

# Firstline Infotech Pvt. Ltd.

33, Venkatnarayana Road, Dr. C.N. Deivanayagam Complex,  
3rd Floor, T. Nagar, Chennai - 600 017. Tel : +91 44 2434 2709  
e-mail : firstline@gmail.com | website : www.firstlineservice.com



## INVOICE

Invoice No : 6

Date: 24-04-2024

To

SRM Education and Research Institute  
Plot No.39, Rajiv Gandhi Education City, PS.Rai,  
Sonapat, Haryana 131029  
GSTIN: 06AALTS8350E1Z9

Sno.	Description	Amount
1	SAC Code - 998319 Other information technology services n.e.c Amc for e-Varsity ERP For the Period of 1 year from 01-04-2024 to 31-03-2025	6,00,000.00
2	IGST (18%)	1,08,000.00
	<b>Total</b>	<b>Rs. 7,08,000.00</b>

Amount in Words: Seven lakhs eight thousand only.

AMC Charges for the year 24-25

*[Signature]*

Firstline Infotech Pvt.Ltd.,

*[Signature]*

General Manager

TIN No:33340862186	CST No:725839 dated 14.12.2001	PAN No:AAACF5641D
Service Tax Code:AAACF5641DST001	TAN No:CHEF03260F	GST : 33AAACF5641D1Z5

OK  
25/4/24.



DC 132347

26/4/2024  
Firstline Infotech Pvt. Ltd.

**S. KRISHNAN**  
STAMP VENDOR  
Chennai Collector's Office Campus  
CHENNAI-600 001.  
Licence No: A2135488/73

### Annual Maintenance Contract

It is hereby agreed between "FIRSTLINE INFOTECH Pvt. Ltd" (FIPL) and "SRM UNIVERSITY, DELHI-NCR, SONEPAT (HARYANA)" (User), that in consideration of the payment of an annual maintenance fee on the maintenance renewal date 1<sup>st</sup> April 2024, FIPL undertakes to provide annual software support services subject to the following conditions:

If the user discovers a fault in the program and reports it to FIPL, together with any further information such as error messages, non-functioning of the software or expected output, non-understanding of the functionality etc., FIPL will promptly investigate and either advise the User of a means of successfully undertaking the required operation, or will supply the User with a revised version of the program.

If either party fails to perform its obligations under this Maintenance Contract and if such failure continues for a period of thirty(30) days after written notice, the other party shall have the right to terminate this Maintenance Contract immediately upon written notice.



**FIRSTLINE INFOTECH PVT. LTD.**

*Manidharan*  
General Manager (Technical)

*Pran*

### Following are the services covered in AMC

1. Remote desktop assistance  
In this support, FIPL staff will connect with users' system and work to assist the user to fix the issues.
2. Support over telephone  
Queries related to e-Varsity usage can be raised and get clarified over this telephone support.
3. Changes in existing report formats, data analysis reports based on existing data  
Changes like data sorting, MIS queries, changes in data formats, inclusion, exclusion of data fields in existing forms, page settings, data groupings, abstract and detailed information on existing data like customisation can be requested via this service.
4. Changes in existing data entry forms / input screens / report generation parameter customisation - without altering the existing flow of ERP operation will be carried out during the AMC period.
5. Performance related issues  
Users' query related to performance in data processing will be covered in this contract.
6. We will provide free of cost software upgrade / enhancements happening in the core ERP module during the AMC contract period. It is applicable only on those modules purchased by the User.

### Service Request - Terms and Conditions

User has to report the issues and their queries by email and/or phone, depending on the emergency of the issue. Such support shall be given by telephoning the HELP line on 044-24342709 between the hours of 09.30 and 17.30 (IST time), Mondays to Fridays (excluding Govt. Holidays and other public holidays). On holiday it will be done on phone or delegate a person if there is any emergency. Assistance on technical questions can also be relayed to Firstline Infotech Pvt. Ltd. (FIPL) by E-mail to [firstline@firstlineservice.com](mailto:firstline@firstlineservice.com) / [firstline@gmail.com](mailto:firstline@gmail.com).

