



PURCHASE ORDER

PO NO: 20210000643	ISSUE DATE: 20-JUN-18
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BUYER DETAILS

COMPANY NAME: IIFL Home Finance Limited (Formerly India Infoline Housing Finance Limited)	PHONE:
ADDRESS : Apartment Nos 12A-10 on 13th floor and 1410 on 14th floor, Parinee Crescenzo, C-38 and C-39,G Block, Behind MCA, Bandra Kurla Complex, Bandra East ,IN	
EMAIL :	
GSTIN : 27AABC16154K1ZD	

SUPPLIER DETAILS

CODE: 53054	QUOTATION REF:
NAME: Connectivity IT Solutions Private Limited	PHONE:
ADDRESS: NO1877, 3RD FLOOR, GANGOTHRI, 31ST CROSS, 10TH MAIN, BANASHANKARI 2ND STAGE ,BANGALORE ,KARNATAKA ,IN	
EMAIL :	

BILLING ADDRESS : IIFL CENTRE ,KAMALA CITY ,S B MARG ,IN
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Dear Sir/Madam,

We are pleased to place an order for the following:

PRODUCT DETAILS

ITEM CODE	DESCRIPTION	UOM	QTY	RATE	TOTAL	VAT	CST	ST	OTHER TAXES	GRAND TOTAL
	Upgradation of Cisco VOIP Solution with 3 years Support - Detail BOQ & SOW as per attached Annexure-B & Annexure-C	Lumpsu m			4,98,975.00					4,98,975.00
TOTAL PURCHASE ORDER VALUE										4,98,975.00
RUPEES: Four Lakh Ninety-Eight Thousand Nine Hundred Seventy-Five only										

DELIVERY DETAILS

Item Code	DESCRIPTION	LOCATION	LOCATION ADDRESS	EMAIL	QUANTITY
	Upgradation of Cisco VOIP Solution with 3 years Support - Detail BOQ & SOW as per attached Annexure-B & Annexure-C	Thane-IIFL House	IIFL House,Sun Infotech Park, Road No 16V,Plot No B-23,MIDC,Thane Industrial Area,Wagle Estate ,IN		

ANNEXTURE ATTACHED:

TERMS & CONDITIONS
DELIVERY INSTRUCTIONS
THE ANNEXTURES FORM INTEGRAL PART OF THE PURCHASE ORDER

ADDITIONAL COMMENTS :

PAYMENT TERMS : Within 30 days on receipt of Original Tax Invoice

IIFL HOME FINANCE LTD.
Handwritten signature: S/R
Handwritten initials: MZ

ADDENDUM 1

This Addendum 1 dated 26 Jun 2018 (the "Addendum") is applicable to the Terms and Conditions (Annexure-A) of Order Number 20210000643 dated 20 Jun 2018 between the entities as specified in the said Order. In consideration of the mutual covenants and promises contained herein and therein the parties agree to supplement the said Terms and Conditions as follows:

Description	Clause Reference	Details
Supplier Name and Address	Clause 1	Connectivity IT Solutions Pvt Ltd No 1877, 3rd floor, Gangathri, 31 st cross, 10 th Main, Banashankari 2 nd stage, Bengaluru, Karnataka
Supplier Representative	Clause 1	Mr Ravi Prasad
Supplier Contact Details	Clause 1	9844230252
This Order is for supply of	Clause 2	Supply of Product – Detail BOM as per annexure-B
Partial delivery	Clause 4.2	NA
Delivery date	Clause 4.3	Immediate
Installation Date	Clause 4.4	NA
Implementation Schedule	Clause 4.4	NA
Delivery address	Clause 4.1	IFL House, Plot No B-23, Road No 16V, Wagale Estate, Thane (West) - 400 604
Penalty	Clause 4.8	NA
Order Value	Clause 5.1	4,98,975/-
Taxes	Clause 5.2	Exclusive of applicable Taxes
Currency	Clause 5.1	INR
Payment terms	Clause 5.4	100% after delivery, Implementation & user acceptance. Payment within 30 days from the date of receipt of correct, complete & undisputed invoice along with supporting documents.
Warranty	Clause 12.2	3 Years

