



Aliah University

AUOC & AICTE approved autonomous institution under the Department of
Minority Affairs and Madrasah Education, Govt. of West Bengal
11A/27, New Town, Kolkata - 700160, West Bengal

Memo No.: AU/REG/0377/21

Date: 12-05-2021

To
The Chief Executive Officer
Webel Technology Limited
(A Govt. of W. B. Undertaking)
Plot-5, Block-BP, Sector-V
Salt Lake City, Kolkata-700091

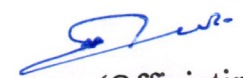
Sub: Work Order for University Administration & Information Management System for Aliah University, Kolkata, West Bengal

In reference to your Techno-Commercial Proposal for providing ERP Solution for Aliah University (AU) West Bengal vide Proposal Ref. No. WTL/CEO/SP/AU/2020-21/60 dated 05/03/2021 and as per the Resolution of the 13th meeting of the Aliah University Executive Council (Agenda No. 3 ii) dated 17/10/2020 the Authority of the University is pleased to place the order for "Developing and Implementing e-Governance ERP System -UAIMS" in favour of you. Details are as follows:

Sl. No.	Item	Basic Quote*
1	ONE TIME SETUP COST (LUMPSUM) <ul style="list-style-type: none">• University Set up• Functional Alignment & Customization for all Modules• Data Migration from Existing Dump or Excel Formats• Integration of Standard Payment gateways, SMS & e-Mail Gateways• Implementation & Training• Dedicated Onsite Resources Best User Training & Support• Total Team of 02-03 resources will be dedicatedly working on the project Onsite & Offsite.• All upgrades as per AU Requirements• Online Service Support from Head Office & Visit from Regional Office• Dedicated Hosting on Microsoft Azure Cloud Servers• Modules as mentioned in SoW of SLA<ul style="list-style-type: none">○ Student Life Cycle○ Faculty Life Cycle○ University Administration	Rs. 25.00 Lacs

Page 1 of 3

New Town Campus: Phone:(033) 23416444 Fax: (033) 29860252
Park Circus Campus : 17, Gore Chand Road, Kolkata - 700014 Phone (033)- 23416406
Tatkal Campus: 21, Halim Mohsin Square, Kolkata, 700018 Phone: (033) 2249 1986
Website: www.aliah.ac.in e-mail: info@aliah.ac.in


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Sl. No.	Item	Basic Quote*
2	PER USER PER MONTH (PUPM) <ul style="list-style-type: none"> Users – Students + Faculty + Staff Minimum Assured Billing for 5000 users Applicable from date of Installation on Azure Cloud Servers 	Rs. 42.00 (PUPM)
OTHER CONSUMABLES (AS PER ACTUAL CONSUMPTION ON PER ANNUM BASIS)		
1	MICROSOFT AZURE CLOUD <ul style="list-style-type: none"> Consumption will vary based on services utilized, volume of users and billing will be as per actual usage on monthly basis 	Rs. 8 Lacs Per Annum
2	TRANSACTIONAL SMS HIGH PRIORITY <ul style="list-style-type: none"> Qty: 5.0 Lacs SMS 	Rs. 1.00 Lac
3	BULK EMAIL GATEWAY – SENDGRID (3.0 Lac E-Mails)	Rs. 18.750
4	ADDITIONAL DEDICATED ONSITE TECHNICAL RESOURCE (PER ANNUM)	As per Actuals
5	ANY OTHER CONSUMABLE SERVICES ON THIRD PARTY LICENSES	As per Actuals

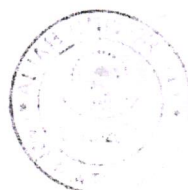
* WTL Procurement Charge and GST extra

Method of Calculations:

- 1) WTL Procurement Charge = Quoted Price x 2/100
- 2) GST Amount = (Quoted Price + WTL Procurement Charge) x GST%

General terms & Conditions:

- This order will be subject to signing and execution of Work Contract between University Authority and the vendor (WTL), by signing back the duplicate copy of the Work Order.
- Contract period 60 months from the month of Onboarding of the users
- 5% Escalation each year after completion of 1st year on previous year billing
- 60% One Time Setup cost with Purchase Order
- 20% One Time Setup cost on Signing the Agreement and User Creation on Azure
- 20% One Time Setup cost after Complete Data Migration (Approx. 06-08 Weeks)
- Per User Per Month Billing from the date of Installation of ERP on Azure Servers will be paid Quarterly after completion of the period and submission of Invoice.
- Payment should be through Cheque in favour of "Webel Technology Limited, Kolkata" or through Net banking
- Cloud Billing as per Actuals with WTL Process Procurement Charge on a monthly basis on submission of Invoice
- All payments to be released inclusive of Applicable Taxes
- Consumables to be paid as per actuals with WTL Process Procurement Charge on Delivery and submission of Invoice.
- Technical Support must be available as and when required by the University.
- Govt. Levies will be as per existing Government Rules.



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- The Supplier should submit GST Compliant bill/ invoice(if GST is applicable). A copy of the orderreceived by the vendor should be attached to the bill/ invoice
- PAN, GST and Bank details of the supplier should be mentioned in the bill
- Scanned copy of the bill, delivery challan and this order should be mailed to registrar@aliah.ac.in
- Payment will be subject to the Approval by the Appropriate Authority of the University and as per the terms agreed upon by the university
- Foreign currency payments will be in INR as per prevailing rates on that particular date (i.e., date of payment/ wire transfer)
- Statutory Deductions (if any) will be made as per existing Govt. rules
- Other Terms and conditions are as per your proposal.

Registrar

Memo No.: AU/REG/0377(4)/21

Date: 12-05-2021


Copy to:

1. Office of the Hon'ble Vice-Chancellor.
2. Finance Officer.
3. Chairman, ERP Committee.
4. Guard File.

Registrar



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পশ্চিমবঙ্গ পশ্চিম বঙ্গাল WEST BENGAL

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SERVICE LEVEL AGREEMENT

This Agreement signed on 5th of May 2021 between Webel Technology Limited (A Govt. of W.B. Undertaking), Kolkata West Bengal, India represented by their CEO Mr. Somnath Chatterjee, Plot-5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091 the first party (hereinafter called the System Integrator).

and

The Registrar, Dr. Sayed Nurus Salam, Aliah University (AU) West Bengal, India – the second party (hereinafter called Customer / Institute / University).

This agreement is undertaken for the deployment, training & implementation of cloud-based ERP Solution – RF-CAMPUS® from OEM (Original Software Developer and Copyright owner - M/s MasterSoft ERP Solutions Pvt. Ltd., Nagpur) in OPEX Model as per the scope detailed in Purchase Order (PO) issued by Aliah University West Bengal dated 05.052021 to Webel Technology Limited.

Further, the customer's genuine and technically feasible requirements shall be agreed upon separately with mutual consent & be delivered by OEM. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. The offer by Webel Technology Ltd. made to Aliah University WB and PO by University dt. 05.05.2021 are part of this Agreement.

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Service Agreement for Implementation of ERP at AU, West Bengal & Webel Technologies Limited West Bengal

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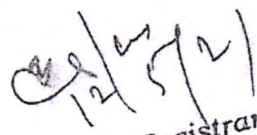
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New Town, Kolkata-700 160

(Handwritten signature)
11/5/21

In witness thereof, the parties hereby agree as follows:

1. The agreement shall mean, this agreement and any schedule and Annexure(s) attached to it or incorporated in it by reference including addenda issued in this regard and words and expressions shall have the same meanings as are respectively assigned to them in the conditions of contract referred to.
2. This agreement shall be for the period of five years, which can be renewed thereafter by written consent of all the parties. OEM owns the IPR and reserves the right to integrate suitable changes in product or product platform due to changes in technologies / User Demands and the same shall be made available to University by mutually agreed terms and conditions without any extra cost.
3. All the parties shall follow only the law of country & carry out the obligations/responsibilities as set out here under.
4. Official language - Official language for oral and written communication is English.
5. Confidentiality - All Parties acknowledge and agree to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder.
6. Non-solicitation - Neither Party without the consent of the other Party, will employ or offer to employ directly or indirectly any person engaged or previously engaged by the other in any capacity in relation to the project, during the subsistence of this Agreement and until a period of 24 months has expired after the termination or expiry of this Agreement
7. For any delays from Customer side, Customer will provide sufficient extra time to complete its work. For all mistakes made by Users and noticed at later stage, correction at User end may not be possible. So, in such cases, Customer will communicate the same, to the Implementation Team in writing via email for corrections.
8. Implementation Team shall not be held liable for any delay or failure in its obligations, if such delay or failure has resulted from a delay or failure by or on behalf of Customer to perform any of Customer's obligations.
9. For any extra work which is beyond the scope of work as defined in Annexure-I & also re-work such as repetitive data migration, re-processing of data due to last minute changes in rules by Customer, wrong data entry by Users of Customer, delayed data entry, extra last moment rules; Supplier is entitled to get extra revenue to be generously & genuinely decided by Customer's management against invoice raised by the Supplier.


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জেলা- দঃ ২৪ পরগণা

ক্রেতার নাম.....

P. G. SHAW

ADVOCATE

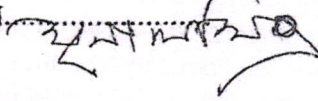
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CMM COURT, KOL- 1

মূল্য..... 10/-

ভেণ্ডার- মুনাল মিত্র

স্বাক্ষর



10. In case of inclusion of additional branches/institutions; any development done, which is not a part of agreed PO, shall be chargeable as per the change in scope, even if the client is in warranty.
11. Termination for Material Breach - Either Party may terminate this Agreement immediately by a written notice to the other Party (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 90 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other Party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.
12. The Customer acknowledges that the provision of the Services hereunder by SI shall be on a non-exclusive basis and SI shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged.
13. Scope of Services under this agreement is detailed in PO & Annexure-I of this Agreement.
14. System Integrator's responsibilities and obligations under this agreement are detailed in Annexure-II.
15. Customer's responsibilities and obligations under this agreement are detailed in Annexure-III.
16. General Terms & Conditions of Engagement are detailed in Annexure-IV.
17. Payment Terms are as mentioned in PO and detailed in Annexure - V
18. Customer agrees that SI & OEM shall have the right to list Customer name in its marketing material and use Customer logo with respect to such listing and for reference purposes. Also, that sampled data (Non-Confidential) of Customer can be used in marketing presentations.
19. Customer acknowledges and agrees that OEM owns and will continue to own all Intellectual Properties and Intellectual Property Rights in or attached to the Application System, including without limitation, in or attached to any enhancement and upgrades and any derivative works thereof even if made for, by or on behalf of Customer. Nothing contained herein shall be construed as a transfer, assignment, or conveyance by OEM to Customer of the ownership or title to the Intellectual Property or Intellectual Property Rights in or attached to the Application System or any enhancements, upgrades or derivative works thereof. No Royalty is applicable to Customer & OEM shall use these customizations in its standard product offerings.
20. Copying of the Application System is prohibited in all circumstances. Neither Customer nor any Authorized User is authorized to sell, license, sublicense, distribute, assign, transfer or distribute or timeshare the Application System or

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otherwise grant any right under this Use Terms to any third party (other than Authorized Users). Customer is not entitled to, and shall not make or permit others to, reverse engineer, disassemble, de-compile, recreate, enhance, or modify the Application System or any part thereof or to create enhancements to or derivative works of the Application System or any portions thereof.

IN WITNESS whereof the parties here to have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

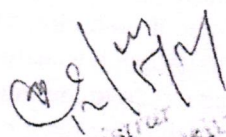
said (The Registrar- Dr. ~~Sayed~~ Nurus Salam , Aliah University, West Bengal: Purchaser)

in the presence of

Date:

Signed, Sealed and Delivered by the

said (CEO, Webel Technology Limited, West Bengal: System Integrator)



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ANNEXURE-I

SCOPE OF SERVICES

- I. Procured modules of ERP system will be hosted on agreed Microsoft Azure Servers at designated location(s).
- II. Implementation team reserves the right to modify the Services Environment without impacting the Services. The Services may commence on the mutually agreeable dates.
- III. Permitted Use of Services: Customer's use of Applications System shall always be subject to the Licensing Conditions of the OEM.
- IV. In case the Application System includes a third party software, and where such third party licensor requires Customer to sign a license agreement, the Customer agrees to execute such third party software license agreement, which shall prevail upon any conflicting provisions herein. Such third-party software license agreement shall become a part of this Agreement.

S.N.	Description	Amount (Rs.)
1	Microsoft Azure Cloud Consumption will vary based on services utilized, Volume of Users... and Billing will be as per actual usage on monthly basis	Approx. 06 – 08 Lacs + WTL Charge + Taxes
2	Transactional SMS High Priority (Qty. 5.0 Lac SMS)	Approx. 1.0 LacsWTL Charge + Taxes
3	Bulk Email Gateway – SendGrid (3.0 Lac Emails) Payments will be in INR as per the prevailing rates	Rs. 18,750/-+ WTL Charge+ Taxes
4	Additional Dedicated Onsite Technical Resource (Per Annum)	As per Actuals + WTL Charge + Taxes
5	Applicable Taxes (Currently)	18% GST
6	Any Other Consumable Services or Third-Party Licences	As Applicable


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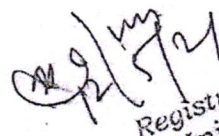
V. Modules: As defined in Purchase Order dt 05th May 2020

A. Student Life Cycle

- Data Import of Admitted Students
- Online Fees Collection
- Student Administration
- Academic Management
- Time-Table & Attendance
- E-Learning
- Online Exams
- Examination: Pre-Exam, Conduct & Post Examination
- Convocation - Degree & Transcripts
- Alumni
- Student Feedback
- Hostel
- Training & Placements
- Mobile Apps

B. Faculty Life Cycle

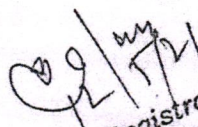
- Online Recruitment
- Employee Profile
- Payroll
- Bio-metric Attendance
- Leave Management
- Service Book
- PF & Income Tax
- Appraisals (PBAS)


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- Retirement / Exit

C. University Administration

- University Setup – Masters, Roles, User Rights, Workflows...
- College Administration – Fees Collections from Colleges & Communications
- Accreditation Data Management - NAAC / NBA (OBE) / NIRF / ARIA / other's...If applicable for University Departments
- Finance & Accounts
- Library
- Purchase & Stores
- Mobile Apps. – Faculty, Staff & Management
- BI Dashboards for Management & Stake Holders
- General Administration - Visitor Management, Vehicle Management, Minutes of Meeting, File Movement, Dispatch
- APR for Officers and Non-Technical Staff


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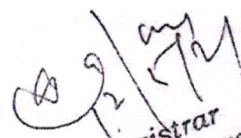
ANNEXURE-II

RESPONSIBILITY OF SI

- I. WTL (SI) has hands-on experience in ensuring successful implementation of ERP and other third party solutions for several reputed Institutions, matching with their technical specifications & requirements.
- II. WTL (SI) Team will ensure that both Supplier / OEM and Purchaser / Institution are fulfilling their duties and responsibilities for the success of project
- III. SI team will ensure timely delivery of project deliverables from supplier / OEM team
- IV. SI team will ensure best user cooperation from purchaser team in implementation of the project
- V. SI team will ensure proper SLA's are being met from either sides and In case of any escalations will call for a review meeting to discuss and resolve the same
- VI. SI will ensure all the payments are received from purchaser in time and are also remitted to supplier / OEM
- VII. SI will ensure that OEM shall configure & provide access to procured modules, demonstrate, configure modules, train all Users & extend service support to actual Users. Based on User interest & co-operation, the implementation duration is 5 to 6 months from the start of work. However, efforts will be made to catch all the important events live – such as Admissions, Fees collection, Accounting & payroll at the start of Financial year, course registration.....Customer also will extend full co-operation for catching such events live in short span of time.
- VIII. SI will ensure that OEM Team will give adequate training to the Users in Campus and later best Online / Onsite support will be extended on request or from local office.
- IX. SI will ensure that OEM will provide Onsite Resource for total period as mentioned in the Purchase Order for implementation period and the Customer will provide proper Accommodation to Onsite Engineer(s) Free of cost.
- X. SI will ensure proper conduct of Implementation Team in Customer's premises & will follow the rules & regulations of Customer. In case of directive from Customer, will replace the onsite team member as feasible.
- XI. SI will ensure that Customer Data and processes' privacy will be maintained and only some parts / snapshots of Data will be used by Supplier / OEM for Migration. No Data will be ever shared with any third party.
- XII. The Application will be configured to meet maximum possible requirements of the Customer and Customer will give a UAT Certificate once demonstrated. The accuracy

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will be ensured through the process. Every new change is also to be tested & verified by Customer.


