REVA UNIVERSITY
Bengaluru, India

10 YEARS OF UNIVERSITY RECOGNITION
20 YEARS OF ACADEMIC EXCELLENCE

E-COPY OF THE DOCUMENT / AGREEMENT WITH THE SERVICE PROVIDER

MASTER SOFTWARE AS A SERVICE AGREEMENT

This Master SaaS Agreement ("MSA") is entered into on this day of 31st January 2022 (the "Effective Date") between,

Bitonic Technology Labs Pvt Ltd, a company incorporated under the Companies Act 2013 and having its registered office at B-9, 5th Floor Brigade Summit, ITPL Main Rd, Brigade Metropolis, Garudachar Palya, Mahadevapura, Bengaluru, Karnataka 560048 (hereinafter referred to as "**Company**" which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assigns) of the **First Part**;

And

Reva University, a company incorporated under the laws of India and having its registered office Rukmini Knowledge Park, Kattigenahalli, SH 104, Srinivasa Nagar, Bengaluru, Karnataka 560064 ("**Customer**" which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assigns) of the **Second Part.**

Company and Customer shall hereinafter be individually referred to as Party and collectively referred to as Parties.

This MSA includes and incorporates the attached Terms and Conditions, and Exhibits appended hereto

TERMS AND CONDITIONS

1. SAAS SERVICES AND SUPPORT

1.1 Subject to the terms of this MSA, Company shall provide to the Customer the "**Services**" in accordance with the applicable Scope of Work and Service Level Terms attached hereto.

1.2 The Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the "**Implementation Services**" wherein Implementation Services would mean and include the design, development and deployment of the chatbot services for the client for the scope of work mentioned in the agreement in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or an emergency, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption.

2. RESTRICTIONS AND RESPONSIBILITIES

2.1 Customer will not, directly or indirectly: (a) reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, object code or underlying structure, ideas, know-how or algorithms relevant to the Services or any software, documentation or data related to the Services (collectively "**Software**"); (b) modify, translate, or create derivative works based on the Services or any Software (except to the extent expressly permitted by Company or authorized within the Services); (c) use

the Services or any Software for time sharing or service bureau purposes or otherwise for the benefit of a third party; or (d) remove any proprietary notices or labels.

2.2 Customer represents and warrants that it will use the Services only in compliance with Company's standard policies available on https://yellow.ai/terms-of-service and shall abide by all applicable laws and regulations. The Customer shall not use the Services for any purpose not expressly permitted by this MSA.

2.3 The Customer shall be responsible for obtaining and maintaining any equipment and ancillary services as applicable, needed to connect to, access or otherwise use the Services, including without limitation, modems, hardware, servers, software, operating systems, networking, web servers and the like (collectively "**Equipment**").

2.4 Customer shall also be responsible for: (a) ensuring the security of the Customer account credentials (including but not limited to, administrative and user passwords) and files, (b) authorised use of Customer accounts, (c) reporting suspected breach of security.

3. **CONFIDENTIALITY**

3.1 Either Party (**"Disclosing Party"**) may disclose business, technical or financial information relating to the business to better facilitate and avail the Services (hereinafter referred to as **"Confidential Information"** of the Disclosing Party) to the other Party (**"Receiving Party"**).

3.2 Confidential Information of Company includes non-public information regarding features, functionality and performance of the Service. Confidential Information of Customer includes non-public data provided by Customer to Company to enable the provision of the Services (collectively "**Customer Data**").

3.3 The Receiving Party agrees: (a) to take reasonable precautions at its own cost to protect such Confidential Information, (b) not to use (except in performance of the Services or as otherwise permitted herein) or divulge to any third party any such Confidential Information, (c) to inform its representatives about the confidential nature of the information, and assure their compliance with the obligations set out in the MSA, and (d) to be responsible for any act or omissions by such representatives under this MSA.

3.4 The Disclosing Party agrees that the foregoing shall not apply with respect to any information after five (5) years following the disclosure thereof; or any information that the Receiving Party can document: (a) is or becomes generally available to the public, or (b) was in its possession or known by it, prior to receipt from the Disclosing Party, or (c) was rightfully disclosed to it without restriction by a third party, or (d) was independently developed without use of any Confidential Information of the Disclosing Party, or (e) is required to be disclosed by law.

4. **CUSTOMER AND COMPANY DATA**

4.1 Customer shall own all rights, title and interest in the Customer Data, as well as any data that is based on or derived from the Customer Data and provided to the Company as part of the Services.

4.2 Company shall own and retain all right, title and interest in: (a) the Services and Software, all improvements, enhancements or modifications thereto, (b) any software, applications, inventions or other technology developed in connection with Implementation Services or support, and (c) all intellectual property rights related to any of the foregoing.

4.3 Notwithstanding anything to the contrary, Company shall have the right to collect and analyze data relating to the provision, use and performance of the Services (including, without limitation, information concerning Customer Data and data derived therefrom). Company will be free (during and after the term hereof) to use

Support	STANDARD
Self service *(guides & tutorials)*	✓
Support availability	P1: 24/7 P2-P4: 9am-6pm on business days
Customer Success Manager	-
Bot training	-
Platform/new feature training	-
First response time *(Business hours)*	P1 (Urgent): 1 hour P2 (High): 2 hours P3 (Medium): 4 hours P4 (Low): 12 hours
Cost	Free

Option B)

Support	PREMIUM
Self service *(guides & tutorials)*	✓
Support availability	24/7
Customer Success Manager	✓
Bot training	✓
Platform/new feature training	✓
First response time *(Business hours)*	P1 (Urgent): 0.5 hour P2 (High): 1 hours P3 (Medium): 4 hours P4 (Low): 8 hours
Cost	10% of ARR or $5,000 per year, whichever is higher

Response Email will be sent by the investigator after an initial analysis of the issue. It will contain either the solution or some queries on additional details on the issue.

Resolving the requests may take longer, depending on nature, complexity and coding effort required to rectify the bug. Once triage on the reported issue has been carried out we can then provide an estimate of timescale/effort to rectify the problem and whether the work is covered in the maintenance agreement

10. Compliance to SLA

Response SLA : 99 %

11. Service Credit <optional only for contract over $40k annually and on client request>

Service Credits will be granted to the client should any of the KPI's be breached. Service Credits for every breach is aggregated and will be stated in the yearly Service Levels reports. These are applicable for platform charges and not for consumption / messaging charges.

Service Delivery KPI not met for	Service Credit			
	Severity P1	Severity P2	Severity P3	Severity P4
Support SLA	3	2	1	NA

Hosted Service Availability	Service Credit
< 99	1
< 97.50	2
< 95.00	3
< 90.00	4

The accumulated number of Service Credits per month will be used to calculate the discount to be granted for the respective month.

Service Credit Calculation	
Service Credit Ranges	% of discount granted
3- 5	2%
6 – 10	4%
11 – 15	6 %
16 – 20	8 %
21 – 25	10%

> 25	12 %
Amount to be credited = Monthly Charges % of Discount	

YellowAi will issue a credit note to the client within fourteen (14) days upon the yearly Service Levels review for the sum of all Service Credits to which the client is entitled. Upon the issuance of the credit note the Service Credits will be set to zero for the following month.

Appendix

Support	STANDARD	PREMIUM
Self service (guides & tutorials)	✓	✓
Support availability	P1: 24/7 P2-P4: 9am-6pm on business days	24/7
Customer Success Manager	-	✓
Bot training	-	✓
Platform/new feature training	-	✓
First response time (Business hours)	P1 (Urgent): 1 hour P2 (High): 2 hours P3 (Medium): 4 hours P4 (Low): 12 hours	P1 (Urgent): 0.5 hour P2 (High): 1 hours P3 (Medium): 4 hours P4 (Low): 8 hours
Cost	Free	10% of ARR or $5,000 per year, whichever is higher
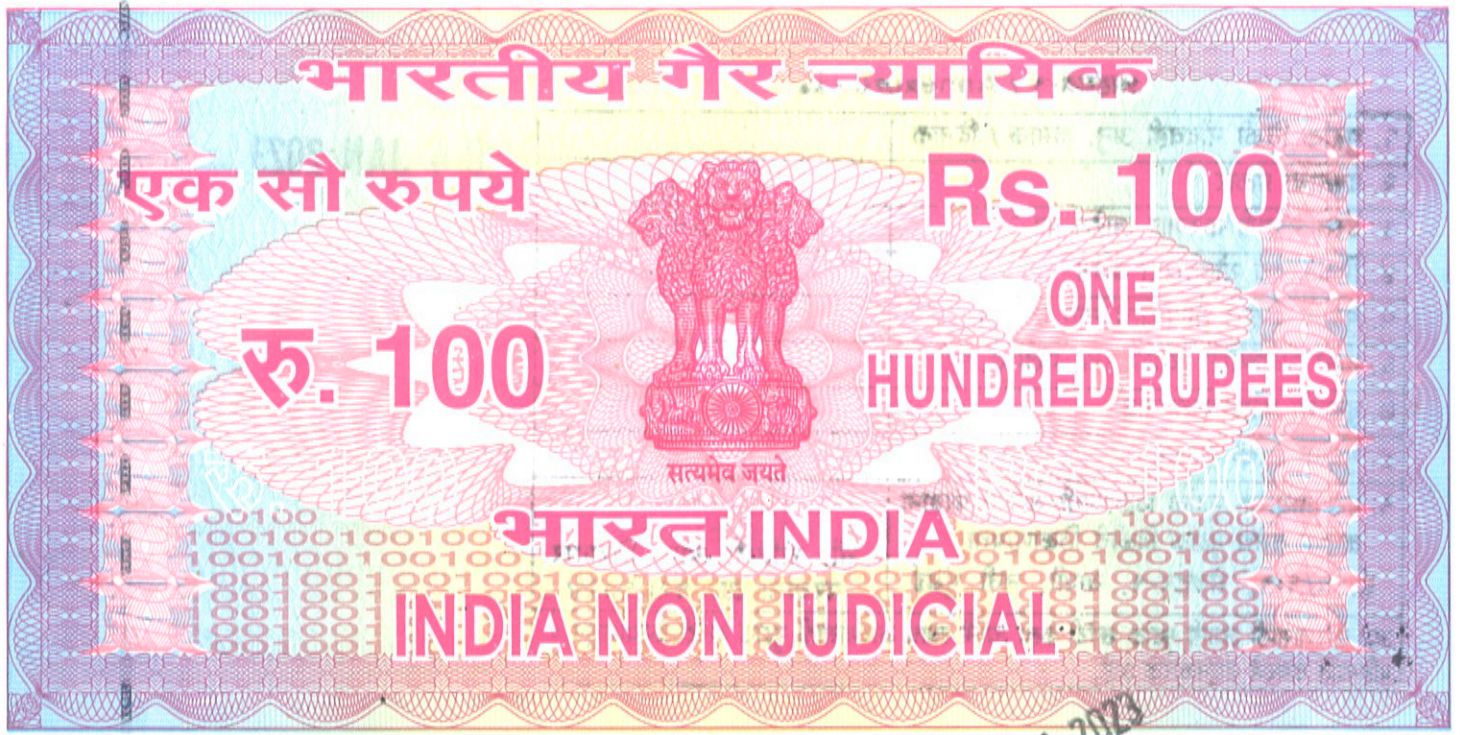
NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (hereinafter referred to as the "**Agreement**") is made on the day of last signature.

By and Between:

REVA UNIVERSITY, a company incorporated under the Companies Act, 1956/2013, having its registered office at Rukmini Knowledge Park, Kattigenahalli, SH 104, Srinivasa Nagar, Bengaluru, Karnataka 560064(hereinafter referred to as "**Licensee**") of the **OTHER PART**.

And

Ingram Micro India Private Limited, a company registered under the Companies Act, having its registered office at 5th Floor, A-Wing, Empire Plaza, Building A, LBS Marg, Gandhinagar, Vikhroli West, Mumbai 400 083 Maharashtra, India India (hereinafter referred to as the "**Vendor**" which expression shall unless repugnant to the context or meaning thereof, include its successors-in interest, and permitted assigns) of the OTHER PART.

The parties to this Agreement are hereinafter individually referred to as a "**Party**" and collectively as "**Parties**".

For the purposes of this Agreement, the Party revealing its confidential information shall be referred to herein as the "**Disclosing Party**" and the Party receiving the Confidential Information of the Disclosing Party shall be referred to as the "**Receiving Party**".

WHEREAS:

A.   The Parties have engaged in and expect to engage in discussions related to a possible

business transaction or relationship for the procurement of IT Support Services (the "Purpose"), and the Disclosing Party has agreed to disclose certain Confidential Information (hereinafter defined) to the Receiving Party subject to the terms set out in this Agreement.

B.   The Parties recognize that careful protection and non-disclosure of the Confidential Information by the Receiving Party is absolutely necessary, and the Parties wish to regulate how such Confidential Information of the Disclosing Party is to be treated while they are in the possession or control of the Receiving Party.

