Annual Maintenance Contract

2025

AMC Agreement | DOC-GIS/AML/2025

Gallant IT Solutions
جالانت اي تي سولوشنز

1. About Us:

With vast industry experience, we at Gallant IT Solutions hold expertise in Networking Management, undertaking Annual Maintenance Contracts and a wide range of Security Systems. In Addition, we also offer hardware Sales & Service and video conferencing solutions.

We have a team of expert professionals – for providing solutions and troubleshooting &, tailor-made software(s), repair of hardware, and networking.

2. What this Contract Covers:

Yearly Maintenance Contract of Server, Storage, IT Equipment, etc., includes the following tasks:

- Preventive maintenance to be provided to hardware mentioned in *Point 8*.
- Gallant IT Solutions will designate an engineer responsible for the routine checkup of Client's hardware.
- Gallant IT Solutions will prepare a report on the hardware on each visit to ensure its normal operation or if replacement is required before breakdown point.

3. What this Contract Does not Cover:

- Furnishing of new hardware.
- Data recovery in case of hard disk / recovery drive crash of any computer systems or Server or network drive.
- AMC of the Client's branch office(s), unless and until mentioned in the Contract.
- Any physical damage or any damage caused by Virus / Electricity / Power Failure. However, Gallant IT Solutions will assess the damage and report for new / additional Quotation, if required, with charges for hardware, software, and implementation.

Normal or Critical priority would be given based on the equipment in need of repair or being re-ordered.

- The Contract will not apply if the equipment is shifted from its original location, without prior intimation to the Gallant IT Solutions.

4. Response Time:

- Gallant IT Solutions will normally send the Support Engineer according to priority defined below:

Severity Level	Definition	Response Time
System Down	Main Frame / Server	Within 2 Hour
Critical	Business outage or significant customer impact that threatens future productivity	Within 2 - 3 Hours
Urgent	High-impact problem where production is proceeding, but in a significantly impaired fashion; there is a time-sensitive issue important to long term productivity that is not causing an immediate work stoppage; or there is significant customer concern.	Within 4 Hours
Important	Important issue that does not have significant current productivity impact	Within 4 Hours
Monitor	Issue requiring no further action beyond monitoring for follow-up, if needed	Within 1 Business Day
Informational	Request for information only	Within 1 Business Day

5. Support Personnel:

- Support personnel will be available on the basis of as-and-when required, but the response time will be according to priority as mentioned above.
- Gallant IT Solutions will work with hardware manufacturer / Supplier for troubleshooting / rectifying of all major / critical issues which are beyond of our scope and would try level best to sort within timeframe mentioned in point 4. Gallant IT Solutions will not be held liable for delays caused by the manufacturer.

6. Termination Clause:

- Either party can terminate this contract by giving one month's prior written notice to the other party. In case of termination of the Contract, any advance payments made by the Client to the Contractor will be refunded.

7. Confidentiality:

- All written information and data expressed to be confidential and made available by one party to the other in the performance of this Contract will be treated as confidential and each party undertakes to treat such confidential information with the same care as it would reasonably treat its own confidential information.
- Upon expiration or termination of this Contract each party will return to the other party all confidential information not previously returned.

8. Hardware Items Covered Under AMC:

Description	Qty	Response Time
Desktop PC	17	9x5, 4hrs response
Server – (Domain Controller)	1	9x5, 4hrs response
NAS System	1	9x5, 4hrs response

9. Quote:

S.No	Description	Rate Per Year in AED
1	AMC Charges	5500
2	Value Added Tax (VAT) 5%	275

10. Contract Period:

Contract Period is for 1 Year starting from **01st Jan 2026** until **31st Dec 2026.**

11. Payment Terms:

1st Cheque CDC upon signing of contract (AED 1,443.8/-)

2nd Cheque CDC due upon on 1st of April 2026 (AED 1,443.8/-)

3rd Cheque CDC due upon on 1st of July 2026 (AED 1,443.8/-)

4th Cheque CDC due upon on 1st of October 2026 (AED 1,443.8/-)

12. Law:

The parties hereby agree that this Agreement and the provisions hereof shall be construed in accordance with the laws of United Arab Emirates.

Mr. Hammad / Ms. Salma
CEO / Accountant
Al Mawazeen Soil Testing

P.O. Box : 48595
DUBAI - U.A.E.
Al Mawazeen Soil Testing

Muhammad Kamran
IT Consulant
Gallant IT Solutions