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ANNEXURE-III

RESPONSIBILITY OF CUSTOMER-Aliah University

1. **IT Infrastructure:** For success of ERP, Customer shall immediately arrange & provide the necessary IT Infrastructure such Computers, high speed internet, UPS, antivirus, furnished Office for on-site MIS staff. This Office will be used for User support, User MIS training, Processing assistance, MIS Progress meetings during the contract period of five year. Therefore, desired size of such place is 200--300 SQ ft. & preferably shall have independent 24 x 7 accesses to Implementation team for extra hour working. Room is owned by Customer & hence Safety and Security of the MIS room & its equipment is sole responsibility of the Customer. Implementation team will ensure proper utilization of facilities for Official purpose only.

Biometric RFID devices (LF & HF technology) with SDK, smart cards, Smart card readers, mobile smart card reader & Lanyards, RFID printer are to be procured by Customer (wherever possible makes will be informed/suggested by OEM).

UHF RFID Tags & devices for UHF RFID Library system, if required, will be supplied at standard cost. On RFID Hardware (LF, HF& UHF technology), hardly any warranty is given in India, Hence, no / very limited warranty can be extended for the same and will be communicated at the time of purchase.

2. **Knowledge Transfer:** Customer shall provide all the '*Customer Materials*' consisting of information, rule book, material, data and other assistance (including knowledge transition) required by Implementation Team to enable them to provide Services to the Customer in accordance with this Agreement.
3. Customer is sole owner of the data uploaded and is sole responsible for authenticity, accuracy, correctness & legality of the data.
4. Customer shall limit the access to Application and Hosting Environment only to the Authorized Personnel. Each Authorized User shall follow the security policies and rules as have been notified. Customer will ensure that Services are for Customer's own business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.
5. Customer shall provide one System Administrator for coordinating various activities with the SI & OEM Team in relation to ERP implementation.
6. Customer shall provide written documentation of rules & regulations followed by Customer in each & every section. Based on this, ERP will be configured.
7. The Customer, after demonstration of the modules, shall provide approval to the module within one week from the date of demonstration.

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8. Data Migration for Last 05 Years Data from standard Excel provided will be migrated without any additional charges
9. Data Entry Work of old record in ERP is to be timely completed by Customer's staff / Data Entry Operator. Various Sections / Departments of Customer will timely complete data entry of various Registers, service books, Vouchers, stock books, cash book, TR, forms etc. and will urgently verify and certify the entered data. Accuracy & validity of old data now maintained in cloud is sole responsibility of the Customer.

Transaction Data migration from existing system of Customer to MasterSoft system is out of scope and will be charged additional and can be taken up on mutual agreement. However Master data can be uploaded into the new system if customer can provide the data in the standard data templates provided or can be directly entered by customer prior to go-live.

Data of only current students for migration will be provided by Customer Team in Standard Excel Formats defined. In case of any Cleansing work required, it will be supported by Customer & migrated data will be verified in writing by Customer.

The complete data entry & processing work is sole responsibility of Customer Users and is to be done by Customer's Users. Implementation team will support them in this process. Since the data is entered, modified, Checked & processed by the Customer's authorized Users, sole responsibility of the same is of Customer. Customer's User shall never ask & Force on-site team to do the data entry & processing work.

10. In the interest of Customer's data security & cloud security, there will be no access to any third party like students, vendors, to the ERP. Password will never be shared by Customer's Users with other Users. Student shall be never allowed to meet on-site staff.

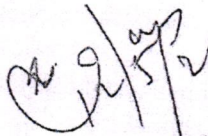
Students direct interaction/meeting implementation team can be a serious concern and not good for the ERP Security. So, for student interaction, Customer needs to always identify a coordinator / staff and further give necessary corrections in ERP data in writing to our staff. At no instance students should directly interact with our staff onsite / Head Office. Student difficulties/queries should be solved / handled by Customer's Technical team.

11. Customer undertakes to comply with all the access authorization and access controls for the Customer's access to the Services Environment as may be prescribed by Supplier / OEM / OEM. Customer shall limit the access to Services Environment only to the Authorized Users. Each Authorized Users shall follow the security policies and rules as have been notified by the Supplier / OEM.
12. Customer acknowledges that the Services offered by Supplier / OEM under this Agreement are not the data processing services but are in the nature of information technology infrastructure and application services for Customer's own data processing and business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.

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13. Customer shall be responsible for all activity occurring under its control and shall abide by all applicable laws. The Customer shall notify SI immediately of any unauthorized use of the Services or Services Environment. Customer undertakes that all Customer Data will not infringe the intellectual property rights of any third party & shall abide by all applicable laws of the land.
14. Passwords will be never shared by Customer's Users with their assistants, other Users or with anyone including on-site implementation team. In the interest of Purchaser data security & ERP security, there will be no un-authorized access to any unknown person / party. Password shall never be shared by Purchaser Users with other Users, assistants, or with anyone including Supplier / OEM's staff.

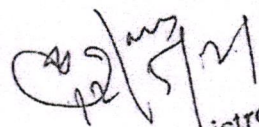
Purchaser will be solely responsible for all the transactions done thru authorized login. If Purchaser's User share password to others or User itself enters wrong / fraud transactions, Purchaser will be solely responsible.
15. Implementation team will never ask for User password from any User. Implementation team will never do any data entry / correction, processing work on behalf of Purchaser. Implementation team will hand hold & support Purchaser Users in doing their work at initial stages & in case of any difficulty at later stages.
16. Customer will inform all the important events & schedules, such as admission dates, exam dates, result dates well in advance via written communication so that Implementation team can prepare configure ERP accordingly & if required make extra arrangements for success of such event. Customer also will inform all the changes in rules, new rules well in advance for necessary configurations in ERP. As far as possible, Customer should consult while changing any process / rules which will involve ERP.
17. The onsite staff and their day-to-day activities are strictly under the supervision of MIS In-Charge and authorities of Purchaser Team. Any suspicious behavior if observed shall be communicated to SI immediately via email and telephonically and necessary corrective measures will be taken.
18. Third party interactions, certification, auditing, are to be managed by Customer directly. Support needed shall be provided as case-by-case basis.
19. At AU West Bengal, Implementation phase is of Maximum 12 Months. After the implementation phase is over, ATS period starts.


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ANNEXURE-IV

GENERAL TERMS AND CONDITIONS OF ENGAGEMENT

1. Application will support current versions as of date of standard browsers like Firefox, IE and Chrome with standard screen resolution of 1024 x 768 pixels.
2. SI will ensure Best Training and Service Support to all users at the Institute and will also follow Train the Trainer model where in-house team will be identified and given high level training who can be useful later to ensure proper support to other users mainly students and faculty / staff colleagues. Training certificates should be always signed by end users as soon as training is given by Team.
3. All parties will endeavor to deploy the software in 04-06 months from the date of signing of SLA and for the modules being considered every year. Timely approvals of SRS and UAT signoff is the responsibility of customer all needed support will be extended by Implementation team. In 2 weeks UATs and SRS would be deemed approved if no concerns are raised for the same.
4. The ERP data is fully secured. Once Customer's data is live, ERP Application data cannot be modified by on-site team. Customer Users shall never share their password with Implementation team for any data entry / modification or report generation purpose. Any data modification of live ERP can only be done by senior team at Head Office of OEM and that too only on the written communication of Customer.
5. In case of an event of any unfortunate loss / damage / modifications / corruption of Customer's data due to any reason, Implementation Team will make all out efforts to recover the same using its established data Backup & disaster recovery methodology on immediate basis. In this challenging situation, Customer will co-operate in all ways for such recovery.
6. **User Manual:** The Implementation Team will provide soft copy of various module-wise updated User's manual.
7. Customer, SI & OEM shall follow a change control process as agreed at the starting of program.
8. Integration with third party or external system is as defined in the Functional Scope document. Also, for the same third-party API & coordination will be the responsibility of Customer officials.
9. Actual effective usages of the ERP modules will be the responsibility of the Customer. The Implementation Team can ensure training & service support to the Users of Customer. Billing can never be reduced / pro-rata for un-utilized modules of ERP.
10. **Review meetings:** In implementation phase, Customer's Users and team of SI & OEM can meet / video call as per requirement on mutually suitable date. Necessary solution


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Aliah University
Kolkata-700 160

will be worked out in such a meeting for timely completion of ERP project. Customer will call such meetings. During the first year, three such meeting can be organized & in subsequent years, normally two such meetings can be organized.

11. Billing Cycle: Quarterly Billing Payable after the completion of period. In case of non-payment / delayed payment beyond 06 weeks of raising of such invoice by the SI, ERP Cloud function/services will automatically restricted / stopped by SI

12. Contract period : Minimum Five Years

13. This Agreement shall commence on the Effective Date and continue for Contract Term of five years, unless terminated earlier in accordance with the provisions herein. The Agreement may be renewed for further term(s) on mutual agreement between the Parties.

14. Under ATS all minor changes shall be free of cost and Extra Modules / Major Customizations/development shall be chargeable. Any changes (major) to be proposed and asked for by the client well in advance (at least 1 month in advance).

15. Non-payment of dues to the extent of one quarter billing within 06 weeks of raising of the invoice by the SI, will attract discontinuation of cloud services by Slafter due intimation to the university and will be reinstated only upon regularization of payments so pending.

Any New Development Change request by the customer will be catered if there is no such outstanding payment as on date of request. Restricted services shall be available due to low cloud bandwidth and as per norms; outstanding payment message shall be displayed on Login.

In case the payment is outstanding for more than 06 weeks the services shall get automatically suspended due to non-payment of cloud rental as per standard cloud norms. In such cases, restart of cloud services may lead to some penalty charges, maximum up to 10% of outstanding bills.

16. Termination Clause: The agreement can only be terminated with 03 months' written prior notice or payment in lieu thereof by the client.

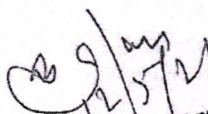
17. Effect of termination: In the event of termination or expiry of this Agreement,

(A) Customer shall (i) forthwith cease to access and / or use any of ERP Application Systems and Services Environment; (ii) return to SI/OEM any of OEM confidential and proprietary information and material in its possession; and (iii) purchase Equipment (if any) at the then market value or the written down book value in books whichever is higher; and

(B) SI & Implementation Team shall (i) return to Customer all confidential and proprietary information of Customer and equipment (if any).

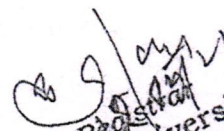
12/5/24
Registrar
Aliah University
New Town, Kolkata-700 160

18. Dispute Resolution (Arbitration) - As far as possible, for any dispute, Customer's & SI Management will settle such disputes at mutual level. In case if this fails, for any dispute or difference of any kind whatsoever raised between the parties in connection with or arising out of the agreement or any part thereof such dispute or difference shall be referred to an acceptable sole arbitrator under the provisions of the Indian Arbitration and conciliation Act 1996 or any enactment or modification there under. The venue for Arbitration shall be Kolkata and language shall be English. The courts in Kolkata shall have Jurisdiction to entertain all disputes between the parties"
19. Force Majeure Clause - Neither party shall have any liability under RB deemed to be breach of this Agreement for any delay or failure in performance of this agreement which results from circumstances beyond the reasonable control of that party. If such circumstances continue for a continuous period of more than 6 months either party may terminate by written notice to the other party.
20. Non-Compete Agreement -All Parties hereby agree that it shall not at any time compete with any of the resources or employees of the other party or cause to gain advantage by abusing intimate knowledge to release trade secrets or sensitive information, business practices, upcoming products, marketing plans or any other confidential information.
21. Quarterly Management Visits will be planned by SI Team for getting feedback on the functioning of the ERP. Such meetings will be organized on mutually convenient dates to be decided and conveyed in advance to all the stake holders.


12/5/24
Registrar
Aliah University
New Town, Kolkata-700 160

ANNEXURE – V
PAYMENT SCHEDULE

- 60% One Time Setup cost with Purchase Order
- 20% One Time Setup cost on Signing the Agreement and User Creation on Azure
- 20% One Time Setup cost after Complete Data Migration (Approx. 06-08 Weeks)
- Per User Per Month Billing from the date of Installation of ERP on Azure Servers will be paid Quarterly after completion of the period and submission of Invoice.
- WTL (SI) will submit the Invoice to AU on receipt form OEM / Supplier.
- SI on receipt of the Payment from Purchaser will make the payments after deducting their service margin as agreed in the PO for One Time Setup & PUPM Costs.
- No Margin will be applicable to SI on any consumables like Azure, Licenses ...
- Microsoft Cloud Billing as per Actuals monthly on submission of Invoice
- All Payments will be released inclusive of Applicable Taxes
- Consumables to be Paid as per Actuals on Delivery and submission of Invoice


Registrar
Aliah University
New Town, Kolkata-700 160

Webel Technology Limited

(A Government of West Bengal Undertaking)
Block BP-5; Sector -V; Salt Lake; Kolkata - 700 091, West Bengal
Telephone No.2367-3403/06 Fax No.2367-9418

TAX INVOICE

Original For Recipient / Duplicate For Supplier

Client Order No. AU/REG/0377/21
Client Order Date 12/05/2021
Reference No. WTL/OE/B7/0075/21-22

Invoice Date 20/07/2022
Invoice No. SER/22-23/1177
Reference Date 03/06/2021

Customer's Name and Address	Billing Address	Shipping Address
Aliah University Action Area-II/27, New Town, Kolkata - 700064, West Bengal GSTIN 19AAAJA1944R1D3 State Code - 19	Aliah University Action Area-II/27, New Town, Kolkata - 700064, West Bengal	Aliah University, Action Area-II/27, New Town, 700064 Place of Supply Kolkata

GSTIN : 19AACW4201G1ZM, PAN : AAACW4201G, CIN : U72200WB2001SGC092897

University Administration & Information Management System for Aliah University, Kolkata, West Bengal

Sl. No.	HSN/SAC	Item	Qty	Rate (Rs.)	Taxable Value(Rs.)	SGST (Rs.)	CGST (Rs.)	IGST (Rs.)	Total (Rs.)
1	998319	Per User Per Month (PUPM) • Users = Students + Faculty + Staff Only Personal Logins will be billable, Institutional User Logins will not be billed i.e. VC, Registrar, COE, • Min. Assured Billing for 5000 Users • Applicable from date of Installation on Azure Cloud Servers. For the period from April 2022 to June 2022.	15000.00 Nos	42.0000	630000.00 100.00%	56700.00 9.00%	56700.00 9.00%	0.00 0.00%	743400.00
2	999799	WTL Procurement Charge @	1.00 LS	12600.0000	12600.00 100.00%	1134.00 9.00%	1134.00 9.00%	0.00 0.00%	14868.00
Sub Total					642600.00	57834.00	57834.00	0.00	758268.00

100.00% 758268.00

TOTAL 758268.00

Summary		Taxable amount	642600.00
		GST	115668.00
		Invoice Total	758268.00

Invoice Total (in word) (Seven Lac Fifty Eight Thousand Two Hundred Sixty Eight Only)

Enclosed:

Whether GST Payable on Reverse Charge "No"

- This Invoice is subject to the terms & condition of on contract / acceptance.
- All the payments in the form of Cheque / Draft / Electronic transfer / remittance ect. shall be in favour of "WEBEL TECHNOLOGY LIMITED".
- All disputes are subject to Kolkata jurisdiction only.

E & OE

For Webel Technology Ltd



Authorised Signatory

Registrar (Officiating)
Aliah University
New Town, Kolkata

GST TDS NOT TO BE DEDUCTED

Vide Notification No. 73/2018 dtd. 31.12.18

Work is not completed
Installation is going on -
This bill is part of phase-wise payment
as per Service level Agreement

Date: 01.09.2022

ALIAH UNIVERSITY
Note Sheet
Continue
Finance Officer

"M/s Webel Technology Limited" has submitted a bill of ₹ 2,38,191/- against Microsoft Azure Cloud Consumption charges from 15.12.2021 to 30.06.2022 for ERP software vide Memo No. AU/REG/0377/21 dated 12.05.2021.

The bill has been certified by the Chairman, ERP Committee.

Detail of the bill is given below:-

Bill No.	Bill Date	Amount (₹)
SER/22-23/1121	13.07.2022	2,38,191.00
Net Amount Payable		2,38,191.00

Registrar

Hence, if approved, we may release the above payment of ₹ 2,38,191/- (Rupees two lakh thirty eight thousand one hundred ninety one only) in favour of "Webel Technology Limited" through other grants.

Placed for your kind perusal and order.

