June 17, 2024
Document: V3

F1Soft International Pvt. Ltd. | Agricultural Development Bank| SMS Application Service

Agricultural Development Bank wishes to directly integrate with Ncell's SMS service through the telecom. Therefore, this document will guide the bank regarding new integration efforts, revised scope of work, parties responsibilities and amendments to the existing contract.

A. Application after Bank directly connect with Telecom for SMS service.
   1. Revised Scope of Service.

   a) API for other application.
   b) Reporting Panel.
   c) User management (Admin user and other admin Panel).
   d) System Maintenance and Support.
   e) Manual/Bulk SMS push System.
   f) SMS Status Enquiry (shows only delivery SMS)
   g) Web Based control panel.
   h) Character Support both Nepali Unicode and English.

   2. Out of Scope:
   a) Any customization/reports/functionality/application behavior not specified in scope of work shall be treated as Change Request item and would be dealt separately.
   b) Any third-party related configuration or Integration to any other application/system is not in scope of this project and would be dealt separately.
   c) The annual maintenance charge includes only the support for the above-mentioned Scope of Work. Except the above-mentioned scope of work, the Client should handle all support tasks on their own.

   3. Direct Telecom Integration Process:
   a) F1soft:
      - F1Soft provide shortcode release letter to Ncell.
      - If any case shortcode ownership is not transfer after releasing letter, F1Soft will close the shortcode.
   b) Bank:
      - Ncell SMS credentials
      - Bank should establish connectivity for SMS service.
      - Bank should provide Ncell acknowledge letter after F1Soft provided release letter to bank.
   c) Work effort
      - 2 working days
      - Delivery Timeline: The delivery timeline and project commencement date will be communicated by the relevant team.

4. **Bank Responsibilities:**
   a) The Bank is responsible for handling all SMS-related support (billing, support, and maintenance).
   b) The Bank should address any issues that arise with the telecom provider (TPS, shortcode expiry, telecom connectivity, system downtime, management of Alert ID passwords, removal & renaming of Alert IDs, etc.).
   c) The Bank is liable for providing correct information to resolve issues.
   d) The Bank should establish connectivity for direct service.
   e) The Bank should maintain hardware and necessary arrangements for the application.
   f) The Bank should update its application to incorporate the latest technology in order to meet industry standards for system security.

5. **F1Soft Responsibilities:**
   a) F1Soft will provide support if any issues arise in the application as mentioned in agreement.
   b) F1Soft will inform the Bank regarding system issues, upgrades, and the latest version of the system to mitigate potential threats.
   c) F1Soft will only provide support for the current version of the application and also accept the change request made by the Bank. However, changes at the architecture level will not be accepted.

B. **Optional Service.**
   If bank wishes to continues SMS related support from F1Soft.
   1. Remuneration for SMS related support.

S.N.	Description	Cost (NPR)	Remarks
1.	Per SMS process through Application	0.03/- per SMS	SMS process through the Bank Alert ID.

   - The above-mentioned costs are exclusive of taxes.
   - This service fee will be raised on a monthly basis.
   - The Bank should commit to consuming a minimum of 20,00,000 SMS per month. However, if the Bank is unable to reach the minimum committed volume, F1Soft shall bill the minimum SMS volume cost to the Bank.
   - All the system and SMS related service will be handled by F1Soft.
   - The above-mentioned rates are subject to adjustment during the term of the agreement in accordance with inflation based on the reports of the relevant government authority and upon mutual consent of both parties.
   - F1Soft has the right to review the fee structure on an annual basis. The adjustment of the fee structure will be settled mutually after F1Soft provides the review document.