

Memorandum of Understanding Between

Aaradhana Compcare, Shikrapur

And

**Shikshan Prasarak Mandal's
Sahebrao Shankarro Dhamdhere Arts & Commerce College,
Talegaon Dhamdhere, Tal-Shirur, Dist-Pune 412208**

INTRODUCTION:

This Memorandum of Understanding (MoU) is made among 'Aaradhana Compcare, Shikrapur and the College are referred to herein as "The Parties" to this MoU.

The primary objectives of the activity are as follows;

1. The vendor shall identify the out of service computers, printers, hardware equipment and accept the same for repair, recycle or electronic waste disposal.
2. The vendor shall provide comprehensive on-site maintenance of Desktops, Servers and Printers.
3. The replacement of all the spares is included under the MC. Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the computer and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the company's consent. Faulty parts removed from the system belong to vendor. However, the College can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.
4. The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.
5. The scope of work also includes software issue like Operating system (Windows), reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, configuring printers, Scanners, Biometric devices, bringing PC to College domain after reinstallation of PC, installation/configuration of all software's provided by Collegelike Antivirus, software patches, MS office, Acrobat, Java patches, email client configuration and Browser configuration for GC CORE Software in client machine etc.
6. Complaint can be registered either telephonically or by e-mail by respective Office.
7. A logbook shall be maintained in which the vendor shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit copy of consolidated complaint reports

All the complaints received shall be attended by them in following manner

- Minor faults immediately with telephonic support.
- Major faults which require visit to college.
- The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under Acknowledgement.
- Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.

OBLIGATIONS OF THE COLLEGE

- The College shall pay Maintenance Charges as per requirement and work order on call basis for the equipment.
- The College will use UPS for ensuring stabilized power supply.
- The College would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

REPLACEMENT OF PARTS

The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities. Parts required for the maintenance of the equipment and / or correction of faults will be supplied at no extra cost to the college. Faulty parts removed from the system belong to vendor. However, the College can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

AUTHORITY :

The MoU will primarily be governed by the respective Principal of the colleges in their campuses. The Head of the Department/faculty will be the authority to represent the college. The parties in the MoU reserve the right to appoint a governing committee having at least one member of every party to monitor the smooth running of the cluster.

THE PARTIES AGREE TO :

- Work in collaboration for tenure of five years from the date of signing the MOU.
- The parties agree to meet as and when necessary.

TERMINATION:

CONTRACT VALIDITY AND TERMINATION OF AGREEMENT.

This contract will be valid for the period from 01/05/2018 to 30/04/2023 with a provision to extend the same for a further period of five year or part thereof on the same rates, terms and conditions on mutual consent.

Either party may terminate the agreement prior to expiry of contract period by giving three months written notice.

TRAVEL EXPENSES.

No travel expenses shall be borne by the College in respect of travel undertaken by the vendor towards fulfillment of obligations under the Contract.

6.0 AUTHORIZED SIGNATORIES.

The Parties hereby agree to the said MoU, which shall be effective

SIGNATURES OF THE AUTHORITIES

Mr. Namdev Gaikwad
Aaradhana Compere, Shikrapur



Date: 01/05/2018
Place: Talegaon Dhamdhere

Dr. Parag Chaudhari
In-Charge Principal
Principal

S.S. Dhamdhere Arts & Commerce College
Talegaon Dhamdhere, Tal. Shirur,
Dist. Pune-412 208