SIGNED AND DELIVERED

For IIFL Home Finance Ltd

(Signature)

Name: Tejas Mehta

Title: EVP - Technology

Date: 26 Jun 2018



SIGNED AND DELIVERED

For Connectivity IT Solutions Pvt Ltd

(Signature)

Name: _____

Title: _____

Date: _____

ANNEXURE-A: TERMS AND CONDITIONS**1. SOLE AGREEMENT**

Unless otherwise agreed in writing, these terms ("Terms" and each a "Term"), Addendum, Annexures, Schedules, Amendments and the purchase order overleaf (together the "Order" or "Agreement") represents the only conditions upon which India Infoline Housing Finance Limited ("IIFL") has placed Order for the items / services specified overleaf ("Products" or "Services" as applicable) from the person to whom this Order is addressed ("Supplier"). The details of the Supplier are set out in Addendum 1 to these Terms.

2. SUPPLY OF PRODUCTS / SERVICES:

Subject to the terms and conditions of this Order, Supplier shall supply to IIFL the Products / Services (as applicable). Products / Services shall be supplied by Supplier according to the Product specifications / Service description as specified in this Order.

3. CONFORMITY WITH ORDER

Products / Services shall conform strictly with this Order. IIFL has right to reject the Products / Services in the event the same is not in conformity with specification / Service description as set forth in the Order. The Supplier shall submit the duly executed Order to IIFL within 2 working days from the date of receipt of the Order failure to which IIFL shall have rights to hold the payments.

4. DELIVERY AND TITLE

- 4.1. The delivery date/s and address/es are those specified in this Order. Time shall be of the essence in respect of the Supplier's obligations under this Order.
- 4.2. Partial delivery of Products under this Purchase Order is not allowed. However, in case of partial delivery (if allowed in this Purchase Order), any extra charges which become payable due to partial shipment, incorrect shipment, short shipment, incorrect packing etc. shall be borne by Supplier.
- 4.3. Supplier shall deliver all Products / Services as set out in Addendum 1.
- 4.4. Supplier shall complete installation / implementation of Products / Services as set out in Addendum 1.
- 4.5. The Supplier will not be excused delay in delivery or performance except due to force majeure events only subject to the Supplier having notified IIFL in writing on becoming aware of such circumstances. IIFL may terminate this Order, in whole or in part, without incurring any liability to the Supplier if such a delay becomes, in IIFL's absolute opinion, significant.
- 4.6. Title to Products and risk of loss or damage to Products shall pass to IIFL on delivery, free from any third party rights or interests.
- 4.7. If, on delivery, the Products / Services do not conform to this Order, then IIFL may reject the Products / Services and the Supplier shall, at its sole expense, either promptly rectify any defects or, at IIFL's option, supply appropriate replacement Products / Services. Products shall be subject to such testing and/or inspection as IIFL may consider necessary.
- 4.8. For delayed delivery of Product(s)/Service(s) (with reference to delivery date as set forth in this Order), Supplier payments shall be subject to penalty as set out in Addendum 1.

5. PRICE AND PAYMENT

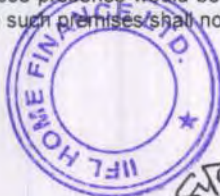
- 5.1. Total Order value and currency of payment is set out in Addendum 1. Prices specified in this Order cannot be increased.
- 5.2. Details of applicable taxes on Order value are set out in Addendum 1.
- 5.3. The Supplier shall submit the invoice within maximum of 03 working days from date of delivery of Products ("Invoice Due Date"). In the event the Supplier raises invoices but has not submitted the executed Purchase Order as set out in clause above, IIFL shall not be liable to process the said invoice till the executed Purchase Order is submitted by the Supplier.
- 5.4. Payment for the Products shall be made by IIFL against a correct & formal invoice from the Supplier as set out in Addendum 1.
- 5.5. Invoices shall be posted to the address stated below. Payment of the Supplier's invoices will be made by IIFL in the currency as stated in the Purchase Order.