### This AMC Does not cover

1. Customisation or changes beyond the scope
2. Permanent on-site support
3. Totally new development work outside the existing scope of the ERP.

### Pricing and Payment Terms

Sl. No.	Description	Amount (in Rs.)
1	AMC for eVarsity ERP	6,00,000
2	IGST @ 18%	1,08,000
	Total	7,08,000

(Rupees Seven lakhs Eight Thousand only)

### Payment Terms and conditions

- 100% advance at the time of order

*Ok*



For FIRSTLINE INFOTECH PVT. LTD.

*Murthy*  
General Manager (Technical)

For and on behalf of

FIRSTLINE INFOTECH PVT. LTD.,  
CHENNAI



Signature

Name: MURALIDHARAN

For and on behalf of

SRM UNIVERSITY,  
DELHI-NCR, SONEPAT (HARYANA),

A handwritten signature, likely of a representative of SRM University.

Signature

Name:



**SRM**  
UNIVERSITY  
DELHI-NCR, SONEPAT

**SRM UNIVERSITY, DELHI-NCR, SONEPAT (HARYANA)**  
Plot No.39, Rajiv Gandhi Education City, PS.Rai, Sonapat  
Haryana 131029  
0130-2203700, 701



### SERVICE ORDER(AMC)

#### Supplier Details:

M/s Firstline Infotech Pvt. Ltd.,  
33, Venkatnarayana Road,  
T.Nagar,  
Chennai

**Phone:** 04424342709

Supplier Reference No 6

Quotation Received on 25-Apr-2024

Contact Person

G.S.T No. 33AAACF5641D1Z5

P.O No. SRMH-ET-WO/Apr/24-25/00044  
Date 26-Apr-2024  
Invoice To SRM Education and Research Institute  
Delivery At Plot No.39, Rajiv Gandhi Education City, PS.Rai,  
Sonapat, Haryana 131029  
G.S.T No. 06AALTS8350E1Z9

Sl No	Description	Delivery period	Qty	Unit	Price /Unit[Rs.]	Discount /Unit[%]	Tax /Unit	Extra Charges	Total Price [Rs.]
1	AMC for ERP(AMC For the year 24-25)	26-Apr-2024	1.00	Nos	600000.00	0.00	18.000	0.00	708000.00

Gross Total : 708000.00

**Total Purchase Amount : 708000.00**

**Rupees in Words :Rupees Seven Lakhs Eight Thousand only**

#### Terms and Conditions:

Purchase Terms	AMC
Payment Terms	As per norms
P.O. Note	AMC For the year 24-25
Supplier's Attention	<p><b>The Products supplied shall be within the frame of following</b></p> <ol style="list-style-type: none"> <li>1.All supplies / Services must be made against properly authenticated purchase orders.</li> <li>2.No oral instruction from any one shall be entertained.</li> <li>3.Proper Goods Received Note must be obtained from Stores / Security when materials are delivered.</li> <li>4.Ensure with proper acknowledgement that Accountant has accounted your bills within 30 days, failing which your claim for payment will not be entertained at any later date.</li> <li>5.Supplier shall send statement of accounts to Accounts Department before 7 th of the succeeding month.</li> <li>6.Discrepancy if any, shall be reported to management through mail to accounts@srmgroup.co.in and admin@srmgroup.co.in within 30days of supply.</li> <li>7.Quality Can't be compromised. If Quality as agreed is not delivered, no payment will be made for entire order.</li> <li>8.Every invoice should have, our unique PO number. No two or more purchase orders to be merged in single invoice (For different Po's)</li> </ol> <p><b>// BY BOARD OF MANAGEMENT//</b></p>

Purchase Order Generated By: Boopalan S

Copy To Finance

Acknowledged By

Supplier Seal, Signature & Date

Report Date: 26-04-2024

Prepared By

Checked By

Accounts Department

Recommending Authority

Authorised Signature, Date & Seal

SRM UNIVERSITY, DELHI-NCR, SONEPAT (HARYANA)

