



தமிழ்நாடு தமில்நாடு TAMIL NADU

92AB 163715

FIRSTLINE INFOTECH PVT. LTD.
33, Venkatnarayana Road,
Dr. C.N. Deivanayagam Complex,
3rd Floor, T. Nagar, Chennai - 600 017.

K. KALYANI (S.V)
Lic. No : 17437 / 21 / 98
No. 1/1A2, MOTILAL STREET,
T. NAGER, CHENNAI - 17.
Phone : 24347696

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 1st April 2021, 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.

For FIRSTLINE INFOTECH PVT. LTD..



Muralidharan
General Manager (Technical)

bskrib

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 / 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

Butri S

For and on behalf of

FIRSTLINE INFOTECH PVT. LTD.,
CHENNAI



Signature

Muralidharan

Name: MURALIDHARAN

Date:

For and on behalf of

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

Signature

Bhriti

Name:

Date:

Witness:

1. D. PRIYA *D. Priya*

2. K.P. SELVA Kumar *K. P. Selva Kumar*

Witness:

1.

2.