The Parties in this regard agree as follows:

1.   **Confidential Information**

1.1.   "**Confidential Information**" shall include without limitation any and all non-public written information duly identified or marked as "Confidential" or "Proprietary" and if in oral form, to be duly identified as confidential at the time of disclosure and reduced in writing by the Disclosing Party within three (3) business days of its being disclosed, comprising or relating to the Disclosing Party and/or its Affiliates (defined hereunder), associates, employees, directors, officers, agents, customers and third party contractors, the existence and terms of this Agreement, the fact IT that discussions pertaining to the Purpose are taking place or if terminated, have taken place and the content of such discussions, which has been disclosed, exposed to or furnished in any form by or on behalf of the Disclosing Party to the Receiving Party.

1.2.   "**Affiliate**" shall mean with respect to a Party any individual, corporation or other business entity which, either directly or indirectly, controls such Party and/or is controlled by such Party, or is under common control of such Party;

shall be sent to the appropriate address set forth below, unless changed by a Party by prior notice to the other Party.

If to the REVA University:
Address: **REVA UNIVERSITY**, Rukmini Knowledge Park, Kattigenahalli, SH 104, Srinivasa Nagar, Bengaluru, Karnataka 560064
Attention :   Sandeep Bansal
E-mail: reva.admin@reva.edu.in
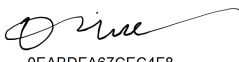
If to the Customer:
Address: Ingram Micro India Private Limited, 5th Floor, A-Wing, Empire Plaza, Building A, LBS Marg, Gandhinagar, Vikhroli West, Mumbai 400 083 Maharashtra, India
Attention :   Navneet Singh Bindra
E-mail: navneetsingh.bindra@ingrammicro.com

7.6   **Entire Agreement; Amendments**. This Agreement represents the entire agreement between the Parties with respect to the subject matter herein and supersedes all prior oral or written communication between the Parties. No modification or amendment of this Agreement shall be valid and binding unless mutually agreed to and set forth in writing by the Parties.

IN WITNESS WHEREOF the Parties have put their respective hands to this Agreement on the date mentioned first hereinabove:

For and on behalf of **REVA University**	For and on behalf of the **Vendor**
DocuSigned by: *(signature)* 0EABDFA67CEC4F8...	DocuSigned by: *Navneet Singh Bindra* 8AC8F015BBAA4B5...
Name: Dhanamjaya Madiraju	Name: Navneet Singh Bindra
Designation: Vice Chancellor – Reva University	Designation: CCE and MD

Government of Karnataka

e-Stamp

Certificate No.	:	IN-KA97794832344450U
Certificate Issued Date	:	19-Apr-2022 03:21 PM
Account Reference	:	NONACC (FI)/ kacrsfl08/ R T NAGAR/ KA-BA
Unique Doc. Reference	:	SUBIN-KAKACRSFL0825837581390477U
Purchased by	:	PPYRUS INDIA PVT LTD
Description of Document	:	Article 5(J) Agreement (In any other cases)
Property Description	:	MANAGED EXAM SERVICES AGREEMENT
Consideration Price (Rs.)	:	0 (Zero)
First Party	:	PPYRUS INDIA PVT LTD
Second Party	:	REVA UNIVERSITY
Stamp Duty Paid By	:	PPYRUS INDIA PVT LTD
Stamp Duty Amount(Rs.)	:	100 (One Hundred only)

Please write or type below this line

MASTER SERVICES AGREEMENT FOR DIGITAL EXAM SERVICES

This Master Services Agreement (MSA) is made at **BENGALURU** on the **Twenty Second** day of **April, Two thousand and twenty two (22/04/2022)**,

BY AND BETWEEN

Vice-Chancellor
REVA University, Rukmini Knowledge Park
Kattigenahalli, Yelahanka, Bengaluru-560 064

REVA University (also known as "Rukmini Educational & Charitable Trust"), a State Private University registered under Section 3 of the University Grants Commission (UGC) Act 1956, located at "Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bangalore 560064, Karnataka, India" (hereinafter referred to as "**REVA**" which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and permitted assigns), represented by **Dr. Dhanamjaya, Vice Chancellor, Reva University**, of the **FIRST** Part;

<div align="center">AND</div>

PPYRUS INDIA PVT. LTD., a company incorporated under the Companies Act, 1956 and subsisting under the Companies Act, 2013, having its registered office at "IIT Madras Research Park, B6, 6th Floor, Kanagam Road, Taramani, Chennai 600113, Tamil Nadu, INDIA", through its **Director, Mr. Srikanth Ganesan** (hereinafter referred to as "**Ppyrus**" which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and permitted assigns) of the **OTHER** Part.

REVA and **Ppyrus** shall hereinafter be referred to collectively as "**Parties**" and individually as "**Party**".

WHEREAS:

1. **REVA** is an University established under the Government of Karnataka Act 80 of the year 2012 and notified in the Karnataka gazette dated 7th February 2013. **REVA** aspires to be an innovative university by developing excellent human resources with leadership qualities, ethical and moral values, research culture and innovative skills through higher education of global standards. It has a certified campus at "Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bangalore 560064, Karnataka".

2. **Ppyrus,** a subsidiary of "**Littlemore Innovation Labs Pte Ltd**", Singapore, is an educational technology company offering **DigiTaal** based Paperless Digital Exam services (hereinafter referred to as "**PDES**") through Littlemore's Exam Suite (hereinafter referred to as "**LM Exam Suite**"), a pioneering product for digital objective and descriptive examinations. **Littlemore Innovation Labs Pte Ltd,** a company incorporated in the Republic of Singapore, having its registered office at "07-08, Jit Poh building, 19 Keppel Road, Singapore 089058" (hereinafter referred to as "**Littlemore**"). **Littlemore** has built a technology driven examination ecosystem to improve the efficiency and effectiveness of exams, which includes **PDES**, and **Ppyrus** has the exclusive licensee to sell and utilize all LM Exam Suite solutions in India. **Littlemore** reserves the right to make any changes to the trademark name of its products, solutions, and services, and will keep **REVA** informed in case of such changes.

3. **REVA** is desirous of procuring **PDES** from **Ppyrus**.

4. **Ppyrus** has represented that it has necessary secured infrastructure, expertise, skills, manpower to provide digital descriptive examination product and services

5. Based on the above representation of **Ppyrus**, **REVA** has agreed to appoint to **Ppyrus**. **Ppyrus** has the legal right and full power and authority to enter and perform this Agreement and any other documents to be executed by it pursuant to or in connection with this Agreement.

6. Parties hereof are desirous of entering into an agreement in pursuance of the above.

— Vice-Chancellor
REVA University, Rukmini Knowledge Park
Kattigenahalli, Yelahanka, Bengaluru-560 064
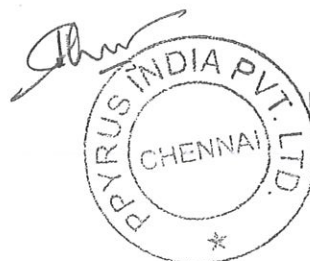
PRIVACY AND DATA PROTECTION POLICY

This policy provides information about data we collect, use, and share, and our commitment to using the personal data we collect in a respectful fashion. We at Littlemore care deeply about privacy, security, and online/offline safety of your employees/ Students personal data, all of which are a significant part of our essential mission: to protect users data of our products and services ("you" and "your") from the risks of theft, disruption, and unauthorized access to your information and activities.

This Privacy and Data Protection Policy ("Policy") is designed to inform the educational institutions about how we collect and use the personal data of students and **REVA** personnel through our product and solution, namely LM Exam Suite. This Policy applies both to the information we collect from you on our devices used by your students / employees and to the information we collect when the student uses our devices to attend their examinations, or your employees / management use the LM Exam Suite's ExamCloud Portal to evaluate the examinations and view Reports. When your students/ employees access or use our LM Exam Suite, they acknowledge that they have read this Policy and understood its contents. Your use of our product and any dispute over privacy is subject to this Policy, any applicable Terms of Service (including any applicable limitations on damages and the resolution of disputes) and any applicable Agreement.

As Littlemore grows, our business changes, and we may update this Policy at any time as we deem appropriate to reflect those changes. If there are any material changes to this Privacy Policy, we will notify you by email, in-product notification, or as otherwise required by applicable law. It is important that you check back and make sure that you have reviewed the most current version of this Policy. This Notice applies to all users of our Services across the world.

TYPE OF INFORMATION COLLECTED

In order to provide our services and ensure optimum use of our devices we collect Personal Data directly from students/ employees of **REVA**. In this Policy, "Personal Data" refers to data that could be used, alone or in combination with other data, to identify each student/ employee of **REVA** as an individual. We collect information you provide to us. The information or Personal Data collected of each student/ employee of **REVA** is used to create an account/ profile, fill out a form, write an examination, evaluate the examination or otherwise communicate with us. The types of Personal Data you may provide includes:

- Contact information (such as name, email address, mailing address, and phone number);
- Personal Information (demographic information, photographs, and if applicable - biometrics such as retina scan, fingerprints etc.); and
- Account log-in credentials.
- You may also provide us with additional data as **REVA** mandates.

How Do We Use the Information We Collect?

The information collected of each student / employee of **REVA** is used to give access to the LM Exam Suite software for writing the examination and to login and to use LM Exam Suite's ExamCloud for various features of the software including but not limited to Evaluation / viewing Reports. The information collected such as e-mail addresses, phone numbers etc. shall be used to send alerts / updates via e-mails and messages to the students / employees. To ensure optimum utilisation of our products and services:

- Analyse your usage behaviour on our platform to measure, customize, and improve our product features for your benefit.
- Provide customer support, troubleshoot issues, manage subscriptions, and respond to requests, questions, and comments.

Who Do We Share Personal Data With?

- Littlemore is not in the business of selling user data to any organization. We do not sell/rent/lease any data of our customers/ customer users to any Third Party save and except as mentioned in clause (ii) hereinbelow.
- We disclose the information we collect to provide the Services, to communicate with you, as required by law, or with your consent. For instance, we may share the information we collect as follows:
- We may share Personal Information only to legal, governmental, or judicial authorities as instructed or required by those authorities and applicable laws, or in relation to a legal activity, such as in response to a subpoena or investigation of suspected illicit or illegal activities, or where we believe in good faith that

Vice-Chancellor
REVA University, Rukmini Knowledge Park
Kattigenahalli, Yelahanka, Bengaluru-560 064

users may be engaged in illicit or illegal activities, or where we are bound by contract or law to enable a customer or business partner to comply with applicable laws;

How Do We Protect Your Data?

We use administrative, organizational, technical, and physical safeguards to protect the Personal Data we collect and process. Our security controls and Encryption are designed to maintain data confidentiality, integrity, and an appropriate level of availability. Critical data such as Biometrics, if applicable, is encrypted at source.

Data which belongs to REVA:

All data pertaining to Question Papers, REVA Master data, exam schedule data, answer scripts & associated data like scores, proctor data, audit trail information – belongs to REVA

Data and other IP of the entire LM Exam Suite Platform, belongs to Littlemore

Littlemore application captures certain data like time-based events, and associated data for various performance improvements and also to provide various exam intelligence to our Customers. This is defined as Metadata and belongs to Littlemore. Littlemore will access both Primary and Secondary data for training of it's AI and ML engines, for offering more valuable services to improve exam process efficiencies and for further exam automation. These algorithms and associated software belong to Littlemore. Littlemore does not engage in data trading, and will comply to all the terms of this Privacy Policy.

Data Retention

All data is stored in our Cloud Servers in active accessible mode for authorised users only. Subsequent to the period mentioned below, the data will be moved to the Archives, and could be made accessible to **REVA**, on need basis. If Littlemore decides to permanently delete the data, beyond this period of one year, our Customers will be intimated about the same and they have the option to download the Primary data to their systems. During the time of the exam, certain exam related data will be stored temporarily in the exam devices. This data will be automatically deleted, once the exam is over and after successful upload to the Cloud.

- **REVA** data (as listed below) will be moved from the LM Exam Suite Cloud Server to **REVA**'s Cloud Server, after 15 days of completion of evaluation cycle for each exam event. A "Viewer" application will be provided free-of-cost to **REVA**, to access all downloaded exam data, locally, anytime. All reports can be downloaded in Excel format by **REVA**, within one month of completion of the academic year.
- Exam data that will be deleted after one month of completion of evaluation cycle of each exam event: Live Proctoring data, Audio/ Video Questions & Responses, all answer responses, and Chat recordings
- All "Configuration data" like Users, Courses, Subjects, Students, Exam Schedules, etc, as well as Authored Questions & Question Banks, will remain on the LM Exam Suite Cloud for the duration of the Agreement. Key Student data including Biometric information (if applicable), email ID and Mobile number, will be deleted from our systems once **REVA** confirms that the Students have passed out of **REVA** successfully and their data can be removed from our systems. Littlemore will keep/ maintain the Personal Data of each student only during the tenure of course for which the student has been enrolled with **REVA**. Littlemore shall delete all information related to students who are no longer admitted into **REVA** and shall provide proof of the same only when expressly requested to do so.

