

1. Easylib Cloud Subscription Service

- Client is interested in availing services of Easylib 6.4a Cloud Version software for
 - Number of Users – 6 Nos
 - For use at College – 6Nos
 - At City - Bengaluru

2. Intellectual Property

- Easylib software is intellectual property of Easylib Software Private Limited. The software can be used only at the specified college or organization. Usage at a non specified place requires additional licenses to be purchased.
- Easylib Software license pricing is derived based on number of library staff, college staff, number of books, number of students, number of digital material etc. as specified in the quotation. Any overage must be informed up front and additional license needs to be procured. Backdated charges shall be applied if breach is found later.
- The client agrees to not take up any activity that compromises with confidentiality and intellectual property of Easylib software and additional material supplied.

3. Software Features, Functionality and Usage

- The software is being supplied in the current condition as a product. Bugs in the software are fixed free of cost.
- Any software changes requested shall be reviewed on a case by case basis on how it will fit the Easylib product roadmap, impact to the existing functionality, impact to the already scheduled changes, any applicable charges and expected delivery date. All enhancements requested are out of scope for this proposal.
- Easylib responsibility is to provide relatively robust software, maintain the installation and provide assistance in smooth running of the software. It is expected that library staff understands the functionality while using the software.
- It is sole responsibility of the college staff to ensure necessary access rights are monitored. Creation of generic ids and sharing of credentials between staff is strictly discouraged.
- Limitation of liability on any cases of bugs or issues in the software or service is limited to the purchase price or subscription fee of the software for the year. Whereas Easylib follows good practices and takes necessary precaution to keep the server always on and adequately safeguard it, Easylib shall not be held responsible for consequences of inability to use the software in case of any downtime that may occur due to things that may or may not be under Easylib control or Acts of God.

4. Cloud Version and New Features

- The software server sizing is based on volumes provided and up to 25% increase in the collection size. When the volumes increase, college needs to inform up front so that adequate provisioning of the server is done.
- In Easylib 6.4a Cloud, by default, concurrent login of students is designed for 1/20th of the students count at a time up to a maximum of 50 concurrent logins. In case the volume is expected to be high during certain time, client needs to inform Easylib up front at least one week in advance.

- Easylib has scheduled daily evening data backups and they are maintained in different cities. In case of any server crash, data shall be available as of last backup. Client may also request a copy of the data be copied to their local servers on as needed basis.

5. Customer Service

- Service is provided based on tickets raised in the order of the tickets raised across the shared resources. Usually every ticket is responded within 24 hours and resolved within 5 days. During the heavy load times, response and resolution may get delayed.
- Service phone numbers are +91-98440-81710 and +91-98443-49606. In case of emergency, these numbers may be called if there is a delay in calling back after the ticket is opened. However repeat continuous calling without opening a ticket or continuously calling of personal numbers of support staff is highly discouraged.
- In most cases, client tickets must be opened as Production Issues only. Other types of tickets are for Easylib internal use.
- Access to the ticketing system is provisioned within Easylib software itself. Help must be sought if there is a difficulty in opening a ticket. Always a ticket must be created when service is needed, even when you report a request verbally or by email.
- Service calls may be recorded for training and evaluation purpose. Those recordings may be provided to you when desired if recorded and available.

6. Financials and Payment Terms

- Cloud charges i.e. Annual Hosting and Maintenance Charges are due in the beginning of the year and must be paid in full before the expiry of the due date.
- If hosted service is discontinued or renewal is not processed, data shall be available for download for up to 30 days. After that period, automatically software access is revoked if the renewal does not take place. Easylib support staff does not have authority to provide support on an expired account or extend it.
- Slight changes to annual pricing may be done based on inflation and US Dollar to INR Conversion Rate.
- Unless otherwise mentioned in all quotations, GST charges of 18% apply. Easylib service subject to Bangalore jurisdiction. Quotations are valid for a maximum of 30 days.
- All bills generated by Easylib Software Pvt. Ltd. shall have GST component. The clients seeking GST input credit must mention their GST number in the purchase order.
- Easylib GST: 29AAACI4648D1ZM and PAN No : AAACI4648D
- When TDS is deducted, kindly send intimation or Traces acknowledgement

Signatures

For MLACW

Name:
Designation:
Phone:

Email:

FOR EASYLIB

Name:
Designation:
Phone:

Email:

Vasudevan
M Deshpande
Name: VASUDEVRAM DESHPANDE
Designation: CEO
Email: Vasumnd@easylib.in

97422-04624

ATTESTED

Shobha
Principal

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