



SERVICE ORDER

Date: 25-March-2022

No: SO/CSSPL-BKG-MIC/CISPL/21-22/055

To,
M/s. Connectivity IT Solutions Private Ltd
#1877, 3rd Floor, 31st Cross, 10th Main, BSK 2nd Stage
Bangalore – 560070
GST: 29AAGCC1283L1ZC

Sub: Service Order for Zoho Software Implementation

With reference to the above subject and your SOW Reference #CS/2022/03251, we are pleased to place a Service Order as per the details given below:

Onetime Zoho Software Implementation charges payable.

SL NO	Nature of Job / Description	Efforts / Units	Total Amount (INR)
1	Zoho Software Implementation Services a. Zoho Creator – Service Ticket Management Application b. Zoho Creator – Contract Management Application c. Zoho Creator – Custom Reports and Analytics d. Data Migration from ServiceMax to Zoho Creator	120 Man-days	15,16,000.00
Total			15,16,000.00

(Rupees Fifteen Lakhs Sixteen Thousand only)

Yearly Recurring charges payable.

SL NO	Nature of Job / Description	Qty.	Amount Per Month (INR)	Amount Per Annum (INR)
1	Zoho Creator – Ultimate Edition (Annual Subscription)	1 Unit (10 Users)	24,335.00	2,92,020.00
2	Annual maintenance charges Zoho Software – Zoho Creator (For 12 Months from Go Live)	1	24,335.00	2,92,020.00
Total			48,670.00	5,84,040.00

(Rupees Five Lakhs Eighty Four Thousand Forty only)

Terms & Conditions:

1) Payment Terms

: The payment for this project shall be made according to the payment schedule mentioned in Annexure 1 of the SOW.

Centillion Solutions and Services Private Limited



Maruthi Infotech Center, 11-12/1, Block-A, 4th Floor,
Amarjyothi Layout, Domlur, Bengaluru – 560071

Reg. Office: No. 354, 1st Floor, 14th Cross,
Indiranagar, Bengaluru – 560038



Phone: +91 80-6696-0600



marketing@centillionss.com
www.centillionss.com

GST: 29AACCC9440P1Z1 | CIN: U72400KA2006PTC039877



2) GST Clause : The invoice shall mention the applicable GST (e-invoice or otherwise) including details like description of goods/services, Harmonized System Nomenclature (HSN) code, rate of GST, amount of GST, GSTIN, place of supply and other particulars. Vendor shall remit the GST on the timely basis through Form GSTR 3B within the due date to enable Centillion to claim tax credit. Vendor shall indemnify and refund the sum to Centillion for (a) any tax, interest, penalty or any other sums imposed on Centillion by GST due to non-compliance of tax invoice (e-invoice or otherwise) or incorrect particulars in the tax invoice; (b) failure to submit Form GSTR 3B; or (c) upload tax Invoice Form GSTR 1 to the GST department; or (d) any failure of tax invoice not appearing in Form GSTR-2A/2B (or any other return/form prescribed for the time being in force) of Centillion; or (e) having claimed input tax credit, if Centillion is asked by the GST authorities to reverse their input tax credit along with interest, penalty or any other sums due to any of the reasons specified above.

3) TDS Deduction : Will be deducted if applicable.

4) Delivery Schedules : As per the SOW attached.

5) Billing Address : **Centillion Solutions and Services Private Limited,**
Maruthi Infotech Center, 11-12/1, Block-A, 4th Floor,
Inner Ring Road, Amarjyothi Layout (Next to EGL),
Domlur, Bangalore – 560071
GSTIN: 29AACCC9440P1Z1

6) Validity : This Commercial term valid for 1 year from the date of project commencement.

Note:

- All SLA and Deliverables are tied with The Customer Agreement to be executed by the parties.
- The Scope of Work and Deliverables are defined in the SOW attached.
- Any data migration not defined in the attached SOW will be charged extra in accordance with Annexure 1 of the SOW.
- Any travel required, will be billed on actuals to **Centillion Solutions and Services Private Limited**. Prior approvals will be taken from **Centillion Solutions and Services Private Limited** for the travel.

Kindly sign a copy of the order as a token of acceptance.

Yours faithfully,
For **Centillion Solutions and Services Private Limited**.

Mathew Panayil
(Authorized Signatory)

Centillion Solutions and Services Private Limited



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