(Sohail Ahmed, Senior Assistant)

Hon'ble V.C

Work done Certificate complete
from Chairman, ERP
09/09

Rental bill for cloud
working fine
12-10-22

(Chairman, ERP Committee)

Registrar (Officiating)
Aliah University
New Town, Kolkata

Webel Technology Limited

(A Government of West Bengal Undertaking)
Block BP-5; Sector - V; Salt Lake; Kolkata - 700 091, West Bengal
Telephone No.2367-3403/06 Fax No.2367-9418

TAX INVOICE

Original For Recipient / Duplicate For Supplier

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Client Order Date 12/05/2021
Reference No. WTL/OE/B7/0075/21-22

Invoice Date 13/07/2022
Invoice No. SER/22-23/1121
Reference Date 03/06/2021

Customer's Name and Address	Billing Address	Shipping Address
Aliah University Action Area-II/27, New Town, Kolkata - 700064, West Bengal GSTIN 19AAAJA1944R1D3 State Code - 19	Aliah University Action Area-II/27, New Town, Kolkata - 700064, West Bengal	Aliah University, Action Area-II/27, New Town, 700064 Place of Supply Kolkata

GSTIN : 19AACW4201G1ZM, PAN : AAACW4201G, CIN : U72200WB2001SGC092897

University Administration & Information Management System for Aliah University, Kolkata, West Bengal

Sl. No.	HSN/SAC	Item	Qty	Rate (Rs.)	Taxable Value(Rs.)	SGST (Rs.)	CGST (Rs.)	IGST (Rs.)	Total (Rs.)
1	998319	Microsoft Azure Cloud Consumption will vary based on services utilized, Volume of Users... and Billing will be as per actual usage on monthly basis and not cross rs. 8 Lac / Year. For the Period 15.12.2021 to 30.06.2022	1.00 Nos	197899.2000	197899.20 100.00%	17810.93 9.00%	17810.93 9.00%	0.00 0.00%	233521.06
2	999799	WTL Procurement Charge @	1.00 LS	3957.9840	3957.98 100.00%	356.22 9.00%	356.22 9.00%	0.00 0.00%	4670.42
Sub Total					201857.18	18167.15	18167.15	0.00	238191.48
								100.00%	238191.48
								TOTAL	238191.00

Summary		
Taxable amount		201857.18
GST		36334.30
Invoice Total		238191.00

Invoice Total (in word) (Two Lac Thirty Eight Thousand One Hundred Ninety One Only)

Enclosed: Details As Per Annexure

Whether GST Payable on Reverse Charge "No"

- This Invoice is subject to the terms & condition of on contract / acceptance.
- All the payments in the form of Cheque / Draft / Electronic transfer / remittance ect. shall be in favour of "WEBEL TECHNOLOGY LIMITED".
- All disputes are subject to Kolkata jurisdiction only.

E & O E

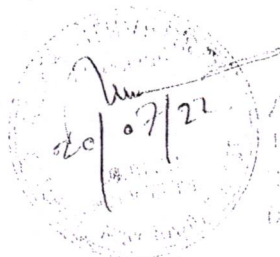
For Webel Technology Ltd

Authorised Signatory

Registrar (Officiating)
Aliah University
New Town, Kolkata

Microsoft Azure Cloud rent
as per Service Level
Agreement

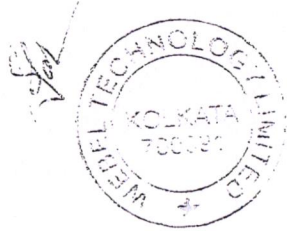
GST TDS NOT TO BE DEDUCTED
Vidit Notification No. 73/2018 dt. 31.12.18



20/07/22
20/07/22

DETAILS OF CLOUD HOSTING CHARGES FROM 15.12.2021 TO 30.06.2022 FOR ALIAH UNIVERSITY

PARTICULARS	BILLING DETAILS	BASIC	IGST @ 18%	AMOUNT
CLOUD HOSTING CHARGES	15.12.2021 TO 31.12.2021	17,575.02	3,163.50	20,738.52
CLOUD HOSTING CHARGES	01.01.2022 TO 31.01.2022	29,873.53	5,377.24	35,250.76
CLOUD HOSTING CHARGES	01.02.2022 TO 28.02.2022	27,543.00	4,957.74	32,500.74
CLOUD HOSTING CHARGES	01.03.2022 TO 31.03.2022	30,201.00	5,436.18	35,637.18
CLOUD HOSTING CHARGES	01.04.2022 TO 30.04.2022	29,542.00	5,317.56	34,859.56
CLOUD HOSTING CHARGES	01.05.2022 TO 31.05.2022	31,544.88	5,678.08	37,222.96
CLOUD HOSTING CHARGES	01.06.2022 TO 30.06.2022	31,619.77	5,691.56	37,311.33
		197,899.20	35,621.86	233,521.06



[Handwritten Signature]
 (Chairman, ERP)

[Handwritten Signature]
 Registrar (Officiating)
 Aliah University
 New Town, Kolkata

Webel Technology Limited

(A Government of West Bengal Undertaking)
Block BP-5; Sector - V; Salt Lake; Kolkata- 700 091, West Bengal
Telephone No.2367-3403/06 Fax No.2367-9418

Chairman ERP
[Signature]

TAX INVOICE

Original For Recipient / Duplicate For Supplier

Client Order No. AU/REG/0377/21
Client Order Date 12/05/2021
Reference No. WTL/OE/B7/0075/21-22

Invoice Date 11/12/2022
Invoice No. WTL/22-22/AU/P-0001
Reference Date 03/06/2021

Customer's Name and Address

Aliah University
Action Area-II/27, New Town, Kolkata -
700064, West Bengal
GSTIN - State Code - 19

Billing Address

Aliah University
Action Area-II/27, New Town, Kolkata -
700064, West Bengal

Shipping Address

Aliah University, Action Area-II/27, New
Town, 700064
Place of Supply Kolkata

GSTIN : 19AAACW4201G1ZM, PAN : AAACW4201G, CIN : U72200WB2001SGC092897

University Administration & Information Management System for Aliah University, Kolkata, West Bengal

Sl. No.	HSN/SAC	Item	Qty	Rate (Rs.)	Taxable Value(Rs.)	SGST (Rs.)	CGST (Rs.)	IGST (Rs.)	Total (Rs.)	
1	998319	Microsoft Azure Cloud Cloud hosting charges for the period 01/07/2022 to 31/10/2022.	1.00 Job	104964.45	104964.45	9446.80 9.00%	9446.80 9.00%	0.00 0.00%	123858.0	
2	999799	WTL Procurement Charge @	1.00 LS	22099.29	2099.29 100.00%	188.94 9.00%	188.94 9.00%	0.00 0.00%	2477.1	
Sub Total					107063.74	9635.74	9635.74	0.00	126335.2	
									100.00%	126335.2
									TOTAL	126335.0

Summary			
		Taxable amount	107063.74
		GST	19271.48
		Invoice Total	126335.00

Invoice Total (in word) (One Lac Twenty Six Thousand Three Hundred and Thirty Five Only)

Enclosed:

Whether GST Payable on Reverse Charge "No"

- This Invoice is subject to the terms & condition of on contract / acceptance.
- All the payments in the form of Cheque / Draft / Electronic transfer / remittance ect. shall be in favour of "WEBEL TECHNOLOGY LIMITED".
- All disputes are subject to Kolkata jurisdiction only.

E & O E

For Webel Technology Ltd

Authorised Signatory



GST TDS NOT TO BE DEDUCTED
Vide Notification No.: 73/2018 dtd. 31.12.18

[Signature]
Registrar (Officiating)
Aliah University
New Town, Kolkata

The cloud server is working
[Signature]
27.03.23

Page 1 of 1

Regd. Office: Webel Bhavan, Block EP & GP, Sector V, Salt Lake, Kolkata - 700091



ALIAH UNIVERSITY
LIA/27, New Town, Kolkata-160

Receipt No. 493

To
The CEO,
WTL, Kolkata-91

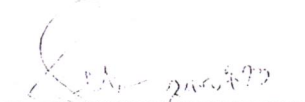
Sub: Request to change the vendor of the ERP solutions at Aliah University

Sir,

This is for your kind information that the current status of the ERP implementation at our University is on the verge of failure. Despite giving full support and holding several meetings with the vendor (Mastersoft ERP solution) over the last one and a half years, they have not shown any intention to complete the project in due time. The vendor is unwilling to make any modifications to their off-the-shelf product to meet our requirements. While two employees were supposed to be always present at the University, they were frequently missing, and the vendor preferred to work remotely during the entire installation phase. Despite paying for most of the initial setup fees and cloud hosting fees, the vendor cannot produce even a single successfully implemented module. Moreover, they have strangely sent bills seeking software usage charges from time to time, which was never implemented. Whenever they have been asked to make some changes to the software, they claim payment of those bills in lieu of taking any initiative.

Therefore, a meeting of the ERP committee in the presence of the Registrar sir and different module in-charges was conducted on 22.04.2023. Considering the current scenario, the committee considers that the vendor has been given enough time, opportunity, and cooperation to implement the ERP system at the University, but unfortunately, they have failed in all aspects and have shown a very unprofessional attitude. The committee, therefore, requests WTL to change the vendor immediately to properly implement the ERP system at the University, specifically considering the smooth execution of the upcoming AUAT-2023.


The minutes of the above mentioned ERP committee meeting is attached herewith.



(Dr. Souvik Sengupta)

Assoc. Prof. & HOD, Dept. of CSE
Chairman, ERP Committee
Aliah University, Newtown, Kolkata- 160

11/11
Dept. of Computer Co. & Informatics
Aliah University, Kolkata


Registrar (Officiating)
Aliah University
New Town, Kolkata

Aliah University

Minutes of the Meeting of the ERP Committee

Date- 24.04.23 Venue - Boardroom, Newtown Campus

A meeting of the ERP committee in presence of the Registrar sir and different module in-charges was conducted on 24.04.2023 and the following resolutions were taken.


Agenda -

1. To discuss the current status of ERP implementation at the University
2. Misc (if any).

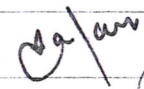
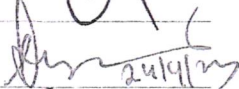
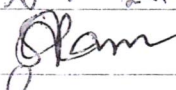
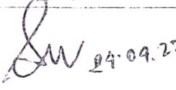
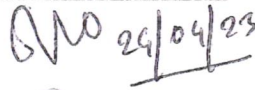
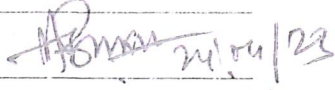
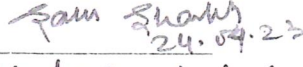
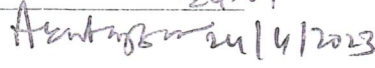
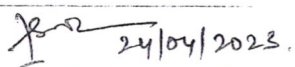
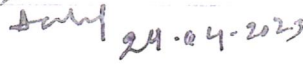
Resolutions-

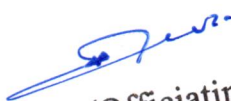
After reviewing the feedback of the members and different module in-charges, the committee has taken the following resolutions.

1. Despite giving full support and conducting several meetings with the vendor (Mastersoft ERP solution) over the last one and half year, they have not shown any intention to complete the project in due time.
2. The vendor is unwilling to make any modifications to their off-the-shelf product to meet our requirements.
3. The on-site staff (as per the agreement 2 personnel should be available at the campus) were most of the time absent. The vendor preferred to work remotely during the implementation phase.
4. The behavior of the system engineer from the vendor is very rude and unprofessional. His egoistic attitude hindered the successful implementation of the project.
5. The users' training for the software was never conducted properly. The vendor sent newly appointed freshers to give training, who themselves did not know the functionalities of the software.
6. At the Aliah University Admission Test (AUAT)-2022, the software failed miserably, which led to the face-loss of the University. Despite several requests from the chairman of AUAT-2022, the changes to the software were not made in due time.
7. Subsequently, the chairman of AUAT-2023 has informed about the required changes in details, but no fruitful action is being taken.
8. The office of Controller of the Examination had put up a simple requirement for online marks submission and also arranged a one week workshop for the faculty members. Unfortunately, the training personnel could not even demonstrate how to do this task in the system. Moreover, he left the University and the city without informing anybody.
9. Despite paying most of the one time set up cost and cloud hosting charge, the vendor is unable to produce even a single successfully implemented module but strangely they have sent bills seeking software usage charges from time to time. Whenever they have been asked to make some changes in the software, they claim payment of those bills in lieu of taking initiatives.
10. Considering the above scenarios the committee considers that the vendor has been given enough time, opportunity and cooperation to implement the ERP system at the University but unfortunately they have failed in all aspects and have shown a very unprofessional attitude. The committee therefore, requests WTL to change the vendor with immediate effect, for proper


Registrar (Officiating)
Aliah University
New Town, Kolkata

implementation of the ERP system at the University, specifically considering the smooth execution of the upcoming AUAT-2023.

Name, Designation	Member/Invitee	Signature
Dr. Syed Nurus Salam, Registrar	Invitee	 24/04/23
Dr. S.M.A Naycem, CoE	Invitee	 24/04/23
Dr. Safiul Alam, Chaiman, HMC	Invitee	 24/04/23
Dr. Souvik Sengupta, Assoc. Prof, CSE	Chairman, ERP committee	 24.04.23
Dr. Sk. Md. Obaidullah, Assoc. Prof, CSE	Convener, ERP committee	 24/04/23
Dr. Arup Kumar Baksi, Professor, MBA	Member, ERP committee	 24/04/23
Mr. Sain Shaikh, Assistant Professor, ECE	Member, ERP committee	 24.04.23
Dr. Akhtaruzzaman, ACoE	Member, ERP committee	 24/4/2023
Dr. Farrukh Shahzad, PA, Hon. VC	Member, ERP committee	 24/04/2023.
Mr. Asif Iqbal, Technical Assistant, CSE	Member, ERP committee	 24.04.2023


Registrar (Officiating)
Aliah University
New Town, Kolkata

Aliah University
Newtown, Kolkata -160

To
The CEO,
Webel Technologies Limited, Kolkata -91

Date - 11.09.23

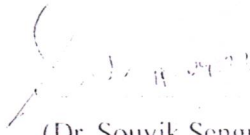
Sub: Satisfactory performance of the current ERP implementation team
Sir,

This is in reference to our earlier letter dated 24.04.23 for changing the ERP vendor at the Aliah University. We thank you for your timely intervention and replacing the development team. The current development team has shown better efficiency, integrity, and professionalism in solving the existing problems. The two modules - admission section and hostel management that they have worked on, are running smoothly till date. The overall performance is also satisfactory.

In this regard, we request you to continue with this current development team for the rest of the modules of the ERP installation phase at the University. As it is a long pending issue, we are looking forward for a successful and seamless ERP implementation at the University as soon as possible.

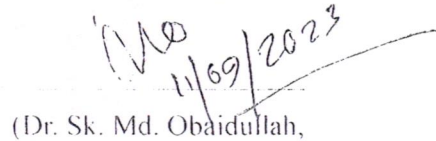
Thanking you

Members of the ERP Committee, Aliah University



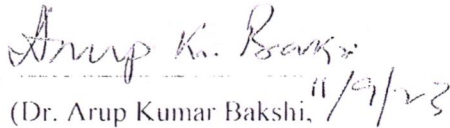
(Dr. Souvik Sengupta,

Chairman, ERP Committee, Aliah University)

 11/09/2023

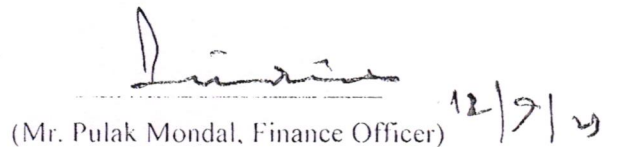
(Dr. Sk. Md. Obaidullah,

Convenor, ERP Committee, Aliah University)

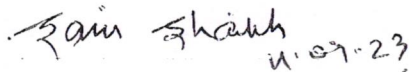
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(Dr. Arup Kumar Bakshi,

Professor, MBA Department)

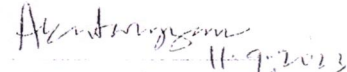
 12/9/23

(Mr. Pulak Mondal, Finance Officer)

 11.09.23


(Mr. Sain Shaikh,

Asst. Professor, ECE Department)

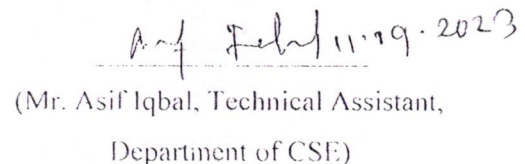
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(Dr. Akhtaruzzaman,

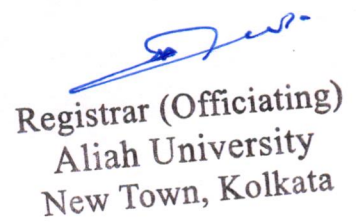
Asst. Controller of Examination)

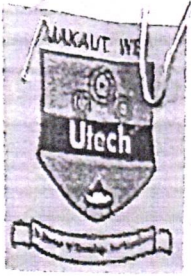
 11/09/23

(Dr. Farrukh Shahzad, PA to HVC)

 11.09.2023

(Mr. Asif Iqbal, Technical Assistant,
Department of CSE)


Registrar (Officiating)
Aliah University
New Town, Kolkata



MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL
(Formerly, WEST BENGAL UNIVERSITY OF TECHNOLOGY)

Main Campus: Haringhata, Nadia, W.B.