Kind Attn: **Supplier Management Team**
 India Infoline Housing Finance Limited
 IIFL House, 4th Floor, IIFL House, Plot No B-23,
 Road No 16 V, Wagale Estate,
 Thane (W) – 400 604

- 5.6. IIFL shall have right to withhold the payment of Invoice in the event of any breach of this Agreement and any delay in rectifying the defect in Products and replacement of Products or delay/deficiency in delivery of Services.

6. PERSONNEL

- 6.1. The Supplier warrants, represents and undertakes on an on-going basis that its obligations hereunder will be performed by a sufficient number of appropriately experienced, qualified, competent, trained and efficient personnel and in accordance with good industry practice.
- 6.2. The Supplier's employees, agents or sub-contractors ("Personnel") may work at IIFL sites from time to time as IIFL require. The Supplier will indemnify IIFL on written demand in respect of all losses, damages, costs and expenses and other liabilities (including legal fees, disbursements and expenses) incurred by or awarded against IIFL in connection with the acts or omissions of the Personnel. IIFL reserves the right to refuse to admit, or remove from, any premises occupied by or on behalf of it, any Personnel whose admission or presence would, in IIFL's opinion, be undesirable or who represents a threat to confidentiality or security or whose presence would be in breach of any rules and regulations governing IIFL's own staff. The exclusion of any such individual from such premises shall not relieve the Supplier from the performance of its obligations hereunder.



- 6.3. Nothing in this Agreement shall be construed as creating any contractual or other relationship between IIFL and any personnel of the Service Provider, nor any obligation on the part of IIFL to pay or see to the payment of any money due to any personnel.
- 6.4. The Supplier agrees and confirms that all the provisions applicable to the Supplier in relation to its personnel shall also be ipso facto applicable to the sub-contractors and sub-agents. The expression "personnel" wherever appearing in this Agreement in relation to the Supplier shall include its officials, directors, employees, sub-contractors, sub-agents, nominees, representatives, designees, for all purposes and intents.

7. PROPRIETARY RIGHTS LIABILITY

- 7.1. If any allegation should be made or any claim asserted against IIFL that its receipt, use or possession of the Products, or any part thereof, or any other materials provided to IIFL relating to any Products or pursuant to this Order is a violation or infringement of any third party's contractual, industrial, commercial or intellectual property rights including but not limited to any patent, registered design, design right, trade mark, copyright or service mark or any application therefor, the Supplier will indemnify IIFL against and hold it harmless from any and all losses, liabilities, costs, claims, damages and expenses (including legal fees) which arise directly or indirectly from such allegation or claim provided that this indemnity shall not apply where the allegation or claim arises solely as a result of the Supplier following a design or process originated and furnished by IIFL. The Supplier shall either:
- (a) procure for IIFL the right to continue using the infringing Products; or
 - (b) modify or replace the Products so that they become non-infringing,
- provided that in either case, the Products shall continue to meet IIFL's requirements and any specifications stipulated in this Order and the Supplier shall avoid or reduce insofar as possible any interruption to IIFL's business operations.
- 7.2. Should neither option avoid the allegation or claim referred to in this Term 6, then IIFL may at its option return the Products to the Supplier and, without prejudice to the indemnity in this Term 5, the Supplier shall refund in full the purchase price paid by IIFL for the relevant Products.

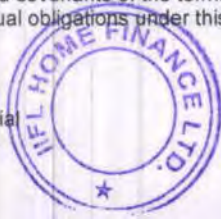
8. DEVELOPMENT WORK IN THE PRODUCTION OF PRODUCTS AND IPR

If the production or provision of any Products involves research and/or development and/or IPR which is wholly or partly funded by IIFL then, on their creation, the Supplier shall either assign to IIFL with full title guarantee, title to and all rights and interest in all intellectual property or other rights in the results thereof or shall procure that the owner of such rights assigns them to IIFL on the same basis.

