MEMORANDOM OF UNDERSTANDING

SERVICE AGREEMENT

AGREEMENT BETWEEN DON BOSCO COLLEGE TURA AND IARAPLIN AUTOMATION AND DIGITIZATION SERVICES

Agreement is made on 18.03.21 between Don Bosco College Tura, Pin-794002, Meghalaya, hereinafter called the party of first part.

AND

Iaraplin Automation & Digitization Services, Pynthorbah, Block-IV, Shillong-793001, hereinafter called the party of second part.

<u>Terms and Condition</u>

1.   The Service contract will include the following:-

   a) Data Migration from E-Blis to koha library software.
   b) Hand-on training facilities will be provided free of cost to the library staff.
   c) Koha - Library Automation Software Complete Maintenance.
   d) Trouble shooting for operational problems of Koha ILMS.
   e) Unlimited off site support through E-mail/telephone/remote login.
   f) Site should provide 'AnyDesk', 'Team Viewer' or remote login access to their library server/ workstation(s) to facilitate support activities.
   g) On genuine request of the customer, Automation Officer will visit the customer and will provide the proper support, etc. However, customer has to make proper/official request for his/her visit, well in advance.

2.   All the information related with Library software should be keep protected from both the sides.

3.   To be taken LMS database backup on regular basis by the college. For any kind of data loss, Iaraplin Automation & Digitization Services will not responsible.

4.   The authority reserves the right to withdraw or relax or includes any terms and conditions mentioned above showing reason, so as to overcome the problem encountered at a later stage.

5.   Annual Maintenance Charges (AMC) is free of cost **BUT** TA/DA will be borne by the institution as admissible.

6.   Any other terms and conditions may be ordered by the undersigned from time to time.

On Behalf of Customer

Signed..
(Authorised Signatory)

Name....Fr. Bivan Rodrigues Mukhim

Seal: **PRINCIPAL-CUM-SECRETARY**
         DON BOSCO COLLEGE
         TURA-794 002

For IARAPLIN AUTOMATION & DIGITIZATION SERVICES

Signed..
(Authorised Signatory)

Name....Iaraplin Kharrohnoh

Seal: **IARAPLIN AUTOMATION & DIGITIZATION SERVICES**