# Firstline Infotech Pvt. Ltd.

33, Venkatnarayana Road, Dr. C.N. Deivanayagam Complex,  
3rd Floor, T. Nagar, Chennai - 600 017. Tel : +91 44 2434 2709  
c-mail : firstline@firstlineservice.com / firstline@gmail.com  
website : www.firstlineservice.com



## INVOICE

Invoice No : 5

Date: 01-04-2023

To

The Chancellor,  
SRM University, Delhi-NCR, Sonapat (Haryana),  
Haryana  
GSTIN: 06AALTS8350E1Z9

Sno.	Description	Amount
1	SAC Code - 998319 Other information technology services n.e.c Amc for e-Varsity ERP For the Period of 1 year from April-2023 to March-2024	6,00,000.00
2	IGST (18%)	1,08,000.00
	<b>Total</b>	<b>Rs. 7,08,000.00</b>

Amount in Words: Seven lakhs eight thousand only.

Amc for the Period of  
01.04.23 to 31.03.24

Firstline Infotech Pvt.Ltd.,

General Manager

TIN No:33340862186	CST No:725839 dated 14.12.2001	PAN No:AAACF5641D
Service Tax Code:AAACF5641DST001	TAN No:CHEF03260F	GST : 33AAACF5641D1Z5





**Supplier Details:**

M/s Firstline Infotech Pvt. Ltd.,  
33, Venkatnarayana Road,  
T.Nagar,  
Chennai

**Phone:** 04424342709

Supplier Reference No 5

Quotation Received on 01-Apr-2023

Contact Person

G.S.T No. 33AAACF5641D1Z5

P.O No. SRMH-ET-WO/Apr/23-24/00001

Date 01-Apr-2023

Invoice To SRM Education and Research Institute

Delivery At Plot No.39, Rajiv Gandhi Education City, PS.Rai,  
Sonapat, Haryana 131029

G.S.T No. 06AALTS8350E1Z9

SI No	Description	Delivery period	Qty	Unit	Price /Unit[Rs.]	Discount /Unit[%]	Tax /Unit	Extra Charges	Total Price [Rs.]
1	AMC for ERP(For the period from 01.04.2023 to31.03.2024)	01-Apr-2023	1.00	Nos	600000.00	0.00	18.000	0.00	708000.00

Gross Total : 708000.00

**Total Purchase Amount : 708000.00**

**Rupees In Words :Rupees Seven Lakhs Eight Thousand only**

**Terms and Conditions:**

Purchase Terms	AMC Service Charges for ERP
Payment Terms	As per norms
P.O. Note	AMC
Supplier's Attention	<p><b><u>The Products supplied shall be within the frame of following</u></b></p> <ol style="list-style-type: none"> <li>1.All supplies / Services must be made against properly authenticated purchase orders.</li> <li>2.No oral instruction from any one shall be entertained.</li> <li>3.Proper Goods Received Note must be obtained from Stores / Security when materials are delivered.</li> <li>4.Ensure with proper acknowledgement that Accountant has accounted your bills within 30 days, failing which your claim for payment will not be entertained at any later date.</li> <li>5.Supplier shall send statement of accounts to Accounts Department before 7 th of the succeeding month.</li> <li>6.Discrepancy if any, shall be reported to management through mail to accounts@srmgroup.co.in and admin@srmgroup.co.in within 30days of supply.</li> <li>7.Quality Can't be compromised. If Quality as agreed is not delivered, no payment will be made for entire order.</li> <li>8.Every invoice should have, our unique PO number. No two or more purchase orders to be merged in single invoice (For different Po's)</li> </ol> <p><b><u>// BY BOARD OF MANAGEMENT//</u></b></p>

Purchase Order Generated By: Boopalan S

**Copy To Accounts**

**Acknowledged By**

**Supplier Seal, Signature & Date**

*Bst Kri b*

**Report Date: 01-04-2023**

**SRM UNIVERSITY, DELHI-NCR, SONEPAT (HARYANA)**

**Prepared By      Checked By      Accounts Department      Recommending Authority      Authorised Signature , Date & Seal**