9. CONFIDENTIALITY AND PUBLICITY

It is anticipated that each Party (the "Disclosing Party") may disclose confidential and/or proprietary information to the other Party (the "Recipient").

- 9.1. The Recipient will treat as confidential, for so long as such information remains Confidential Information, any information disclosed to or obtained by it from the Disclosing Party, whether disclosed or obtained before or after the Effective Date, which relates to the Disclosing Party and/or any of its subsidiaries, joint venture entities or Affiliates, including, without limitation, information relating to the services, software, products, data, research, development, Intellectual Property, customers, technology, systems, either Parties potential strategies or other business information respecting the Disclosing Party and/or any of its subsidiaries, joint venture entities or Affiliates (the "Confidential Information") subject to the terms and conditions of this clause.
- 9.2. "Confidential Information" shall not include (i) information which is publicly available at the time of Recipient's receipt thereof from the Disclosing Party; (ii) information which, after Recipient's receipt thereof from the Disclosing Party, becomes publicly available through no act or fault of Recipient; (iii) information which can be shown, was lawfully in Recipient's possession prior to the receipt thereof from the Disclosing Party; (iv) information which at the time it was received in good faith by Recipient from an independent third party was lawfully in possession of such third party and under no obligation of secrecy; and (v) information which is approved for release by the Disclosing Party without restriction. Further, either Party may disclose that it has entered into this relationship or generally that a client-vendor relationship exists, but beyond general disclosures, written permission must be obtained from the other Party.
- 9.3. Neither Party shall use or disclose any Confidential Information of the other Party, or use the other Party's Confidential Information except:
- (a) to perform its obligations under this Agreement
 - (b) to the extent the Recipient is compelled by the law of India to disclose such Confidential Information provided that such Recipient shall use reasonable efforts to give advance notice of such compelled disclosure to the disclosing Party, and shall cooperate with the Disclosing Party in connection with any efforts to prevent or limit the scope of such disclosure and/or use of the Confidential Information
 - (c) to its directors, officers, or employees of on a need-to-know basis provided that such persons are made sufficiently aware of the Recipients' confidentiality obligations under this Agreement.
- 9.4. The Recipient covenants and agrees to use the Confidential Information only for the purposes contemplated by this Agreement and to disclose Confidential Information only to the extent necessary and in accordance with the terms of this Agreement and further agrees that none of the Confidential Information shall be used in any way detrimental to the Disclosing Party.
- 9.5. The Recipient agrees to advise its directors, officers, employees and agents (if any) of its obligations hereunder to the extent they have exposure to the Confidential Information or otherwise receive such information and to ensure compliance by such persons with the terms hereof.
- 9.6. At any time upon the request of the Disclosing Party, and in any event upon termination of this Agreement, unless otherwise mutually agreed to by the Parties, the Recipient shall destroy or return to the Disclosing Party all documents and materials provided by the Disclosing Party, together with any copies or notes derived there from.
- 9.7. The Recipient shall indemnify and hold the Disclosing Party harmless from and against all losses and damages of any nature and kind suffered by the Disclosing Party (including legal costs and attorneys fees) as a result of any breach by the Recipient of the terms and covenants of the terms contained in this Agreement.
- 9.8. The mutual obligations under this Clause 9 shall survive termination or expiration of the Agreement.



