

Contents of this Document:

1. **General Commercial and Payment Terms**
2. **Installation, Activation, Setup and Initial Training Terms**
3. **End User License Agreement**
4. **Technical Support and Update Terms after Warranty**
5. **Terms for Customization and additional Managed Services**
6. **Policy for Information and Data Security**
7. **Refund Policy**
8. **Disclaimer**
9. **Updation of Policy and Terms**
10. **System Requirements**
11. **Tentative Implementation Plan**

Note: Following text describes the scope of Implementation Terms encompassing any given project. All the below mentioned Terms might not apply to all projects. The list is extended or trimmed as per every project.

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
	Desktop / LAN base	Browser / Server base	Browser / Server base
<b>1. General Commercial and Payment Terms</b>			
1.1. <b>Taxes as applicable</b> to all or any of the price figures mentioned in the proposal.	✓	✓	✓
1.2. <b>Prices quote validity</b> till 30 days from the date of email/hardcopy proposal/quotation or as per the date mentioned in the proposal/quotation whichever is earlier unless specifically extended on request.			
1.3. <b>Quoted prices are for lifetime license</b> of standard product in case of License purchase unless otherwise stated.			
1.4. <b>Prices quoted in the standard proposal</b> are prices for standard product only unless otherwise the proposal states that given price quote takes into consideration all the required and/or implied customization.	✓	✓	✓
1.5. The budgetary estimate or proposal is relevant only in case of off the shelf purchase. Any call for tender or alteration in terms of procurement and payment may lead to change in prices.			
1.6. The standard product price does not include any onsite visit for demonstration or training.			
1.7. Final product price shall be quoted after finalization of implementation procedure, no. of visits, days of training, required customization & payment plan.			
1.8. <b>Payment for inland purchase and delivery by mail/email or delivery by hand:</b> 50% of the product price to be paid in advance along with PO. Remaining 50% of the amount must be cleared on receipt of the License Key/dongle or Account Credentials.	✓	✓	✓
1.9. <b>Payment for overseas purchase:</b> 100% of the purchase price to be paid as advance.			
1.10. <b>License/account will be fully activated</b> and usable only after 100% payment.	✓	✓	✓
1.11. If 100% payment is done in advance, we send a pre-activated license/account.			

1.12. <b>In case of onsite visits</b> for demonstration or installation and training, the client has to bear the cost of travel, lodging & boarding and an additional service charge in the range of USD 100-200 or equivalent per working day (8 hrs). This is tentative structure for onsite delegation, the prices may vary and be discussed and finalized as per specific location.	✓	✓	✓
1.13. <b>Any free service</b> provided with the software is valid for a term of one year, unless the extended duration is specifically mentioned.	✓	✓	✓
1.14. In case of extended duration after one year, any free service is available free of charge till the time software annual maintenance & support contract is active.			
1.15. Any free service may be made chargeable to customers whose annual transactions are below a certain volume as decided by the provider.			
1.16. Any free service may be withdrawn at any time at the sole discretion of the company.			
1.17. <b>Dispatch and Delivery:</b> Software packet (containing the Hardware Dongle/USB Key wherever applicable and hard copy of Invoice) will be dispatched by mail/courier on the next working day of receiving the order and advance payment in our bank.	✓	✓	✓
1.18. <b>Domestic Dispatch:</b> Packet is mailed by Registered Speed Post or courier. The mail usually takes 2-3 days to deliver at most places in India.			
1.19. <b>Overseas Dispatch:</b> Packet is shipped by popular couriers like DHL/TNT/BLUE DART etc. Courier usually takes 4-5 days to reach most places.			
1.20. The docket may take its due time to deliver, which is not in control of the solution provider. Please keep an allowance for 1 week delivery time.			
1.21. Customs if levied, to be borne by the customer.			

