

MEMORANDUM OF UNDERSTANDING (MOU)

Service Agreement

PURPOSE

Creation & Maintenance of the official 'www.sfscollege.in' Website and College App With regular updation

THE PARTIES

The CLIENT: St Francis de Sales College, Electronics City Post, Bengaluru – 560 100

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The SERVICE Provider: INTEGRO Infotech & Consulting, Bangalore S2, 3rd floor, Gold Coin Building -I, No. 34, Kensington road, Ulsoor, Bangalore-560 042

DATE of Agreement:

July 11, 2016

PERIOD of VALIDITY
For a period of **6** years from July 2016 to February 2022



SERVICES OFFERED

During the above mentioned period the 'service provider' will provide the services as per the below mentioned points to the 'client' within the scope Creation & Maintenance of the official 'www.sfscollege.in' Website with regular updation

- 1. Design and creation of 'Web pages' for the website and the App.
- 2. If the web domain is already purchased, the client will assist with transfer of the domain, so that the service provider can upload and update the website.
- 3. Providing the online hosting space and related services for the website and App.
- 4. Regular updation services of news and events (up to 25 Updations every month)
- 5. Updation will be completed latest within 2 working day of the email received from the client.
- 6. The email ID to send updates will be: update@integro.co.in
- 7. If updation is not complete in 2 working days, escalation as per the matrix below can be followed.

Level	Contact Person	Email ID	Direct Phone No.
ONE	Vicky Barbara, Manager IT	Vicky.b@integro.co.in	080 - 6547 4851
TWO	Martin Patrick Marketing Manager	marketing@integro.co.in	080 - 41122054

- 8. The 'service provider' takes responsibility for updation and will maintain the 'updation archive' for a period of 6 months.
- Updates have to be sent from the client's side by email, in case of many images or short edited video clips the same can be sent by courier to the postal address of the 'service provider' with data in a CD/DVD.
- 10. Updation will be carried out only based on the email received from the official email ID of the client for web related communication, which is : vpsfscollege@gmail.com
- 11. As per the needs of the 'client' if new features or online payment/donation gateway features are added to the website an addendum to this agreement shall be made.
- 12. The Service fee for the above set of services will be as per Schedule A of this agreement.



Exclusions in the 'scope of service'

- Content for updation has to be provided by client.
- 2. Accuracy of content (Grammatical, contextual and editorial) is the responsibility of the client.
- 3. Features for web user database and comments to articles and videos in the site, will not be provided. (However the client can use the facebook or youtube platform to encourage and manage comments and feedback)
- 4. Creation and updation of the youtube and Facebook page has to be carried out by the client.
- 5. Domain 'email ID' is not included in this service package.

Termination of Service

- 1. Either of the parties 'service provider' or 'client' can terminate the MoU with a 2 months written notice.
- 2. In case of termination of service, the 'service provider' agrees to follow the below 'handing over' action steps:
 - a. Handover the contents of the website in a CD/DVD media.
 - b. Handover of relevant passwords in a sealed envelope to the client.
 - c. Transfer of domain related documentation.
 - d. After submission of the above a,b and c, the client shall sign a 'hand over complete' document

3. The 'service provider' will not be responsible or liable for the website and its contents beyond the date of signing of the 'hand over complete' document.

Martin Patrick

Manager - Marketing

Integro Infotech & Consulting

Rev. Dr. Roy P.K.

Principal

St Francis de Sales College

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- 550 100

Witness 1: (name and sign):

FR. JIJO MANJACKAL

Witness 2: (name and sign):