Kolkata Office: BF-142, Sector -I, Salt Lake City, Kolkata -700 064

Phone: +91 33 2321-0731, 2321-1327 # Fax: +91 33 2321-7578, 2334-1034

Website: www.wbut.ac.in

PAN: AAAJW0063D # GSTIN: 19AAAJW0063D1Z9 # TAN: CALW02602F

SERVICE / WORK ORDER

Order No.: SRV/SCS/00064/20-21

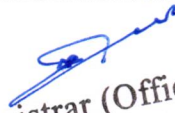
Order Date: 24-12-2020

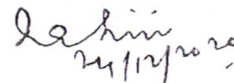
In favour of: WEBEL TECHNOLOGY LIMITED (A Govt. of W.B. Undertaking)
Address: Plot-5, Block-BP, Sector-V, Salt Lake City, Kolkata-700091
Regd. Office: Webel Bhawan, Block-EP & GP, Sector-V, Salt Lake City, Kolkata-700091
Phone No.: (033) 2367-3403-06 / (03472) 250048 / 9433111563 / 8334050533
Fax: (033) 2367-9418 (Fax)

Sub.:- Integrated University Management System for MAKAUT, WB

In reference to your Techno-Commercial Proposal for providing ERP Solution for MAKAUT, WB vide Proposal Ref. No. WTL/CEO/SP/MAKAUT/2020-21/27 dated 14/12/2020 and as per the **Resolution of the University Finance Committee Meeting dated 18/12/2020 (Agenda No.-2)**, the Authority of the University is pleased to place the order for "**Developing and Implementing E-Governance System of the University**" in favour of you. Details are as follows:

SL. NO.	ITEM	BASIC QUOTE*
1.	<u>ONE TIME SETUP COST (LUMPSUM)</u> <ul style="list-style-type: none">University Set upFunctional Alignment & Customizations for all ModulesData Migration from Existing Dump or Excel FormatsIntegration of Standard Payment gateways, SMS & Email GatewaysImplementation & TrainingDedicated Onsite Resources Best User Training & SupportTotal Team of 04-05 Resources will be dedicatedly working on the Project Onsite & OffsiteAll Upgrades as per MAKAUT RequirementsOnline Service Support from Head Office & Visit from Regional OfficeDedicated Hosting on Microsoft Azure Cloud ServersModules as mentioned above in SOWStudent Life CycleFaculty Life CycleUniversity Administration	Rs.25.00 Lacs
2.	<u>PER USER PER MONTH (PUPM)</u> <ul style="list-style-type: none">Users = Students + Faculty + StaffOnly Personal Logins will be billable, Institutional User Logins will not be billed i.e. Vice Chancellor, Registrar, Finance Officer, Controller of Examinations.....Minimum Assu.ed Billing for 3000 UsersApplicable from date of installation on Azure Cloud Servers	Rs.50.00 (PUPM)
<u>OTHER CONSUMABLES (AS PER ACTUAL CONSUMPTION ON PER ANNUM BASIS)</u>		
1.	<u>MICROSOFT AZURE CLOUD</u> <ul style="list-style-type: none">Consumption will vary based on services utilised, volume of users and billing will be as per actual usage on monthly basis.	Approx. Rs.6-8 Lacs
2.	<u>TRANSACTIONAL SMS HIGH PRIORITY</u> <ul style="list-style-type: none">Qty.: 5.0 Lacs SMS & WhatsApp	Rs.1.00 Lac
3.	<u>BULK EMAIL GATEWAY – SENDGRID (3.0 Lac Emails).</u>	\$250.00
4.	<u>MICROSOFT OFFICE LICENSE AS PER ACTUAL QUANTITY</u>	
4.a.	<u>MICROSOFT 375 A3 FOR FACULTY – ACADEMIC PER YEAR</u>	Rs.4,560/- (-5% Discount)
4.b.	<u>MICROSOFT 365 A3 FOR STUDENTS USE BENEFIT – ACADEMIC</u>	0


Registrar (Officiating)
Aliah University
New Town, Kolkata


24/12/2020

MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL
(Formerly, WEST BENGAL UNIVERSITY OF TECHNOLOGY)

Main Campus: Haringhata, Nadia, W.B.

Kolkata Office: BF-142, Sector -I, Salt Lake City, Kolkata -700 064

Phone: +91 33 2321-0731, 2321-1327 # Fax: +91 33 2321-7578, 2334-1034

Website: www.wbut.ac.in

PAN: AAAJW0063D # GSTIN: 19AAAJW0063D1Z9 # TAN: CALW02602F

SL. NO.	ITEM	BASIC QUOTE*
5.	ADDITIONAL DEDICATED ONSITE TECHNICAL RESOURCE (PER ANNUM)	As Per Actuals
6.	ANY OTHER CONSUMABLE SERVICES ON THIRD PARTY LICENSES	As Applicable

* WTL Procurement Charge and GST extra.

Method of Calculations:-

- 1) WTL Procurement Charge = Quoted Price \times 2/100
- 2) GST Amount = (Quoted Price + WTL Procurement Charge) \times GST%

General Terms & Conditions:-

- This order will be subject to signing and execution of a Work Contract between the University Authority and the vendor (WTL), by signing back the duplicate copy of the Work Order.
- Contract Period 60 Months form the month of On Boarding the Users.
- 5% Escalation each year after completion of 1st year on previous year billing.
- 100% Initial Setup Cost with Purchase Order Signing the Agreement and User Creation, Live Logins be handed over for Users on boarded on Azure Cloud.
- Per User Per Month Billing from the Date of Installation of ERP on Azure Servers will be paid Quarterly after completion of the period and submission of Invoice, Payment, should be through Cheque in favour of "Webel Technology Ltd., Kolkata" or through Net Banking.
- Cloud Billing as per Actuals with WTL Process Procurement Charge on a monthly basis on submission of Invoice.
- All Payments to be released inclusive of Applicable Taxes.
- Consumables to be paid as per Actuals with WTL Process Procurement Charge on Delivery and submission of Invoice.
- Price Validity: 30 (Thirty) Days from the Proposal Date.
- The developed programme will be taken by the University as the programme was developed at University cost.
- Technical Support must be available as and when required by the University.
- Govt. Levies will be as per existing Government Rules. The University will provide DSIR Certificate against which all permissible tax relief has to be ensured.
- The supplier should submit GST-compliant bill / invoice (if GST is applicable). A copy of the order received by the vendor should be attached to the bill / invoice.
- PAN, GST and Bank details of the supplier should be mentioned in the bill.
- Scanned copy of the bill, delivery challan and this order should be mailed to bill.finance@makaitwb.ac.in.
- Payment will be subject to the Approval by the Appropriate Authority of the University and as per the terms agreed upon by the University.
- Foreign Currency Payments will be in INR as per the prevailing rates on that particular date (i.e. date of payment / wire transfer).
- Statutory deductions (if any) will be made as per existing Govt. rules.
- Other terms and conditions are as per your proposal.

Lehni
24.12.2020

Registrar

Registrar



Maulana Abul Kalam Azad University
of Technology, West Bengal
(Formerly known as West Bengal University of Technology)
NH-12, Ward No.-8, Simhat, Haringhata, Nadia - 741 249

[Signature]
Registrar (Officiating)
Aliah University
New Town, Kolkata

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

AN ISO 9001:2015, ISO/IEC 27001:2013 & CMMI Level 5 Certified Company

Plot-5, Block –BP, Sector- V, Salt Lake City, Kolkata – 700 091 Tel: 2367-3403-06

CIN – U72200WB2001ISGC092897

Fax: 91-33-2367-9418

Visit us at: www.webeltechnology.com

Ref. No. : WTL/CEO/SP/MAKAUT/2020-21/27

Dated : 14/12/2020

**The Registrar,
Maulana Abul Kalam Azad University of Technology,
Main Campus: NH 12, Haringhata, PO- Simhat, PIN-741249
City Campus: BF-142, Sector-I, Salt Lake, Kolkata- 700064**

Dear Sir,

Sub : Techno-Commercial Proposal for ERP solution for MAKAUT

Webel Technology Limited (WTL) is a Government of West Bengal undertaking incorporated under the Companies Act, 1956. WTL is the State Nodal agency (SNA) & the State Implementing Agency (SIA) for the implementation of IT and e-Governance projects vide GO No. 31/JS(PAR)/IT/P/4/2006(Pt.III) dated 25/7/2017.

1. In reference to the meeting held in the chamber of the Hon'ble Vice Chancellor on 24/11/2020 with respect to the above mentioned subject.
2. In reference to your letter no. 25/4885 dated 24/11/2020 wrt above mentioned subject.
3. Maulana Abul Kalam Azad University of Technology (MAKAUT) approached WTL for the said solution and demonstration/presentation of various solutions were showcased various times. The solution provided by M/s Mastersoft was found to be the most apt one for university ERP solution and accordingly WTL is submitting the said solution for MAKAUT, after due consultation with the MAKAUT team.
4. Please find below WTL's commercial proposal for the same for your kind perusal.


Thank you.

Encl : Annexure-A

With Best Regards,
For Webel Technology Ltd.



(Somnath Chatterjee)
Chief Executive Officer



Registrar (Officiating)
Aliah University
New Town, Kolkata

Registered Office : Webel Bhavan, Block – EP & GP, Sector – V, Salt Lake City, Kolkata -700 091

WEBEL TECHNOLOGY LIMITED

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CIN – U72200WB2001ISGC092897

Fax: 91-33-2367-9418

Visit us at: www.webeltechnology.com

Commercial Proposal (Per user per month billing with one time setup cost)

SI	Particulars	Rate (₹)	Unit	Qty	Amount (₹)	WTL margin @ 2%	Amount with WTL Margin	GS T %	GST Amount (₹)	Total Amount (₹)
1	One Time Setup Cost <ul style="list-style-type: none"> • University Setup • Functional Alignment & Customizations for all Modules • Data Migration from Existing Dump or Excel Formats • Integration of Standard Payment Gateways, SMS & Email Gateways ... • Implementation & Training • Dedicated Onsite Resources Best User Training & Support: • Total Team of 04-05 Resources will be dedicatedly working on the project Onsite & Offsite • All Upgrades as per MAKAUT Requirements • Online Service Support from Head Office & Visit from Regional Office • Dedicated Hosting on Microsoft Azure Cloud Servers • Modules as mentioned above in SOW - Student Life Cycle - Faculty Life Cycle - University Administration 	25,00,000.00	LS	1.00	25,00,000.00	50,000.00	25,50,000.00	18 %	4,59,000.00	30,09,000.00
2	Per User Per Month (PUPM) <ul style="list-style-type: none"> • Users = Students + Faculty + Staff Only Personal Logins will be billable, Institutional User Logins will not be billed i.e. VC, Registrar, COE, • Min. Assured Billing for 3000 Users • Applicable from date of Installation on Azure Cloud Servers 	50.00	PUPM	1.00	50.00	1.00	51.00	18 %	9.18	60.18

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

AN ISO 9001:2015, ISO/IEC 27001:2013 & CMMI Level 5 Certified Company

Plot-5, Block –BP, Sector- V, Salt Lake City, Kolkata – 700 091 Tel: 2367-3403-06

CIN – U72200WB2001SGC092897

Fax: 91-33-2367-9418

Visit us at: www.webeltechnology.com

Other consumables as per consumption on per annum basis

Sl.	Description	Amount (Rs.)	WTL Procurement Charge	GST/Tax
1	Microsoft Azure Cloud Consumption will vary based on services utilized, Volume of Users... and Billing will be as per actual usage on monthly basis	Approx. 06 – 08 Lacs	2%	18% or applicable rate
2	Transactional SMS High Priority (Qty. 5.0 Lac SMS)& What's App	1.0 Lac	2%	18% or applicable rate
3	Bulk Email Gateway – SendGrid (3.0 Lac Emails) Payments will be in INR as per the prevailing rates	USD 250	2%	18% or applicable rate
4	Microsoft Office Licences As per Actual Quantity			
	Microsoft 365 A3 for faculty – Academic Per Year	4560 (- 5% discount)	2%	18% or applicable rate
	Microsoft 365 A3 for students use benefit– Academic	0	NA	
5	Additional Dedicated Onsite Technical Resource (Per Annum)	As per Actuals	2%	18% or applicable rate
6	Any Other Consumable Services or Third-Party Licences	As Applicable	2%	18% or applicable rate

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

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Plot-5, Block –BP, Sector- V, Salt Lake City, Kolkata – 700 091 Tel: 2367-3403-06


CIN – U72200WB2001SGC092897

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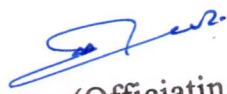
Visit us at: www.webeltechnology.com

General Terms and Conditions

- Contract Period 60 Months from the month of On boarding the Users
- 5% Escalation each year after completion of 1stYear on previous year billing
- 100% Initial Setup cost with Purchase Order, Signing the Agreement and User Creation, Live Logins be handed over for Users on boarded on Azure Cloud.
- Per User Per Month Billing from the date of Installation of ERP on Azure Servers will be paid Quarterly after completion of the period and submission of Invoice. Payment should be through Cheque in favour of "Webel Technology Ltd., Kolkata" or through Net banking
- Cloud Billing as per Actuals with WTL process procurement charge on a monthly basis on submission of Invoice
- All Payments to be released inclusive of Applicable Taxes
- Consumables to be Paid as per Actuals with WTL process procurement charge on Delivery and submission of Invoice
- Price Validity: 30 (Thirty) Days from the proposal date.
- Taxes and duties: GST/Duties as Applicable at the time of raising the Invoice.



(Somnath Chatterjee)
Chief Executive Officer



Registrar (Officiating)
Aliah University
New Town, Kolkata

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

An ISO 9001:2015, ISO/IEC 27001:2013 & CMMI Level-5 Certified Company

CIN - U72200WB2001SGC092897

Plot-5, Block-BP, Sector-V, Salt Lake City, Kolkata - 700 091

Tel : 033 2367 3403-06 Fax : 033 2367 9418 Website : www.wtl.co.in

Ref. No. : WTL/CEO/SP/AU/2020-21/60

Dated: 05/03/2021

The Registrar,
Aliah University
Action Area-IIA/27, New Town
Kolkata- 700064, West Bengal

Dear Sir,

Sub : Techno-Commercial Proposal of ERP solution for Aliah University

Webel Technology Limited (WTL) is a Government of West Bengal undertaking incorporated under the Companies Act, 1956. WTL is the State Nodal agency (SNA) & the State Implementing Agency (SIA) for the implementation of IT and e-Governance projects vide GO No. 31/JS(PAR)/IT/P/4/2006(Pt.III) dated 25/7/2017.

1. In reference to the meeting held in the chamber of the Hon'ble Vice Chancellor on 02/03/2021 with respect to the above mentioned subject.
2. Aliah University approached WTL for the said solution and demonstration/presentation of various solutions were showcased various times. The solution provided by M/s Mastersoft was found to be the most apt one for university ERP solution and accordingly WTL is submitting the said solution for Aliah University, after due consultation with the Aliah University team.
3. Based on the affirmative feedback received during the joint video conference meeting attended by VC-Aliah University, VC-Aliah University, FO-ALIAH UNIVERSITY, Dr. Souvik Sengupta- Aliah University, CoE- Aliah University, Team WTL, Team Mastersoft ; we are submitting the proposal based on the points accepted during presentation.
4. Please find below WTL's commercial proposal for the same for your kind perusal.

Thank you.

Encl: Annexure-A

With Best Regards,
For Webel Technology Ltd.