10. TERMINATION OF ORDER

IIFL will have the right, without prejudice to its other rights or remedies, to terminate this Agreement immediately by written notice to the Supplier, if the Supplier:

- (a) is unable to pay its debts or becomes insolvent;
- (b) is the subject of any order made or a resolution passed for the administration, winding-up or dissolution (otherwise than for the purpose of a solvent amalgamation or reconstruction);
- (c) has an administrative or other receiver, manager, trustee, liquidator, administrator, or similar officer appointed over all or any substantial part of its assets;
- (d) enters into or proposes any composition or arrangement with its creditors generally; or
- (e) is the subject of any events or circumstances or analogous to the foregoing in any applicable jurisdiction.
- (f) Fails to deliver the Equipments within 30 days from the committed Delivery Date set out in this Agreement or the Purchase Order as the case may be.
- (g) if the Supplier is in material breach of this Agreement (being a single event or a series of events) and either such breach is not capable of remedy or, if the breach is capable of remedy, the Supplier has failed to remedy such breach within 15 (fifteen) days of receiving written notice requiring it to do so.
- (h) If any act or omission of the Supplier results in any Regulator notifying IIFL that it may consider withdrawing any IIFL licence and the Supplier has not rectified such act or omission within a reasonable time or within the time stipulated in any notice from that Regulator (as applicable);
- (i) for convenience at any time on giving not less than 30 (thirty) days' notice, provided that IIFL shall pay to the Supplier all outstanding undisputed Fees (apportioned on a daily basis and less any Service Credits) relating to the work undertaken by the Supplier up until the date of such termination subject always to the Supplier's duty to mitigate its loss and to the Supplier providing IIFL with a full breakdown of all Fees;
- (j) if a Force Majeure Event persists for more than 30 (thirty) days;

11. ACCESS

The Supplier shall be liable for the acts, omissions and defaults of its personnel or agents who, for the purposes of this Order, shall be treated as if they are the Supplier's employees. The Supplier shall ensure that any such personnel or agents whilst on IIFL' premises shall comply with IIFL' health and safety, security and system security rules and procedures where appropriate.

12. WARRANTY

- 12.1. The Supplier warrants that all Products delivered under this Order: (a) shall be fit for their purpose and of satisfactory quality; (b) conform and comply in all respects with all statutory requirements and regulations currently in place or hereafter applicable in India (c) correspond with any relevant description or specification (including any description or specification set out in the purchase order overleaf) (d) will not cause any deterioration in the functionality of any IIFL' equipment; and (e) will not infringe any third party rights of any kind. The Supplier hereby indemnifies IIFL against all losses, liabilities, costs, claims, damages, expenses and awards of any kind incurred or made against IIFL in connection with any breach of this warranty.
- 12.2. Warranty for the Products as being purchased under this Order shall be as set out in Addendum 1. Warranty period shall start from the date of installation and acceptance of Products / Services.

13. REGULATORY INDEMNITY

The Supplier will be solely liable for all losses, damages, costs, expenses and liabilities (including legal fees) incurred by or awarded against IIFL, any member of the IIFL Group or their respective directors, officers, agents, employees, members, subsidiaries and successors in interest (together the "Indemnified Persons") in connection with any proceedings, claim or action against an Indemnified Person resulting from a breach by the Supplier of any legal and regulatory requirements in any jurisdiction from which the Products are provided. The Supplier will hold harmless each of the Indemnified Persons and indemnify each Indemnified Person on written demand in respect of all losses, damage, costs, expenses and liabilities (including legal fees) incurred by or awarded against an Indemnified Person in connection with any proceedings, claim or action against an Indemnified Person resulting from a breach by the Supplier of any legal and regulatory requirements.

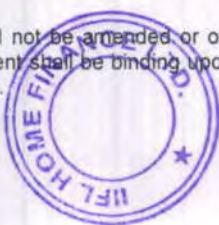
14. RELATIONSHIP

Nothing contained in this Agreement shall be construed or deemed to create any association, partnership or joint venture or employer-employee relationship in any manner whatsoever between the Parties. The Supplier acknowledges that its rendering of Services is solely within its own control, subject to the terms and conditions agreed upon and agrees not to hold itself out to be an employee or servant of IIFL or any [subsidiary or affiliate of IIFL].