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
<b>2. Installation, Activation, Setup and Initial Training Terms</b>	Desktop / LAN base	Browser / Server base	Browser / Server base
2.1. <b>Setup of the software</b> is provided to the client for independent either in CD or in form of downloadable link. However, downloadable link is suggested as it is updated regularly.	✓	✓	X
2.2. An illustrated User's Guide of the software can be accessed online. It can also be accessed online from within the software.	✓	✓	✓
2.3. Standard Software shall be deployed within __ working days of receiving order.			
2.4. <b>Training, Technical support and updates</b> can be availed free of charge till the end of warranty period for the software or service.	✓	✓	✓
2.5. Warranty period for the software or service is for one year from date of sale unless otherwise stated.			
2.6. The period and provisions of Warranty for any hardware provided alongwith the software or sold separately depend on the warranty terms of the manufacturer and must be availed directly from the manufacturer or authorized dealer.			
2.7. License/Account Activation, Installation, Training, Technical support or Customizations commence only after 100% payment dues are clear.			

2.8. License/Account Credentials and Technical support for Installation, Setup and Training, and further technical help is rendered through email, telephone or desktop sharing.			
2.9. Training of all modules shall be in phases and can be started on next day of deployment. However, if suitable at both ends, training can also be started on the same day of deployment.			
2.10. Training of all implemented modules shall be accomplished in ____ days.			
2.11. <b>Support is provided</b> on basis of ticket logged from website Addmengroup.com.	✓	✓	✓
2.12. <b>Customizations</b> (if any) are initiated after completion of training of standard software as per the terms for customization stated ahead in this document.	✓	✓	✓

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
<b>3. End User License Agreement</b> <i>for Purchase Option only</i>	Desktop / LAN base	Browser / Server base	Browser / Server base
3.1. <b>The product is a proprietary</b> and Registered Trademark entity of the developer. The rights to reproduce are reserved with the owner of the trademark.	✓	✓	✓
3.2. <b>Source code</b> in any form is not provided.			
3.3. In case any violation of license terms is observed, the developer retains the right to refuse any further transfer of license key. However, the user may keep using their currently active license.			
3.4. This product is sold, in form of a USB Device and Software Driver on CD Media/ Web link.			
3.5. <b>The ownership of the end-user</b> is limited to the purchased copy of Device & Driver. The end-user is allowed to use his copy of Device and Software Driver Media for his own use only.	✓	✓	X
3.6. The end-user can use his purchased copy till the time he retains and keeps his Device & Software Driver Media safe. There is no time limit to the use of the software.			
3.7. End user License is valid for lifetime. If client maintains a backup of last Setup installed then they can reinstall it anytime later.			
3.8. For Desktop based Software one copy of standalone License is allowed to be installed for one PC at a time. There is provision to run the software on more than one computers depending upon the chosen license option.			
3.9. For Browser based Software one copy of License is allowed to be installed for one Server. The server may be located in Lab or hosted on cloud. The software can be used by end users on more than one computers.			
<b>Product Security and License Key</b>	✓	✓	X
3.10. A hardware lock (dongle) may be provided to deter piracy, so that at a time one license will run at one PC or one LAN or one Server (in case of browser based).			
3.11. In case a Network based license for Desktop based software is purchased, this copy of license can be used for multiple PCs connected to one LAN.			
3.12. Hardware lock may or may not be provided in case of use of Browser based softwares procured on Lease of pay-per-use mode.			

