



Simpolo Vitrified Private Limited

Reg off:Survey No. 606, Old Ghuntu Road, Tal: Morbi, Ghuntu 363642
GUJARAT (India) State :GUJARAT State Code :24
CIN:U26914GJ2007PTC051766 GSTIN:24AALCS1872N1ZU PAN NO:
Tel.:+91 72289 22222 Toll Free: 1800 233 2223
E-mail:purchase@simpolo.net

PURCHASE ORDER

CLARITUS MANAGEMENT CONSULTING PVT LTD (302859)

Gautambuddha Nagar 201301
UTTAR PRADESH India
State : UTTAR PRADESH State Code : 09
GSTIN : 09AACCC3838K1ZF
PAN No : AACCC3838K
Contact Person(s) : Tel. No. : 8200618267

Purchase Order No : 1105007659

PO Date : 23.08.2024
E-Mail ID : accounts@claritusconsulting.com
Incoterms :
Payment Terms : Immediate Due

Sr. No.	Description	Quantity	UoM	Del.Date	Rate	Amount (INR)
1	Ms office 365 BusinessBasic without Team	1	AU	23.08.2024	251,125.00	251,125.00
	Remarks : License and support Period 5/09/2024 to 5/09/2025					
2	Ms office 365 Business Basic	1	AU	23.08.2024	390,000.00	390,000.00
	Remarks : License and support Period 5/09/2024 to 5/09/2025					
3	MS office 365 Business Standard	1	AU	23.08.2024	1,227,475.00	1,227,475.00
	Remarks : License and support Period 5/09/2024 to 5/09/2025					
4	MS teams Essentials	1	AU	23.08.2024	154,070.00	154,070.00
	Remarks : License and support Period 5/09/2024 to 5/09/2025					
5	Office 365 E3	1	AU	23.08.2024	251,250.00	251,250.00
	Remarks : License and support Period 5/09/2024 to 5/09/2025 . Support for all the above line item will as per attached SLA.					
TOTAL					:	2,273,920.00
IGST 18.00 %					:	409,305.60

Total Quantity 5 Order Value (INR) : 2,683,225.60

Order Value (In Words) : Rupees Twenty Six Lakh Eighty Three Thousand Two Hundred Twenty Five And Sixty Paise Only

Terms and Conditions:

1. Goods/Services that won't meet agreed Quality / Specifications, will be replace, reject & return to supplier at their expenses
2. Kindly mention Purchase Order number in your invoice and all communication pertaining to this order.
3. Any liabilities arises under GST Act due to mismatch of GST credit related to you will be charged on with Interest and Penalty.
4. Suppliers/Service Providers have to ensure all environmental compliances.
5. Must be Ensure the health and safety of workers involved in the production and transportation of goods/services.
6. Expecting from supplier/service provider for continuous improvement efforts to enhance EHS (Environment, Health & Safety) performance and sustainability initiatives.



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7. Supplier must be ensure that they are following the all Mining rules and regulations.
8. We'll execute the particular work, process, inspection and / or testing followed by our service providers at our premises as per decided terms & conditions regarding quality, environment & health safety.
9. The Supplier/Service Provider shall comply with all existing laws including those pertaining to Motor Vehicles Act & other applicable provisions, if any.
10. Jurisdiction: Any and all disputes which may arise out of this Purchase Order shall be first to settled in an amicable manner by means of negotiations between the parties held in good faith, however for any legal compliances both (We & Suppliers) will subjected to Morbi (Gujarat) judiciary.

Prepared By :
Mayank Shah
24.08.2024 - 16:37:15

Verified By :
Manish Chandegara
24.08.2024 - 16:46:31

Approved By :
DETROJA PARTH
27.08.2024 - 11:35:04



“SUPPORT SCOPE, SLA & ESCALATION DOCUMENT”

2024 | V1.0 FOR SIMPOLO VITRIFIED PVT LTD.

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1. CLARITUS SUPPORT

Remote support will be provided from CLARITUS office in Noida irrespective of the Clients location. The Client must raise the issue with Claritus via email. Once the incident is logged, they are assigned an appropriate severity level and are investigated by Claritus engineer as per the service level agreement. Claritus team will regularly communicate with Client about the progress.

Technical Support is available at:

- ✓ Mail: cloudsupport@claritusconsulting.com
- ✓ Website: www.claritusconsulting.com

The incoming requests are handled using a support management and ticketing system.

Claritus Consulting understood the required support levels as:

Incident Severity	Response Time
Severity 1	30 Min (Business Hours)
Severity 2	1 Hour (Business Hours)
Severity 3	4 Hour (Business Hours)
Severity 4	8 Hour (Business Hours)

2. BASIC SUPPORT SCOPE

The basic level of support includes the following:

- ✓ Collect customer requests and data.
- ✓ Setup Role Based Access Controls.
- ✓ Conduct basic troubleshooting using questionnaires to find out the level of support needed.
- ✓ Create tickets for Level 2 support.
- ✓ Provide product information.
- ✓ Resolve common issues such as username and passwords resets, menu navigation and basic troubleshooting.
- ✓ Providing Billing and Subscription management support.
- ✓ Provide Health Status and setup alerts and notifications.
- ✓ Provide Consumption Reports.