15. AMENDMENT and ASSIGNMENT

IIFL may, at its option, assign, transfer or novate all its rights, title, interests and obligations under this Agreement to any of its affiliates, subsidiaries or group companies without prior consent of the Seller by giving a written notice 7 days subsequent to the assignment contemplated in this clause stating that the assignee agrees to be bound by the terms of this Agreement. The Seller shall not have the right to assign this Agreement. However, in the event, the Seller assigns its right, in spite of not authorised to do the same, IIFL reserves its right to terminate the Agreement immediately. Further, the Seller agrees to indemnify IIFL for any losses, damages, claims, costs arises due to any assignment carried out by the Seller.

This Agreement shall not be amended or otherwise altered except pursuant to an instrument in writing signed by each of the Parties hereto. This Agreement shall be binding upon and inure to the benefit of the respective successors, legal representatives and permitted assigns of the parties.



Handwritten signature/initials.

16. NOTICES

Notices under these Terms shall be delivered by hand to the relevant addresses overleaf or sent by first class mail or may be served by facsimile to the number overleaf with confirmation by first class mail in which event notice shall be deemed served on receipt by the sender of such confirmation or may be served by electronic mail and such notice shall be deemed served upon receipt of such electronic mail on the email id of the authorised person.

17. LAW

17.1. This Order shall be governed by and interpreted in accordance with Indian law but without prejudice to IIFL' right to take proceedings against the Supplier in other jurisdictions.

17.2. Dispute Resolution

17.3. i) Any Dispute shall be referred to the Senior Official of the Supplier and a Head of the concerned Department for IIFL who will attempt to settle it by negotiation. If these representatives are unable to settle any Dispute by negotiation within 30 days, the parties may consider referring the dispute to arbitration. Any reference to arbitration shall be made in accordance with the Arbitration and Conciliation Act, 1996. The arbitration will be conducted by a single arbitrator mutually appointed by the parties. The mediation shall be conducted in Mumbai in English. Mediation is without prejudice to the rights of the parties in any future proceedings. ii) Neither party shall be obliged to follow the procedures set out in the clause above where that party intends to apply for injunctive relief against the other, provided that there is no delay in the prosecution of that application. iii) Without prejudice to either party's right to seek redress in court, the Supplier shall continue to provide the Services and to perform its other obligations under this Purchase Order and IIFL shall continue to provide its obligations under this Purchase Order notwithstanding any Dispute or the implementation of the procedure described in this clause.

18. Additional Terms

The terms and conditions in addition or supersession to the ones contained in this Term are set out in Addendum 1.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed on the day and year first above written.

SIGNED AND DELIVERED

For India Infoline Housing Finance Ltd

(Signature) _____

Name: Nagamahendra Ginka

Title: Technology Procurement

Date: 26 Jun 2018

**SIGNED AND DELIVERED**

For Supplier (as set out in Addendum 1)

(Signature) _____

Name: _____

Title: _____

Date: _____

ANNEXURE-B: Detail BOQ

				HFC		
Sr No	Category	Model	Descripteton	Qty	Unit Price	Amount
1	VoIP_Existing Usage	SERVER	Cisco Business Edition 7000M Svr (M5), Export Restricted SW	0	446,746	0
		Essential Lic Upgrade	Exisiting Licnese Upgrade_Essential	300	516	154,994
		Basic Lic Upgrade	Exisiting Licnese Upgrade_Basic	138	1,719	236,498
		Enhanced Lic Upgrade	Exisiting Licnese Upgrade_Enhanced	15	2,863	44,118
		Enhanced Plus Lic Upgrade	Exisiting Licnese Upgrade_Enhanced Plus	0	4,067	514
2	VoIP_Spare Lic Upgrade	Essential Lic Upgrade	Licnese Upgrade_Essential	25	516	13,030
		Basic Lic Upgrade	Licnese Upgrade_Basic	8	1,719	14,116
3	IP Phone	Basic IP Phone,CP-7811-K9=	CP-7811-K9 Basic Phone	8	4,349	35,706
4	Services	NA	Implementation Charges	0	0	0
Total Value						498,975



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ANNEXURE-C: SCOPE OF WORK for PO No 20210000643, 40720000298, 20120004570 & 40120001842

Objective: IPT Migration from existing CUCM 8.6 to CUCM 11.5 with new hardware

Requirements summary:

High Level Statement of Work:

Manage requirements elicitation, communications framework and site logistics of New Cisco Servers BE7K at IIFL locations- Vikroli-NMDC, Thane, Mumbai Lower Parel & Gurgaon

Create POA plans (documents in annexure Plan of action) for seamless migration with no downtime;

- What is required;
 - How it will be achieved;
 - When events will occur;
 - Inclusions and Exclusions
 - What is required?