<b>License Options</b>	✓	X	X
<p>3.13. It is the sole discretion of the company whether to make provide one or all of the licensing options for a client. You may kindly specifically ask which License option holds good. In case of no such confirmation Dongle based license option 1 shall be considered as default provision. <b>License Option 1 (for increased mobility only for desktop application):</b> If the user wants to use the same license on multiple computers or want to change computers frequently, then Software can be installed on multiple computers, and the unregistered USB key (dongle) should be used. This will allow the user to run the software at any computer wherever the USB key is inserted. In case of loss of such an Un-registered License Dongle, the license cannot be blocked, hence a new USB License Dongle may be purchased at the full license price.</p> <p>3.14. <b>License Option 2 (for increased safety):</b> The computer on which the software is intended to be used is registered against the license. Software runs only when dongle is inserted on registered computer. In this case if the License Dongle is lost, it becomes useless as it cannot be used anywhere except a registered computer, so a new Dongle may be purchased at the nominal price of Dongle plus Shipment charges. If the computer registered earlier becomes dysfunctional, the license can be conveniently moved to another computer on request. This change of computer can be done upto a maximum of 5 times in a lifetime for any license or maximum upto 5 computers can be registered for any license.</p>			
<p>3.15. There is provision to register softkey on single cloud Server/PC where USB lock cannot be inserted. This will allow the user to run the software at any one registered computer at one time without regular use of USB Dongle.</p> <p>3.16. In case there is need to transfer soft license key to other server/PC, it is chargeable @ INR 5000 and can be done maximum once in a calendar year and maximum 5 times in the lifetime of a license, provided all previous years maintenance dues should be clear and current support term should be active.</p>	✓	✓	X
<p><b>Charges Related to License Key</b></p> <p>3.17. If the USB key is defective and does not run at all even once on receipt, it will be replaced free of cost.</p> <p>3.18. In any of the cases, if the dongle is physically damaged, the damaged dongle must be returned and a new USB Dongle may be purchased at the price of Dongle (approx.. INR1500 /USD25) plus taxes and Shipment charges. These prices may change without notice.</p> <p>3.19. In case of overseas users, in case of procurement of softwares in which the USB dongle is required, we shall send one spare dongle to avoid any hindrances in working in case one dongle becomes unresponsive, the other one is activated.</p> <p>3.20. In case of Browser based Softwares on Lease, the end-user is liable to make a deposit of INR 1000 for the USB dongle. In the event of discontinuation of subscription, the security money paid for the USB dongle is fully refunded.</p>	✓	✓	✓
<p>3.21. <b>Operating System and supporting software</b> licenses to be arranged by client where software is installed on client's owned or outsourced PC/Server.</p>	✓	✓	✓

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use		Purchase		Lease
4. <b>Technical Support and Update Terms after Warranty</b> (usually 1 year) for Purchase Option only		Desktop / LAN base	Browser / Server base	Browser / Server base
4.1.	All users must understand that Annual Support Contract for technical support is like an insurance where less amount is prepaid to cover a larger benefit. As in case of any insurance, the charges for installment are much lesser than the cost of actual damage. However, the insurance installment has to be paid before the period of cover. Insurance cannot be paid after the accident.	✓	✓	X
4.2.	<b>On completion of 1 year of purchase</b> , client shall be suggested to pay Annual Support Charges to receive technical support and regular updates available for the standard product.			
4.3.	The Annual Support and Update Charge is to be paid in advance every year.			
4.4.	<b>Annual Support Charges will allow the client</b> to upgrade the software to a newer available version of the features currently active on the client account.			
4.5.	<b>PAYING ANNUAL SUPPORT CHARGE IS NOT COMPULSORY.</b>	✓	✓	X
4.6.	Annual Support Term should not be confused with Software License Term. Expiry of Annual Support term is not Expiry of License. If you have purchased a Addmen Software license, your License is valid for lifetime.			
4.7.	Though paying the Annual Support Charge is not mandatory, still it is good to have an active support available for technical products like software so that the work does not get stuck at any point.			
4.8.	<b>Client who do not want to pay Annual Support charges</b> , may maintain a backup of their last working Installable setup & Installed Software folder. The backup should be kept safe so that they can reinstall it themselves anytime later as they will not be entitled to install updated version from the website.	✓	✓	X
4.9.	As obvious, no company can provide lifetime free support and updates as it costs time and money. Thus the clients are required to pay an annual fee, in case they may need technical support or wish to upgrade the software. However, without an active Annual Support Contract, it is not feasible for us to extend any sort of technical help. If our support is required in installation and operation of latest version, the update and support price shall be charged.			
4.10.	Clients not willing to pay Annual Support Charges may ask for help before the end of their free support term. After this date, any technical support shall be extended only if annual support charges are paid.			
4.11.	<b>Annual Support cost is charged</b> starting at 10% per year of the solution price only if paid in advance before the start of term.	✓	✓	X
4.12.	Annual Support Charge is proposed to increase @ 5% after every three years. However, if it is observed that the client installation and processes are settled and services required under the Annual Support Contract are minimal, then this increment of 5% in annual charges might be waived off.			
4.13.	Clients who pay annual support charges regularly every year without gap and timely before expiry of their active support term, shall continue paying at 10%.			
4.14.	<b>Annual Support term matches with the calendar year</b> i.e for 01-Jan to 31-Dec in order to sync with the launch of new version and major updates that come	✓	✓	X

