resources periodically
  - Assist users with peripherals, software and hardware issues
  - Removal of malwares and viruses
9. The firm will submit the monthly report to the centre supervisor regarding the proper working of the systems and software.
10. If service found to be not satisfactory, AMC will be terminated and full amount has to be remitted back

Sd/-  
Associate Dean