



കേരളം KERALA

BN 345279

An agreement made on this 17<sup>th</sup> day of MARCH 2017 between  
Relent Software Technologies (The Supplier) having its registered office at

MAIN ROAD, PAYYANUR, NR. OLD BUS STAND, represented by  
Mr. Dileesh PV, Proprietor of Relent Software Technologies AND

ITM Public School (The Client) having its registered office at .....

..... represented  
by Mr. Muneer KK, the Chairman of ITM Public School.

WHEREAS, Seller wishes to sell its "School Management System" a system automation software to the Client, and

WHEREAS, Client desires to purchase the Product from Supplier pursuant to the terms and conditions of this Agreement;

This correspondence outlines the complete scope of work agreed between the Supplier & the Client as follows, including objectives, procedures, terms & conditions, cost, payment terms, etc.

Signature of Chairman, Relent Software -

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Signature of Chairman, Relent Software -

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Relent Software -

Technologies,

Payyanur

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**PROPOSAL OF**  
**SCHOOL MANAGEMENT SYSTEM**  
**FOR**  
**M/s. ITM PUBLIC SCHOOL, MAYYIL**

**SUBMITTED BY**  
**RELENT SOFTWARE TECHNOLOGIES**

**MAIN ROAD, PAYYANUR 670307**  
**PH: 04985 206222, 9947522420**

**Submission Date: 09/03/2017**

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**Main Road, Payyanur, Kannur 670307**  
**9809336888, 04985 206222**  
**www.relentsofttech.com**

കണ്ടർ പ്രവർത്തനം നടത്തുന്ന സ്കൂളിന്റെ  
വെബ്സൈറ്റ് കെ.പി. ജനറൽ

*Payyanur*





Greetings from Relent Software Technologies!!!

We are happy to serve you with our product & services.

On discussions, we came to know that you have a requirement of a best Administration & management software to enhance your functions so that it can continue to serve you effectively.

Therefore, RELENT Software Technologies hereby introduces its "School Management System" for your requirement.

This correspondence outlines the complete scope of work you requested, including objectives, procedures, terms & conditions, cost etc.

#### OBJECTIVE

Implement "Relent School Management System" in M/s. ITM PUBLIC SCHOOL, MAYYIL & installation of software, including implementation and setup, training & professional assistance.

#### SCOPE OF THE PROJECT

School Management System, ERP solution is a web based application that lets you easily manage the databases related to your institute **24 X 7 with secured passwords**. It is a responsive application suitable for any of your devices. It also gives you a very easy to use interface to manage different information related to your institute such as Fees, Result, Exam, Library, Transportation, Store, New & Events, Mail management, Online Interface and much more than you expect.

#### PROJECT CO-ORDINATION AND REVIEW

We recommend that project is steered by a Project review committee as suggested below. The members may be modified on mutual consultations.

- a. Management- **M/s. ITM PUBLIC SCHOOL, MAYYIL**
- b. Managing Director - **M/s RELENT SOFTWARE TECHNOLOGIES**
- c. Project Co-ordinator - **AN EXECUTIVE OF RELENT SOFTWARE TECHNOLOGIES**

## TERMS & CONDITIONS

1. Client should ensure that functional & user representatives will be available for co-ordination, consultations and clarifications during the system study.
2. The system requirements would be frozen after the end of system study phase. Any major customizations involve additional efforts & hence would be taken up on additional costs. This would be taken up based upon the decision of the project co-ordination & monitoring group.
3. After the installation of the software, training will be provided to the Clients team. After the completion of the Project a completion certificate has to be signed by Client accepting the completion. All the payments towards RELENT Software Technologies has to be completed within one week of completion of the Project.
4. Note the client has paid only for the results of the labour: for example, if a client commissions us to build an online quiz app, they pay for and own the working application, but have no rights over the code itself which is of the Company only. The client shall have no rights to copy or resell the software code of the product to any person. The software code of the product is the sole property of Relent & will be protected from any access to the client or any other third party acting on behalf of the client.
5. The client or its agent, employee or any other third party acting on behalf of the client may not: [a] sublicense, disclose, publish or transfer the Software to a third party; [b] translate the Software into another computer language or in any way reverse engineer, decompile, or disassemble them.
6. The Software license is valid upto 5 years from the date of invoice. The license will have to be renewed thereafter. The Software attracts server charges from 2<sup>nd</sup> year onwards from the date of invoice. Therefore, Client has to pay server charges on yearly basis.