(Somnath Chatterjee)
Chief Executive Officer

Commercial Proposal (Per user per month billing with one time setup cost)

Sl.	Particulars	Rate (₹)	Unit	Qty	Amount (₹)	WTL margin @ 2%	Amount with WTL Margin	GST %	GST Amount (₹)	Total Amount (₹)
1	<p>One Time Setup Cost</p> <p>One Time Setup Cost</p> <ul style="list-style-type: none"> • University Setup • Functional Alignment & Customizations for all Modules • Data Migration from Existing Dump or Excel Formats • Integration of Standard Payment Gateways, SMS & Email Gateways ... • Implementation & Training • Dedicated Onsite Resources Best User Training & Support: • Total Team of 04-05 Resources will be dedicatedly working on the project Onsite & Offsite • All Upgrades as per Aliah University Requirements • Online Service Support from Head Office & Visit from Regional Office • Dedicated Hosting on Microsoft Azure Cloud Servers • Modules as mentioned above in SOW - Student Life Cycle - Faculty Life Cycle - University Administration 	25,00,000.00	LS	1.00	25,00,000.00	50,000.00	25,50,000.00	18%	4,59,000.00	30,09,000.00
2	<p>Per User Per Month (PUPM)</p> <ul style="list-style-type: none"> • Users = Students + Faculty + Staff + Officials • Min. Assured Billing for 5,000 Users • Applicable from date of Installation 	42.00	PUPM	1.00	42.00	0.84	42.84	18%	7.71	50.55

5

on Microsoft Azure Cloud Servers								
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Other consumables as per consumption on per annum basis

SL	Description	Amount (Rs.)
1	Microsoft Azure Cloud Consumption will vary based on services utilized, Volume of Users... and Billing will be as per actual usage on monthly basis	8.0 Lacs per annum + +2%WTL Margin +Taxes
2	Transactional SMS High Priority (Qty. 5.0 Lac SMS) & What’s App	1.0 Lac + 2%WTL Margin +Taxes
3	Bulk Email Gateway – SendGrid (3.0 Lac Emails) Payments will be in INR as per the prevailing rates	18,750 +2%WTL Margin+ Taxes
4	Additional Dedicated Onsite Technical Resource (Per Annum)	As per Actuals+2%WTL Margin +Taxes
5	Applicable Taxes (Currently)	18% GST
6	Any Other Consumable Services or Third-Party Licences	As Applicable

General Terms and Conditions

PAYMENT MILESTONE

One Time Setup Cost

- 60% Initial Setup cost with Purchase Order
- 20% Signing the Agreement and User Creation on Azure
- 20% After Complete Data Migration (Approx. 06-08 Weeks)

Per User Per Month

- Per User Per Month Billing from the date of Installation of ERP on Azure Servers will be paid Quarterly after completion of the period and submission of Invoice.
- Cloud Billing as per Actuals on a monthly basis on submission of Invoice

15

- All Payments to be released inclusive of Applicable Taxes
- Consumables to be Paid as per Actuals on Delivery and submission of Invoice
- Payment should be through Cheque in favour of "Webel Technology Ltd., Kolkata" or through Net banking
- Price Validity: 30 (Thirty) Days from the proposal date.
- Taxes and duties: GST/Duties as Applicable at the time of raising the Invoice.



(Somnath Chatterjee)
Chief Executive Officer

Detailed Project Report (DPR)

Integrated University Management System For Aliah University



Submitted by,
**Webel Technology Limited
(WTL)**
Block EP & GP, Sector V, Salt Lake,
Kolkata, West Bengal 700091

WTL
WEBEL TECHNOLOGY LIMITED

Submitted to,
Aliah University (AU)
Action Area II, Plot No.- IIA/27,
Newtown, Kolkata,
West Bengal 700156



Security Classification:	CONFIDENTIAL		
Issue Date:	05.03.2021		
Author(s):	- Webel Technology Limited		
Distribution:	- The Vice Chancellor, Aliah University, West Bengal		
	- MasterSoft ERP Solution Pvt. Ltd.		
	Ref: WTL/CEO/SP/AU/2020-21/60 Dated : 05/03/2021		
Document History:	Date	Revision	Change
	05.03.2021	Ver. 1.0	DPR
Offer Validity	90 days from Issue Date		

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1 Executive Summary

Aliah University (AU), a state government controlled autonomous university, offers undergraduate and postgraduate programs in different Engineering, Arts, Science, Management and Nursing subjects. One of the oldest educational institutes in the country, AU intends to stay abreast the technical advancements in the domain of education and thus intends to implement the Integrated University Management System. The system is expected to streamline the academic and administrative functions thus creating an efficient, transparent environment facilitating paperless transaction and higher accountability amongst the stakeholders.

Webel Technology Ltd. (WTL) is a Govt. of West Bengal Undertaking under the control of Department of Information Technology & Electronics. As an ISO 9001:2015, ISO/IEC 27001:2013 and CMMI Level 5 certified e-Governance Solutions Provider WTL has been authorized by the Governor of West Bengal as the State Nodal Agency (SNA) & State Implementing Agency (SIA) for all e-Governance related activities in the State. WTL has partnered with many State Government Bodies in major e-Governance initiatives and intends to implement the Integrated University Management System for Aliah University as the “System Integrator (SI)”.

As an empaneled vendor of the Webel Technology Ltd. (WTL), MasterSoft has been engaged as the “OEM/ Solution provider” to deploy the RF Campus® solution at Aliah University. With over 2 decades of experience in the Education Domain, MasterSoft is a Market Leader & the most preferred solution partner for e-Governance& ERP solutions to major Educational Institutes across India with 2000+ Installations. MasterSoft caters to a diverse range of institutions such as Universities – Central, State & Deemed; Autonomous Engineering/ Technical Institutions – NIT/ Govt. Funded or TEQIP Funded Engineering Institutions; Medical Colleges; Arts, commerce, science, law & management Colleges; Schools etc. This, in itself, is a testimony of our strength, robustness and understanding of the processes and the domain.

MasterSoft supports **40+ Autonomous Campuses** - Mizoram University - Aizawl, Maulana Azad Abdul Kalam University - West Bengal, Indus University - Ahmedabad, SVVV University - Indore, Birla Institute of Technology Mesra - Ranchi, Sarala Birla University - Ranchi, Acharya Bangalore Business School and several Institutions of repute - VJTI Mumbai, LNMIIT Jaipur, Raison Group, Meghe Group, TACW Villipuram and **13+ National Institute of Technology (NITs)** – Srinagar, Jamshedpur, Surat, Raipur, Goa, Mizoram, Manipur, Agartala, Warangal, Calicut, Trichy etc.

Our detailed approach methodology along with the solution components are mentioned in the subsequent sections of this document.

2 Project Background

Aliah University, West Bengal intends to have a fully integrated web-based e-Governance ERP on Latest Technologies.

The new application will replace the Legacy systems. ERP shall be built on latest technologies, providing good performance, covering all current functionalities being in use at Aliah University, West Bengal, coupled with the ability to scale up in future as required. Various aspects of proposed ERP development have been detailed throughout this proposal for all Modules in scope.

The ERP system will be accessed by mainly by:

- Students - UG, PG & PhD.
- Faculty - Professor, Teaching Assistant, ...
- Staff - Non-Teaching, Adhoc, ...
- Administrative Staff - Accounts, Payroll, Stores...
- Administration - Director, Registrar, COE, FO, Deans...

WTL is undertaking the proposed ERP Project as detailed through this document. Providing the timely & periodic reporting to Aliah University, West Bengal E-Governance and change control team, working closely with all the stakeholders and user communities towards ensuring the success of Proposed solution to be implemented, has been described in detailed through various aspects - methodology, communications, issues and escalation management, change control etc. for ongoing development, migration/ porting and support of new ERP during the tenure of this program.

3 ERP VALUE PROPOSITION

The proposed ERP is expected to bring in a lot of value to the institute's existing processes in addition to being user friendly. Major values that shall be delivered through this solution are:

- Future ready solution, leveraging latest technologies' **CLOUD** for the benefit of Institute/Society – **Powered by Microsoft Azure**
- Creates an impact on students & parents as a technological advanced Institute – No Queues, Ease of Transaction, Auto SMS & e-mail Updates
- Secure online Payments enabling students/ parents to pay dues 24x7 as per convenience.
- Ease of Multiple campus' management on a single system
- End-to-End automation of operations
- 100% Data Security
- Detection and prevention of Data Manipulation
- Auto Update on Email to Top Management – Principal, Secretary & others
- Cost Effective Solution as no in-house servers required
- 24x7 access to all via secured logins increases Productivity
- Transparency
- Mobile apps
- Accurate reporting through Graphs and Charts – NAAC / RUSA / NIRF / NBA
- Easy to use & supports Green Zone
- Support for all devices & All browsers
- Privacy Controls
- Hotline for assistance on a day-to-day basis
- Single Integrated Solution – Eliminates Data duplication, redundancy and inconsistency
- Scalability for ease in incorporating large user base as well as additional functionalities
- Ease of Integration with latest technology like – RFID, Payment Gateway, SMS & Email Gateway, Biometrics etc.

- Advanced Security Levels implemented through the solution architecture and Role Based Access to the user community
- Multi-lingual reports through functionalities using UNICODE
- Efficient decision making through analysis of data from across organization.
- Proven Solution architecture for Indian Education System.
- Rugged Solution Implementation approach - cutting across users, functions, development process & methodologies.

3.1 RF-CAMPUS® - Unique Performance Drivers

RF-Campus® -A Cloud/Web-based e-Governance ERP for Educational Campuses, automates all the important Activities/ Work of an Education Society. The ERP modules cover complete **Student Life cycle, Employee Life Cycle & Institute Administration.**

RF-Campus® is a fully integrated, multi-user, secured system with full protection against unauthorized access. ERP provides secured, accurate & timely information to Users at all levels for better decision making in a cost-effective manner. RF-Campus® is a fully configurable/ customizable, easy to use & stable, comprehensive and role-based ERP very popular in State & Central Universities, Private Universities, Deemed Universities, IIT, NITs, IIIT etc. RF-Campus® has been optimally used and enhanced through the contribution and guidance of hundreds of best Brains of India (across 2000+ Institutions) with improvements to keep it relevant to current policies and technologies.

RF-Campus® delivers online information access to all stakeholders, new learning architectures, and efficiency-enhancing technologies, such as workflow, student life cycle and self-service applications. RF-Campus® offers easy integration and unlimited scalability with **no limits** on the volume of Users. The ERP empowers Educational Trusts to address today's Challenges of running autonomous Institutions more efficiently.

RF-Campus® supports all the latest technologies such as Cloud, Mobile App, Payment Gateway (Online payment), SMS & Emails alerts, RFID etc. for 360°automation of operations.

We ensure your Investment in Excellence and a quick ROI.

“Institutes need proven solutions, the kind that an experienced solution provider like MasterSoft can provide.”

3.1.1 Customized ERP Suite

RF-CAMPUS® is our Own ERP developed since 2000. It is Fully Customizable as per Autonomous Institution requirements. All requirements can be developed & integrated in the ERP. Continuous process of R&D and introducing of new features like OBE, CBCS...

3.1.2 Fastest Implementation - Quick ROI

The ERP is Modular in nature, which gives the ease to select from the best prevailing Practices and speeds up the implementation time. The institute has the option to choose Best processes from our collection of solutions. This gives a rapid return on the institute's Investment.

3.1.3 Training by the most experienced people in education ERP

The Education Institutions face a tough challenge of High Iteration rate; With Our Highly Experienced trainers and On-Site Application Deployment Engineers we ensure that Training is given whenever and wherever required. With our specially designed Training Workshops for Faculties and non-teaching staff the adaptability of the solution increases and gives immense satisfaction to the end Users.

3.1.4 Accurate & Speedy Data conversion

Experts with over 100+ Man years of experience in Academic data conversion, we have migrated Data from over 25 different solutions in over 500 Institutions. **With this domain & technical experience, we have designed tools & flow by which institution data is converted in minimum time with zero errors. This Prevents Manual work and increases staff efficiency.**

3.1.5 Smart Phone Apps for Students, Faculty and Parents

With this latest feature being added to RF-CAMPUS®, Students need not stand in queues to pay the fees, this can be now done through a single click on their Mobile phones. Students and teachers can now access attendance, assignments, Submission Schedules through the RF-Android Application.

3.1.6 Excellent Security, Backup & Recovery Features

It includes features such as Restricted-secured-password protected access & monitoring, History tracking, SSL, Password encryptions, Access based on MAC address / IP Address etc., One Time password option for extra protection like banking, Single Login to Access all modules. Zero '0' security threats have been reported till date. Enough Backup protection has enabled us for instant recovery from Back-up system minimizing chances of data loss.

3.1.7 Supports all Latest Technologies

RF-CAMPUS® supports all latest technologies such as - Smart phone Apps, smart cards, biometric, face recognition, QR Code, Bar code, SMS alerts, email alerts, Online payments. RF-CAMPUS® is enabled with all RFID Technologies (LF, HF & UHF) & RFID can be used for Library, Attendance, Cash Card etc. SMS and Email alerts services (Auto-generated as well as Manual).



Web Portal



SMS, Email and Push Notifications



Integration with LMS



Accounts Package (Tally, SAGE)



Payment Gateway



RFID and Biometric



Excel Based Import/Export



Mobility Applications

4 Scope of Work

As discussed, during the series of Demonstrations & Engagements at Aliah University, West Bengal with the Users, Module Heads and Management Team and further based on our understanding, Aliah University, West Bengal is planning to implement an Integrated University Management Solution for In-House Operations of the University & Student Activities for Constituent Departments of the University.

The Proposed Solution shall have the following objectives:

- To facilitate the management of Aliah University, West Bengal to manage, co-ordinate and control the functioning of the University Departments.
- To provide technology tools for the management in assessing and measuring the performance of the University Departments in various functional areas.
- To facilitate timely and astute decision-making processes for the management through comprehensive reporting system based on online-data and information at any point of time.
- To minimize the redundancies and duplication of effort by seamless integration of data and processes across various functionalities.
- To provide mechanism for enriching and strengthening communication flow across students, management, teachers, and other stakeholders associated with Aliah University, West Bengal.
- To enhance the progressive work culture of Aliah University, West Bengal.
- To enhance all these above stated data & information transactions in a secure environment to take care of data integrity & confidentiality.

The Overall Proposed Scope for MasterSoft under this project will be as follows:

- Current Systems' Study and building SRS & GAP Analysis Document
- Data Migration of Live Students Data into ERP System and as required for Accreditation – NAAC / NBA from Standard Excel Formats
- Customizations & Development as per the SRS & GAP Analysis
- System Integration in the current Architecture of Institute
- Implementation and Support to roll out the Solution
- Completion of the Project in stipulated Time and obtaining UAT
- Operation & Maintenance and Technical Support for 60 months.

4.1 Proposed Solution

The proposed system will be developed as per the requirement specified by the AU & WTL for this initiative. Below is a brief list of Modules & Features as described in attached Product Brochures, the same will be detailed further during the Technical Discussions & Presentations and a Detailed Specifications document will be submitted:

4.1.1 Student Life Cycle

- Online Admissions
- Online Fees Collection – Installments, Scholarships ...
- Student Administration – NSS, NCC ... Upload of Documents for Anti-Ragging Undertakings,
- Academic Management – CBCS, NEP 2020 ...
- Timetable & Attendance
- E-Learning
- Examination: Pre-Exam, Conduct & Post Examination
- Convocation - Degree & Transcripts
- Alumni
- Student Feedback
- Hostel
- Training & Placements
- Mobile Apps

4.1.2 Faculty Life Cycle

- Online Recruitment
- Employee Profile
- Implementation of 100 Point Roster
- Payroll
- Bio-metric Attendance
- Leave Management
- Service Book

- PF & Income Tax
- Appraisals (PBAS)
- Retirement / Exit

4.1.3 Institute/ Campus Administration

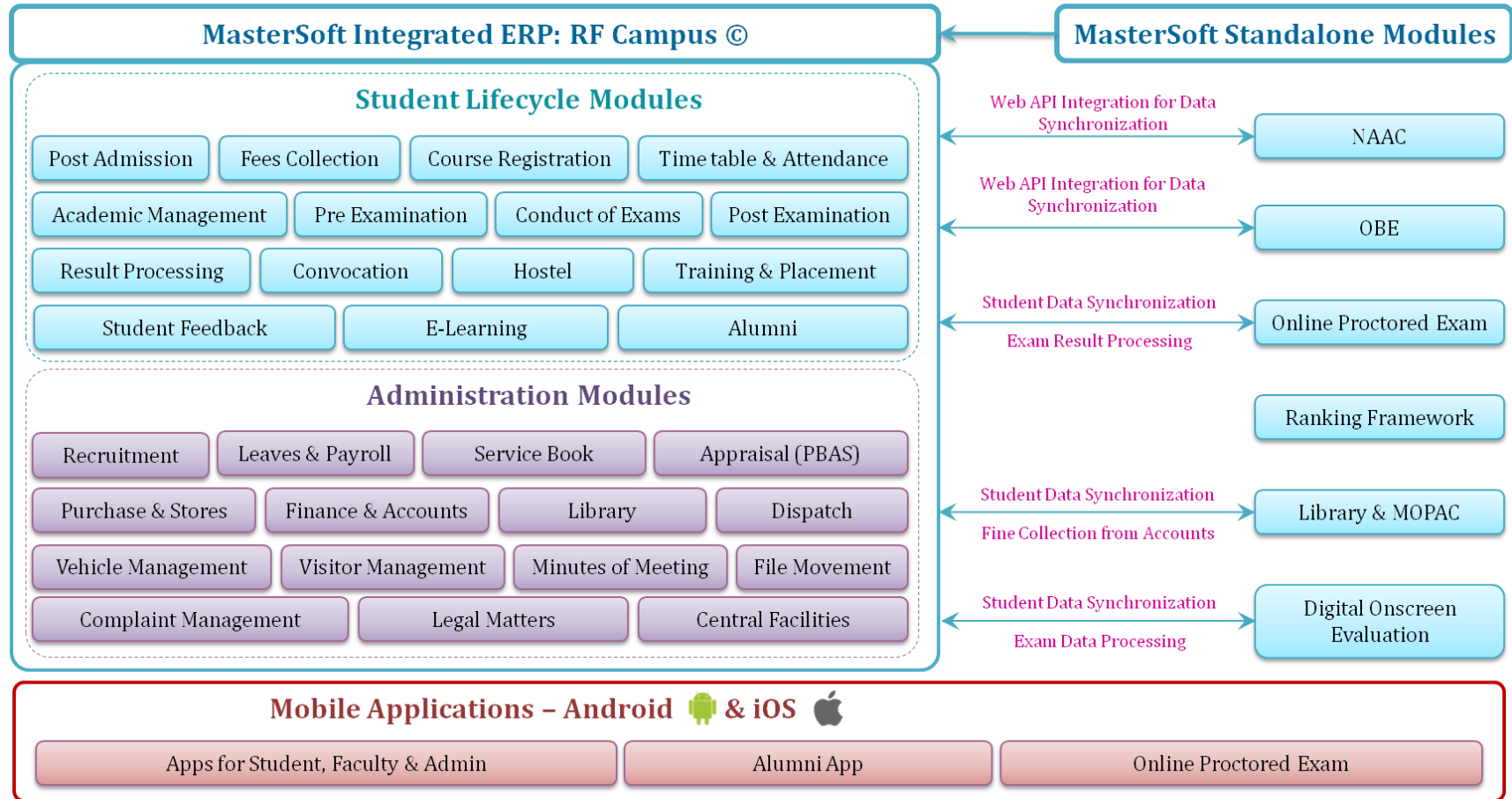
- University Setup – Masters, Roles, User Rights, Workflows, etc.
- Accreditation Data Management - NAAC for University Departments
- Finance & Accounts
- Library
- Purchase & Stores
- Mobile Apps. – Faculty, Staff & Management
- BI Dashboards for Management & Stake Holders
- General Administration - Visitor Management, Vehicle Management, Minutes of Meeting, File Movement, Dispatch

As discussed in the review meeting, Aliah University, West Bengal will provide with the detailed module wise specifications during the System Study & GAP Analysis which will be the base document for Overall Scope.