3. SLA & ESCALATION MATRIX

The following SLA will be applicable for the engagement. The aim of the SLA is to identify the nature of the issue and provide expedience of the required order. Best effort will be made by the support team to meet the SLA's mentioned herein but there will not be any financial implication in case of breach of SLA.

The SLA is applicable for the issues related to O365 that is deployed by CLARITUS team as part of Infrastructure deployment services does not include of the SLA downtimes (in case of planned downtime) or the issue resolution time (in case of unplanned downtime) as per Microsoft support team.

In case of escalations to Microsoft support team, the clock at Claritus will be stopped when the issue has been raised with Microsoft support team

This does not include downtime in the Microsoft Infrastructure, Application related downtime or any network outage etc

Claritus SLA		
Category	Description	Escalation Time
Critical	<ul style="list-style-type: none"> ✓ A Problem that affects entire setup ✓ Incident must be attended to immediately. Response includes a sustained effort using any and/or all available resources as required until the Incident is resolved. ✓ Generally, end users are unable to access the application due to related services other than the application malfunctioning itself and no work around is available. 	If no response is received in 30 Mints (Business Hour) or 1 Clock Hour
High	<ul style="list-style-type: none"> ✓ A problem that affects Web application performance and may lead to a critical incident. ✓ Business critical application and/or service is severely degraded or partial loss of mission critical features / functionality. 	If no response is received in 1 business hour or 4 clock hours
Medium	<ul style="list-style-type: none"> ✓ The application and/or service which is experiencing minor degradation or non-business critical functions, or features are non-operational or unavailable. ✓ Problem affects a single service. 	If no response is received in 4 business hours or 24 clock hours
Low	<ul style="list-style-type: none"> ✓ Any activity which will not affect normal business or operations such as patch releases, maintenance, upgrades or installation of new systems or software. ✓ Resolution can be postponed OR is far enough away in time to allow response without loss of productivity. ✓ No scheduled completion time is required, and normal work can continue until responding. 	If no response is received in 8 business hours or 24 clock hours

CLARITUS Escalation Matrix				
Escalation Level	Name	Title	Email	Contact
L1	Cloud Support	Support	cloudsupport@claritusconsulting.com	--
L2	Yogesh Kumar	Cloud Admin	yogesh.kumar@claritusconsulting.com	9582694680
L3	Amit Ranjan	Senior Solutions Architect	amit.ranjan@claritusconsulting.com	9999748795
L4	Sujay Kanjilal	VP Sales	sujay@claritusconsulting.com	9811364129

4. ADVANCED SUPPORT FOR PARTNERS

Advanced Support for Partners addresses key support requirements for Clients that are building practices on Microsoft online cloud services by delivering support services in a remote, one-to-many, cost-effective way. Microsoft online cloud services include Microsoft Azure, Microsoft Office 365, and Microsoft Dynamics CRM Online, and any additional online services for which Microsoft might offer support services through ASfP.

4.1. Proactive Services.

Proactive services help prevent issues in your Microsoft environment and are typically scheduled in advance of the service delivery to help verify resource availability.

- ✓ Cloud optimization analysis: Regular reporting on your use of online services is designed to help you use recommended practices to accelerate cloud adoption and identify growth opportunities within the end customer base.
- ✓ Cloud Consults: This one-on-one engagement with a Microsoft technical resource will provide you with recommended practices and architectural guidance for your deployment, migration, and implementations.
- ✓ Support Practice Accelerator: This managed engagement is designed to enhance the support capabilities, enable your business plan, and receive escalation support and prioritized technical cloud support on ASfP entitled Azure, Microsoft 365, Dynamics 365, and Power Platform cases.

4.2. Problem Resolution Support

Break-fix support: Assistance for problems with specific symptoms encountered while using Microsoft cloud services (“incident”), where there is a reasonable expectation that the problems are caused by Microsoft cloud services. Severity definitions, our estimated initial response times, and submission requirements are detailed in the table below.

Break-fix support for Microsoft cloud services is provided as needed.

The incident severity determines the response levels within Microsoft, initial estimated response times, and your responsibilities. You are responsible for outlining the business impact of the incident and, in consultation with us, Microsoft will assign the appropriate severity level. You can request a change in severity level during the term of an incident should the business impact require a change to a higher or lower severity.

Incident Response	Expected Response
Severity A: Critical business impact, significant loss, or degradation of services (application down)	First call response in 1 hour or less with escalation management
Severity B: Moderate business impact; moderate loss or degradation of services but work can reasonably continue in an impaired manner	First call response in 2 hours or less; available during business hours only
Severity C: Minimum business impact; substantially functioning with minor or no impediments to services	First call response in 4 hours or less; available during business hours only

5. SUPPORT HOURS

Support will be provided during the following hours:

- Weekdays (Monday to Friday): 9:00 AM - 6:00 PM IST

Non-business hours support:

- Available for P1/Critical issues only.

During non-business hours, support for P1/Critical issues will be provided with immediate attention. Critical issues are defined as problems that affect the entire setup, where end users are unable to access the application due to related services malfunctioning and no workaround is available.

Regards,

Claritus Management Consulting Pvt Ltd.