



The Andhra Pradesh Mineral Development Corporation Limited

(A State Government of A.P. Undertaking)

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APMDC/IT/Microsoft Dynamics(ERP) Support /2018

Dated 13.04.2018

To
The Managing Director,
B2B Technologies Limited,
Somaji gura, Hyderabad

Sub : APMDC –Microsoft Dynamics Navision (ERP) Annual Service Plan (ASP) Off Site / ticketing System which includes 5 Visits to Onsite for Support of Microsoft Dynamics NAV 2013 – Work Order Issued - Regarding

Ref: Your mail proposal dated 15.03.2018

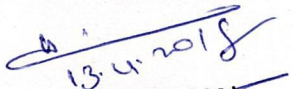
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With reference to the above subject and reference to your proposal for Annual Support Plan for the year 2018-2019, I am to inform you that we have opted Option-1 i.e. 60 Man-days support for 1 year which includes 5 Visits to the onsite for onsite support of Microsoft Dynamics NAV 2013 as per the terms & conditions of laid in the ASP agreement.

As APMDC is a commercial business organization function 24 hours based on the market demand. Though APMDC never experienced major issues in respect of ERP application / Server breakdowns, we request M/s.B2B Software limited to extend support our IT Team at HO / Branch office in resolving the issues in case of emergency breakdowns which might hamper our Dispatch / Production Operations irrespective of the terms & conditions laid down in the clause 4 Service Availability & Request Mode of ASP Agreement.

Therefore you are requested to amend the said clause and send us as acceptance of the above.

Yours faithfully


13.4.2018
(H.D.NAGARAJA)
Executive Director