up every year in January. Annual support charge is payable before January every year.			
4.15. This implies that a client who has procured the software in Aug16 will be required to pay Annual Support Charges for next year in Aug17. He may pay for 4 months (Sep17-Dec17). However, if the client pays AMC upto Dec-2018 (for 12+4 months), they can avail a 25% discount for the extended term by paying for 12+3 months.			
4.16. In any case technical support term is valid only till 31 Dec of that year, even if the Annual Support Charges was paid very late in December.			
4.17. <b>Clients who have not paid their Annual Support Charges</b> for the current term, and if they need technical support anytime during an unpaid term, they are required to pay support/update charges as quoted on case to case basis for every support.	✓	✓	X
4.18. Clients who wish to make delayed payment for Annual Support charges after the start of current term shall be charged @ 20% of the solution price.			
4.19. <b>Clients who have skipped their Annual Support charges for more than one term</b> , and have obviously not updated the software must stay informed that we cannot provide technical support on versions of software that are older than an year, so mostly when support is required, we have to update the software to current version to be able to provide support, for which the client will be charged accordingly.	✓	✓	X
4.20. Clients who have skipped their annual support charge for more than one term, and if they need technical support anytime during an unpaid term, they are required to pay support/update charges as quoted.			
4.21. It is on the sole discretion of the company whether to provide updates to such clients.			
4.22. <b>Annual Support Charge does not include</b> customizations for creating new reports, or adding new features or change in functionality of existing modules.	✓	✓	X
4.23. Annual support charge does not include onsite visits.			
4.24. Annual support charges do not cover any of the hardware products, sold. Additional charges shall apply for support and maintenance coverage of hardware products.			

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	Desktop / LAN base	Browser / Server base	Browser / Server base
<b>5. Terms for Customization and Additional Managed Services</b>			
5.1. <b>Any change required</b> in the product outside the scope of the current package of standard features shall be treated as customization and entail additional charges on case to case basis. Charges are subject to judgment by the technical team.	✓	✓	✓
5.2. <b>Any request to customize</b> , add or remove any feature from the standard product if acted upon, shall void any requests existing or future requests for withdrawal of the project and any claims related thereto. Thus the user must			

