

Dolphin Computer Service

Seller of - **Assembling & Branded P.C. & Laptop**

N.B. Refresh Computer & Laptop Sales & Service. Peripherals, Hardware, CC Camara Installation Chip Level Repairing & Networking.

Proprietor - *Sanatan Ghosh* Mob. - 9732656504

JANGIPARA (OPPOSITE BANDHAN BANK) HOOGHLY, PIN- 712404

Annual Maintenance Contract (AMC) of Computer Networking Security and Peripherals Service Contract (AMC - Annual Maintenance Contract)

We can offer your institute a support and service contract to keep your Institutions' computer systems and network at peak performance. The service contract includes regular scheduled maintenance for all systems and equipment at an agreed service level and cost

On-site support

We offer phone and on-site support of desktop/Laptops and server operating systems as well as support for a wide range of hardware. We aim to provide you with the highest possible level of customer service. When you call us we assign you with an experienced technician who can provide you with an 'end-to-end' resolution to your problem. Our technician will assess your situation, before recommending a course of action. If it is necessary to buy new parts or software than the technician will install these and ensure that you have a working system.

Rest assured that Clear Intentions keeps track of your support history so that we can maintain the continuity of care that you expect and trust.

Off-site / remote systems management

For fast, efficient more cost-effective support, Clear Intentions can instigate a protocol to manage your Institution's IT systems remotely. Problems can be fixed quickly and without waiting for a technician. Many tasks can be performed remotely including:

- Performing security checks
- Maintenance of user accounts and permissions
- Network operations and monitoring

AMC AGREEMENT

We, **M/s. Dolphin Computer Service, Jangipara, Hooghly, -712404** shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

Terms of Agreement

This agreement shall remain in force for the period from 04/06/2023 to 03/06/2024 for **Sovarani Memorial College, Jagatballavpur, Howrah -711408**. It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

Maintenance

Annual Maintenance Contract

Under this Comprehensive maintenance contract, the following services will be providing.

- Quarterly preventive maintenance and checks.
- Operating System level support without any spare part
- Spare Parts required for Maintenance will be provided by customer or will be charged extra
- *Any service apart form the agreed in the contract or any fresh work / assignment will be charged for , at the charges agreed at that point of time.*

M/s. Dolphin Computer Service, shall provide service from 10:00 AM to 06:00 PM on all working days to keep the machines / equipment in good working order. The service consists, corrective maintenance and includes carrying out the necessary repairs and fittings of parts. The maintenance service with the following conditions includes:

- The Service Engineers shall attend the faults within 2-3 working hours from the time of complaint.
- The Service Engineers should maintain Log Registers for all calls attended / pending issues / preventive maintenance records and details of spare replacement.
- No component(s) / spare(s) shall be removed without informing the Competent Authority.

Signature of the First Party (Client)

DOLPHIN COMPUTER SERVICE
Sanatan Ghosh
Proprietor
4/6/2023

Signature of the Second Party (Provider)

AMC AGREEMENT

We, M/s. Dolphin Computer Service, Jangipara, Hooghly, -712404 shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

Terms of Agreement

This agreement shall remain in force for the period from 07/06/2022 to 06/06/2023 for Sovarani Memorial College, Jagatballavpur, Howrah -711408. It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

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Signature of the First Party (Client)

DOLPHIN COMPUTER SERVICE
Sanatan Ghosh
Proprietor
7/6/2022
Signature of the Second Party (Provider)

AMC AGREEMENT

We, **M/s. Dolphin Computer Service, Jangipara, Hooghly,-712404** shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

Terms of Agreement

This agreement shall remain in force for the period from 01/06/2021 to 31/05/2022 for **Sovarani Memorial College, Jagatballavpur, Howrah -711408**. It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

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Signature of the First Party (Client)

DOLPHIN COMPUTER SERVICE
Sanatan Ghosh
1/6/2021
Proprietor
Signature of the Second Party (Provider)

AMC AGREEMENT

We, **M/s. Dolphin Computer Service, Jangipara, Hooghly,-712404** shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

Terms of Agreement

This agreement shall remain in force for the period from

06/06/2020 to 05/06/2021 for **Sovarani Memorial College, Jagatballavpur, Howrah -711408.**

It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

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Signature of the First Party (Client)

Signature of the Second Party (Provider)

DOLPHIN COMPUTER SERVICE
Sanatan Ghosh
Proprietor
6/6/2020

AMC AGREEMENT

We, **M/s. Dolphin Computer Service, Jangipara, Hooghly,-712404** shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

Terms of Agreement

This agreement shall remain in force for the period from

03/06/2019 to 02/06/2020 for **Sovarani Memorial College, Jagatballavpur, Howrah -711408.**

It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

Maintenance

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Signature of the First Party (Client)

DOLPHIN COMPUTER SERVICE
Sanatan Ghosh
Proprietor
31/01/2019
Signature of the Second Party (Provider)

AMC AGREEMENT

We, **M/s. Dolphin Computer Service, Jangipara, Hooghly,-712404** shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

Terms of Agreement

This agreement shall remain in force for the period from 01/06/2018 to 31/05/2019 for **Sovarani Memorial College, Jagatballavpur, Howrah -711408**. It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

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Signature of the First Party (Client)

DOLPHIN COMPUTER SERVICE
Sanatan ghas
Propnetor
1/6/2018
Signature of the Second Party (Provider)