



12<sup>TH</sup> MARCH 2020  
ECN/QUO/ASC/30014/32020

The principal  
Padua commerce & management  
Mangalore

Dear Rev Fr,

We are pleased to enter into a contract for Annual Service Contract (ASC) for Computers. Ups and printers with effect from the 1<sup>st</sup> of May 2020. Kindly sign a copy and give it back to us for our records.

### Quotation of Annual Service Contract

Sl.No.	Particulars	Qty	Unit Price	Total
1.	<b>Annual Service Charge (ASC)</b> for service and maintenance of: System, UPS & Printer	23	₹ 700.00	₹ 16,100.00
			CGST.....9%.....	₹ 1,449.00
			SGST.....9%.....	₹ 1,449.00
	<b>Total</b>			<b>₹ 18,998/-</b>

Kindly make the payments in the name of **Emdees Computers & Networking**

Thanking you,

Yours sincerely,  
**For Emdees Computers & Networking**



Authorized Signatory

# ANNUAL SERVICE CONTRACT AGREEMENT

between

**Emdees Computers & Networking**

**S-7, Ramnik Arcade, Bejai Kapikad Road, Mangalore- 575 004**

&

**Padua commerce & management**

**Mangalore**

*Effective Date : 1<sup>st</sup> May 2020 to 30<sup>st</sup> April 2021*

## **TERMS & CONDITIONS:**

### **Scope of Services:**

**Emdees** will provide support services in the name of "**Emdees Computers & Networking**" (ECN) consisting corrective maintenance of computer Systems in accordance with the terms and conditions contained herein. Emdees shall perform services in a professional manner and in accordance with generally recognized commercial practices and standards.

Before signing the ASC contract, ECN will check all the systems that come under the preventive maintenance and give a report of the status of the computers and printers. If they are not in working condition then corrective measures should be taken in advance before the systems are given to ECN for ASC.

During the contract period the service engineer would visit the site every month and check the systems. Besides the regular visits if any problems are faced, the engineer would attend the call within **four** working hours of the call registered.

### **2.Orders :**

- a) Customer may at any time issue orders for services or add products to be serviced.
- b) All orders issued under this agreement will be subject to acceptance by ECN.

**3.Payment :** 50% of the payment to be made in advance while signing the contract in the name of "**ECN**" and thereafter at the end of 6 months. Contract is deemed to be valid only on receipt of payment.

#### **4. Replacement of hardware:**

In case of failure of any components / parts ECN will try to repair the component at an extra charge. The charge will be intimated to the customer in advance and after receiving approval from the customer will undertake the repair.

In case of non-repair or if the component is outdated then ECN will replace the defective component with a working component of the same specification or higher at an extra cost after giving a quote and subject to approval from the customer.

**5. Relocation of Products:** Customer shall be responsible for relocation of Customer's products. However de-installation and re-installation shall be done only by ECN engineers in event of shifting to new premises. The customer accepts entire responsibility, transport charges, transit damages, if any, while transferring the equipment from the old to new site. Charges would have to be borne by the customer for any relocation of the hardware.

#### **6. Limitation of Service:**

Services to the systems will be charged extra over and above the contract if ECN finds a defect/ malfunction in the systems occurring due to the following

a) If there is any unauthorized modification, tampering, abuse or misuse of the equipment. Also, in those cases where the equipment is being or has been serviced by a third party other than ECN.

b) Accident, natural disasters fire or water damage, neglect, improper use, acts of war, riots, communal or civil disturbances, strikes, lightning, or electrical disturbance, damage during transportation by customer work performed or modification made by personnel other than ECN employees or subcontractors, or other causes beyond ECN control.

7. ECN will confirm and periodically check the site conditions and advise the customer for necessary rectification (if required).

8. The engineer will attend the call during office hour between 10.00AM and 5.00PM. Calls logged in after 4 p.m. would be attended the next working day.

9. During the regular visit the engineer will also check for virus and remove the virus that has affected the systems. Support for other software which is not legal would not be included in the service contract.

