



## **FROVITRAX SLA AGREEMENT**

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### **Vendor & Procurement Partner SLA**

#### **INTRODUCTION :**

FROVITRAX is an online platform that links vendor partners and procurement managers in the food supply chain sector. Basic roles, duties, and expectations between the platform and its users are described in this Service Level Agreement (SLA). Clear communication, equitable procedures, and seamless operations are guaranteed.

Key Points:

- Defines responsibilities of Procurement Managers and Vendors.
- Ensures quality, timely delivery, and fair coordination.
- Promotes transparency and trust on the platform.
- Helps resolve disputes and maintain service standards.

#### **PARTIES COVERED :**

This agreement involves:

- Procurement Managers – Users who manage and request supplies.
- Vendor Partners – Users who supply goods through the platform.

Each party agrees to follow the terms set in this SLA.

#### **SCOPE OF SERVICES:**

FROVITRAX provides the following platform capabilities:

- Real-time dashboards for managing orders and inventory
- Secure communication between procurement and vendor users

- Product catalogue listing and management tools
- Order lifecycle tracking and reporting features
- AI-powered QA reports for quality assurance
- Automated alerts and notifications
- Role-specific insights and analytics tools
- IoT-based device tracking for temperature & humidity monitoring
- Digital web interface for both Procurement Managers and Vendor Partners

### **PLATFORM RESPONSIBILITIES :**

FROVITRAX is responsible for:

- Maintaining 99% uptime for consistent access
- Ensuring data privacy and encryption of user information
- Delivering regular platform updates and customer support
- Actively monitoring usage to prevent misuse or abuse
- Resolving technical issues within committed SLA timelines
- Providing real-time AI QA reporting and IoT device tracking data

### **PARTNER RESPONSIBILITIES :**

#### **A. Procurement Managers**

- Ensure procurement requests are accurate and complete
- Respond to vendor quotes and communications promptly
- Validate goods upon receipt and record status updates
- Report discrepancies, QA issues, or supply issues without delay

#### **B. Vendor Partners**

- Maintain updated product listings and availability

- Fulfill orders accurately and on schedule
- Respond to inquiries or requests within 24 hours
- Provide and maintain valid business licenses (GSTIN, FSSAI)
- Adhere to agreed quality and supply capacity standards

#### **SLA METRICS :**

<b>Metric</b>	<b>Target Value</b>
Platform Uptime	99.5% monthly
Order Response Time	Within 24 hours
Delivery Completion Window	As per agreed schedule
Support Response Time	Within 12 working hours
Dispute Resolution Window	Within 3 business days
AI QA Report Availability	Immediate after delivery
IoT Device Data Reporting	Real-time, updated every 5 minutes

#### **COMPLIANCE & CONDUCT :**

- Misuse of the platform may result in account suspension or termination.
- Users are responsible for providing accurate and legal business information.
- All activities must comply with applicable trade regulations and food safety standards.
- FROVITRAX enforces a zero-tolerance policy towards fraudulent, unethical, or negligent behaviour.

## **DATA PROTECTION & PRIVACY :**

- All user data is encrypted and securely stored in accordance with industry best practices.
- No personal or business data is shared with third parties without prior user consent.
- Access to sensitive data is restricted based on user roles and permissions.
- The platform maintains access and activity logs for accountability and transparency.

## **TERMINATION & MODIFICATIONS :**

- This SLA remains in effect as long as the user account is active.
- FROVITRAX reserves the right to update or modify this SLA with prior notice.
- All pending or in-progress transactions must be completed or canceled before account deactivation.

## **DIGITAL ACKNOWLEDGEMENT :**

By creating an account and using FROVITRAX, users automatically agree to abide by the terms of this SLA. Acceptance is deemed complete through any of the following actions:

- Account registration
- Completing business or personal profile information
- Using any features or services on the platform

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Support Contact: [support@frovitrax.com](mailto:support@frovitrax.com) | Version: 1.0

FROVITRAX – Digitally powering the future of food procurement & supply.

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