Data Access rights

Although Littlemore makes good faith efforts to provide customers with access to their Personal Data, there may be circumstances in which we are unable to provide access, including but not limited to: where the information contains legal privilege, where the information would compromise others' privacy or other legitimate rights, where the burden or expense of providing access would be disproportionate to the risks to the individual's privacy in the case in question, or where it is commercially proprietary. If Littlemore determines that access should be restricted in any instance, we will provide you with an explanation of why that determination has been made and a contact point for any further inquiries. To protect your privacy, we will take commercially reasonable steps to verify your identity before granting access to or making any changes to your Personal Data.

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Vice-Chancellor
REVA University, Rukmini Knowledge Park
Kattigenahalli, Yelahanka, Bengaluru-560 064
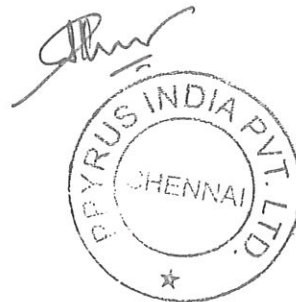
Information relating to Number of Devices required:

Academic Year / Course		June 2022 – May 2023	June 2023 – May 2027
Maximum number of student writer devices required:			
a) For end semester examinations:			
	Part I (13 days)	690	690
	Part II (13 days)	609	609
	Part III (13 days)	1,996	2,159
	Part IV (12 days)	661	661
b) For internal assessment examinations:			
	Part I (4 days)	1,348	1,360
	Part II (4 days)	1,221	1,225
	Part III (7 days)	1,996	2,080
	Part IV (3 days)	1,305	1,310

Note:

It is expressly agreed and understood that there will be no overlap of exams between Part I, II, III & IV.

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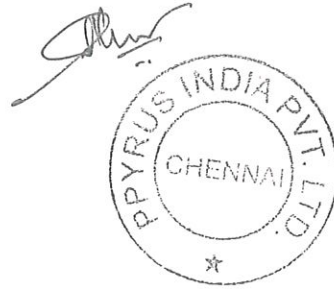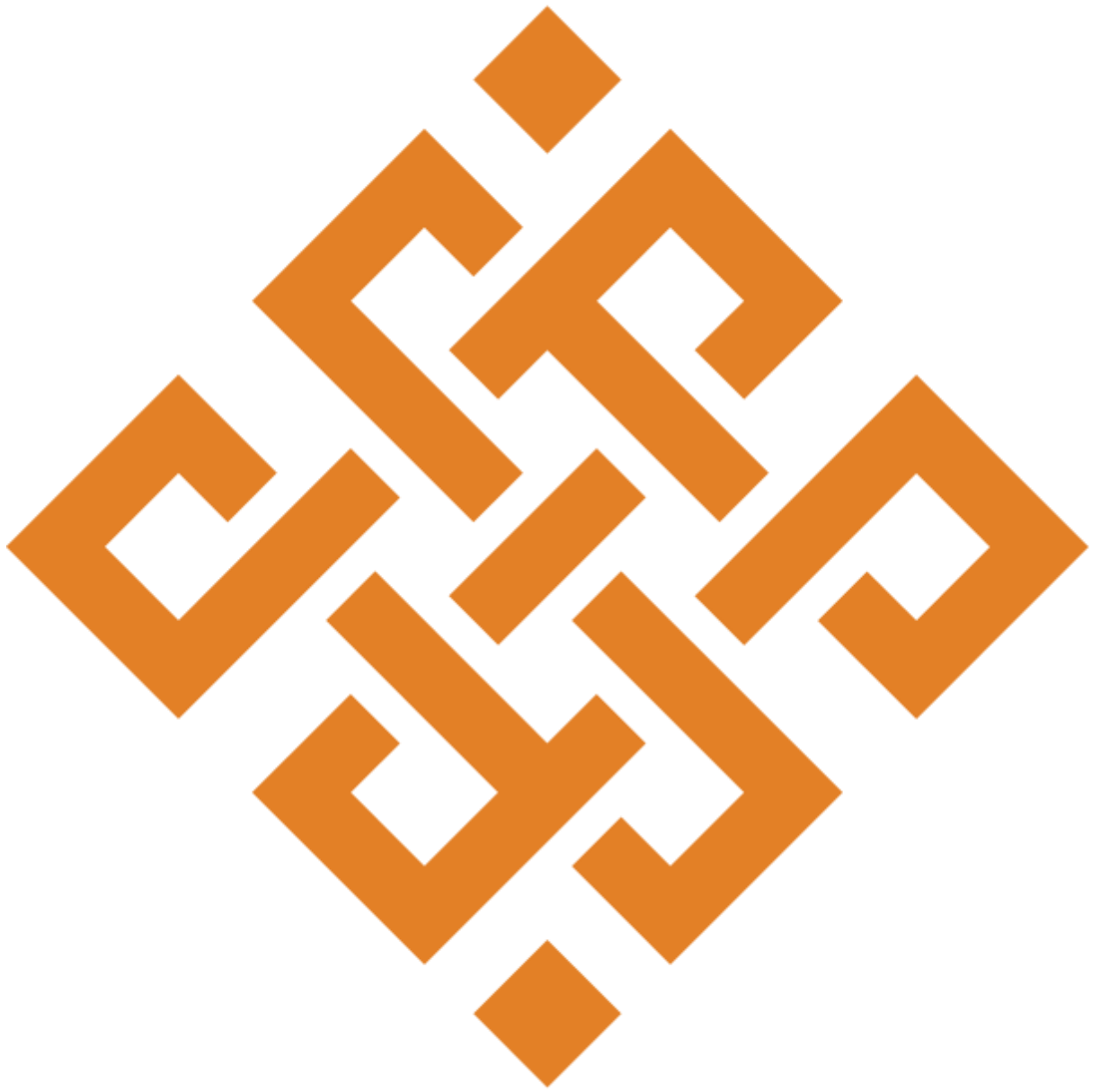
MASTER SERVICES AGREEMENT

This Master Services Agreement (the "**Agreement**") dated **10th August 2021** (the "**Effective Date**") is made between **SynctacticAI Technology Private Limited**, a private limited company incorporated under the laws of India, whose registered office is at YR Complex, 1st Floor, 1745, 9th Cross, JP Nagar Phase 2, Bangalore, 560078 (herein after referred to as "**Service Provider**" which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and assigns); and **REVA University**, having its registered office at Rukmini Knowledge Park | Kattigenahalli | Yelahanka | Bengaluru | Karnataka 560 064 (hereinafter referred to as the "**Client**" which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and permitted assigns).

The Service Provider and the Client are hereinafter individually referred to as the "**Party**" and collectively referred to as the "**Parties**".

WHEREAS:

A. **WHEREAS**, the Client engaged in the business of providing education trade name Reva University.

B. **The Client** wishes to engage the Service Provider to perform creative services and to create and deliver certain deliverables as more particularly described in this Agreement in Annexure 1 and the Service Provider desires to accept the engagement in association with Client in such capacity.

C. The Parties now desire to enter into this Agreement to set the terms and conditions subject to which such Services will be provided by the Service Provider to the Client.

NOW, THEREFORE, in consideration of the mutual promises set forth herein, Client and the Service Provider hereby agree as follows:

1. **Definitions**

   Capitalized terms used in this Agreement shall, unless the context otherwise requires, have the meanings ascribed to them below:

   a) **"Confidential Information"** shall mean all information or items (including copyright, trade secret and proprietary information, techniques, sketches, drawings, models, software, software source documents, and application program interfaces (APIs), related to the current, future and proposed products and Services; and also includes design details and specifications, marketing plans and information, and documentation) made available to a Party or its affiliates or subcontractors, or its or its affiliates' or its

1

subcontractors' employees, agents and other representatives, by or on behalf of the other Party, will be considered to be Confidential Information.

b) **"Fees"** means the payment required to be made by the Client to the Service Provider as consideration for the Services, as set out in greater detail in Annexure-2 of this Agreement;

c) **"Intellectual Property"** means and includes all intellectual property, in any part of the world, whether registered or not registered, and in particular (i) all trademarks, service marks, trade names, logos, domain names; patents, design rights; trade secrets, including, know-how, technology, formulae, industrial and commercial information, techniques and inventions; processes, manuals, documentation, and technical data and information; copyrights, works of authorship, and topography rights, data base rights; computer hardware and software including source code, computer programs, user interfaces, software applications, software platform or infrastructure and any other information in relation to the above; (ii) all rights under licenses in respect of all of the above; (iii) any applications or registrations for the protection of all of the rights specified at sub-clause (i) and (ii) herein above; and (iv) all renewals and extensions thereof; and the term **"Intellectual Property Rights"** shall be construed accordingly.

d) **"Personal Data"** means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person and shall include any data and information which is classified as 'personal data' under applicable law;

e) **"Service"** means providing the Software comprising of the technical specifications set out in **Annexure-1**; and

f) **"Software"** means the market-ready software comprising of the technical specifications set out in **Annexure-1**.

2. Scope of Services

2.1. The Service Provider hereby agrees to provide the Service in accordance with the terms of this Agreement, on a limited, non-exclusive, non-assignable, non-transferable and non-sub-licensable basis. The Services shall consist of the functions, tasks or services

2

Preferred Infrastructure details and approximated cost:

	Development Environment	Testing Environment	Production Environment
Server	EC2 T2. medium	EC2 T2. medium	EC2 T2.large * 2
Storage	Internal	Internal	RDS (db.m1.medium)
SSL	N/A	N/A	Present
CDN	Based on use	Based on use	Based on use
Sentry	INR 800/month	INR 800/month	INR 800/month

RDS: INR 5600/ month
Sentry: INR 800/month
Amazon CloudSearch: INR 4500/month if required
Server: t2.medium/large (INR 1680/month)
S3 : Based on usage
SSL: From letsencrypt (free) or godaddy (INR 1500 - INR 1800)

Note: The above cost is a standard infrastructure details and cost that is incurred, but if the customer has any other preference or wants to use their internal infrastructure, SynctacticAI will need the above provision to be given.

Dependencies and Exclusions:

- Mobile application has to be integrated with the REVA's ERP system.
- The complete API for the mobile application modules needs to be provided by Reva. The required API request and responses will be provided by SynctacticAI team during the discovery phase to Reva team.
- Data sync between schedules, courses and events are still not tested and completely is dependent on the ERP responses.
- As part of the planning, SynctacticAI will need to understand the DB Schema / ER Diagram of the ERP system hence Reva needs to provide the complete details during the Week 1 & 2 of the discovery phase for planning the implementation.

- This proposal is only for the mobile app design and development. SynctacticAI will design the application compatible for the tablet and iPad development for future.
- This proposal doesn't include the scope for any web app or website design and development.
- All the content for the mobile application which includes headings, subheadings texts wherever necessary, branding guidelines needs to be given by Reva during the design phase of the project.

Delays in Delivery and penalty:

- Every milestone delivery will have a grace period of 1 week from the milestone delivery dates. Every week delay post the grace period will incur INR 1000/ day till the delivery is given.
- Any delays caused due to lack of information, lack of feedback or response from Reva team which has been requested by SynctacticAI team will not be considered as delays.

GENERAL SERVICES AGREEMENT

Agreement Reference No: IMP-001 Effective Date: 01-Oct-2022 This GENERAL SERVICES AGREEMENT governs the services provided by Stratos to Client	**CLIENT**	
	Name	REVA University
	Address	Rukmini Knowledge Park, Kattigenahalli Yelahanka, Bangalore 560064
	STRATOS	
	Name	Stratos Studios Pvt Ltd
	Regd Address	1ˢᵗ Floor, Tower 2, TVH Beliciaa Towers, 94 MRC Nagar, Chennai 600028
	CommAddress	2nd Floor, Sandhya Raju Building, No. 2728, 80 Feet Rd, 3rd Stage, Indiranagar, Bengaluru – 560038

Client and Stratos shall hereinafter jointly be referred to as the "Parties" and individually as "Party".

This General Services Agreement ("GSA") provides a framework under which Stratos will provide Services to Client on an 'as ordered' basis under Statements of Work or Purchase Orders. This GSA does not require the Parties to enter into a specific SOW or a minimum number of SOWs

TERMS AND CONDITIONS

1. DEFINITIONS:

The following terms have the following meanings unless expressly stated otherwise or the context otherwise requires.

Affiliate: in relation to a Party, means a business entity controlled by, controlling or under common control of such Party, where "control" means owning or controlling the majority (more than 50%) of the voting rights, either directly or indirectly, or, if no voting stock exists, possessing, directly or indirectly, the power to direct or cause the direction of the management and policies of the concerned entity.

