

SERVICE AGREEMENT

Document Date: March 15, 2024

Agreement Number: SA-2024-03-4521

PARTIES TO THE AGREEMENT

SERVICE PROVIDER: TechSupply Solutions Pvt Ltd

Address: Mumbai, Maharashtra, India

CLIENT: Innovate Digital Services

Address: Bangalore, Karnataka, India

SCOPE OF SERVICES

1. Supply and installation of 50 units of Professional Grade Servers (Model: TS-8500X)
 2. Configuration and system setup services
 3. 12-month on-site warranty and maintenance support
 4. Training for 5 designated staff members
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PAYMENT TERMS

- **Total Contract Value:** 45,00,000 (Forty-Five Lakhs)
 - **Payment Structure:**
 - 40% advance (18,00,000) upon signing
 - 40% upon delivery and installation (18,00,000)
 - 20% upon successful testing and certification (9,00,000)
 - **Payment Method:** NEFT to designated bank account
 - **Timeline:** Invoices payable within 15 days of receipt
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DELIVERY TIMELINE

- **Order Confirmation:** March 15, 2024
 - **Delivery Date:** June 15, 2024 (± 5 days)
 - **Installation Completion:** July 15, 2024
 - **Warranty Period:** 12 months from installation date
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KEY TERMS AND CONDITIONS

2.1 Performance Standards

All servers shall be new, unused, and comply with Indian Standards (IS 13252).

2.2 Delivery Location

Delivery to be made at: Plot 42, Tech Park, Electronic City, Bangalore - 560100

2.3 Penalty for Delay

50,000 per week for delays beyond the agreed delivery date, capped at 5% of contract value.

2.4 Warranty Coverage

Covers hardware defects, software installation issues, and technical support for critical system failures.

2.5 Escalation Clause

Any disputes regarding quality or delivery shall be escalated through a 3-tier resolution process: - Level 1: Direct discussion between project managers (7 days) - Level 2: Senior management intervention (14 days) - Level 3: Arbitration (if unresolved)

2.6 Force Majeure

Neither party is liable for delays or non-performance due to circumstances beyond reasonable control (natural disasters, government orders, pandemics).

TERM AND TERMINATION

This agreement shall remain valid for 12 months from the date of installation. Either party may terminate with 30 days' written notice if the other party materially breaches the terms.

AUTHORIZED SIGNATORIES

For TechSupply Solutions Pvt Ltd:

Name: Rajesh Kumar

Title: Director, Operations

Signature: _____

Date: March 15, 2024

For Innovate Digital Services:

Name: Priya Sharma

Title: Chief Technology Officer

Signature: _____

Date: March 15, 2024

Document Authenticated By: Legal Department, Pune

Registration Number: LAW-2024-03-1847