Install and configure central CUCM (Publisher) and Subscriber servers; Install operating system and application layer software; Upgrade and test phone firmware if required; Migrate Database from Release 8.6 to Release 11.5 for CUCM and UC Migrate on the existing services from previous CUCM to the newly installed CUCM Install new services Jabber client, Conference now, MRA client

Upgrade and test Communication Manager and PSTN gateways;

Install Instant Messaging & Presence (IM&P)

Test IM&P with Jabber and make calls with jabber client
Activate/Test compliance mechanisms

Confirm license usage is implemented as per plan

Migration Plan:

The methodology to get to the proposed state will involve detailed planning and execution to ensure that there is no downtime for users. Have parallel SIP trunk between the existing publisher to the new publisher so that we have zero downtime. Upgrade from JITC supported Release 8.6 to BE7K Servers running JITC CUCM 11.5 interfacing with existing and new infrastructure and gateways. Deploy a mirror environment with different host names / IP addresses and licensing

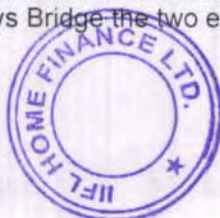
Areas of concern and needs to be addressed:

Migration of licenses and uses; standard licensing were purchased and the licensing model changed dramatically and there will have to be programming on the systems to associate the owner ID with the devices, and tie together users so proper licensing will be enforce, the phone will reload for changes/firmware upgrades and reimage of the IP Phones would be upgraded. To minimize this, staging and localized upgrades, maintenance windows is suggested prior to the upgrade to get the phones ready at the target migration date, also all the existing IP Phones should be on DHCP mode. Whereever using static IP we have to manually change the configuration.

Migrate the database over to the new infrastructure and upgrade to the target revision;

The branch will be upgraded on phases to minimise the risk of any anomalies during the migration

Implementation plan to allow for a seamless site by site upgrade and allow for cutovers occurring during different days Bridge the two environments and maintain continuity of service; and



J. Amari

Test all the IP Phones compatibility before upgrade so that if any issues on interoperability on usage will be resolved initially.

Contingency Plan:

Based on migration plan above, IIFL will provide a testing zone at IIFL office to test the new environment prior to the cutover. Features, service access to the PSTN can be performed and validation of users, licenses, devices, functionality, site specific scenarios must be vetted.

Once cutover is complete and executed on IIFL approved test plan provided by CS. In the event there is a system level issue that makes the environment problematic, the system(s) must be fully transferred back to the existing environment through a few changes in system DHCP and a reset of phones.

Work Completion Governance

The Maximum Delivery Interval(MDI) is defined as the maximum amount of time the CS allowed for this work. The starting point for an MDI is the date of delivery of equipment at IIFL site. IIFL has defined weekends for migration of branches in phases while we will keep ready for migrating the Publisher/Subscriber at IIFL location before the start of migration activity

CS will notify IIFL of the completion of this work, no later than one (1) working day following the completion of the requested Work contained in the SOW, by issuing a Work Order Completion Notice (WOCN) to IIFL. The WOCN must contain a statement that the implementation and testing of the requested Work is completed. The WOCN will also stipulate the date the Work when it was completed. This date will be used by IIFL to measure the CS compliance to mandatory MDI intervals (MDI Intervals mentioned in detail in POA annexure).