"Confidential Information" : patent and patent applications, copyright, know-how, trade secrets (ii) proprietary information, tools, sketches, drawings, methods, methodologies, models, techniques, designs, product concepts, apparatus, equipment, features, specifications, algorithms,, software, software programs, software source code and documents, Application Program Interface, datasets, metadata, data dictionary, publicly available data enriched/processed by Client and/or its Clients, project plans, collateral, case descriptions, case studies, use cases, presentation slides, and formulae related to the current, future, and proposed products and services of each of the parties or their Clients, and including, without limitation, their respective information concerning research, experimental work, development, design details and specifications, engineering, financial information, pricing information, personnel information, procurement requirements, purchasing, manufacturing, customer lists, investors, employees, business and contractual relationships, business forecasts, business strategies, sales and merchandising, marketing plans and information the disclosing party provides regarding third parties (iii) other information that, a reasonable person would conclude, is intended to remain confidential, due to its nature or the circumstances under which it is disclosed, (iv) any other non-public information that either party designates as confidential pursuant to the terms herein, and (v) any and all such information of an Affiliate or other third party (including but not limited to any licensor, licensee, or client of a party hereto) that may be disclosed or furnished to Receiving Party, or accessed by Receiving Party.

Deliverables: all items provided by or on behalf of Stratos in the performance of the Services, including all applicable Work Product.

Personal Information: personal information about an identifiable person.

Personnel: of an entity means that entity's employees, contractors or workforce members.

Security Event: any accidental or unauthorized access, destruction, disclosure, modification or transfer of Confidential Information or Personal Data

Services: the services that Stratos will provide to Client and Client' Customers which are described in any SOW issued pursuant to this MSA.

Statement of Work or SOW: a statement of work entered into pursuant to the terms of this MSA which further specifies the Services, Deliverables and Work Product to be supplied by Stratos. Client reserves the right to determine SOW in such formats at its discretion.

Work Product: all items and information that Stratos may deliver or cause to be delivered in connection with the performance of the Services, whether in hard copy or electronic form, including but not limited to all Deliverables, works of authorship, copyrightable works, inventions, programming tools, reports, designs, analysis, source and object code, test results, recommendations, drawings and work papers

2.   SERVICES AND STRATOS OBLIGATIONS:

2.1   Appointment: Client hereby engages Stratos, and Stratos hereby agrees to accept such engagement, to provide the Services.

2.2   Statements of Work:

(a)   The Services shall be provided in accordance with the terms of this GSA and any applicable SOWs, including any time schedule, milestones and plans set forth therein. SOWs entered into by the Parties shall, without limitation: (i) refer expressly to this GSA; (ii) designate the date as of which the provisions of the SOW will be effective and, if applicable, the term during which Stratos will perform Services; (iii) describe the Services to be performed, resources to be provided or obligations to be discharged by Stratos pursuant to the SOW; (iv) describe the obligations of Client, including any facilities, equipment, personnel and tasks or other support to be provided or performed by Client; (v) specify the payments to be made to Stratos under the SOW, or, the basis on which such payments will be computed; (vi) specify any acceptance terms agreed to by the Parties; and (vii) specify any other terms and conditions relevant to the Services to be performed and the obligations of the Parties.

(b)   In the event of any conflict or inconsistency between the provisions of a SOW and the provisions of this GSA, the terms of the GSA will prevail to the extent of such conflict or inconsistency except if a specific Section of this GSA is expressly amended in the SOW by providing specific reference to the concerned Section of this GSA.

2.3   Stratos' Obligations:

Stratos must:

(a)   provide the Services and Deliverables as specified in the SOW (including under any project plan and milestones), subject to the terms of this GSA;

(b)   keep Client informed of the progress of the Services on a regular basis with such frequency as is set out in the SOW or, if no such frequency is set out in the SOW, then as is reasonably necessary

3. SERVICE LEVELS AND SERVICE CREDITS

3.1 Service Levels

[To be discussed and mutually agreed upon during detailed Scoping Sessions]

4. FEES, BILLING AND PAYMENTS

4.1 Fees and Expenses

Retainer fee of 8,33,333/- per month for the resources deployed as detailed above in Clause 2.1.

Additional Taxes as applicable.

4.2 Billing and Payments

Stratos shall invoice Client in accordance with the applicable procedure as may be communicated from time to time. For the services rendered under this SoW, the following terms shall apply.

Billing Frequency   : Monthly (Bill to be raised by 15th of the current month)
Payment Terms   : 30 Days from the submission of invoice
Supporting Document   : Project Status Report

5. ESCALATION MATRIX

The current escalation matrix in force is given below. Stratos shall keep Client informed and obtain its sign-off in case of any changes to the personnel, contact details or escalation levels.

Level	Contact	Role/Title	e-Mail	Phone
1	Ila Rani / Resham Ramani / Sreeguru M	Business Analyst / Solution Architect	ilarani.yeshas@stratos.studio, resham.ramani@stratos.studio, sreeguru.mudugal@stratos.studio	9886337074, 9782857320 7204457970
2	Veena Shridhar	Program Manager	veena@stratos.studio	9880235501
3	Shashidhar Gurumurthy	Lead Architect & Delivery Head	shashi@stratos.studio	9845655100
4	Satish Jeyaraman	Sponsor	satj@stratos.studio	9884612805

6. AMENDMENTS TO GSA CLAUSES

Not Applicable

7. TERM AND TERMINATION

7.1 This SoW shall commence on the SoW Start Date as mentioned above and shall remain in force until the SoW End Date as mentioned above.

7.2 Stratos or Client may terminate this SoW at any time, for any reasonable cause including non-performance / non-compliance with the terms agreed herein, by giving one months' notice to the Other Party.

8. COUNTERPARTS

The parties agree that this SoW may be electronically signed. The parties agree that an electronic signature appearing on this SoW is the same as handwritten signature thereon for the purposes of validity, enforceability, and admissibility. Further, the parties agree that this SoW may be executed in counterparts, each of which shall be deemed one and the same instrument. Moreover, the exchange of this executed SoW that is photostatic or portable document format (.pdf) form by electronic mail or by another electronic means (e.g. facsimile) shall be considered original(s) and shall constitute effective execution and delivery of the original(s).

IN WITNESS WHEREOF, the parties hereto have caused this SoW to be executed.

Client		**Stratos**	
Signature	:	Signature	: Digitally signed by SANTHOSH SRINIVASAN Date: 2022.10.17 16:25:47 +05'30
Name	: Dr. M. Dhanamjaya	Name	: Santhosh Srinivasan
Title	: Vice Chancellor	Title	: CFO & COO

Hostel software MOU with
on August - 2021. ಬಿಲ್,

SpaceBasic, Inc.

The Student Accommodation Experience Network

ORDER FORM

AWARDED BY

This Order Form entered into between SpaceBasic, Inc. with Indian operations under SBasic Applications Private Limited., No.21, 1st cross 1st stage Indiranagar, Bangalore, KA 560038 ("**SpaceBasic**") and the customer listed below **"REVA University"** is effective as of **01 September 2019**. The Software Service ordered herein will be provided in accordance with the attached Terms and Conditions, which are incorporated herein by reference. Capitalized terms used in herein but defined shall have the meanings ascribed to them therein.

GENERAL TERMS

Customer Name: REVA University

Customer Address: Rukmini Knowledge Park Yelahanka, Kattigenahalli, Bengaluru, Karnataka 560064

Order Effective Date: 01 September 2019

Software Service: SpaceBasic, delivered as a mobile app and as a web portal

Initial Subscription Term: Five years (01 September 2019 - 01 September 2024)

Included Constituencies: REVA University - Boys & Girls Hostels

Number of Users: As per actuals with a minimum of 3200

FEES: In consideration for its access to the Software Service, Customer shall pay SpaceBasic as follows:

SpaceBasic – Web & Mobile Application	FEE PER STUDENT (INR)		
	Actual Price	**Upto 4k** (discounted)	**4k+** (discounted)
Annual Subscription Fee	Rs. 299	Rs. 140	Rs. 120
SMS Cost	Included	Included	Included
IVR Calls	Included	Included	Included
Cloud Hosting (AWS)	Included	Included	Included
Deployment & Training	Included	Included	Included

Support (Remote)	Included	Included	Included
Features • Announcements • Student Board • Leave Manager • Student Check-in, Check-out • Attendance • Discipline Record • Maintenance Manager • Inventory Tracker • Mess Manager • Room Mapping • Student Briefcase • Polls/ Surveys • Fee Payments • Smart Reminders • Analytics • Custom Pilot Features • Add on Features	Included	Included	Included
Year 1 Annual Subscription Fee	**Rs.448,000**		

NOTE: Hostel Management and Parents will be able to access SpaceBasic at no additional cost.

INVOICING AND PAYMENT TERMS

From Year 3 to Year 5, subscription fee per student (below 4k students) will drop to Rs. 120 from Rs.140.

Subscription Fees are to be paid annually on the date of paid Subscription effective date. Subscription Fees for subsequent years are to be paid on or before the respective anniversary of the Order Effective Date; provided that SpaceBasic invoices Customer no later than thirty (30) days prior to such anniversary. The above annual subscription fee is subjected to GST (eighteen percent).

PAYMENT METHODS:

Wire Transfer to the below Bank Account will be the preferred mode of payment.

Account Details
Company Name: SBASIC APPLICATIONS PVT LTD
Account Number: 50200024589258
IFSC Code: HDFC0000832
PAN Number: AAYCS1079G
GST Number: 29AAYCS1079G1ZN

Welcome to the
Customer Success Platform
Connect with your customers in a whole new way

Salesforce CRM – Scope of Work - Academics

REVA
UNIVERSITY

Presented To:

Mr. Sandeep Bansal
Head of Department | ICT

REVA University
Rukmini Knowledge Park,
Kattigenahalli,
Yelahanka,
Bengaluru, Karnataka 560064

Version History

Date	Version	Author	Role	Notes
3rd November 2021	1.0	Ms. Shalini	Pre Sales Consultant	Version 1
24th January 2022	1.1	Ms. Shalini	Pre Sales Consultant	Version 1.1
30th Jan 2022	1.2	Ms Shalini	Pre Sales consultant	Added Integration with Placement Module & 4th Payment Gateway Integration
2nd Feb 2022	1.3	Ms Shalini	Pre Sales consultant	Added more Details
8th Feb 2022	1.4	Ms. Shalini	Pre Sales consultant	COPO Requirement Added

Presented By:

Ms. Shalini R V – Pre Sales Consultant
ePeople Bespoke Consulting Pvt Ltd.
#263/42, 5th Main,
4th Block, Jayanagar,
Bangalore-560011.
Tel: +91-080- 41364900 Fax: +91-80- 41364999

Scope of Work

INTRODUCTION

- REVA is a private university in Kattigenahalli, Yelahanka, Bengaluru. It was established under the Government of Karnataka Act 80 of 2012. It is managed by the Rukmini Educational Charitable Trust.
- The University currently offers UG, PG and several certificate/diploma level programs in engineering, architecture, science & technology, commerce, management, law, & arts.
- The University also facilitates research leading to doctoral degrees in all disciplines.
- The Scope of this work is for the Faculty of Engineering and Technology. The Same can be broad-based to all other Faculties. In This Scope only one process has been considered across all Faculties.

Business Objectives of this Implementation:

- Be the single system that would manage end to end on the Academics Cycle.
- Improve Business Process and increase Efficiency.
- Make the System easy to use.

