

Work Order Number	Sazinga-WO/SD-Jan/2022/001
Date	06-JAN-2022
Customer	Truevibez Pvt. Ltd. CIN No: U72900PN2020PTC192111
Supplier	Sazinga Digital Services Private Limited CIN No. U72900PN2015PTC155920
Reference MSA No and Date	Sazinga-MSA/SD-Jan/2022/001. Date: 06-01-2022

This Work Order ("WO") is agreed to as by **Truevibez Private Limited** ('Customer', or 'Truevibez') and **Sazinga Digital Services Private Limited** ('Supplier', 'Sazinga Digital', 'Sazinga') pursuant to the Master Services Agreement between Customer and Supplier specified below, into which this Work Order ('WO') is incorporated.

This WO is governed by the terms and conditions of the Master Agreement (the "Agreement"), dated as of **06-Jan-2022** entered into by Customer and Supplier.

This WO details terms and conditions and other requirements to be met by the Supplier and the Customer, with respect to the parties' services and obligations. To the extent that the terms of this WO and the Agreement conflict, the parties expressly agree that the terms of the WO control and govern the parties' obligations.

This WO is for **below mentioned technical resources** required by **Truevibez Private Limited**

S. No	Skill	Experience	Qty
1	PM	10+	1
2	BA	5+	1
3	NodeJS + Angular	7+	1
4	NodeJS	3-4 Years	1
5	Angular	2-3 Years	1
6	UIUX	6+	1
7	ReactNative	7+	1
8	ReactNative	3-4 Years	1
9	Tester (Manual with Automation)	8+	1

1. Project Details

Customer Name	Truevibez Private Limited	
Project Name	As fulltime resources working on Fintech project.	
Type	Time & Materials Resource on contract	
Contact Details [Person, Address, Telephone, etc.]	Customer	Supplier
	Primary Contact Name : Alok Sambuddha Address : As specified in the MSA Telephone : +91 8080071197 Email Id : alok.sambuddha@hotel24k.com Highest Escalation: Name : Rajesh Karandikar Address : As specified in the MSA Telephone : +91 9850788899 Email Id : rajeshkarandikar@hotel24k.com	Primary Contact Name : Subodh Bhalerao Address : As specified in the MSA Telephone : 9665979976 Email Id : subodh@sazingadigital.com Highest Escalation: Name : Sumitsinh Thakur Address : As specified in the MSA Telephone : 8149394314 Email Id : sumit@sazingadigital.com
Duration	Date From: 06-JAN-2022	Date To: 05-APR-2022

2. Scope of Work

Work at high standard of initiative, creativeness. The nature of work and responsibilities will be informed by the customer from time to time.

3. Work Hours

The Supplier's resources (herein after referred to as "Consultant (s)") will work 5 days per week for 45 hours.

Customer will have the option of increasing the team size to effectively manage increase in volume of applications by providing at least 4 weeks' written notice (e-mail acceptable).

Customer has the option of increasing the scope of services provided by this team, on a mutually agreed date in the future.

4. Communication

If provided, the Consultant will use Customer provided email Id for all the communication where the Consultant is representing **Truevibez Private Limited**.

The Consultants will continue using their Sazinga's corporate mail to be in touch with Sazinga. **Truevibez Private Limited** should provide required access to Sazinga's Webmail.

5. Reporting and Escalation

There is an escalation path provided to Customer by Sazinga to highlight any issues or to make any special requests. Escalation path is provided below:

Sazinga Consultants > Primary ContactName > Higher Escalation ContactName

In addition, Sazinga customer grievances handling cell can be reached out for independent reporting of any grievances at emailed : sumit@sazingadigital.com

6. Resource Management

Sazinga will provide replacement options to Customer to replace Consultants if they have resigned from services with Sazinga or for un-avoidable circumstances Sazinga is required to call its member(s) back. In case of such planned replacement, Sazinga will also endeavor to provide notice of min -30 days to customer and also provide an overlap period of at least 2 week to facilitate transfer of knowledge and continuity of service.

Customer can send resources back to Sazinga on account of completion of work / no relevant work with a written notice of 30 days to Sazinga.

At times, there may be a need for the resources to put in extra hours to complete the work assigned for the day. Customer will endeavor to provide Sazinga with prior notice to enable it to make arrangements for the same. If not, Sazinga will endeavor to accommodate such requests to the best of its ability. If Consultants are required to work additional hours above 160 hours in a month as Customer's prior request, Sazinga shall be entitled to charge Customer for such additional hours on a pro-rated basis based on additional hours worked.

