GENERAL

In this document, CorporateServe Solutions Pvt. Ltd. is abbreviated as **CorporateServe** and Invertis University, Bareilly as **INVERTIS or Customer**. Purpose of Annual Maintenance Support (AMS) contract is to provide services for helping Invertis University in maintaining and further enhancing ERP software. Since implementation of ERP was recently completed by CorporateServe, now ERP is required to be properly maintained and further enhanced.

SCOPE

This is primarily a shared offshore support/enhancement model. It means primarily the support will be provided by shared team of Corporate Serve, resources from remote office of Corporate Serve for delivered solution as per **below scope**:

1. Errors or changes or rectifications in transactions in any modules / functions / activities of Microsoft Dynamics NAV 2016 as already implemented including student and faculty and staff portals.

2. Fixing/Escalating any errors in the already implemented solution only.

3. Reporting on base product bugs to Microsoft & following up for solutions.

4. Any new developments i.e., reports or customisations.

5. Information sharing about latest patches, notes, enhancement packs. Implementing minor patches or notes that are mandatorily required by Government of India. Implementing major patches or notes are out of scope.

6. Any other services on ERP as may be mutually agreed from time to time.

It is assumed that **INVERTIS** will have its own IT coordinator who shall coordinate with the users and shall take care of the day to day administration, maintenance of the hardware, networking, server, database, user access rights, back-ups, passwords, and user related issues of ERP. CorporateServe shall nominate one coordinator for the **INVERTIS** to coordinate. Back end support from rest of the team of CorporateServe will be taken by this coordinator.

APPLICATION COVERED

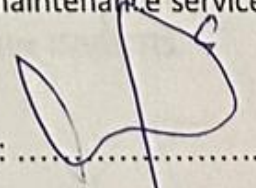Application: Microsoft Dynamics NAV 2016

AMS cost per annum shall be as follows:

Description	Amount (In INR) (half-Yearly Advance)
Offsite Support for 400 manhours	3.50 Lakhs

Any issue that requires service pack or hot fix made available by Microsoft will be resolved by using such service pack or hot fix. Therefore, in order to enable CorporateServe deliver its maintenance services,

Signed by: *Santosh Kumar*

(Invertis University)

Signed by: ....

(CorporateServe Solutions Pvt. Ltd.)

connection with this agreement or related Task Order(s) (collectively " Confidential Information"). CorporateServe and its deputed Personnel shall not disclose Confidential Information to any third party without the prior consent of CLIENT except as required by law or use any of the Confidential Information for any purpose other than for on in connection with this Agreement.

TERM AND TERMINATION

Term of the contract is effective from 1st April, 2023 to 31st March, 2024. The contract can be terminated by either party by giving a notice of 3 months. There shall be no liability of Customer or CorporateServe upon termination. Sums received by CorporateServe till that time shall be adjusted towards services rendered and no refunds shall be made by us. Such termination shall be without prejudice to any rights that may have accrued for either of us before termination and all sums due to us shall become payable in full when termination takes effect.

NAMES

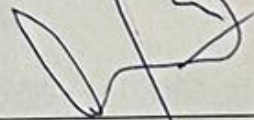This AMS is effective from April 1st, 2023
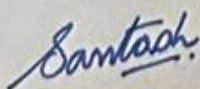
For Invertis University
(Customer / Invertis)

Santosh.

(Authorized Signatory)

Dated: 03/04/2023

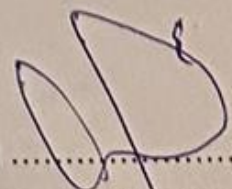For CorporateServe Solutions Pvt. Ltd.
(CorporateServe)

(Authorized Signatory)

10/04/2023

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Santosh.

Signed by: Santosh Kumar

(Invertis University)

Signed by: ....

(CorporateServe Solutions Pvt. Ltd.)