IMPLEMENTATION - SCOPE OF WORK

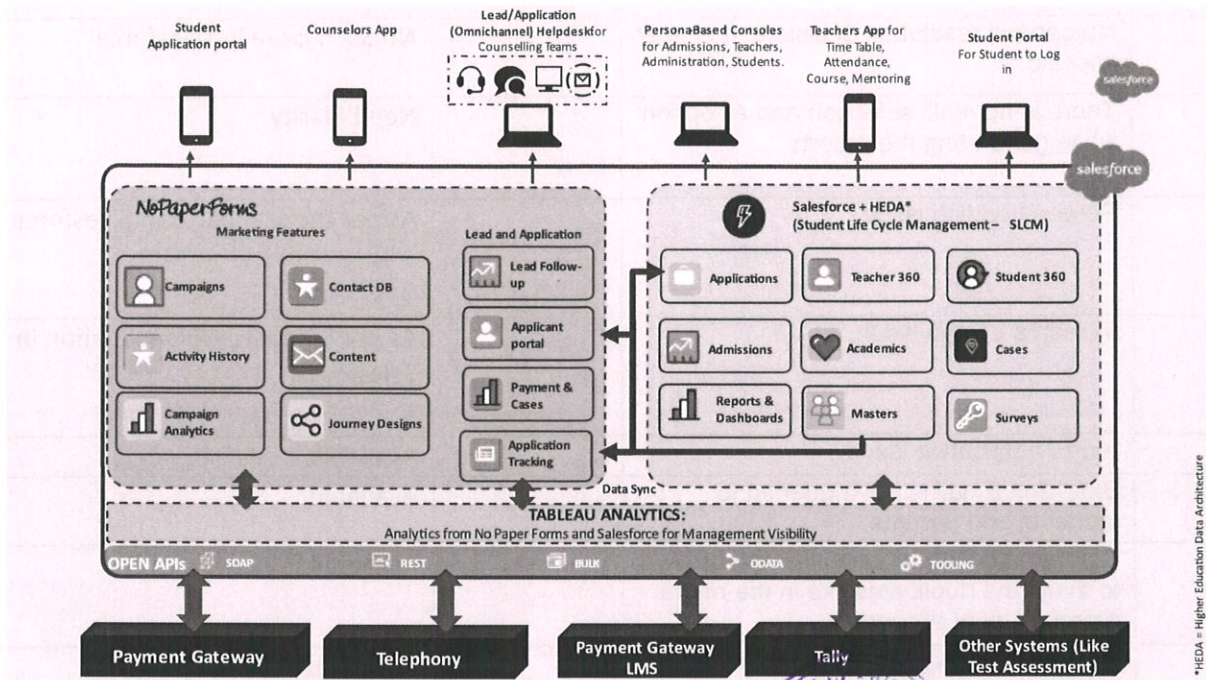Based on the detailed discussions the Scope of work has been derived and has been elaborated below. The Scope of work is broken into the below Modules:

1. Masters Creation.
2. Student Onboarding.
3. Section, Class and Electives.
4. Faculty 360.
5. Student 360
6. Time-Table
7. Assessments
8. Student Portal
9. Case management
10. Surveys and feedback.
11. Alumni (Standard SOW as per eP)
12. COPO

Complete HEDA Architecture:

Diagram labels (top row, external apps/portals):
- Student Application portal
- Counselors App
- Lead/Application (Omnichannel) Helpdesk for Counselling Teams
- PersonaBased Consoles for Admissions, Teachers, Administration, Students.
- Teachers App for Time Table, Attendance, Course, Mentoring
- Student Portal For Student to Log in
- salesforce

NoPaperForms

Marketing Features
- Campaigns
- Contact DB
- Activity History
- Content
- Campaign Analytics
- Journey Designs

Lead and Application
- Lead Follow-up
- Applicant portal
- Payment & Cases
- Application Tracking

Salesforce + HEDA* (Student Life Cycle Management – SLCM)
- Applications
- Teacher 360
- Student 360
- Admissions
- Academics
- Cases
- Reports & Dashboards
- Masters
- Surveys

Data Sync

TABLEAU ANALYTICS:
Analytics from No Paper Forms and Salesforce for Management Visibility

OPEN APIs — SOAP | REST | BULK | ODATA | TOOLING

Bottom row (external systems):
- Payment Gateway
- Telephony
- Payment Gateway LMS
- Tally
- Other Systems (Like Test Assessment)

*HEDA = Higher Education Data Architecture

Contract for

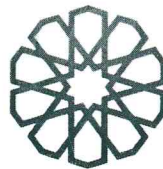## License & Implementation, Training, Maintenance & Support

of

JUNO Campus
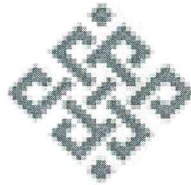
REVA UNIVERSITY

Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bangalore 560064

AND

JUNO Software Systems Private Limited
N - 11 Sacred Heart Town, Wanowrie,
Pune – 411040

Registrar
REVA UNIVERSITY
Yelahanka, Bengaluru - 64.

Juno Software Systems (P) Ltd.

Authorized Signatory / Director

This AGREEMENT ("Agreement"), dated as of **06-05-2020**,

BETWEEN

REVA University, having its premises at Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bangalore 560064, herein after referred to as "Customer"

AND

JUNO Software Private Limited, a company registered under the Companies Act 1956 with its corporate office at 302, Wing A, KPCT Mall, Fatima Nagar, Wanowrie, Pune, Maharashtra 411040, herein after referred to as "Company".

This Agreement documents the terms and conditions under which Company will sell/provide services to Customer and Customer will buy/avail services from Company, JUNO Campus License, Implementation, Training, Maintenance & Support. The parties may mutually agree from time to time to modify this Agreement for specific modules, customizations and uses and such modification shall be documented in a separate, written supplement ("New Order Documentation"). All the exhibits and schedules attached to this Agreement are an integral part of this Agreement.

1. DEFINITIONS

1.1. "Confidential Information" means all non-public information, in whatever form, relating to the business of Company or the Products, Software, Services and Licensed Software Products, including, without limitation, product specifications, drawings, designs, source codes, or other information or data regarding Company's programming, systems or technical information, books, records, diagrams, manuals, training materials, know-how, Company's general business plan, pricing, financial or accounting data, business processes and marketing plans and strategies or any other data, which may be disclosed by either party to the other party and which bears a legend or notice regarding its proprietary or confidential nature or, if not in tangible form, which the disclosing party describes as proprietary or confidential at the time of disclosure and subsequently sends a written summary to the receiving party within thirty (30) days of disclosure; the Agreement; and any Purchase Order.

1.2. "JUNO Campus" means an integrated education management systemdesigned and developed by Company,its modules and relatedtechnical/support documents.

1.3. "License" means the right to use thecurrent version of the software product in perpetuity.The version of the software product can be upgraded by suitable AMC contracts. Required number of Licenses can be bought by making one time payment.

1.4. "Implementation" means configuration as well as customization of JUNO Campus and

its modules as per the existing processes at Customer to make it usable by relevant stakeholders.

1.5. "Training" means training the admins and end-users of JUNO Campus on effective usage of the ERP system.

1.6. **"Maintenance & Support"** means product upgrades and support services provided to Customer to ensure the intended usage of JUNO Campus post the completion date.

1.7. "Initial Term" means Five-year period from the Purchase Order day.

1.8. "Effective Date" means the date of Purchase Order Day.

2. **GENERAL**

2.1. Representatives. Company shall designate an individual who will be authorized to act as Company's primary contact in dealing with Customer and who will have the power and authority with respect to actions taken by Company under this Agreement ("Company Representative"). Customer shall designate an individual who will be authorized to act as Customer's primary contact in dealing with Company and who will have the power and authority with respect to actions taken by Customer under this Agreement ("Customer Representative").

3. **PURCHASE ORDERS**

3.1. Issuance and Acceptance of Purchase Orders. To purchase JUNO Campus License, avail its implementation, training, Maintenance & Support, Customer must submit a written purchase order specifying each of the following, if applicable: (i) Licensed Software Products and/or Services; (ii) the agreed upon prices, charges and fees with respect to Licensed Software Products and related; (iii) the addresses for delivery, performance and installation ("Delivery Location"); (iv) the incorporation by reference of this Agreement; and (v) any other information required under this Agreement to be included in a purchase order. All purchase orders will be governed by and cannot alter the terms and conditions of this Agreement. Company will accept a purchase order by providing to Customer written acceptance of such purchase order. Company will use commercially reasonable efforts to provide such confirmation within ten (10) business days of receipt of the purchase order.

3.2. Purchase Order Alterations. Customer may request changes to a Purchase Order ("Change Purchase Order Request") that Company has previously accepted. In response to a Change Purchase Order Request, Company may provide written quotations, including any changes to prices, license fees, shipment or completion dates. A Change Purchase Order Request shall only be valid if mutually agreed upon in writing by Company and Customer.

Deployment Architecture
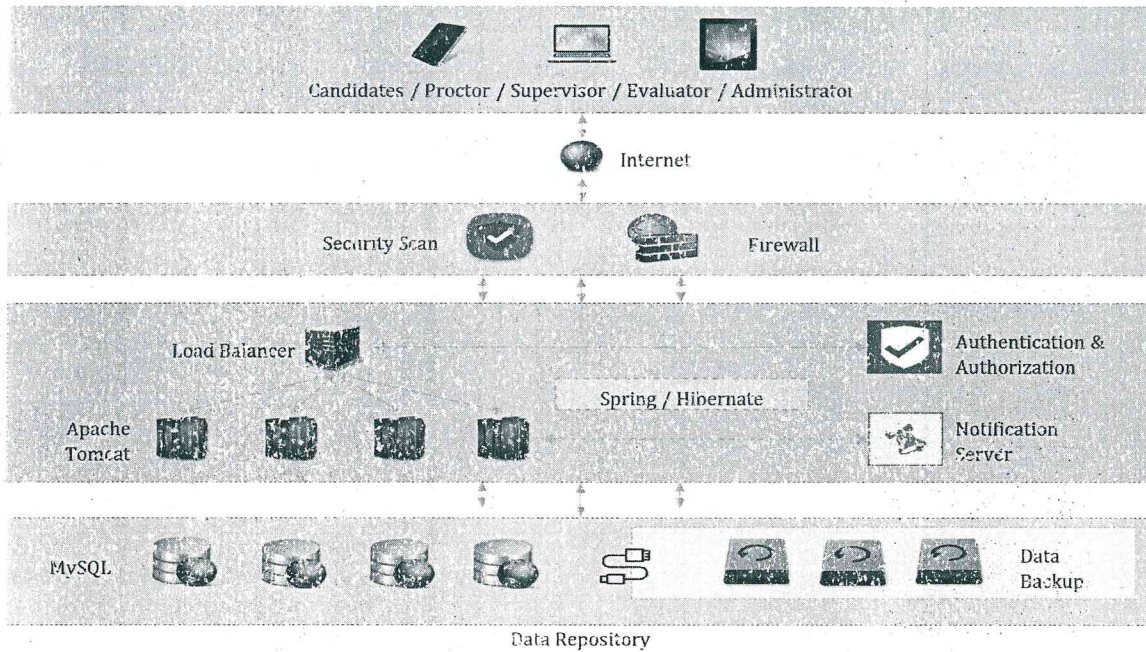
Hardware Requirement:

Servers	CPU	RAM	HDD	OS
Production Server	32 Core	128 GB	4 TB	CentOS
Development Server	8 Core	32 GB	2 TB	CentOS
Test Server	8 Core	32 GB	2 TB	CentOS
Backup Server	8 Core	32 GB	4 TB	CentOS

Storage (total size):

	Year 1	Year 2	Year 3
File Server	2 TB	4 TB	6 TB
Database Server	1 TB	1.5 TB	2 TB

Registrar
REVA UNIVERSITY
Yelahanka, Bengaluru - 64.

Juno Software Systems (P) Ltd.
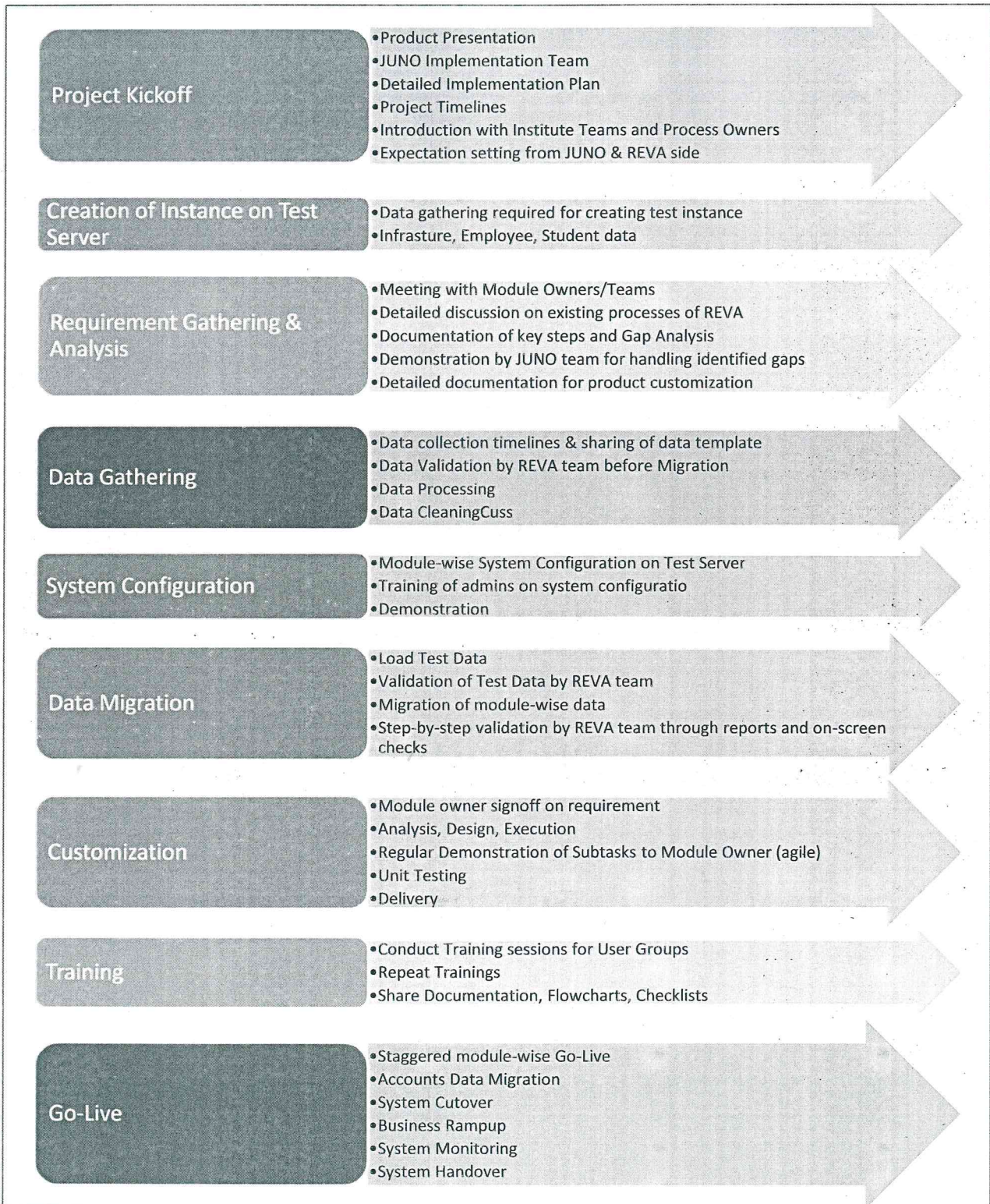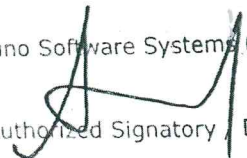
Authorized Signatory / Director