The requested Work contained in the WO, and identified in the WOCN, will be considered accepted by IIFL, if IIFL has not issued an incident ticket, where the cause is determined to be a IIFL implementation incident, within ten (10) working days from receipt of the WOCN.

Where IIFL has conducted acceptance testing within ten (10) working days from receipt of a WOCN and raised an incident within this period, the WO will be considered incomplete.

CS will provide 1 year transitional support for the upgrade. Please note we will not be responsible for any operational tasks. Also IIFL will keep us informed on any changes on the CUCM configuration and take approval and backup in writing before any such activity. We will not hold responsible for any incident ticket raised without the above measures. Any changes done without information will be deemed forfeit of support from CS.

Inclusions and Exclusions

Inclusions:

Backup of existing 8.6.1 / UCSC-C220 (Gurgaon) & build-up the same replica
Server & functional test & Shipping and swapping the Server @ Gurgaon site
IM & P Configuration

Deployment of necessary Engineering resources wherever Publisher &
Subscribe are there: Vikroli-NMDC, Thane, Mumbai LowerParel & Gurgaon
Compatibility of all model of end point devices, which are mentioned in
Inventory, shared with us

Wherever using static IP we have to manually change the configuration, CS
team will deploy engineers at following sites



☐ MUM-Akruti	☐ Jaipur	☐ MUM-Andheri	☐ Thane
☐ Bangalore	☐ Kolkatta	☐ MUM-BKC	☐ Vikroli-NMDC
☐ Gurgaon	☐ MUM-LowerParel	☐ Rajkot	☐

- ☐ All Shipment of Goods / Transportations will be taken care by CS Team. CS's Logistic Dept may require some form or formal Declaration from Customer side.
- ☐ Installation, Configuration of Servers, Licenses as per the BoM @ Customer sites
- ☐ CS Team will show the Demo to Customer's IT Concern regarding how to do the Jabber client and soft-phone installation. Field side installation will be taken care by IIFL Team(Operational Task)
- ☐ CS Team will give the necessary trainings only to Customer's local IT Team @ one Site (Customer can decide 1 site location from the sites, where Pub & Subs are installed)
- ☐ Documentation - how the call is flowing and differentiate sheet between Old IPT Setup and New IPT setup.
- ☐ Failover / Roll-over Steps
- ☐ MGCP, H.323, SRST, VG224 gateways & PRI line configuration, If require any changes for continue the service in CUCM 11.5
- ☐ Cisco Expressway-E & C Server installation and configuration.
- ☐ User Desk Phone configuration & support - Remotely and Onside - CS team will send engineers at all IIFL location for 5-10 days to resolve all the minor glitches if need be at user end.
- ☐ All Cisco IPT servers HA configuration and testing on New Cisco IPT setup.
- ☐ Jabber client and soft-phone testing from Intranet & Internet.
- ☐ Connectivity Solutions acceptance & Confirmation "IIFL Cisco IPT setup design will be configured as per TRAI & DoT regulatory only" and the entire IPT System- Audit is IIFL responsibility
- ☐ 5 Day standby Engineering Support @ Publisher & Subscribers location after the Migration.



J. Amari

Exclusions:

- ☐ Customer shall provide the necessary work permit for CS Team whenever required (time to time)
- ☐ IIFL will provide access to all types of IP Phones for prior testing
- ☐ Access to network engineers(IIFL)for change management to point IP addresses for the New CUCM
- ☐ Link Availability and Site readiness is responsibility of IIFL
- ☐ Jabber client and soft-phone installations @ field side shall be taken care by IIFL IT Team(Operational Task)
- ☐ In case if any Technical Support is require beyond the Cisco TAC Support related to any 3rd Party Integration work), Customer shall arrange the necessary technical support from the concern Software Team or from the concern Vendor.
- ☐ User-end Trainings are not in CS's Scope @ any Site location

Prices: Will be shared in separate quote

Payment: 30 days post-delivery of Hardware, For implementation services it is 100% upon WOCN sign off.



Sign and Seal of IIFL



Sign and seal of Vendor