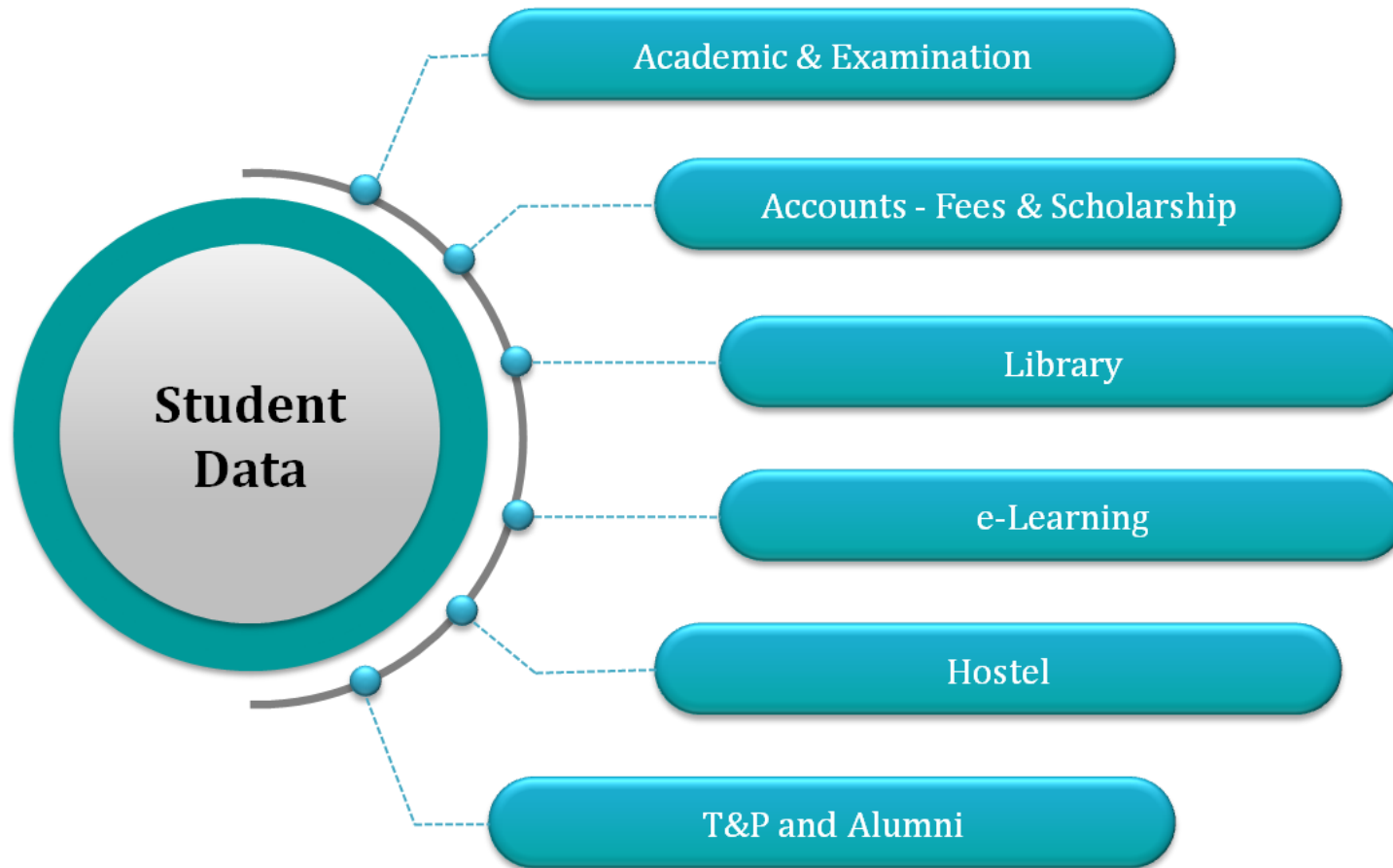
The ERP User Logins will be made Live within 01 month from the availability of User Data for migration and overall timeline for completion of proposed ERP System is about 6 months, which is largely depending on user cooperation.

4.2 Module Linking

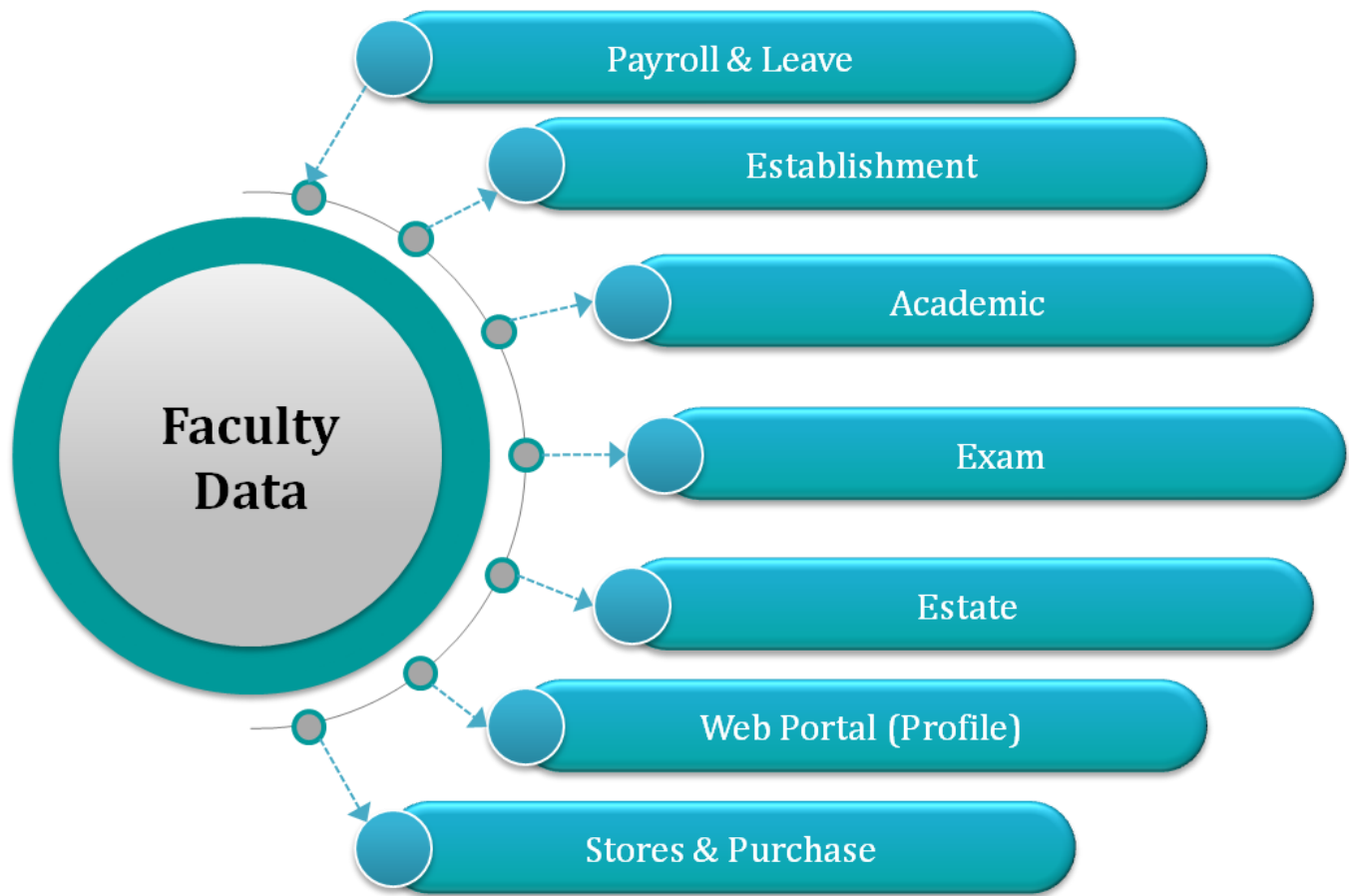
Integrated MasterSoft Modules (Copyrighted[©])