Implementation Process: Key Steps

Project Kickoff
- Product Presentation
- JUNO Implementation Team
- Detailed Implementation Plan
- Project Timelines
- Introduction with Institute Teams and Process Owners
- Expectation setting from JUNO & REVA side

Creation of Instance on Test Server
- Data gathering required for creating test instance
- Infrasture, Employee, Student data

Requirement Gathering & Analysis
- Meeting with Module Owners/Teams
- Detailed discussion on existing processes of REVA
- Documentation of key steps and Gap Analysis
- Demonstration by JUNO team for handling identified gaps
- Detailed documentation for product customization

Data Gathering
- Data collection timelines & sharing of data template
- Data Validation by REVA team before Migration
- Data Processing
- Data CleaningCuss

System Configuration
- Module-wise System Configuration on Test Server
- Training of admins on system configuratio
- Demonstration

Data Migration
- Load Test Data
- Validation of Test Data by REVA team
- Migration of module-wise data
- Step-by-step validation by REVA team through reports and on-screen checks

Customization
- Module owner signoff on requirement
- Analysis, Design, Execution
- Regular Demonstration of Subtasks to Module Owner (agile)
- Unit Testing
- Delivery

Training
- Conduct Training sessions for User Groups
- Repeat Trainings
- Share Documentation, Flowcharts, Checklists

Go-Live
- Staggered module-wise Go-Live
- Accounts Data Migration
- System Cutover
- Business Rampup
- System Monitoring
- System Handover

MASTER "SOFTWARE AS A SERVICE" MANAGED SERVICES AGREEMENT

CONTINUATION TO AGREEMENT DATED 31ST/JULY /2018

This agreement ("Agreement") is entered into, to be effective as of 1st / August /2019 ("Effective Date"), by and between **REVA University** ("Customer"), with its principal place of business located at Rukmini Knowledge Park ,Yelahanka Bengaluru - 560064 , and **IOLITE TECHNOLOGIES (P) Ltd** ("Service Provider"), with its principal place of business located at No.13 , 1st Cross RRMR Ext Bangalore 560027.

RECITALS

WHEREAS, Customer requires premise hosted third-party "software as a service" (the "Services," as further described herein) with respect to certain of its information technology needs;

WHEREAS, Customer requested a proposal from Service Provider for such Services;

WHEREAS, Service Provider has experience and expertise in the business of providing the Services;

WHEREAS, Service Provider submitted a proposal to Customer to perform such Services on behalf of Customer;

WHEREAS, based on Service Provider's superior knowledge and experience relating to such Services, Customer has selected Service Provider to manage and provide the Services;

WHEREAS, Service Provider wishes to perform the Services and acknowledges that the successful performance of the Services and that the security and availability of Customer's data ("Customer Data," as further described herein) are critical to the operation of Customer's business; and,

WHEREAS, Service Provider has agreed to provide the Services to Customer, all on the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants and representations set forth in this Agreement, the parties hereby agree as follows:

1. The Services.

    1.1   Purpose; Term. This Agreement sets forth the terms and conditions under which Service Provider agrees to license certain hosted "software as a service" and provide all other services, data import / export, monitoring, support, change management, technology upgrades, and training necessary for Customer's productive use of such software (the "Services"), as further set forth on an Exhibit A (sequentially numbered) in the form of the Exhibit A attached hereto or in other statements of "software as a service" work containing substantially similar information and identified as an Exhibit A. The Agreement and each Exhibit A shall remain in effect unless terminated as provided herein.

        1.1.1   Authorized Users. Unless otherwise limited on an Exhibit A, Customer and any of its employees, agents, contractors, or suppliers of services that have a need to use the Services for the benefit of Customer shall have the right to operate and use the same. The authorization for the same will be done by the customer.

    1.2   Control of Services. The method and means of providing the Services shall be under the exclusive control, management, and supervision of Service Provider, giving due consideration to the requests of Customer.

    1.3   Time of Service Provider Performance of Services. For the term of the applicable Exhibit A, as the same may be amended, Service Provider shall provide the Services during the applicable Service Windows and the

accordance with the applicable Service Levels, each as described in an Exhibit A, time being of the essence.

1.4 Change Control Procedure. Customer may, upon written notice, request increases or decreases to the scope of the Services under an Exhibit A. If Customer requests an increase in the scope, Customer shall notify Service Provider, and, not more than Ten (10) business days (or other mutually agreed upon period) after receiving the request, Service Provider shall notify Customer whether or not the change has an associated cost impact. If Customer approves, Customer shall issue a change control, which will be executed by the Service Provider. Customer shall have the right to decrease the scope and the fee for an Exhibit A will be reduced accordingly.

2. Terms

2.1 The term of an Exhibit A (the "Initial Term") shall commence on the Effective Date and continue for Sixty (60) months thereafter. Following the Initial Term, an Exhibit A shall automatically renew for successive Number of Five years terms (each, a "Renewal Term") until such time as Customer provides Service Provider with written notice of termination; provided, however, that: (a) such notice be given no fewer than Ninety (90) calendar days prior to the last day of the then-current term; and, (b) any such termination shall be effective as of the date that would have been the first day of the next Renewal Term. "Term" shall collectively mean and include the Agreement terms represented by the Initial Term and the Renewal Term.

3. Services Levels.

3.1 Service Levels Reviews. Service Provider and Customer will meet as often as shall be reasonably requested by Customer, but no more than monthly, to review the performance of Service Provider as it relates to the Service Levels further described in Exhibit A.

4. Fees and Expenses. Customer shall be responsible for and shall pay to Service Provider the fees as further described in Exhibit A, subject to the terms and conditions contained therein. Any sum due Service Provider for Services performed for which payment is not otherwise specified shall be due and payable ten (10) days after receipt by Customer of an invoice from Service Provider

4.1 Billing Procedures. Unless otherwise provided for under an Exhibit A, Service Provider shall bill to Customer the sums due pursuant to an Exhibit A by Service Provider's invoice, which shall contain: (a) Customer purchase order number, if any, and invoice number; (b) description of Services rendered; (c) the Services fee or portion thereof that is due; (d); taxes, if any; and, (e) total amount due

5. Customer Resources and Service Provider Resources. In accordance with the terms set forth in Exhibit A, each party shall provide certain resources (Customer Resources and Service Provider Resources, as the case may be) to the other party as Customer and Service Provider may mutually deem necessary to perform the Services.

5.1 Customer Resources. If so described in an Exhibit A, where Customer provides resources (e.g., technology equipment) to Service Provider that are reasonably required for the exclusive purpose of providing the Services, Service Provider agrees to keep such resources in good order and not permit waste (ameliorative or otherwise) or damage to the same. Service Provider shall return the resources to Customer in substantially

Service Provider's Software as a Service Statement of Managed Services

This Exhibit A - Service Provider's Software as a Service Statement of Work shall be incorporated in and governed by the terms of that certain Master "Software as a Service" Managed Services Agreement by and between **Reva University ,** ("Customer") and **IOLITE TECHNOLOGIES (P) Ltd** ("Service Provider") dated 1/08/2019, as amended (the "Agreement"). Unless expressly provided for in this Exhibit A, in the event of a conflict between the provisions contained in the Agreement and those contained in this Exhibit A, the provisions contained in the Agreement shall prevail.

Services Description:	1) Installation, Configuration, Change management, Training 2) Resource deployment according to customer requirement
Support Description:	Telephonic, email, on site. Other Support personnel as required.
Training Description:	Proper to perform by resident service personal ...
Backup Requirements:	Daily at the end of the day by the client, Responsibility of the customer data is with the customer.
Service Windows:	08:00 AM to 05:00 PM Monday to Saturday
Modules	Administration and User Management, Admission ,Fees, Attendance , Student Portal, Faculty Evaluation, Reports, Employee, Time Table Management, SMS and Email Integration, Student Portal on Mobile ,Hostel management ,Attendance on mobile, Inventory Module , **New Modules Added in this Agreement :- Course Plan, Transportation, Alumni, RACE**
Customer Resources:	Single point contact as assigned by the Customer (With adequate notice of at least a month given to the Service Provider for change of SPOC).
Service Provider Resources:	Single point contact as assigned by the Service Provider (With adequate notice of at least a month given to the Customer for change of SPOC).
Responsibilities, Deliverables, and/or Activities:	Delivering, Configuring, Training, initial data upload. Handholding the contact to ensure smooth functioning of the software. After initial setup, customer to update daily attendance and other similar data to the software. Provide resources as per requirement of customer at a cost finalized by both parties. Transportation: REVA Bus Faciities can be utilized by the resources provided by the service provider with the stipulated time only. There would not be any additional allowance provided to the resources in this regard.
Customization	The customization will be taken up by the resources provided at customer site by the Service Provider and with mutual discussion.
Services Fees or Rate:	Rs. 300/- (Rupees Three hundred only) per student per year for KnowledgePro usage fee. (fixed for 3 year) (Exclusive of all taxes) Rs 40,000/- (Rupees Forty Thousand only) per resource per month (Exclusive of all taxes)
Payment Terms	Payment in 2 equal installments every year for the usage fee Half Yearly in advance (Prepaid). Cycle Repeated every academic year. Payment for the 3 personnel provided by the Service Provider is the responsibility of the Service Provider and the personnel will not be in the roles of the Customer.
Start Date:	1st August 2019
End Date :	31st July 2022
Initial Term	3 Year

Executed on the dates set forth below by the undersigned authorized representatives of the parties to be effective as of the Start Date.

For REVA University	IOLITE Technologies Pvt Ltd
("Customer")	("Service Provider")

By: _____

Name : **Dr.M.Dhanamjaya**

Title : **Registrar**
Date : **8 Nov 2019**

By: _____

Name : **P.A.Saji**

Title : **Director**
Date : **8 Nov 2019**

INDIA NON JUDICIAL

Government of Karnataka

e-Stamp

Certificate No.	:	IN-KA48197815204648S
Certificate Issued Date	:	29-May-2020 10:42 AM
Account Reference	:	NONACC (FI)/ kacrsfl08/ PADMANABHANAGAR3/ KA-BA
Unique Doc. Reference	:	SUBIN-KAKACRSFL08033236403159555S
Purchased by	:	LOGISYS
Description of Document	:	Article 12 Bond
Description	:	AGREEMENT
Consideration Price (Rs.)	:	0 (Zero)
First Party	:	LOGISYS
Second Party	:	REVA UNIVERSITY
Stamp Duty Paid By	:	LOGISYS
Stamp Duty Amount(Rs.)	:	200 (Two Hundred only)
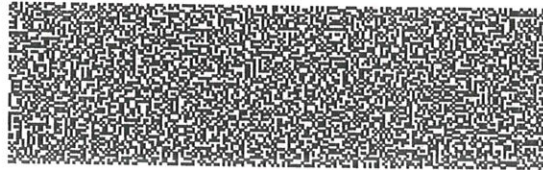
Please write or type below this line

THIS AGREEMENT is entered into at REVA University, Bengaluru – 560 064 on this the 29th day of May 2020

BETWEEN

REVA UNIVERSITY, Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru 560 064 hereinafter referred to as the UNIVERSITY, which expression shall include wherever the context permits, its assigns and successors-in interest, represented by the Registrar Dr. M. Dhanamjaya of the ONE PART.

1 of 10

For Logisys

Proprietor

3. The total period of contract shall be for a period of three academic years and includes all the exams that are conducted between April / May 2020 to December 2022.

The scope of the work more fully described as below:

4. The LOGISYS shall:-

4.1 Understand regulations and accommodate the same into the examination system amended from time to time

4.2 Introduce web based online application for student admission, IA marks updating, practical batch preparation, practical / viva-voce marks updating.

4.3 Introduce web based online application to capture student's photo and print online hall ticket with photo

4.4 Introduce web based online application to capture activities occurring on the day of examination such as updating of absent / mal-practice information, etc.

