**Scope of Work**

The Service Provider (Keka Technologies Pvt. Ltd) will provide the HRMS software portal services.

This will include the following modules for up to 25 employees

* HRIS
* Attendance
* Leave
* Payroll
* PMS
* Projects

**Implementation Process, Communication Guideline & Escalation**

Steps and Timeline for Implementation Process:

* Post payment confirmation keka sales POC will share the onboarding email with data templates

for data configuration from keka (Timeline – within 24 hrs of payment confirmation)

* Keka data POC will contact the client POC for giving a brief on data collation from keka (Timeline

within 24hrs of onboarding email from sales POC)

* Data collation and Data configuration from client's end (Timeline 4 to 5 days or earlier as per

clients data availability and bandwidth)

* Data verification and policy analysis from Data POC and allotment of Implementation POC from

Keka (Timeline 2- 3 days from the data provided to Keka)

* Setup commences phase wise, Initial phase company setup, leave setup, attendance setup

(Timeline 6-7 days), phase 2 payroll setup ( 4 days ), phase 3 Addon module setup like PMS,ATS,

Timesheet (5 -8 days), phase 4 Training and UAT ( 5 days )

(Total Expected Timeline -20 to 25 days post Implementation POC is assigned)

**NOTE:** Timelines provided above are expected timelines depending on data provided and accuracy of data, any data error can result in delay in onboarding for which Keka shall not be liable for any refund or extension.

Communication Guidelines:

Please find the channels below and timelines for communication during Implementation (Remote Dedicated POC)

* All the communications are strictly over the email or prescheduled calls on platforms like Teams, Zoom etc. **(NO PERSONAL CONTACTS OF IMPLEMENTATION POC IS SHARED)**
* During Implementation Keka POC will be do the configuration in the backhand to save time and will connect with client once every 2 days for an hour or more to give update on the setup completed and remaining setup to be completed.
* All the calls scheduled with keka POC has to be in advance through Calendly link which will be shared by keka POC.
* For all the updates, queries or concerns kindly drop an email to Keka POC (Expected revert 6 –8 Business hrs ).

Please find the channels and timelines for post Implementation support (Free) (Remote Shared POC)

1: Email – support@keka.com (Current mean response time is within 4-18 Hours excluding weekends & holidays)

2: Live Chat – Available within the Application (Current mean response time is within 10-20 minutes excluding weekends & holidays)

3: Call with prior intimation – (current mean response time is 4 – 12 business hours) you will receive a Calendly link through mail or chat with available time slots of the support member. You could use the link to let us know your convenient time to connect over the call.

Business Hours: 10 AM to 6 PM from Monday to Friday (excluding holidays).

In case you would like to escalate your concerns, which are not addressed above, please email us at directorcs@keka.com for support concerns & directorsales@keka.com for sales concerns

**Compensation**

The service fee of INR 24,485 inclusive of GST and subject to deduction of TDS as per Income Tax Act Rates will be paid to the service provider. Payment shall be made on submitting the invoice by the service provider.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Quantity** | **Rate (INR)** | **Total (INR)** |
| **Growth Base Price** |  |  |  |
| Growth plan - Growth Upto 25 Employees | 1 | 9750.00 | 9750.00 |
|  |  |  |  |
| **TIMESHEET (Add-on)** |  |  |  |
| Growth plan - Growth Upto 25 Employees | 1 | 4500.00 | 4500.00 |
|  |  |  |  |
| **PAYGROUPS (Add-on)** |  |  |  |
| Growth plan - Growth Upto 25 Employees | 1 | 1500.00 | 1500.00 |
|  |  |  |  |
|  |  |  |  |
| **Growth plan - Growth Onetime Setup Fee** | 1 | 5000.00 | 5000.00 |
| Billing-free setup grace period is 30 days |  |  |  |
|  | Sub Total | | 20750.00 |
|  | IGST (18%) | | 3735.00 |
|  | **Total Amount** | | **24485.00** |

**Note: In the event, if the software is not meeting our requirements, the amount needs to be refunded.**

**Term**

This engagement shall commence upon execution of this Agreement. The Agreement shall continue in full force and is effect from **July 07, 2023 to October 06, 2023** and is extendable on mutual concurrence between both the parties.