

6. Access:

The customer shall provide full and free access to the machine such as administrator rights so as to deliver the required services.

7. Termination:

This contract cannot be terminated by either of the party. Company can terminate the contract if the payments are due for more than 30 days from the date of invoice. In case Company do not able to maintain the terms and condition of this contract then Customer will terminate the contract.

If the contract is not terminated by either of the party, the contract will be deemed to exist and company will continue providing services.

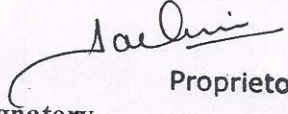
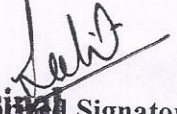
In case of termination of contract other than above condition either party will give 30 days intimation about termination.

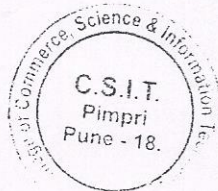
8. Force Majeure:

The company shall not be liable for failure to perform any of its obligations under or arising out this contract if such failure result from force majeure, act of God, fire, storm, explosion, accidents, strikes, lockout, imminence, or incidence of or existence of any state of emergency, riots or any other reasons beyond the company's control.

9. Notice:

Any notice required to be given hereunder shall be given in writing at the address of each party set forth within or to such other address either party may substitute by written notice to the other.

<p>Signed & Delivered by (Company): AT Solutions & Services Name: Sachin Pawar Date: AT Solutions Services</p> <p> Proprietor</p> <p>Authorized Signatory</p>	<p>Signed & Accepted by (Customer) ASMs CSIT Name: Mr. Dr. Lalit Kenore Date:</p> <p> Principal Signatory College of Commerce, Science & Information Technology No. 29/1+2A, Pune-Mumbai Highway, Pimpri, Pune - 411 018.</p>
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AT Solutions & Services

RH No 4 Deshmukh Plaza, Sai nagar, Hingne Khurd, Sinhgad Road,
Pune - 411049, Maharashtra, India.

Phone No : 020-64001005

Mobile No : 9890022266

E mail ID : sales@atservices.in

WebSite : www.atservices.in

**AGREEMENT FOR
CCTV SECURITY SYSTEM MANAGEMENT SERVICES
CONTRACT**

This Agreement made at Pune on 1st Dec 2023 between AT Solutions & Services, having its registered office at RH No 4 Shamal Residency, Deshmukh Plaza, Sai Nagar Hingne Khurd, Sinhagad Road, Pune 411051 (herein after referred to as "COMPANY") which expression shall unless it be repugnant to the subject or context or meaning thereof, be deemed to mean and include its successors and assigns of the FIRST PART

And

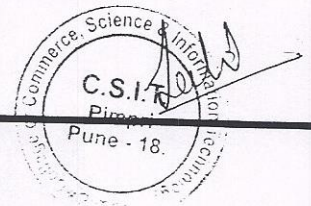
ASM Group, CSIT College of Commerce, Science & Information Technology, having their Office at Pimpri Pune, 411001 (hereinafter referred to as "CUSTOMER") which expression shall unless it be repugnant to the subject or context or meaning thereof, be deemed to mean and include its successors and assigns of the OTHER PART.

Wherein, the Company agrees to provide and the Customer agrees to avail from the Company, services for maintenance of equipments described hereinafter, on the terms and conditions appearing herein and in the attachment hereto, commencing from the effective date

Agreement No.	AT Solutions & Services/AMC/CSIT 2022/23
Effective Date	1 st Dec 2023
End Date	30th Nov 2024
Locations covered	Pimpri, Pune
Type of Contract	NON Comprehensive agreement for CCTV System 1 year
CCTV Set Up	16 port NVR and 16 IP Camera
	8 port NVR & 6 Camera
	POE Switches / HDD / Cabling

THIS AGREEMENT WITNESSETH AS FOLLOWS:

That the Company has agreed to serve and maintain / repair the CCTV system kept at the customer premises and such other premises as may be agreed of the Customer on NON Comprehensive basis in consideration of the contract.



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❖ **NGN Comprehensive AMC will cover**

- 1) Any number of service calls and Repair at no extra cost.
- 2) Temporary replacement of spares such as CAMERA, DVR, HDD, JLCC, SMOS, and CPU will be given immediately.
- 3) In case of major failure a standby will be provided.
- 4) Training to users will be covered.