7. Roles & Responsibilities

Sazinga	Customer
<ul style="list-style-type: none"> Requirement Collection Resource Identification and allocation Performance evaluation of Team members and taking CAPA 	<ul style="list-style-type: none"> Knowledge Transfer of Project requirement Training on existing systems/requirements Performance Feedback Quality Control Task Assignment and Management Milestone and Delivery Management

8. Assumptions

a. Staffing

- I. Any requests to increase team size will require at least 3 weeks' written notice (e-mail acceptable).
- II. Team members will log in for maximum 8 hours per day, unless there is a request for overtime.

b. Orientation

- I. Orientation on all proprietary software/hardware will be provided by Customer using audio/video conference and with shared knowledge-base.
- II. Customer will make available all training standards, materials and delivery requirements.

c. Systems, Technology & Space requirements

- I. Standard PC, Laptops and software will be provided to the team by Customer.
- II. VPN access to be provided by Customer (if required)

d. Quality

- I. Customer shall access the work of the Consultant for the duration of 1 month from the date of allocation of the Consultant to the assignment (here, the date mentioned in this WO).
- II. If Consultant's work product that does not conform to the specification agreed in the WO the Customer shall send in writing a performance assessment report to Sazinga within 7 days after the end of each month. If Customer does not provide the performance assessment report to Sazinga within 7 days as aforesaid, the work product shall be deemed to be accepted.
- III. Sazinga shall review the assessment report and based on the situation may replace the team member.

e. HR Policy

- I. Employees of Sazinga shall globally be governed by Sazinga's HR policy. However Consultants working from Truevibez Private Limited office shall be subject to Truevibez Private Limited HR policy with respect to specific matters such as office timings, weekly offs, holiday calendar and leave policy, to ensure their availability is seamless with the local Truevibez Private Limited employees. All other HR policies of Sazinga will continue to apply to such Consultants and they shall not be deemed to be employees of Truevibez Private Limited for any purpose whatsoever.
- II. The Consultants will be entitled for one day paid leave and this will be carried forward if not availed. The billing shall not be pro-rated or discounted for such leaves availed by the Consultants.

9. Changes to Work Order (WO)

Any changes to this WO will be in the form of an amendment to WO duly signed by both parties

10. Location of Services

Remotely Working

11. Commercial Terms and Billing

For Consultants providing services hereunder to Client, commercials that will be applicable are mentioned in Rate Card in MSA. This will be the standard rate card.

Addendum to this WO will be prepared for each set of Consultants assigned to provide services to Client. Commercial for each of the Consultants will be separately mentioned in said Addendum to WO.

The Consultants will be responsible for logging the time they work in the Customer system and Truevibez Timesheet system to enable tracking of hours spent on each project. SUPPLIER will generate invoices on basis of detailed time sheets.

Invoices shall be based on the monthly time sheet and will be sent once per month (last day of every month). Client shall send the Consultants' monthly approved time sheet to Truevibez on the last working day of every month. If approved timesheet is not received on last working day, billing shall be done on standard working hours i.e. 160 hours. Any changes would be accommodated in subsequent invoice.

Payment should be made within 30 days from the date of receipt of invoice by the Customer.

12. Duration of Work Order and Termination

The end date listed on this Work Order may be changed based on mutual discussion and agreement. Customer can extend the Work Order, 1 month prior to the end date listed on this Work Order.

In case of extension of Work Order, a fresh Work Order would be prepared where-in terms & conditions can be amended (as compared to the prevalent one) and with regards to commercials there will be escalation of monthly fees (as compared to the prevalent one). Both changes shall be decided based on mutual discussion and agreement.

Either party may terminate the Work Order by providing a notice of 45 days for no cause. Invoices for work executed during the notice period will be payable till the effective date of termination.

13. Payment Mode:


All payment should be made in Telex (Wire Transfer) / Cheque /DD in favour "Sazinga Digital Services Pvt Ltd" Payable at Pune, India. Customer will pay invoices raised within 30 days from the receipt of invoice by Customer. Delayed payments, if any, shall incur an interest at the rate of 1.00% per month. Specific payment instructions will be provided in the respective invoices.

14. Team Composition, Monthly Rates and Dates

Description	Experience	Rate* (INR/Month)	Start Date	End Date
PM	10+	INR 150000	06-JAN-2022	05-APR-2022
BA	5+	INR 175000	06-JAN-2022	05-APR-2022
NodeJS + Angular	7+	INR 235000	06-JAN-2022	05-APR-2022
NodeJS	3-4 Years	INR 130000	06-JAN-2022	05-APR-2022
Angular	2-3 Years	INR 130000	06-JAN-2022	05-APR-2022
UI/UX	6+	INR 180000	06-JAN-2022	05-APR-2022
ReactNative	7+	INR 235000	06-JAN-2022	05-APR-2022
ReactNative	3-4 Years	INR 130000	06-JAN-2022	05-APR-2022
Tester (Manual with Automation)	8+	INR 210000	06-JAN-2022	05-APR-2022

* exclusive of GST Taxes

15. Authorization

	For Truevibez Private Limited, India	For Sazinga Digital Services Private Limited, India
Signature		
Name & Designation	Rajesh Karandikar Director	Sumitsinh Thakur Founder and CEO
Place	Pune	Pune
Date	06-JAN-2022	06-JAN-2022