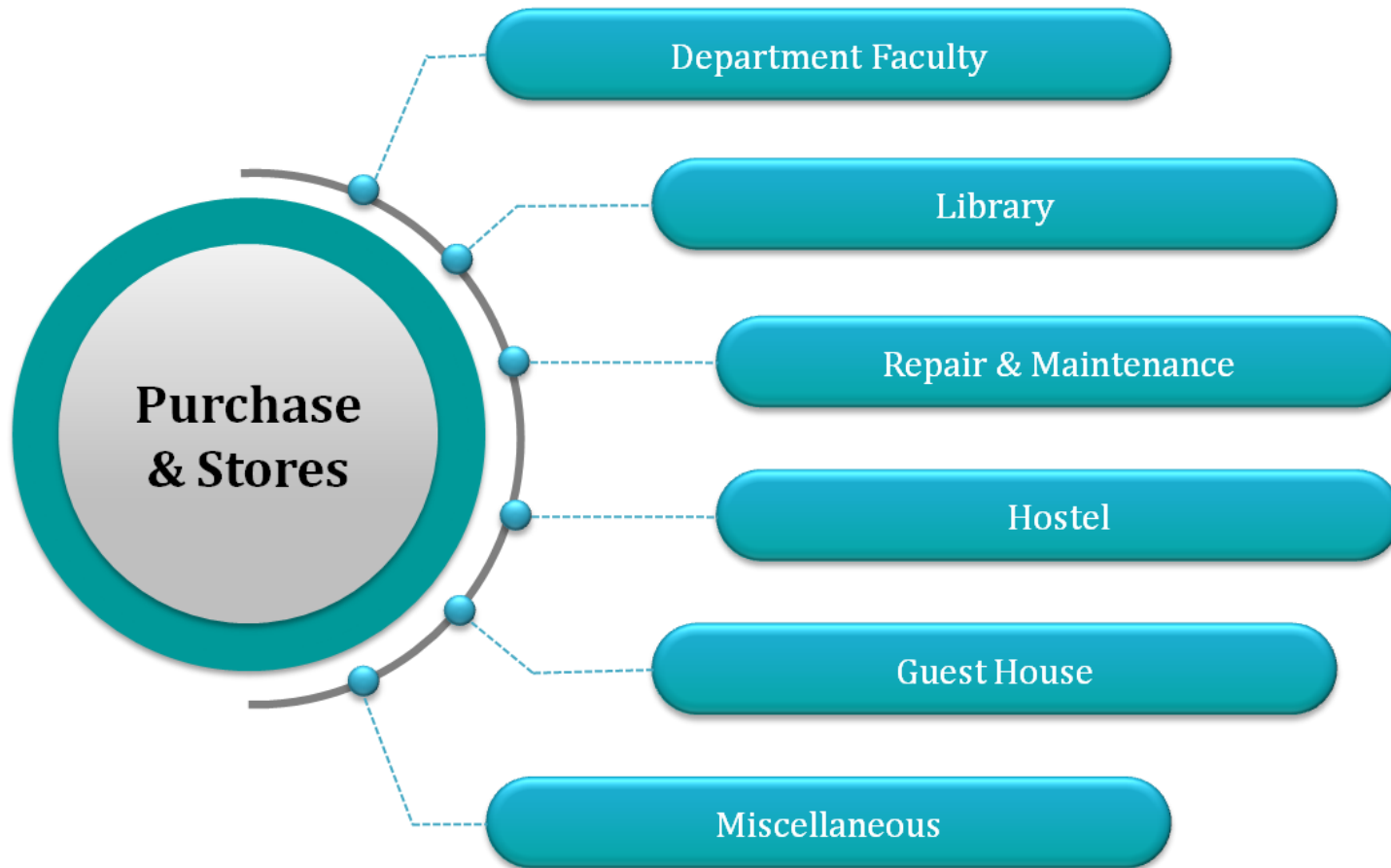
Student Data



Faculty Data



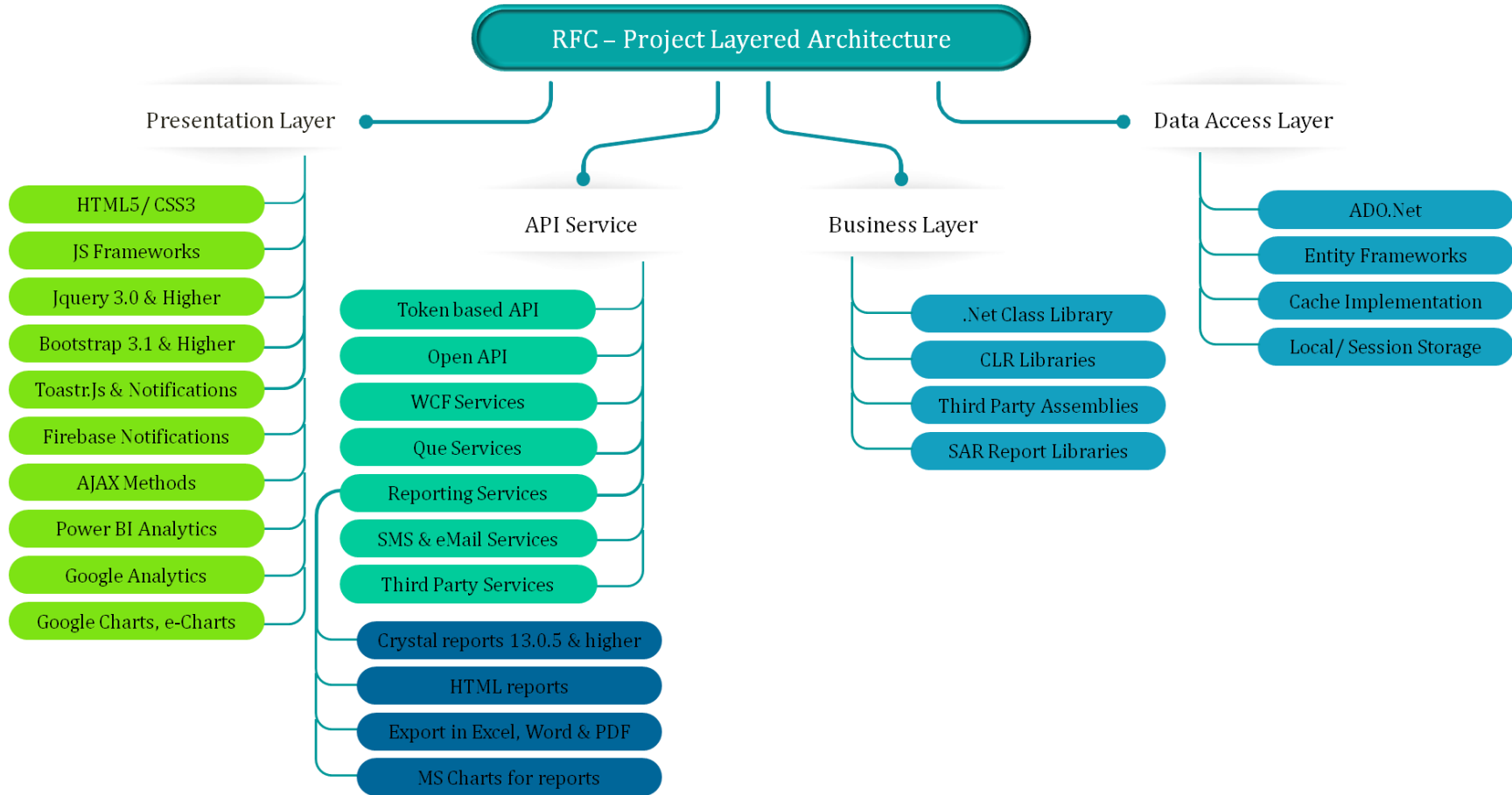
Purchase & Stores Data

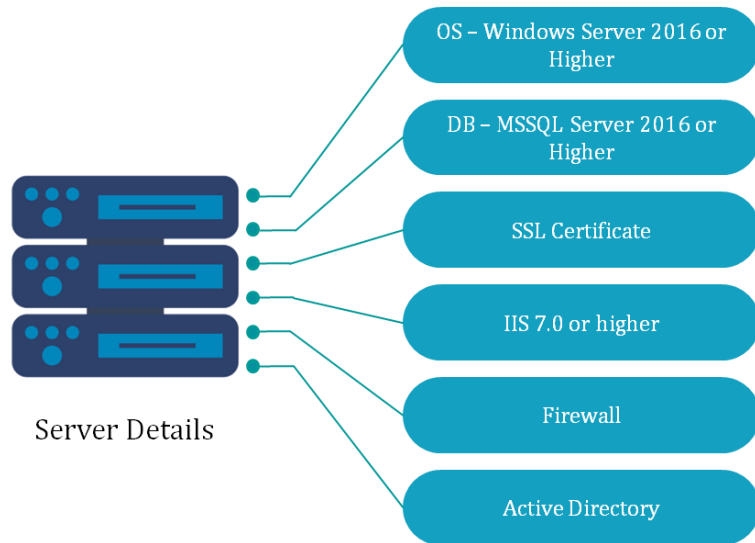


Finance & Accounts Data

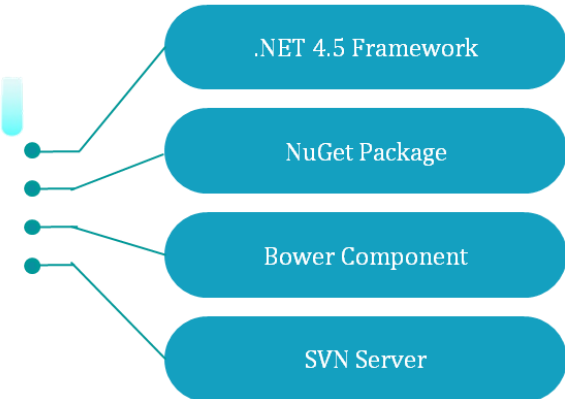


4.3 Technologies Used

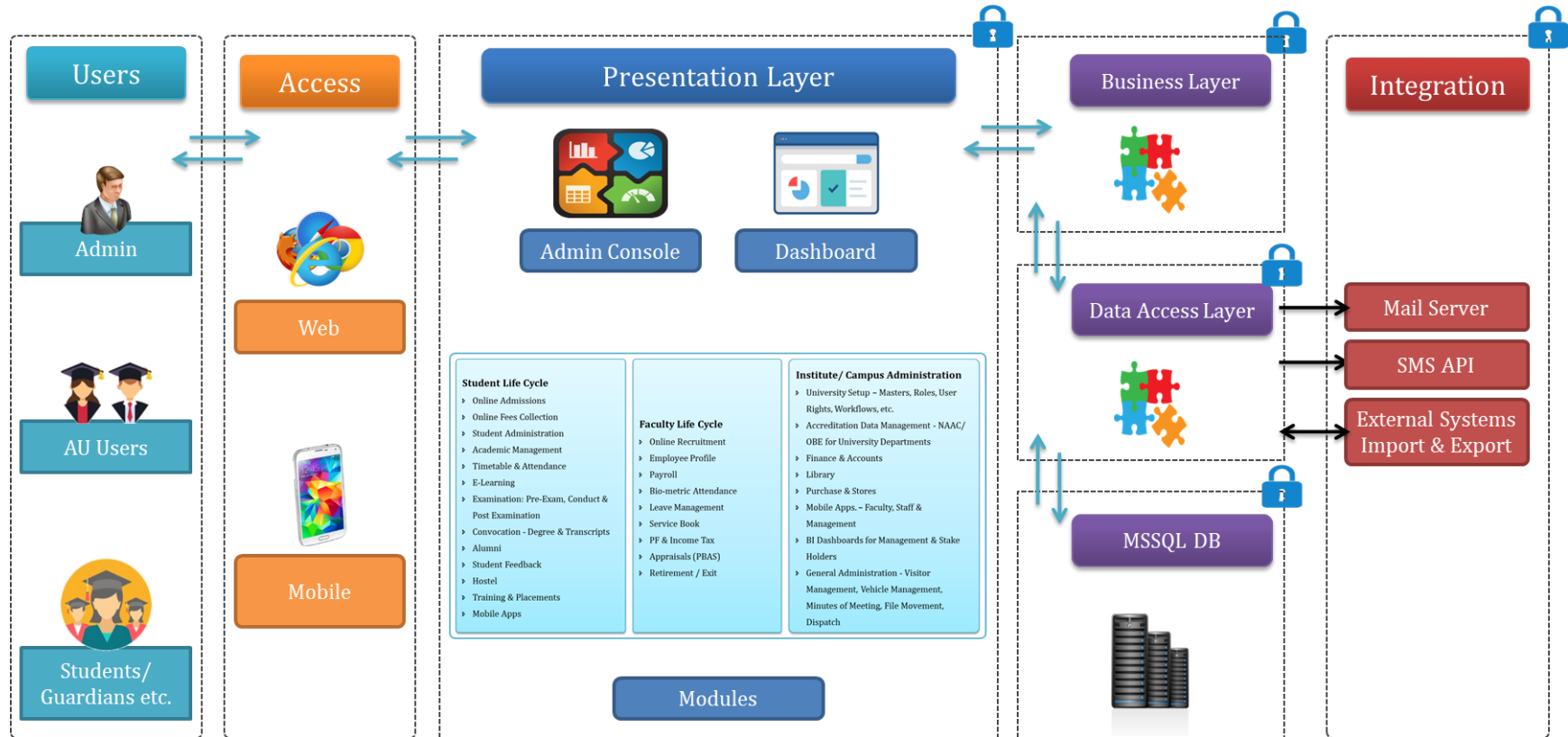




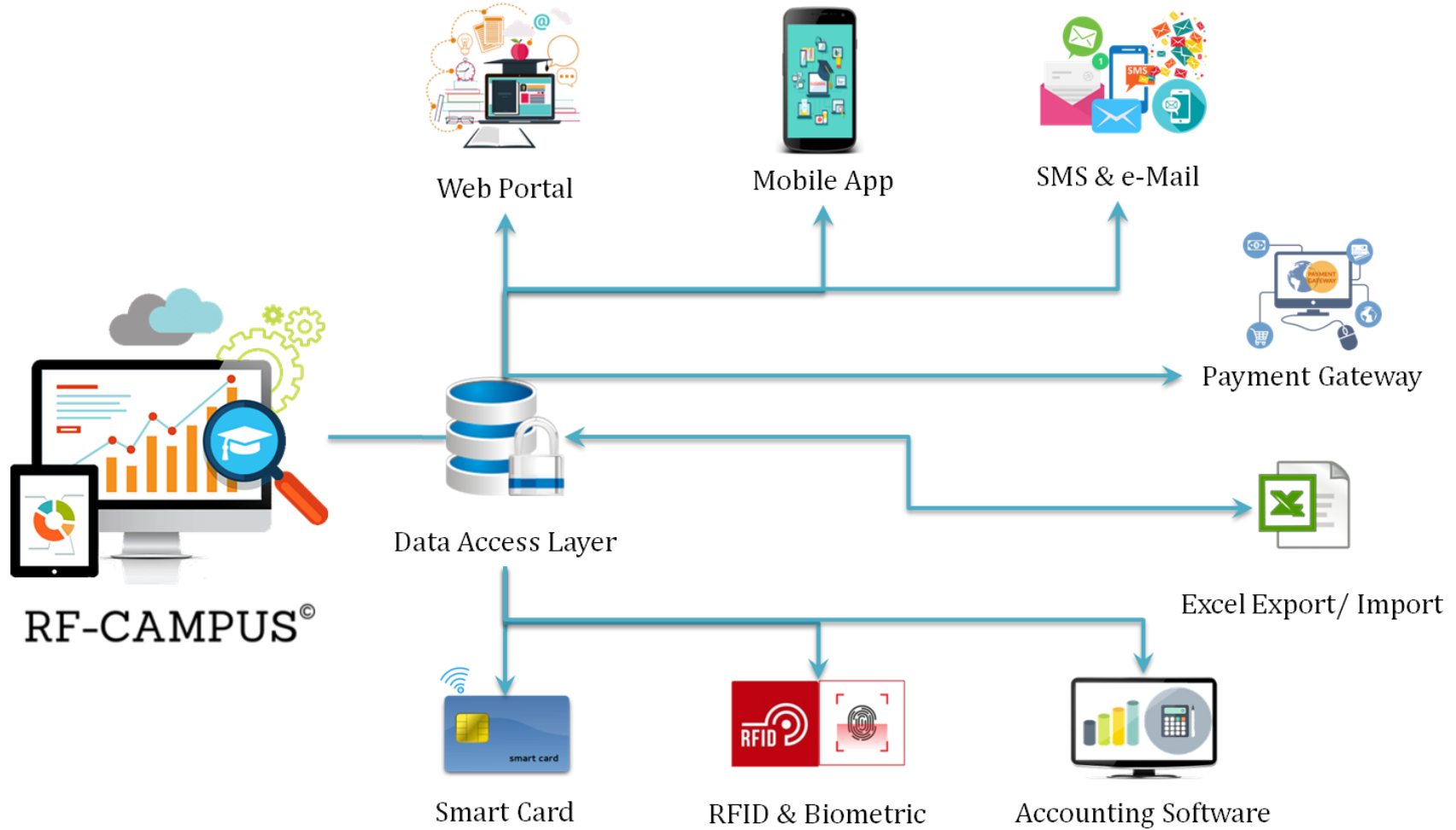
Build & Configure



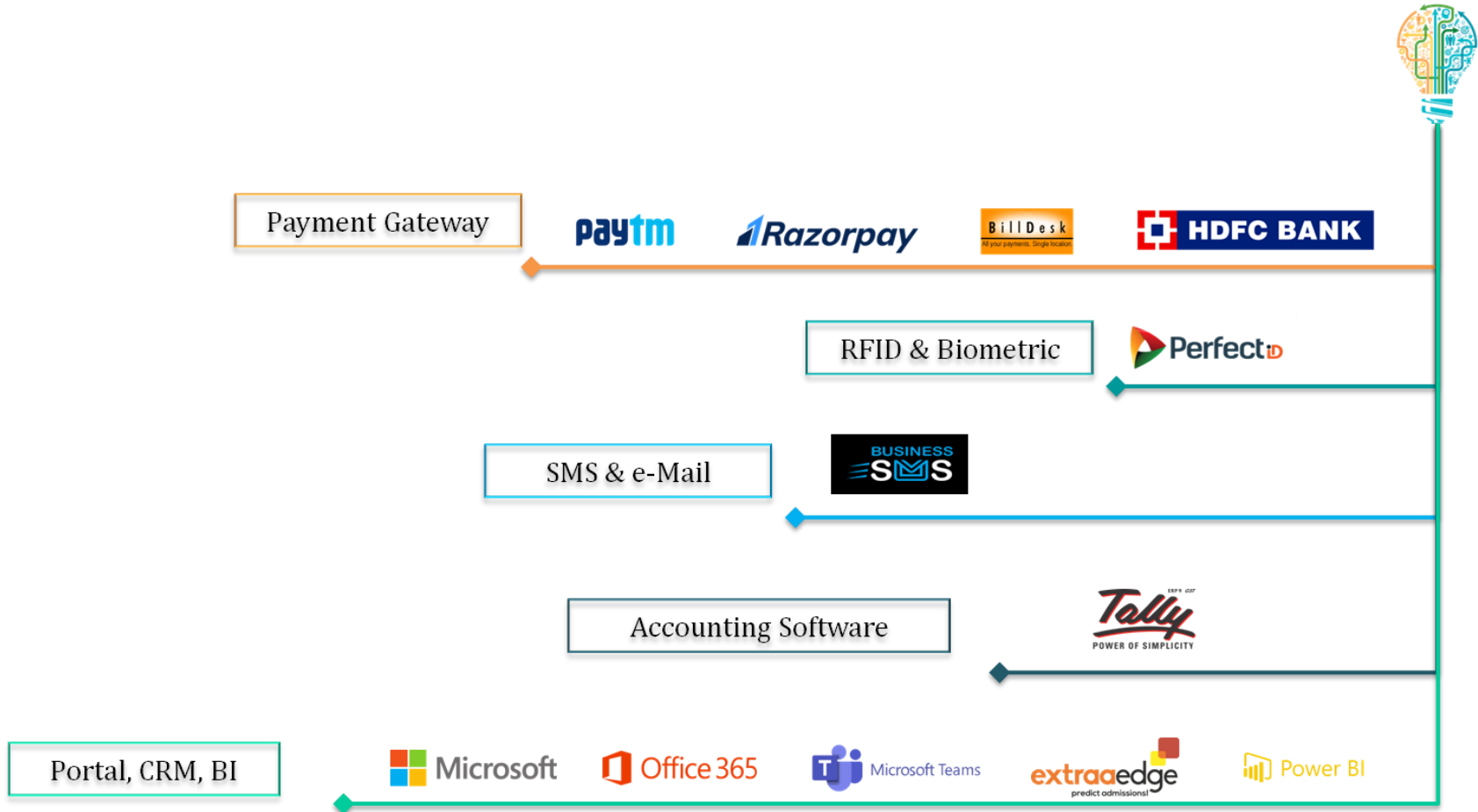
4.4 Application Architecture



4.5 Service Integrations

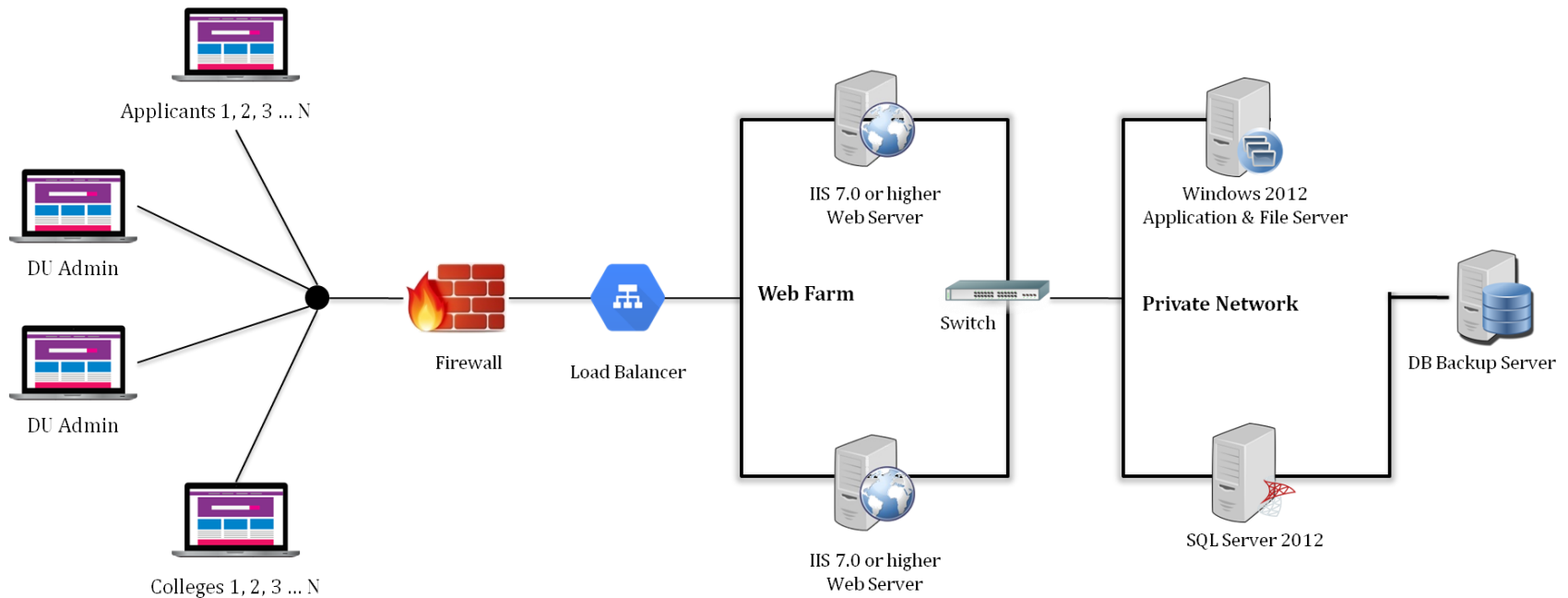


4.6 Integration Expertise

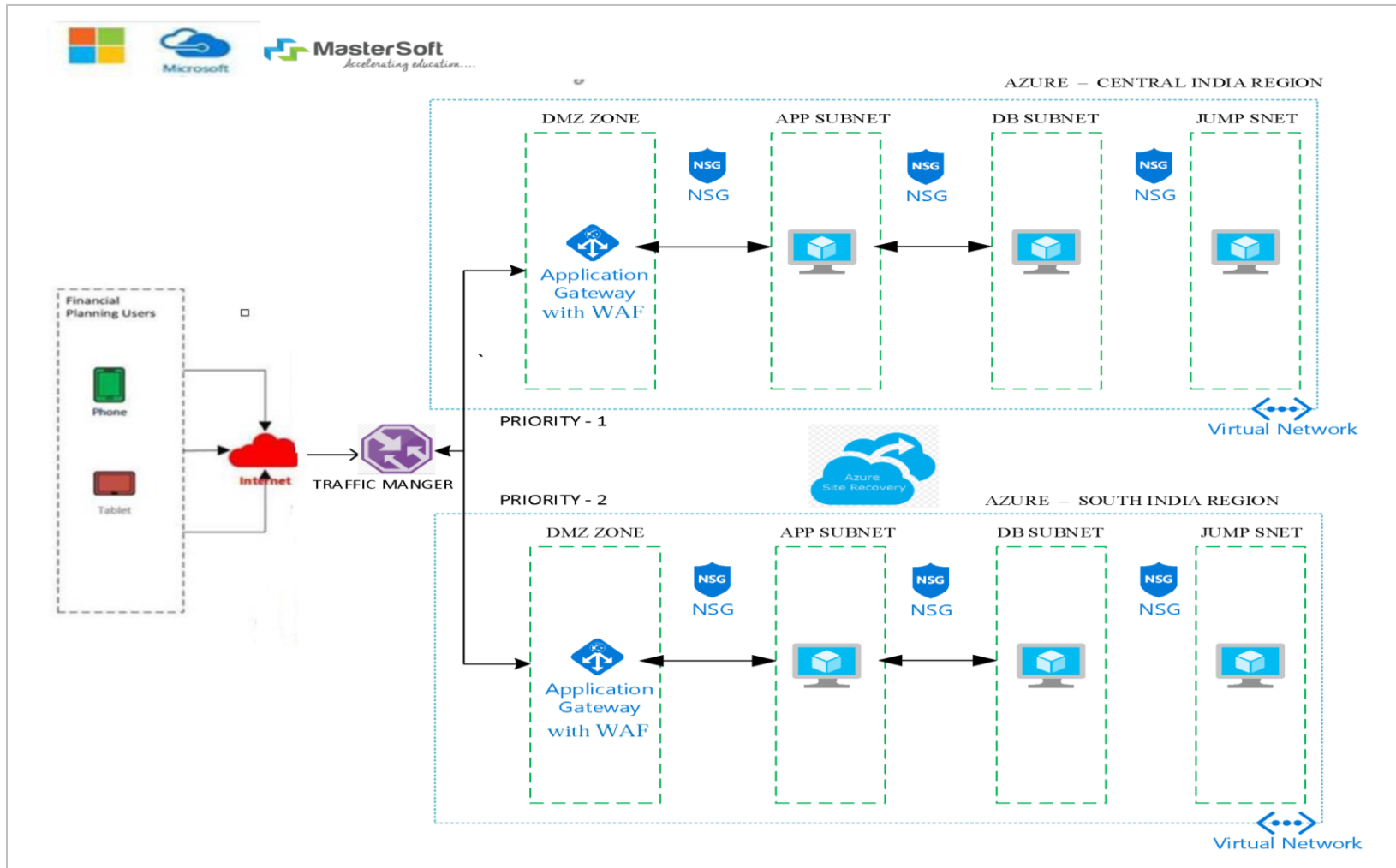


4.7 Deployment Architecture

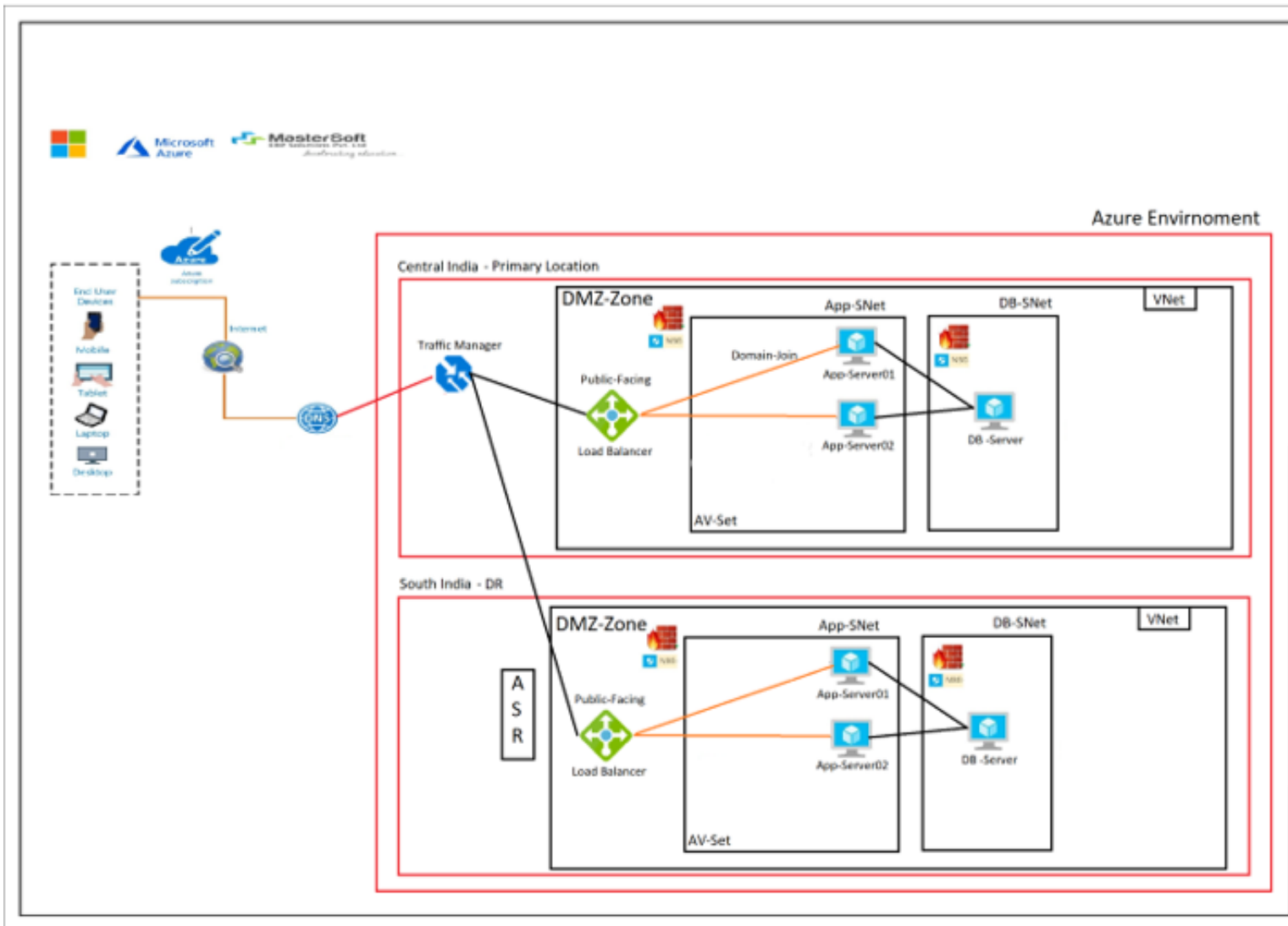
4.7.1 Infrastructure Architecture



4.7.2 Backup – Azure Representation



4.7.3 Disaster Recovery



4.7.4 Proposed Microsoft Azure Infrastructure

Service type	Custom name	Region	Description
Virtual Machines	DBSERVER	Central India	1 DS12 v2 (4 vCPUs, 28 GB RAM) x 1 Month; Windows – SQL Server; Pay as you go; 3 managed OS disks – P10; Inter Region transfer type, 50 GB outbound data transfer from Central India to East Asia
Virtual Machines	APPSERVER	Central India	1 E2as v4 (2 vCPUs, 16 GB RAM) x 730 Hours; Windows – (OS Only); Pay as you go; 1 managed OS disk – E1, 100 transaction units; Inter Region transfer type, 200 GB outbound data transfer from Central India to East Asia
Storage Accounts	For Database Backup	Central India	Block Blob Storage, General Purpose V2, GRS Redundancy, Hot Access Tier, 300 GB Capacity - Pay as you go, 1,00,000 Write operations, 1,00,000 List and Create Container Operations, 1,00,000 Read operations, 1,00,000 Archive High Priority Read, 1 Other operations. 1,000 GB Data Retrieval, 1,000 GB Archive High Priority Retrieval, 1,000 GB Data Write, 300 GB Geo-replication data transfer
Azure Site Recovery	Disaster Recovery	South India	0 Customer instances, 2 Azure instances
Bandwidth			Inter Region transfer type, 200 GB outbound data transfer from West US to East Asia
Load Balancer		Central India	Basic Load Balancer is free of charge
Traffic Manager		East US	1 million DNS queries/mo, 0 Azure endpoint(s), 0 Fast Azure endpoint(s), 0 External endpoint(s), 0 Fast External endpoint(s), 0 million(s) of user measurements, 0 million(s) of data points processed.

4.8 MasterSoft Data Policy



OUR DATA POLICY

Data Ownership

- 100% Ownership by Institute & Society
- 100% Secrecy Maintained
- No PI / SPI Data is stored

Data Handover

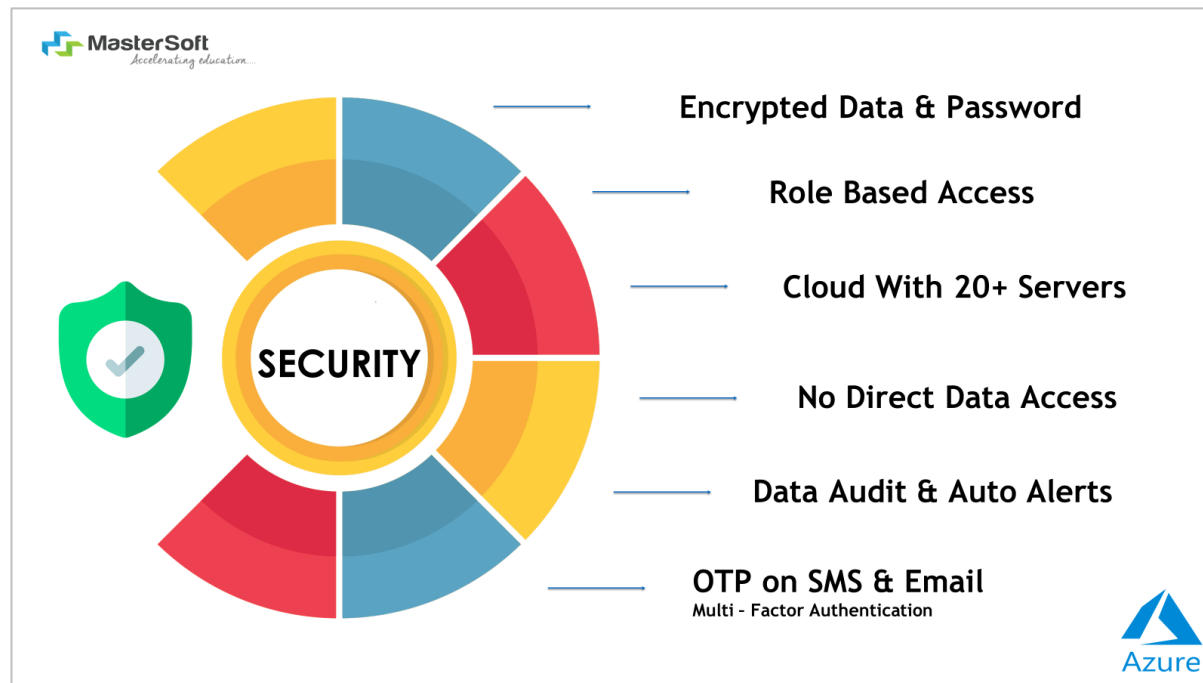
- Institute Admin. can Download data daily or as per convenience
- Print / Store Reports daily or as per convenience
- Daily Auto email of reports by System
- Year End / Closure – Complete Data Handover

Data Protection

- Agreement for Protection of Data
- Diagnostics and Analysis for Alerts on Un-Authorized / Fraudulent Transactions

4.9 Security

- ☑ 2 Step Verification for authentication
- ☑ Three Level Encryption (Hash+AES256+RSA)
- ☑ Data Masking and Data Encryptions
- ☑ SSL Certification
- ☑ URL Masking and Rewriting



5 Project Implementation Plan

5.1 Delivery Timeline

The proposed cloud-based solution shall be implemented by MasterSoft as per proposed plan of 06 months and will be further fine-tuned. The entire success of timely implementation depends on the User cooperation from the client institutions.

5.2 Delivery Approach

Scope of Project is more clearly articulated in the form of respective functions and Modules, also its logical to customize the system function by function towards successful completion and requiring inputs / co-ordination from various stakeholder.

The development approach is designed to provide the rugged solution for managing the various interactions required along with the development activities and end to end release co-ordination.

5.3 Delivery Timeline

Sl. No.	Milestone	Activities	W0	M1				M2				M3				M4				M5				M6			
				W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
I	Order Acceptance	Receipt of Work Order and audit of workorder condition against proposal, correction in order if any etc..																									
