



01AA 151411

Library Management Software Maintenance Agreement

This Library Management Software Maintenance Agreement is made between **EXCELLOGICS TECH SOLUTIONS PRIVATE LIMITED, KOHIMA**, hereby referred to as the "Service Provider" and **KOHIMA COLLEGE KOHIMA**, hereby referred to as the "Client" on this day, the 10th day of July for the Session 2024 to 2025.

The Client is contracting the Service Provider as a provider of Standard Library Management Software Maintenance Services.

What is included in this agreement:

1. Accurate and efficient entry of student and teacher details into the Library Management Software system.
2. Importing and configuring student and teacher details, including mapping dependencies, to ensure proper integration within the Library Management Software system.
3. Generation of barcodes for teachers & students to facilitate easy tracking and management of library resource.

4. Regular backup of the Library Management Software database to prevent data loss and ensure data security.
5. Integration of the Library Management Software onto new client desktops, ensuring smooth and uninterrupted access.
6. Providing maintenance and support for issues that may arise in the Library Management Software system.

Compensation:

The minimum charge for maintenance is ₹30,000/- yearly GST Extra as applicable, Services not considered 'standard Library Management Software Maintenance' are subject to be charged at a regular hourly rate of ₹1000.00 and will not be considered part of this contract.

What is NOT included in this agreement:

1. Modifications or custom features not part of the standard library management software package.
2. Costs related to hardware upgrades or replacements.
3. General system maintenance tasks not specific to the software itself.

Total Agreement:

The **Service Provider** shall address issues that may arise with Library Management Software for the period of this contract. The contract will be paid on Annual Basis with the 1st payment due as soon as initial contract is signed and each payment due around the date of initial payment of each year.

During the duration of this contract, the **Client** agrees that the **Service Provider** will be the sole provider of maintenance services for Library Management Software, and no other party will have access to or rights to change. If a party other than the **Service**

Provider makes changes to the Library Management Software, any errors that are created must be repaired and will be charged for at the hourly rate specified above.

Validity of the Agreement:

This agreement will be valid for a term of 1 year commencing on the date of signing the contract.

Renewal:

Unless the **Service Provider** is notified before the end of the applicable service period that **Client** wants to cancel **Library Management Software Maintenance Agreement** your service will automatically renew, and **Client** authorizes **Service Provider** to collect the then-applicable annual fee.

Termination of Contract:

This contract can be terminated by either party by giving 30 days written notice to the other party.

Deadlines & Deliverables:

The **Service Provider** will respond to all maintenance requests from Client within 48 hours on weekdays and 72 hours on weekends, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request. Maintenance requests received after 3 pm IST may not be completed until the next business day unless prior arrangements have been made. While most work will be done within this time frame; this is mostly precautionary.

The **Service Provider** will adhere to all committed deadlines for the deliverables in the maintenance requests at all possible costs. If the **Service Provider** has any issues in delivering on a committed deadline, Client will be notified via email or telephone the reason for any delay.

Meetings & Correspondence:

The **Service Provider** strives to maintain a minimal carbon footprint. Meetings and correspondence will primarily be conducted by phone and email.

Additional Services:

Any revisions or additions Client requests the **Service Provider** to perform that is not specified in this document shall be considered "additional" and will require separate agreement and payment. The **Service Provider** shall advise Client on any requested work that falls within these bounds.

Authorization:

Client hereby authorizes the **Service Provider** to access their hosting account, providing active username / password combinations for access to the server via FTP, assuring that 'write permissions' are in place on said hosting provider.

Legal:

This Agreement shall be governed by and construed in accordance with the laws of the IT Act India applicable therein.

Signing this document means you agree to the terms of this document
"Library Management Software Maintenance Agreement".

The undersigned agrees to the terms of this agreement:

On behalf of **KOHIMA COLLEGE KOHIMA**

Name: MEGUSIEVI

Designation: LIBRARIAN

Date: 10/07/2024

Authorized Signatory: Megusievi

Librarian
Kohima College
Kohima

On behalf of **Excellogics Tech Solutions Pvt. Ltd.**

Name: KHANSIMONH

Designation: Head of Business Development.

Date: 10/07/2024

Authorized Signatory: [Signature]