<p>judge all feasibility or suitability of the software before asking for any customizations.</p>			
<p>5.3. <b>We prefer not to charge for minor changes</b> in report layouts or procedures as customization, and keep it free of charge to the extent possible, if they are rarely required not exceeding 5 changes for an account.</p>	✓	✓	✓
<p>5.4. However, to make the most of this provision, it is suggested that the user spends sufficient time in understanding and operating the software before presenting the list of customizations. Any customizations are undertaken after acknowledgement of delivery of proper demonstration and training and satisfactory working of the base product.</p>			
<p>5.5. Also, it is important to acknowledge that, the work process in these software systems have evolved after many years of inputs, back-and-forth alterations and addition-and-deletion of various features and then have settled onto something that is most generic and widely beneficial. A user might suggest a change based on a limited vision for the facilitation of his current need, but might not have a comprehensive understanding of all that is to follow while the developers who have been doing this for years are aware of the implications in further steps. So we appreciate positive discussion regarding the need of a customization and to critically analyze its implications.</p>			
<p>5.6. Sometimes a new user, who is exposed only to his specific work requirements and does not have an elaborate knowledge of all possible situations, is not able to foresee future situations and insist to execute certain customizations against the guidance of the analyst and developer. Though these customizations will be executed if the client insists, but if ever required to revert this change it will be charged, as it leads to a lot of waste of time and effort in doing things that are already known to be inappropriate.</p>			
<p>5.7. <b>Layout alterations or customization</b> of data query for changes in the existing reports or creation of new reports, in most cases we tend to accommodate the changes free of charge, if it pertains to minor alterations in the arrangement of a report that is generated out of a generic query.</p>	✓	✓	✓
<p>5.8. However, if the changes affect to the extent of some programmatic alteration for creation of the desired report, or if the layout expected is time consuming, then it may be treated as chargeable.</p>			
<p>5.9. Customizations for creating a new report which involve minor alterations in the arrangement of an existing report are usually achieved between USD 0-50.</p>			
<p>5.10. Customizations for creating a new report which involve some alteration in data query program or software code are usually achieved between USD 100-200.</p>			
<p>5.11. <b>Customizations for integration of third party APIs</b> are usually achieved between USD 100-200.</p>	✓	✓	✓
<p>5.12. <b>Customizations for change of interface or functionality</b> or process flow which involve some alteration in software code may be charged starting USD 100 and may go up depending on case to case.</p>	✓	✓	✓
<p>5.13. <b>The customization charges</b> in most cases are in the usual range, however they may also increase or decrease depending upon the task. In rare cases if</p>	✓	✓	✓

<p>customizations charges cross above the expected range, the client administrator shall be properly made to understand, why?</p> <p>5.14. Once the customization charges applied for one type of customization shall serve as basis for minimum charges for similar customizations in future.</p>			
<p>5.15. <b>Most free customizations</b>, when approved shall be delivered in due course of customization cycle, with a tentative time period of 1 month +/- 10 days. However, if any requirement is incumbent or time bound, it may be charged.</p>	✓	✓	✓
<p>5.16. In case of OMR Software, user is trained to create and calibrate pre-printed OMR sheets on their own, but the ability to obtain a perfectly working design depends quite a lot on the individual's creativity and not only on the software tool, so in case our services are required to create and calibrate sheets, it is additionally charged per layout. You may ask separately for sheet design prices.</p>	✓	✓	X

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
	Desktop / LAN base	Browser / Server base	Browser / Server base
<p><b>6. Policy for Information and Data Security</b></p>			
<p>6.1. <b>Information security</b> is critical to our business. We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input. We store information gathered on secure computers. To prevent unauthorized disclosure or access to your information, we have implemented strong physical and electronic security safeguards.</p>	X	✓	✓
<p>6.2. The security of your personal information and email address is important to us. When you enter sensitive information (such as credit / debit card number) on our Payment Gateway Bank's, they encrypt that information using secure socket layer technology (SSL). We follow generally accepted industry standards to protect the personal information and email address submitted to us, both during transmission and once we receive it.</p>			
<p>6.3. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information and email address, we cannot guarantee its absolute security. We also follow stringent procedures to ensure we work with all personal data in line with the Data Protection Act 1998.</p>			
<p>6.4. Please note that we have no control of websites outside the addmengroup.com domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy. Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.</p>	X	✓	✓
<p>6.5. It is important for you to protect against unauthorized access to your Login ID/password and to your computer. Be sure to sign off when finished using a shared computer and otherwise protect the password used to access the Addmen services.</p>			
<p><b>Security of Online Payments</b> on our website or using Addmen Software or Service</p> <p>6.6. When you make payment using your card, all required transaction details are captured on the secured payment page, and encrypted using Industrial Strength</p>	X	✓	✓