THE CONTRACT WILL NOT COVER

- 1) Faults arising due to electrical fluctuation, exposure of the equipment to rain or sunlight.
- 2) Tampering by anyone other than our service engineer and natural calamity.
- 3) Reinstallations of the System.
- 4) Stabilizer, CVT, All types of batteries, UPS, cabling, Telephone Line, Imported phones are not included in this contract. It will be repaired at actual cost.

1. Period of Contract:

The contract shall be valid commencing from the "Effective Date" of this agreement and Service Support on Quarterly basis unless terminated by either party as stipulated under the termination clause.

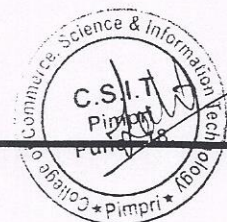
2. Service Contract Charges

Company and Customer have mutually agreed on Rs. 27,500.00/- (Indian rupees Twenty Seven thousand Five Hundred Only) as a years service charges. Any taxes applicable at the time billing will be paid by the Customer at actual.

3. Terms of Payment:

The Annual maintenance contract is to be signed in advance before the contract starts. Company will raise the invoice annually on the Effective day of every year Adding 10% on the AMC value for the services and customer will pay the invoice amount within 15 days in advance from the invoice date.

If any payment remains outstanding for more than 30 days from the invoice date, the company shall without prejudice to all its other rights and remedies have the right to withhold the service and be entitled to charge interest to overdue payment.



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4. Period & condition for Maintenance Service:

- a. Service shall be rendered during **week days¹** and **working hours²** of the Company. Any complaint shall be attended within the time duration as mentioned in "Support Window" Section of this contract, after formal reporting to the helpdesk and same will be solved within reasonable time. However the customer shall have the right to call service during **emergency³** on working days as well as holidays in case the failure is affecting the entire business and provided the Company can provide the necessary service, with or without extra charges based on mutual understanding and confirmation.
- b. The customer shall follow all preventive maintenance as suggested by the Company designed to endure proper operation, reduce product failure and extend useful product life. Preventive maintenance shall be carried out at the customer's office during the contract period as mutually agreed by the authorized representative of the Company. Such maintenance shall be limited to two working days unless additional days are required to complete the preventive maintenance.
- c. Exclusions:
The company shall be under no obligation to furnish support service under the agreement because of:
 - Natural disasters such a flood or earthquake
 - Strikes, riots or acts of war etc.
 - Any service under circumstances posing a safety or health hazard.
 - User Training
 -

5. Support Window:

- Call logged : Current Time
- Working Days : Monday to Friday (From 9.30 am to 6.30 pm)
- Non-Working days : Saturday's, Sunday's and Public Holidays
- Backup engineer will be provided in absence of primary engineer and as and when required

¹ **Week days** means any day other than Saturday & Sunday and public holidays.

² **Working Hours** means time between 9.30 am to 5.30 pm on any working day

³ **Emergency** means any equipment down affecting entire business of the organization.

Note: Support can be provided on non-working days / holidays on request basis and with prior intimation but should not be made it as a practice.

AT Solutions & Services

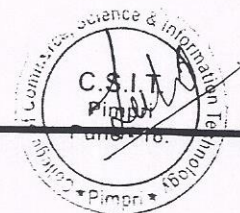
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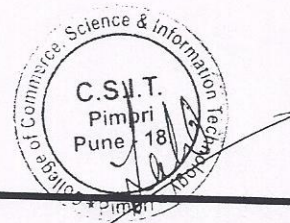
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List of Services and definitions

Annexure

- **Help Desk Support**
 - Single point of contact to the users for technical problems.
 - Call logging and updating as per the predefined definitions.
 - Call tracking and closing
 - Escalation of calls to various levels
 - Identification and resolution of chronic calls and problems.
 - Co-ordination with superiors for higher level of technical escalations
- **Asset Management Support**
 - Maintaining Hardware and software asset inventory and regularly updating the same
 - Identification marking (tagging) of each asset and with details and maintaining soft copy of the same
 - Inventory & List of all the available spares / critical part for stocking
- **Performance Monitoring and Tuning**
 - Carrying periodic fine-tuning to ensure the system performance
- **Preventive Maintenance Support**
 - Prepare and Provide PM schedule of Systems.
 - Internal cleaning of the complete System.
 - Testing and checking of the faulty hardware part / module by using the proper Hardware Diagnostics tools.
Prepare the report about the failure of the hardware with



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