

10 x 10 Learning TM

O2O Services at www.10x10learning.com

Date

MEMORANDUM

Subject: Online to Offline Services for time bound delivery of document as specified herein to _____

This Memorandum of Understanding (hereafter called MOU) , between Shailaja Joshi , Proprietor, 10 x 10 Learning TM , www.10x10learning.com hereafter called the Service Provider, and Mr. / Ms. _____ working as _____ in _____

Located at _____

herewith called the Client, is for providing Online to Offline Office Services as per details of terms and conditions of delivery of service / output, to be made by the Service provider, and schedule for payments to be made by the Client, as given here under.

2. Through the MOU , the Service Provider is to provide timely delivery of quality of content of documents as indicated , and the commits the Clients to release payment as per schedule included herein.

3. Outline of documentary output to be delivered by service provider is as given below. Details of each Work mentioned are as given on 10 x 10 Learning TM, under Online Services, O2O Office Services.

SHORT DURATION SERVICES UNDER O2O :

1. Summary of Reports / Documents : Output in soft version only.

- 1.1 Summary of Report / Document entitled ‘
in ___ Volumes comprising of total number of pages ___ in Vol 1,
___ in Vol 2. ...
 - 1.2 **TimeLine:**
Minimum 5 (five) working days for each volume report of about 200 pages, that are to be counted from date of receipt of the Original Report / Document in hard copy and /or soft copy by the Service provider. The documents so given are returnable on completion of the work.
 - 1.3 **Output** to be expected by the Client after the Time line will be one soft copy of version 0.1 of Summary of one volume of the report, for comments of the Client.
Comments are to be provided within five work days on each volume.
 - 1.4 Any other issue / action indicated in paragraph ___.
2. **020 Work 2: Compiling documents into Reports. Output to be given in soft version only.**
 - 2.1 Time line varies as per size of documents and is to be as per specification given in this MOU.
 - 2.2 Total fee as advance / Retainer: Rs. 5,000/- to be paid along with signing of the MOU.
 - 2.3 Lump sum amount Rs. 15,000/- to be released in one week of version 0.2 of the Report received by the client, after inclusion of comments.
 - 2.4 Final payment of Rs.15,000/- plus taxes as applicable, payable in ten days from receipt of final soft copy of the document.
 - 2.5 If power point presentations on the Report are also required payable amount will be as per paragraph 3.
 3. **Creation of Power Point Presentation from document given by client. Mark the option selected. Output will be in soft copy only. Time line : 5 to 10 days as specified for each.**

- 3.1 PPTX : In 3 to 5 slides for a 3 to 5 minute presentation along with a word copy of content @ Rs. 12,000/- lump sum for English version only. The quality of content will be of a level for top management.
- 3.2 If Hindi version is also needed, extra charges will be @Rs 5,000 for the pptx and Rs. 2,500 for the word document.
- 3.3 6 to 10 slides pptx with word copy Rs. 10,000/- lump sum plus Rs. 6,000 for Hindi version. The quality of content same as 3.1
- 3.4 10 to 20 slides with Word copy @ Rs. ,000/- plus Rs. 9000 for Hindi version. Quality of content same as 3.1, but pptx will more elaborate .
- 3.5 Any additional requirement as specified herewith.

4. Translation of Legal Documents. Mark the option selected.

4.1 From English to Hindi @ :

- a) Rs. 2,500/- for 2 page document.
- b) Rs.6, 000/- for 5 to 10 pages.
- c) Rs. 8,000/- for 11 to 15 pages.
- d) Rs. 10,000/- for 16 to 25 pages.
- e) Rate for documents above 25 pages is to be agreed to.

4.2 From Hindi to English @

- a) Rs. 3,000/- for 2 page document.
- b) Rs. 9,000/- for 5 to 10 pages.
- c) Rs. 12,000/- for 11 to 15 pages
- d) Rs. 14,000/- for 16 to 25 pages.
- e) Rate for documents above 25 pages on a case to case basis.

5. Specify any other requirement as per Paragraphs 1.4, 2.1 and 3.5, including variance in standard timelines, if any.

5.1 For paragraph 1.4

5.2 For paragraph 2.1

5.3 For paragraph 3.5

LONGER DURATION SERVICES UNDER O2O : Please mark the option selected.

6. Creation of Work Manual and other administrative documents.
7. Creation of Work Manual is a 3 month project at a total cost of Rs. 40,000/-
8. Process Reengineering is a 10 month project. Cost range is from Rs. 40,000 to 96,000/- depending on the elements of work selected and size of the project.
9. Plus GST, if applicable.
10. Timelines : These are optimal timelines already tested out in larger district level projects. Meeting the timeline anticipates timely response from clients as well.

DELIVERABLES AND TIMELINE FOR 3 / 10 MONTHS PROJECTS:

	DELIVERABLES	TIMELINES cum payment Schedule	
		For 3 months projects	For 10 months projects
1	2	3	4
		10% advance payable	10% advance payable
1.	<p>Initiation Report:¹ A presentation on what is proposed to be done and how it will bring improvement, in a meeting of all personnel in the organisation. Observing and Interacting for listing of as is processes, identifying gaps and areas that need strengthening.</p> <p>a) Stakeholders' consultation plan and</p>	5 days	First month

	<p>tools.</p> <p>b) Listing of documents to be used for documentation in the 3 month project.</p> <p>¹For starting consultation by the firm.</p>		
2.	<p>As Is Report : Recording the system as in existence, at the beginning of the project , including analysis of :</p> <p>a) Existing processes</p> <p>b) Existing gaps as initially observed.</p> <p>c) Strength, Weaknesses, Opportunities , Threats (SWOT) Analysis</p> <p>d) Grievance prone areas and grievances received, if any.</p>	10 days	2 nd month
Invoice for first instalment payment to be raised here.			
3.	<p>Methodology Report :</p> <p>Proposed methodology for bringing improvements in manufacturing / service delivery system for comments and acceptance by Steering Committee</p>	25 days	<p>3rd and 4th months</p> <p>Second Invoice</p> <p>Instalment payable</p>
4.	<p>Implementation Report</p> <p>a) Creation of the first draft of Processes based on stakeholder consultations.</p> <p>b) Pilot testing them</p> <p>c) Submission for acceptance.</p> <p>d) Establishing a grievance redress system and prevention of grievances</p>	15 days	<p>5th and 6th months</p> <p>3rd Instalment payable</p>
5.	<p>Hands on Training of personnel on the revised or new processes and flow of work .</p>	20 days	7 th month
6	<p>Creation of Service Quality Manual (SQM) for BIS Certification, if opted for.</p>	15 days for both documents	8 th month

7.	<p>Creation of User Manual that includes:</p> <p>a) New methodology as accepted and improved on basis of Hands On training feedback / observations.</p> <p>b) Insights gained during implementation or project work for future growth.</p> <p>c) SWOT analysis at the end of the project.</p> <p>d) A recommended Plan of Action for growth for next two years.</p>	<p>SQM only if the firm is going for BIS certification</p> <p>Final payment in last five days of 3rd month</p>	<p>9th and 10th months</p> <p>Final instalment payable in the last week of 10th month</p>
----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------

11. Summary of the selected work for this MOU to be indicated here by referring to paragraph number only.

12. Signed by :

 (Shailaja Joshi)
 Proprietor
 10 x 10 Learning TM

 ()
 For

Place:

Place:

Date:

Date

Stamp / Seal

Signatures of two witnesses for each signatory :

1.
2.

1.
2.