<p>Cipher, and are securely transmitted by Payment Gateway Service Provider and then it transfers them to your card issuer for obtaining an authorization decision.</p> <p>6.7. At no time during the payment process or thereafter does Addmen have access to, or store, your complete card account information.</p>			
<p>6.8. <b>Data Security in case of Lease/Rental/pay-per-use</b> or onetime purchase where we provide ISP/Cloud hosting, the data is maintained at Addmen server till the duration of active subscription. Client can anytime access a running copy of their data. Client can demand for the final copy of data to be handed over on expiry of subscription.</p> <p>6.9. Though the data is most secured on our servers, still since the software is being used by several operators at the client end, we cannot take the responsibility to any misconduct or mal-play with information done by any of the users. It is suggested to strictly monitor the permissions given to each user of the software at regular intervals.</p>	X	✓	✓
<p>6.10. We understand that "<b>Client's Confidential Information</b>" includes all information related to the business of the Client, which are not generally known to others engaged in similar businesses regardless of the form and whether oral, written, stored in a computer database or otherwise, which has been disclosed by the Client or any of his employees to us.</p> <p>6.11. We understand that Confidential Information does not include any of the foregoing items, which has become publicly known and made generally available through no wrongful act of ours or of others who are under confidentiality obligations as to the item or items involved.</p>	X	X	✓
<p>6.12. <b>We undertake to ensure full privacy</b> of the client's data. We will never lease, distribute or sell your information or data to third parties unless we have your permission or the law requires us to. Any information we hold about you is stored and processed under our data protection policy.</p> <p>6.13. We hereby assure to take due care for maintaining the secrecy and confidentiality of such Information and all portions thereof during the term of our association with the Client and after the cessation of our association with the Client and surrendering any such information, in our possession, to the Client on cessation of our association with the Client and recognize without any objection or protest the unequivocal right of the Client to ascertain, from any Third Parties, any breach or threatened breach by us of this undertaking.</p>	X	X	✓

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
	Desktop / LAN base	Browser / Server base	Browser / Server base
<p><b>7. Refund Policy</b></p> <p>7.1. <b>In case of faulty</b> debit card / credit card transactions for payments made to Addmen, the refund should reflect in our customer's bank account within 2-3 working days as per the general bank policies.</p> <p>7.2. In case of faulty Net banking transactions, the refund should reflect in our customer's account within 4-7 working days as per the general bank policies.</p>	✓	✓	✓

<p>7.3. <b>Any refund claims</b> associated with any valid issues identified with malfunctioning of hardware USB dongle will be considered for replacement subjected to investigation since the hardware USB Dongle is only a supporting equipment to the software and not a standalone product, and thus it does not have its own definite price.</p> <p>7.4. Any refund claims for expenses incurred in terms of man-hours/services rendered towards training and implementation including shipment charges of the products shall not be entertained.</p> <p>7.5. Any refund claims for Software and Service purchases are considered only for a partial and limited refund only in case of standard product with no customisations, if and only if the refund claim is made prior to training.</p>	✓	✓	✓
<p>7.6. Refund policy for software and services does not consider any case for 100% refund.</p> <p>7.7. <b>Why we do not have 100% refund policy?</b></p> <p>Since our products and service are software based products and services, the successful implementation and outcome of which also largely depends on the quality of hardware infrastructure on which these will be run and human-ware by whom these will be operated. To help the user to able to reach a certain level of operation is a very cost intensive process for the development and deployment team, as it involves spending quite some time and effort by cost intensive man power in training and setup of the account. This effort and investment when supplemented with suitable and efficient hardware and human-ware only can deliver the desired output. The willingness and ability of the user to learn and consistent effort on operation with systematic approach is a key parameter that dictates the success of an implementation. In case of failure, the reason for failure may not necessarily be the software.</p> <p>Secondly, some of the software serve as utility tools that help achieve a accumulated task in a short period of time. It has been observed that sometimes users procure the software for a specific purpose or event like examination evaluation and ask for a refund after the purpose is fulfilled. For these reasons and to compensate for the cost of time spent in consultation, these software/services are not 100% refundable.</p>	✓	✓	✓
<p>7.8. Abovementioned Partial Refund Policy entitles the buyer for partial refund (after deducting any expenses made in delivery), if suspension is requested at following stages:</p> <p>7.8.1. For Softwares procured on <b>Onetime Purchase Option</b> : 75% refund, if suspended within one week of order, provided setup and training has not been done. 50% refund, if suspended after setup and training or after one week and within one month of order, provided no specific service like data importing or sheet design or any customization has not been executed.</p> <p>7.8.2. For Softwares procured on <b>Annual Lease/pay-per-use Option</b> 80% refund, if suspended within one week of order, provided training has not</p>	✓	✓	✓

