ICT Hardware Procurement/Maintenance Policy

Revision History

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Contents

1. Purpose

The purpose of this ICT Hardware procurement policy is to provide a framework and guideline for procurement of IT/ICT Hardware by all Departments, Hostels etc through the funds sanctioned by Sreenidhi Management.

- Any purchase of ICT hardware or devices by the Department has to be recommended by the Head of the concerned department and submitted to the Purchase department of the Sreenidhi
- Any purchase related to ICT items one representative from Computer Centre or Department of Computer ScienceThe procurement is to be done by the Purchase department following the rules laid down in the Purchase Manual
- All major ICT items shall be purchased with minimum of 3-year onsite comprehensive warranty and wherever required the onsite comprehensive warranty shall be covered upto 5-years from the date of purchase/commissioning
- All ICT items that require operating system software shall be procured either with valid (paid) license or Free and Open Source Software (FOSS)
- The college shall not encourage use of pirated software
- Service Level Agreement (SLA) shall be signed with the Vendor/OEM for proper maintenance support to be provided during the Warranty period soon after issue of the Purchase Order
- SAP should account for all the hardware purchased in the college and each department shall also have its own Asset Register linked to the central registry
- Also hardware purchased as part of the sponsored Projects should be entered into the Asset Register since they become an asset of the college once the project gets over
- The Asset Register should have details of the purchase - Item Name, Quantity, Specifications, Vendor details, PO details, unique Asset ID, date of purchase, Warranty, etc
- On expiry of Warranty, in consultation with the concerned HoD, the Purchase Section shall arrange to cover the hardware items under onsite comprehensive Annual Maintenance Contract (AMC) with the Vendor/Service to ensure continued maintenance support as per SLA
- At any cost, no AMC shall be entered into for items whose stated life or end-of support by the OEM manufacturer has expired. Such items shall be marked for condemnation
- During the valid Warranty/AMC period any complaint/maintenance issue for a particular hardware has to be registered by the User Dept. through the HOD or authorized personnel on the helpdesk
- The ICT shall be established in consultation with the purchase section and managed by a Service Desk, either established with in-house or outsourced personnel
- The Service Desk shall follow up with the concerned Vendor(s) as per SLA and ensure timely response and resolution of the complaints. Else escalate the issue to the personnel in the escalation matrix

- The Service Desk shall function on 8 hours/day x 5 days/week or 10 x 5 or 8 x 6 to handle the complaints on time
- The Service Desk shall send customised MIS reports to the designated authorities of the college
- Obsolete Hardware or those that could not be repaired /used should be condemned according to the condemnation policy