4.5 Carryout coding / decoding of scripts, updating candidates list, updating of marks related to Theory, Practical, IA, Viva-Voce, Project work, etc.

4.6 Generate one set of University Result, Schools result, one set of ledger and print marks Card for each student.

4.7 Announcement of Results on Internet and introduce web based online application for Re-valuation.

4.8 Provide technical support for April / May 2020 to December 2022 exams till such times the results are completely announced or up to January 2023, whichever is earlier.

4.9 Shall, at their expense, arrange required number of personnel with proven competency in handling computers and confidential matters and a nodal officer to execute the work. The nodal officer is responsible for and will be the decision-maker on behalf of the LOGISYS in all Examination Works and keeping confidential matter of the UNIVERSITY. The nodal officer shall correspond with the UNIVERSITY Registrar (Evaluation) in day-to-day examination work.

4.10 Shall be at liberty to engage specialists / professionals / experts as maybe considered necessary by them for executing the work, ensuring required confidentiality.

4.11 Software has to accommodate all aspects of examination related regulations which the UNIVERSITY may adopt from time to time.

For Logisys

Proprietor

4.12 Provide offline / offsite support post marks card printing and till commencement of next examination

4.13 Integration of data from ERP & Tablet based examination.

4.14 Provide online exam application with payment gateway integration.

4.15 Provide evaluation statistics and result analysis reports

4.16 Provide option for entering multiple IA marks from departments / schools and compute final marks considered for final results.

4.17 Provide Student Portal

4.18 Provide required data for uploading to NAD

5. The UNIVERSITY shall:

5.1 Provide regulations and guidelines of those courses for which examinations are to be held during April / May 2020 to December 2022.

5.2 Provide Working Space with Computers, Internet, UPS, 2 Printers (One laser printer with Cartridge for printing marks cards and one dot matrix printer)

5.3 Provide Working Space for about 5 personnel that include tables, chairs, racks and other basic set of furniture.

5.4 Provide storing space for safe keeping of records.

5.5 Depute one senior official / Coordinator / Registrar (Evaluation) to be the Single Point of Contact (SPOC) on a continuous basis and be responsible to convey in writing / official email, the decisions on behalf of the UNIVERSITY in all examination related work and shall communicate with the LOGISYS's nodal officer in written / official email mode only. This official shall also be responsible to confirm the following:-

   i. Bonafide of the student and also student's particulars such as Schools, student's name and other particulars prior to announcement of result.

   ii. Eligibility of students and regulations adopted in the software for result processing before announcing the same.

5.6 The correctness of the course Regulations, gracing rules and other parameters adopted for processing the results. This should be done before announcing the results.

For Logisys

Proprietor

5.7   Shall follow security policies

5.8   Shall pay financial charges associated with services rendered and covered under the subject contact.

6.   The scope of the agreement is arrived at by considering the following points.

6.1   The project covers three academic years of examinations that will be held from April / May 2020 to December 2022.

6.2   Approximate number of students appearing in the examination shall be indicated by the Registrar (Evaluation) on commencement of examination.

6.3   Approximate number of students indicated shall be used for the initial billing purpose as well as for work preparation purpose. However, at the time of final payment, actual strength of students based on examination registration shall be criteria.

6.4   Result processing of the examinations held from April / May 2020 and onwards shall be considered for the result processing.

6.5   The rate per student per semester is arrived based on the approximate number of students appearing in an examination and also by considering the expense incurred by the Company for processing the examination results.

6.6   Generation of one set of University result, Schools / Programmes result and one set of ledger. The scope also includes generations of checklist of all transactions and also printing marks. Additional copies of the reports can be provided by using the consumables / stationary made available by the University.

6.7   The LOGISYS shall deploy the required number of personnel as per the need of the situation while executing the project.

6.8   The place of working shall be at Reva University, Bengaluru and also at other places as and when will be notified by the University.

7.   Nature of Work:

Carryout the systems-study at the premises of the University.

7.1   Understanding the nature of information that is to be maintained in all master data.

7.2   Understanding the Rules governing conduct of examinations.

7.3   Provide web enabled applications to capture student data, admission, examination data, IA / Practical marks / Project work / Dissertation Marks, centralized capturing of theory marks, coding / decoding, etc. as per University's requirement

For Logisys

Proprietor

empower
HCM
The People Engagement Platform

EMPOWER HCM Scope of Work

SUBMITTED TO:

**REVA
UNIVERSITY**

Presented To:

Mr. Sandeep Bansal

Head of Department | ICT
Rukmini Knowledge Park, Kattigenahalli, SH 104, Srinivasa Nagar, Bengaluru, Karnataka 560064

Version History

Date	Version	Author	Role	Notes
23rd Nov 2021	1.0	Vivek Agrawal	Head- Business Development	SOW for empower HCM Setup and Implementation
30th Jan 2022	1.1	Vivek Agrawal	Head- BD	Final Pricing
6th Feb 2022	1.2	Vivek Agrawal	Head- BD	Final proposal
8th Feb 2022	1.3	Vivek Agrawal	Head- BD	Changed license count from 1200 to 900

Presented By:

Ms. Shalini R V – Pre Sales Consultant
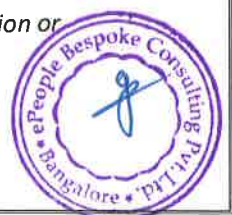ePeople Bespoke Consulting Pvt Ltd.
#263/42, 5th Main,
4th Block, Jayanagar,
Bangalore-560011.
Tel: +91-080- 41364900 Fax: +91-80- 41364999

INTRODUCTION

ABOUT THE ORGANIZATION:

- REVA is a private university in Kattigenahalli, Yelahanka, Bengaluru. It was established under the Government of Karnataka Act 80 of 2012. It is managed by the Rukmini Educational Charitable Trust.
- The University currently offers UG, PG and several certificate/diploma level programs in Engineering, Architecture, Science & Technology, Commerce, Management, Law, & Arts.
- The University also facilitates research leading to doctoral degrees in all disciplines.

SCOPE OF WORK

For the empower HCM Product, below Modules/Processes would be configured as per REVA University's requirement

CORE HR

CORE HR	
Areas	**Basic Flow**
Multi Entity/Sub Company Configuration	Company having multiple Entities with similar/different policies like Leaves, Salary Structure etc
Reporting Structure	Defining the Org Structure basis all the employees and the Managers.
Creating Roles, profiles, users and Permission Sets	This covers all aspects of creating of the user and the permissions that are visible to the Users. Setting Up their Individual log-ins. Four Types of Logs in: Employees, Manager, HR and Admin.
Policy Publishing	Ensure all HR policies are uploaded and viewable to Employees.
Resource Management	- The resources provided by the organization to an employee are recorded. - This is a method of Capturing all Assets given to an employee when he joins. - Resources like Laptops, Mobile phones and SIM. - Cards can be managed under various asset groups like IT, Facilities, Admin, Marketing etc respectively. - HR can enable the asset to the new employee. - Notification to IT Team for providing resources to new hire. - Employees can return the resources

Compliance Sheet - empower HCM

Modules	Features	Available in empower HCM?	Remarks
Recruitment			
	Requisition Management	Yes	
	Resume Sourcing and Integration with Job Portals	Yes	Resumes can be added manually or uploaded in bulk. Integration to be costed separately
	Probation to Confirmation	Yes	
	Internal Job Posting	Yes	
	Selection & Interview	Yes	
	Pre-employment Verification	Yes	
	Offer Mgmt & Issue Letter	Yes	
	Candidate Management	Yes	
	Onboarding (Login ID Creation Automation, Welcome E-mail and Integration with Microsoft AD)	Yes	Email Id needs to be created manually in email service and logged in empower HCM. Welcome Email and Integration with Microsoft AD is available
Human Resource			
	Attendance	Yes	
	GEO Attendance	Yes	
	Leave	Yes	
	Time Sheet	Yes	As shown in Demo, Attendance Timesheet is visible to Employee for Regularization
	Employee Self Service	Yes	
	Transfer	Yes	
	Promotion	Yes	
	Travel & Expense	Yes	
	Separation	Yes	
	Ex-employee Portal	Yes	Ex-Employee Data would be available in empower HCM for future reference
	Shift Roster	Yes	
	Payroll	Yes	
	Payroll Processing	Yes	
	Benefits Administration	Yes	
	Pay Structures	Yes	
	Full & Final Settlement	Yes	
	Compliance Management	Yes	
	Flexible Benefits Plan	Yes	
	Income Tax Calculator (TDS)	Yes	
Appraisal and Training			
	Performance Management	Yes	
	Competency Management	Yes	
	Compensation Planning	Yes	
	Rewards & Recognition	No	
	Learning & Development	No	

Compliance Sheet

Modules	Features	Available in empower HCM?	Remarks
	Training Calendar	Yes	
	Nomination	No	
	Training Cost Tracking	No	
	Training Attendance Record	No	
	Training Feedback	No	
	Substitute Feature for Teaching Staff	Customization Scoped	
	Asset Management for Employees and Integration with PSI module	Not included in present scope	
	<u>Security</u>		
	a) Audit Trail	Yes	
	b) Maker and Checker	Yes	
	c) User Role Management	Yes	

Certificate No.	:	IN-KA19014586409457U
Certificate Issued Date	:	16-May-2022 05:17 PM
Account Reference	:	NONACC/ kakscsa08/ KODIGEHALLI/ KA-BA
Unique Doc. Reference	:	SUBIN-KAKAKSCSA0865433756545648U
Purchased by	:	REVA UNIVERSITY
Description of Document	:	Article 12 Bond
Description	:	M O U
Consideration Price (Rs.)	:	0 (Zero)
First Party	:	REVA UNIVERSITY
Second Party	:	GLOBAL CONSULTING SERVICES CHENNAI
Stamp Duty Paid By	:	REVA UNIVERSITY
Stamp Duty Amount(Rs.)	:	200 (Two Hundred only)
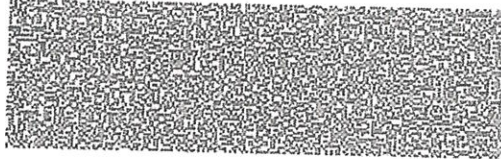
Please write or type below this line

Memorandum of Understanding

This Memorandum of Understanding (MoU) made on the 17th day of May 2022 by and between REVA University, at Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru, Karnataka 560064 represented by Vice-Chancellor of the University which expression shall so far as the context mean and include its successors and assigns here after referred as the UNIVERSITY.

And

Global Consulting Services, a Partnership firm registered under the laws of India and having its office at No. 161, First Floor, Thambuchetty Street, Chennai - 600001 which expression shall so far as the context mean and include its successors and assigns here after referred as GCS.

The UNIVERISTY and GCS may hereinafter individually referred to as "Party" and collectively as "Parties".

Accordingly, REVA University and Global Consulting Services operating now under this MoU agrees as follows:-

I.   Purpose and scope

Both parties i.e. The University and GCS will aim to increase the use of digital solutions for verification or authentication of student documents and to reduce document fraud, reduce redundancies in the verification process of certificates issued by and provide optional student digital locker services for document exchange.

GCS will provide a platform for supporting e-verification and e-issue of education documents primarily for visa applications, international migration application services by integrating with other service providers.

GCS will activate a "Verifier-ID" for the University upon receiving the verifier application duly signed by the concerned official of REVA University. REVA University shall e- verify the certificates requested by REVA University alumnus or authorised verification agencies from across the globe. GCS would be activating verifier ID free of cost. GCS shall pay the specified official verification fee to the University.

II.   Process

The student or alumni who wish to have their documents authenticated or verified have to register with the online document verification module, after which, all their academic and other formal records/ certifications can be uploaded and stored. The system shall also support issue of e-certificates. The online document module facilitates the verification / issue process by enabling the documents to be authenticated by REVA University after it has been checked by the latter's database. These verified documents shall be deposited in the respective students credential system (either operated by GCS or 3rd parties and used for applying for visa services, migration services and foreign transcript services where required).

Where ever needed the same service can be used by other services providers such as employers, background screening services etc.

The Parties agree to the following under the MoU:-

GCS shall:-

o   Provide access to REVA University to the verification platform.
o   Approve the "Verifier-ID" request for the examinations department of the University as the Master Verifier in the system.
o   Ensure sub-verifier IDs are approved by the examinations department of the University using the Master Verifier-ID
o   Provide the online platform for verifying and issuing new certificates and mark lists.
o   Provide tech support for downtimes of the online verification module.
o   GCS shall comply with the terms of this MoU and make payment to the University in accordance with the terms mentioned under Schedule A.
o   GCS shall not wilfully, without limitation:

shall provide a notice to the other party promptly who shall have the option to terminate or suspend the operation of this Agreement. For the purpose of this clause, Force Majeure event shall mean an event explicitly beyond the control of a Party and not involving such a Party's fault or negligence and not foreseeable by such a Party. Such events may include, Acts of God or of public enemy, acts of Government in their sovereign capacity or acts of war.