been done. 50% refund, if suspended after setup and training or after one week and within one month of order, provided no specific service like data importing or sheet design or any customization has not been executed.			
7.9. All disputes subjected to Gwalior (India) Jurisdiction.	✓	✓	✓

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
	Desktop / LAN base	Browser / Server base	Browser / Server base
<b>8. Disclaimer</b>			
8.1. Any information about examination pattern and OMR Sheet designs shown on any of our websites have been collected from the internet and various other sources. We do not make any claim related to the authenticity of the examination details or OMR Sheet Format pertaining to the actual examination pattern as announced by the authorized body conducting that examination.	✓	✓	✓
8.2. Wherever throughout our website or in any of our documents, the names of software companies and products like Microsoft, Access, Excel, Word, SQL, CorelDraw or Ink scape etc. are used, these names have been used to refer to third party software which are the property of their respective Trade Mark owners.	✓	✓	✓
8.3. We make no claims that any of the third party organizations or products referred on our website, endorse any of our products.	✓	✓	✓
8.4. Procurement of any of the Software, Service or Solution from Addmen assumes that the user has properly read and understood the features of the product.	X	✓	✓
8.5. In case of Browser/Server based products either purchased or leased or subscribed on pay-per-use basis or annual rent, kindly read the document “E-Online-Services-Performance.PDF” to know about all the factors affecting performance and make client side arrangements accordingly. We shall not be responsible for any under delivered performance if the procured product/ service is not supported with its specified support infrastructure.			

Implementation Options > Onetime License Purchase or Annual Lease / Pay-per-use	Purchase		Lease
	Desktop / LAN base	Browser / Server base	Browser / Server base
<b>9. Updation of Policy and Terms Documents and Webpages</b>			
9.1. We reserve the right to change or update this Policy and Terms Statement at any time. Such changes shall be effective immediately upon posting to our website <a href="http://addmengroup.com/Addmen-terms-of-use.htm">http://addmengroup.com/Addmen-terms-of-use.htm</a> .	✓	✓	✓
9.2. We may revise our privacy policy from time to time to incorporate necessary changes. When we do so, we will post those changes to the <a href="http://addmengroup.com/Addmen-privacy-policy.htm">http://addmengroup.com/Addmen-privacy-policy.htm</a> . Of course, our use of any information we gather will always be consistent with the policy under which the information was collected, regardless of the new policy.			

## 10. SYSTEM REQUIREMENTS FOR INSTALLING ON YOUR OWN SERVER/PC/LAN/LAB

### 1. Browser (Server) based Softwares (ECAS, IAS, CBT)

Below mentioned list of items is for tentative pre-implementation planning. Exact combination of components and resources required for you specific case can be referred to in the document “E-Online-Services-Performance.PDF” or consult with Addmen Technical Team.