#### **10. Customer Responsibilities:**

a) Customer will provide ECN personnel with operating supplies and consumables, such as paper, ink, cartridges, print heads, battery and such similar items as customer would use during normal operation.

b) Customer is responsible for the security of its proprietary and confidential information.

c) Customer is responsible for maintaining a procedure external to the products for reconstruction of lost or altered files, data or programs. ECN will not be responsible for any data of the customer and the customer is responsible to take regular backup of all data.

- d) A representative of the customer must be present at customer's site at all times when services, are being performed by ECN on site or by telephone.
- e) If the OS is to be reloaded, the hard drive would have to be formatted – then the backup of the CD drive and any other vital data would have to be taken by the client prior to re installation.

### 11. Term and Termination:

- a) We will do the preventive maintenance once in a six month.

**For Emdees Computers & Networking.**

**For Padua commerce & management**



**Authorized Signatory**

A green ink signature of the Principal.

**Principal**  
Padua College of Commerce and Management  
Nanthur, Mangalore - 575 004  
**Authorized Signatory**

**INVOICE**

(Original)

54

**EMDEES COMPUTERS & NETWORKING (2014-2015)**  
 S-7 RAMNIK ARCADE  
 BEJAI KAPIKAD  
 PH - 0824-4283435 / 2225435  
 E-Mail : admin@emdees.in

Invoice No.	e-Sugam No.	Dated
ECN/15-16/0144		<b>9-May-2015</b>
Delivery Note	Mode/Terms of Payment	
Supplier's Ref.	Other Reference(s)	
Buyer's Order No.	Dated	
Despatch Document No.	Dated	
Despatched through	Destination	
Terms of Delivery		

Buyer  
**PADUA COLLEGE OF COMMERCE AND MANSAGEMENT**  
 NANTHUR  
 MANGALORE-575004

SI No.	Description of Goods	Part No.	VAT %	Quantity	Rate	per	Amount
1	<b>S/W WINDOWS 8.1 SL GGS AE</b> MICROSOFT Batch : .		5.50	<b>1 NOS</b>	6,161.14	NOS	<b>6,161.14</b>
2	<b>S/W MICROSOFT WINDOWS 8 PRO</b> UPGRADE ACADEMIC Batch : .		5.50	<b>1 NOS</b>	3,981.04	NOS	<b>3,981.04</b>
3	<b>S/W OFFICE 2013 STD OLP NLAE</b> MICROSOFT Batch : .		5.50	<b>1 NOS</b>	3,412.32	NOS	<b>3,412.32</b>
	<b>OUTPUT VAT @ 5.5%</b>						<b>745.50</b>
	<b>Total</b>			<b>3 NOS</b>			<b>₹ 14,300.00</b>

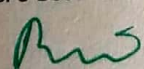
Amount Chargeable (in words)  
**INR Fourteen Thousand Three Hundred Only**  
 VAT Amount (in words)  
**INR Seven Hundred Forty Five and Fifty paise Only (₹ 745.50)**

VAT %	Assessable Value	VAT Amount
5.50 %	13,554.50	745.50

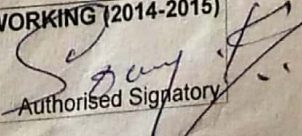
Remarks:  
 NO WARRANTY FOR BURNT, PHYSICAL DAMAGE,  
 TRACKCUT ITEMS AND DAMAGES CAUSED BY ACTS  
 OF GOD

Company's VAT TIN : **29120094715**  
 Declaration  
 We declare that this invoice shows the actual price of the goods described and that all particulars are true and correct.

**Emdees Computers & Networking**  
 S-7, Ramnik Arcade  
 Bejai Kapikad Road, Mangalore - 575 004  
 Ph.: 0824-4283435/2225435  
 Email : admin@emdees.in

Customer's Seal and Signature  


for **EMDEES COMPUTERS & NETWORKING (2014-2015)**

  
 Authorised Signatory

This is a Computer Generated Invoice

*Handwritten notes in green ink*