Governing Law And Jurisdiction: This MoU shall be governed and construed solely in accordance with the laws of India in every particular, including formation and interpretation. Any proceedings arising out of or in connection with this MoU shall be brought only before the court of competent jurisdiction in Bengaluru.
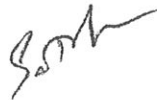
This MOU shall become effective from the Effective date and the terms mentioned under this MOU shall be binding on parties during the term of this MOU.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS MOU TO BE EXECUTED BY THEIR DULY AUTHORISED REPRESENTIATIVES

For and on behalf of Global Consulting Services

For and on behalf of REVA University

Signature:

Name: SANTHOSH KARNANANDA

Designation: PARTNER

Date: 17 CONSULTING SERVICES

For GLOBAL CONSULTING SERVICES

Witnesses:
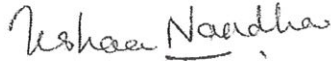
Partner

Signature:

Name: Dr. M.DHANAMJAYA

Designation: VICE-CHANCELLOR

Date: 17.05.2022

Vice Chancellor
REVA University
Rukmini Knowledge Park, Kattigenahalli,
Yelahanka, Bangalore - 560064.

Signature:

Name: USHAA NANDHA

Designation: PARTNER

Date: 17-05-2022

Signature:

Name: Dr. N. Ramesh

Designation: Registrar

Date: 17.05.2022

Registrar
REVA UNIVERSITY
Yelahanka, Bengaluru - 64

Schedule A

Fees and payment terms

In consideration of the services rendered by the University through the online verification module pursuant to the terms of this MoU, GCS shall pay the University, the Agreed Fees as set below:-

GCS shall pay to the University an Agreed Fees of INR 500 (Indian rupees Five Hundred) (Agreed Fee) for processing an online verification request using the online verification module. GCS will charge INR 700 (Indian rupee seven hundred) (GCS fees) for each verification request over and above the Agreed Fee. The agreed fee shall be exclusive of existing and future taxes, duties, levies, other statutory charges.

GCS shall initially pay an amount for INR 25,000 (Indian rupees Twenty Five Thousand) by NEFT or otherwise as an advance to the University towards the Verifier Fee Account. Upon processing of each request in respect of which Valid Action has been achieved, the Fee Account shall be debited by an amount equivalent to the Agreed Fee for each such transaction i.e. INR 500 (Indian rupees Five Hundred).

GCS shall credit the Fee Account by an amount equivalent to INR 20,000 (Indian rupees Twenty Tousand) within 5 (five) working days from the date the Fee Account has credit/ balance of INR 5,000 (Indian rupees Five Thousand).

Any change in the Agreed Fee shall be intimated to GCS. GCS acknowledges and agrees to debit the Verifier Fee Account with the revised Agreed Fee from the date of communication of the revised Agreed Fee to GCS.

Any charges to be paid for applying for a digital services will have to be paid by the student or User. The fees will be as prescribed in the website. This will be over and above the verification fees and will be required to be paid as applicable.

Any change in the document verification fee shall be intimated to GCS.

RUKMINI EDUCATIONAL CHARITABLE TRUST

Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru.

SERVICE ORDER

REVA UNIVERSITY Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru.	Service order No. : SO/22/1/1824
	Date :13 Oct, 2022
Vendor Details : CARE POINT No. 191/1, 9th Cross,HMT Layout, Near Presidency School,R.T Nagar,Bangalore, Karnataka (KA - 29), PIN Code 560032,, Bengaluru, Karnataka, India. Phone :986570099 Contact Person :Ramesh Contact Number : Email :	Department : Admin-IT Delivery Address : Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru. Reference Quotation No.: 4/10/2022 GSTIN Number: Contact-Person : Requested By:Shailendra Kumar Contact No:9342809645 Rajani P Adminsitrative Services Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru. Phone-No :7625069845 Email- rajani.p@reva.edu.in

Respected Sir / Madam,

We are interested to Purchase/buy below listed parts/Items from your Company.The initial order quantity has been indicated with terms and conditions as mentioned

S.No	Product / Service	Company	Service Duration	Quantity to Purchase	Rate/Unit as mentioned in Quotation(INR.)	CGST (%)	SGST (%)	Net-Amount (INR)
1	HPE server AMC HPE DL380 Gen9 24SFF CTO Server HPE DL380 Gen9 24SFF CTO Server HPE DL380 Gen9 24SFF CTO Server HPE DL380 Gen9 8SFF CTO Server HPE DL380 Gen9 8SFF CTO Server HPE DL380 Gen9 8SFF CTO Server		Start Date : 01 Nov,2022 End Date : 31 Oct,2024	1	890000.00	9.0 80100.0	9.0 80100.0	1050200.00

			Sub-Total(INR) :1050200.00
Tax / Charges Type	Tax %	Tax / Charges Amount (INR)	Sub Totals (INR)
		Net Payable (INR):1050200.00	

Total Amount (INR) : Ten Lakh Fifty Thousand Two Hundred Only.

TERMS & CONDITIONS: :

1) 1.All Bills and DC should contain the reference of the concerned Order. 2 Payment : Annual in advance,NT 30 days from date of Invoice. 3 Lead Time : HP server AMC renewal for 2 years 4 Scope of work : • HPE Foundation Care 24x7 SVC , HPE Hardware Maintenance Onsite Support • Hardware Problem Diagnosis, Onsite Support, Parts and Material provided • 4 Hr Onsite Response, 24 Hrs Std Office Days, 24 hrs, Day 6, 24 hrs, Day 7 • Holidays Covered, HPE Collaborative Remote Support • Basic Software Phone Support, Collaborative Call Management • 24 Hours, Day 1-7 Phone Support, Standard Response Time 5 Bill requirement : Bill must carry detail of specific purchase order number, site acceptance signature along with sea, buyer and supplier tin number, excise number, bill number, CST Number, Transporter challan etc whichever is applicable. 6 Carry the purchase order copy along with each consignment for quick security pass to site premises and quicker process the commercial tax in voice after supply. 7 Jurisdiction: All legal issues or disputes subjected to Bangalore Jurisdiction.

Credit / Delivery Policies :

Contact-Person :

Rajani P
Adminsitrative Services
Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru.
Phone-No :91-46966966 - -
Email- rajani.p@reva.edu.in

Purchase Order Approvals

Requested By	Approval Status	Narration

Authority Signatures :

HOD

This is a Computer generated document and doesn't require signature   Printed on 2022-10-14

Contact-Person :

Rajani P
Adminsitrative Services
Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bengaluru.
Phone-No :91-46966966 - -
Email- rajani.p@reva.edu.in

TAX INVOICE CUM DELIVERY CHALLAN

CARE POINT	Invoice No.		Dated	
CARE POINT An ISO 9001:2015 Company No. 191/1, 9th Cross, HMT Layout RT Nagar, Bangalore 560032 Ph No: 99865 70099 GSTIN/UIN: 29AGRPB7001M1Z5 State Name : Karnataka, Code : 29 E-Mail : ramesh@carepoint-hp.com	**22/CP277**		**5-Nov-22**	

Buyer		
Delivery Note	Mode/Terms of Payment	
	Net 30 Days Credit From Invoice Date	
Reference No. & Date.	Other References	

Buyer

Reva University
State Name : Karnataka, Code : 29

Buyer's Order No.	Dated
SO/22/1/1824	**13-Oct-22**

Billed To(if other than Shipped to)

Reva University
Rukmini Knowledge Park
Kattigenahalli, Yelahanka
Bengaluru-560064
Requested By:Shailendra Kumar
Contact No:9342809645
GSTIN/UIN : 29AABTR1107ZQ61
State Name : Karnataka, Code : 29

Dispatch Doc No.   Delivery Note Date

Dispatched through   Destination

Terms of Delivery

Declaration:TDS to be deducted under Section 194C(1%)

SI No.	Description of Services	HSN/SAC	Quantity	Rate	per	Amount
1	**HP HARDWARE MAINTENANCE ONSITE SUPPORT** *Serial No's As Per Annexure* Contract Period From 1-Nov-2022 to 31-Oct-2024 Invoice Period From 1-Nov-2022 to 31-Oct-2023	998719	**1 nos**	4,45,000.00	nos	**4,45,000.00**
	CGST OUTPUT			9	%	40,050.00
	SGST OUTPUT			9	%	40,050.00
	Total		**1 nos**			**₹ 5,25,100.00**

Amount Chargeable (in words)   *E. & O.E*

INR Five Lakh Twenty Five Thousand One Hundred Only

Company's PAN	: **AGRPB7001M**

Declaration
We declare that this invoice shows the actual price of the goods described and that all particulars are true and correct.

Company's Bank Details
A/c Holder's Name: **CAREPOINT**
Bank Name : **HDFC Bank Limited**
A/c No. : **01402560000136**
Branch & IFS Code: **RT Nagar, Bangalore & HDFC0000140**

Customer's Seal and Signature

RAMESH BODDETI
Digitally signed by RAMESH BODDETI
Date: 2022.11.05 15:34:37 +05'30'

for CARE POINT

Authorised Signatory

SUBJECT TO BANGALORE JURISDICTION
This is a Computer Generated Invoice

stackup

STACKUP TECHNOLOGY SOLUTIONS PVT LTD

TAX INVOICE

Invoice Number	ST1097		Form GST INV - 1
Invoice Date	03-Jun-22		GSTIN: 33AAUCS7736E1ZY

Billed To			Shipped To	Same Location
Company Name	M/s. Rukmani Educational Charitable Trust			
Address Line 1	Kattigenahalli, Yelahanka, Bengaluru.			
Address Line 2				
State	Karnataka			
State Code	29			
GSTIN ID	29AABTR1107Q1Z6			
PO No :	SO/22/1/1157 dt. 04-Apr-2022			

.No	Description of Goods	HSN / SAC Code	Unit	Unit Price	Qty	Total Taxable Value	CGST		SGST		IGST	
							Rate	Amount	Rate	Amount	Rate	Amount
1	Comprehensive AMC for the existing Stabloc 201 CIT R Server & ENT SBSTOR8. 201 CIT R Server - 3 Nos. Serial No.: SB07022019 - 01, 02, 03. ENT SBSTOR8 - 1 No. Serial No.: SB07022019 - 04. Start Dt.: 21-Mar-2022 End Dt.: 20-Mar-2023.	998313	No's	11,40,000	1	11,40,000		-		-	18%	2,05,200
				Total		11,40,000		-		-		2,05,200
Invoice Total (in Words)		Thirteen Lakhs Forty Five Thousand And Two Hundred Only								Invoice Total		13,45,200

For Stackup Technology Solutions Pvt Ltd

Authorized Signatory
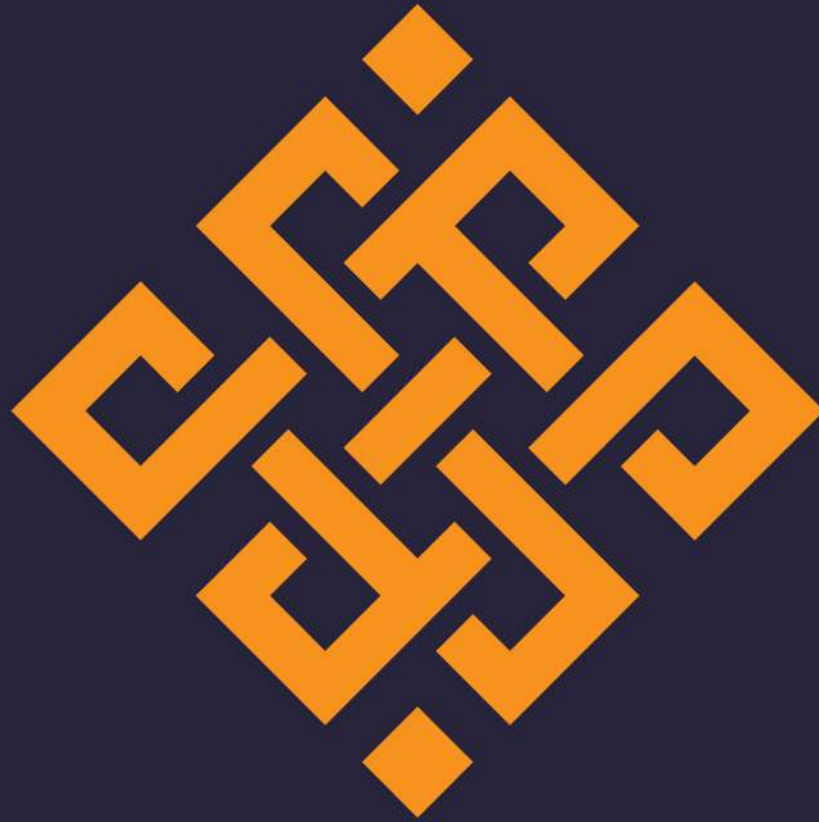
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Bengaluru, India

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Yelahanka, Bengaluru - 560 064
Karnataka, India.

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