- a) In case you have purchased ECAS/IAS and are going to establish your own server, then please install the server according to specifications given below.
  - a. Operating System: MS Windows 7 / 8 / 10 / Server 2008
  - b. Processor: 4 Cores Minimum, 8 Cores recommended beyond 50 concurrent logins
  - c. RAM: 16GB Minimum for lighter load (32GB or higher optimally recommended for upto 50 concurrent users)
  - d. HDD Space: 50GB Minimum (for Installation & Auto Backup) (Separate Drive/Partition Recommended)
  - e. SQL Server 2008 / 2008 R2 / 2012 / 2014 ( 32 / 64 bit) (Express / Web / Standard / Enterprise / Datacenter) (The variant of SQL server is selected as per load. For higher workload and or better performance SQL Standard or higher is recommended)
  - f. Configure LAN / Static IP / Domain (for accessing in Lab or Over the Internet)
  - g. Configure IIS with .Net Framework 3.5 SP1 or higher
- b) Other provisional arrangements (as and when required)
  - a. Latest Version Browser (Google Chrome Recommended)
  - b. Windows Installer 3.1 / 4.5
  - c. Unzipping Software, Antivirus, PC Cleaner, PDF Reader & Writer
  - d. Windows PowerShell 1.0 (if Required)
  - e. MS Office (if Required)
  - f. Crystal Reports 8.5 (if Required)
  - g. Do not change regional (date-time) settings to India. Let it be U.S. (default).
- c) The software client/user interface can be run on any current day Internet Browser running on Windows OS. Latest version of Google Chrome is recommended.

### 2. Desktop (PC/LAN) based Softwares (OMR, QPG)

- a) **Operating System:** Any version of Windows (Windows XP, Vista, 7, 8, 10)  
(if windows XP, it requires Windows Installer 3.1 / 4.5)
- b) **Database :** MS Access for Standard version, MS SQL on same computer for Professional Version
- c) **Internet connection :** The PC/LAN version of Software is a standalone application which installs and runs on the computer as an EXE. It is not a web-based or browser-based software so there is no question of any browser compatibility;  
Internet is required only if you want to upload/download data or sheet layouts on server;
- d) **Local Network connection** for additional Terminal licenses on LAN,
  - a. All the terminals must be on same LAN (single gateway).
  - b. Base computer shall be used as virtual lock server. It should allow inserting USB dongle.
  - c. For post reading merging of data (from A, B, C) on one computer (A), the SQL Server of base computer (A) should be accessible from other computers (B & C).

**11. TENTATIVE IMPLEMENTATION PLAN** (Relevant only for Browser based softwares)

Seq	Process/Steps	Activity	Timeline
1	<b>Pre Purchase Process</b>	Enquiry > Communication > Proposal > Discussion > Demonstration	
2	<b>Purchase Process</b>	Approval > PO > Advance	
3A	<b>Post Purchase process FOR Desktop based Software</b>	Client's PC Setup with internet connectivity and Requisite Software to be done by client, guided by Addmen. Client to provide Logo, Title and requirement for sheet design.	Day 1-2
3B	<b>Post Purchase process FOR Browser based Software</b>	Client's Server Setup with internet/StaticIP connectivity and Requisite Software to be done by client, guided by Addmen. In case of Purchase option and establishment on third party server, the efficiency and timeline of training and support purely depends on Client's Server connectivity.  Account Setup on Addmen Server in case of Lease  Client must provide Logo, Title and proposed Candidate Registration fields and Test structure  <b>Website Interface and Connectivity</b> A white labelled link is provided to be added on your website to access the OLT instance from server. Alternative Login Box code is provided to be added on the website Alternative Online Candidate Registration Code is provided to be integrated on the website.	Day 1-3  Provided Same Day when Server /Account Setup is done. Linking time depends upon Client Website Manager
4	Training	Training of the basic operation steps involved in daily operation like test definition and checking, student registration and fee collection etc. Training of advanced processes./ Administrative steps like sheet design or fee plan setup etc. is given at a gap of few days after practice of basic operation steps.	Provided same day or next day of completion of step 3.
5	Practice	User works all that taught in basic training, asks queries, get answers, revises all.	For 2-3 days as per OK of the client
6	Flag-off	All Practice Data is cleared, Test IDs are aligned and database clean and reset. Ideal Flag-off time for client desktop is 3-5 days. Ideal Flag-off time for client server is 7-10 days. Ideal Flag-off time for Addmen server is 5-7 days.	As per OK of the user.
7	Customizations	If discussed, approved and paid. <b>Entertained only after certain days and volume of usage</b> , when the user is actually well versed with system and in a position to demand reasonable changes and understand implications.	Delivered in <b>Next</b> Monthly cycle.