**NOTE: THIS COST DOES NOT INCLUDE ANY COST FOR EXTRA SERVICE, WHICH REQUIRES EXTRA EFFORT & THUS WOULD BE TAKEN UP ON ADDITIONAL COSTS ONLY.**



7. Our School Management System is a complete software with all basic options required for the operations & is customizable on clients special needs. Any major customization requirement shall attract extra time & money depending on the work. Customization will be done on payment basis without changing the database structure. Charges for such customization will be decided on case to case basis depending upon quantum of work & time required.

## SERVICE LEVEL AGREEMENT

1. Relent Software Technologies hereby guarantees upto 99.9% software efficiency to the School Management.
2. In case of any technical issue that may arise while using our software, the response time required by Relent shall be 2 hrs & the resolve time required shall be 6 hrs. This does not include any customization work. Refer point 7 above in terms & conditions for any customization needs.
3. Relent Software Technologies hereby assures complete data backup guarantee to the School Management.
4. Relent Software Technologies guarantees to maintain 100% database confidentiality.
5. In case of any violation of this agreement made by either party, legal action can be taken under the court of law.
6. The validity period of this agreement is for only 5 years from the date of signing the agreement.
7. Relent shall provide online and offline backup facility.
8. Relent shall provide first 2 trainings for free but thereafter Relent shall charge Rs.1000 plus travelling expenses per day for each training required by the management.

We appreciate the opportunity to service your software needs. If you accept this proposal, please sign one copy and return for acknowledgement.

Sincerely,

  
Dileesh P.V  
Managing Director.

Enclosure: Quotation for School Management System for M/s. ITM PUBLIC SCHOOL, MAYYIL

## CLIENTS RESPONSE

This letter covers all areas that have to be communicated & therefore we agree with the Proposal.

Accepted by

Designation

Date



Chairman  
IHRA CHARITABLE TRUST  
P.O. Pavannurmotta, Mayyil-670602

20.3.2017



**RELENT SOFTWARE TECHNOLOGIES**

MAIN ROAD PAYYANUR

KANNUR -670307

**QUOTATION****DATE:** 09/03/2017**TO:** M/s. ITM PUBLIC SCHOOL, MAYYIL**SOFTWARE:****SCHOOL MANAGEMENT SYSTEM****SOFTWARE COST:**TOTAL SOFTWARE ACTUAL COST  
(including installation & setting up charges)**Rs.1,50,000/- (for 5 years only)**TOTAL SOFTWARE COST for ITM Public School  
(including installation & setting up charges)**Rs.1,33,332/- (for 5 years only)**

Yearly server charges

**Rs.5000/- (from 2<sup>nd</sup> year onwards)**Add : Yearly charge from 6<sup>th</sup> year onwards**Rs. 30,000/- (exclusive of yearly server charge)****SMS CHARGES EXTRA FOR SMS MODULE****OTHER SERVICE TERMS :**

1 YEAR FREE CUSTOMISATIONS FOR MINOR NEEDS (works that can be done within 2hrs)

FOR MAJOR CUSTOMISATION NEEDS REFER POINT (7) ABOVE in terms &amp; conditions (work that will exceed 2 hrs.)

**5 YEARS FREE GUARANTEED MAINTENANCE SERVICE**

## PAYMENT TERMS:

Payment in 3 parts as follows :-

- 1) Payment of Rs.10,000 on 9<sup>th</sup> March 2017.
- 2) Payment of Rs.66,666 on 5<sup>th</sup> April 2017.
- 3) Payment of Rs.56,666 on 5<sup>th</sup> June 2017.

Payment through DD or At par cheques only in favour of 'RELENT SOFTWARE TECHNOLOGIES'.

## AVAILABILITY:

Ready to use.

## DELIVERY TERMS:

Ready to use.

*"We appreciate your trust, and we'll do our best to continue to give you the kind of service you deserve."*

Remarks: The Software Actual cost is Rs.1,50,000 per order whereas according to the discussion held between Mr. Dileesh PV with the Chairman, Mr. Muneer KK, we have agreed for a discount of Rs.50,000 from the total amount of all 3 orders for buying 3 orders from us. Therefore the total cost for 3 orders would be Rs.4,00,000/-