		Correspondance with Client in case of changes / correction in Work order, Term and Condition etc. till Receipt of updated order																									
		Acceptance of Work Order																									
		Preparation of SLA / MOU and NDA and submission to Client for Signing																									
II	Project Kick-off	Team Formulation for the Project																									
III	Requirement Gathering and Analysis	Analysis for existing features & discussions for GAP Analysis.																									
		Module wise Functional/System Requirement Document																									
IV	Standard Version Installation	Standard version of RF-Campus Installation on Cloud																									
V	Data Migration	Standard Data Templates in excel																									
		Migrated Data from Standard Formats as received from Aliah University																									
VI	Software Configuration	Configured Software as per GAP Analysis Document																									
VII	Development complete	Unit test cases																									
		User guide and User scripts																									
VIII	Software Implementation	Training, User Acceptance Testing & Application hand holding - Module wise																									
		Training to users holding centralized training workshops at Aliah University - Module wise																									
		Training based on a 'Train the Trainer' model to designated coordinators from Aliah University - Module wise																									
IX	UAT	UAT conference room pilot with agreed configuration and data for all modules																									
X	Go-Live	Post UAT Fine tuning & Go-Live																									
Operation, Maintenance & Technical Support		Continuous																									

5.4 Proposed Resource Plan

Project Milestone	Deliverables	AU Responsibilities	Resource Engagement
Project Kick-off	Team Formulation for the Project	Identification of SPOC and Module Heads. Team Meeting & Project Plan discussions	02-03 Senior Resources (Onsite)
Requirement Gathering and Analysis	Analysis for existing features & discussions for GAP Analysis. Module wise Functional/System Requirement Document	Current process flow and scenarios Availability of Business and Operations team for requirement gathering session. Also, briefing on future plans of the Institute. Customer review and Document Sign-Off	02-03 Senior Resources (Onsite)
Standard Version Installation	Standard version of RF-Campus Installation on Cloud	Deployment Certificate Live Login for Admins will be made available	Offsite Technical Team (Online Activity)
Data Migration	Standard Data Templates in excel	Provide data in provided Standard Data Templates in excel Setup data - related to institute setup, programs and courses offered with their mapping, Students'	03 Resources (Offsite)

Project Milestone	Deliverables	AU Responsibilities	Resource Engagement
		master records, faculty master records...	
	Migrated Data from Standard Formats as received from Aliah University Login for All Users will be Created & distributed	100% Data Verification from Reports	Offsite Technical Team (Online Activity)
Software Configuration	Configured Software as per GAP Analysis Document	Timely Approvals on Test Instance	04-05 Resources(Offsite)
Development complete	Unit test cases User guide and User scripts	Availability of AU functional team for the demo	02 Resources (Onsite)
Software Implementation	Training, User Acceptance Testing & Application hand holding – Module-wise Training to users holding centralized training workshops at Aliah University, West Bengal - Module-wise Training based on a 'Train the Trainer' model to designated coordinators from Aliah University,	The Module coordinators will prepare a note of their observations pointing out the enhancements/ suggestions and share with MasterSoft Team, if any	02 Resources (Onsite)

Project Milestone	Deliverables	AU Responsibilities	Resource Engagement
	West Bengal - Module-wise		
UAT	UAT conference room pilot with agreed configuration and data for all modules	UAT Sign-off / Defect Log Report All the new enhancement of UAT report will be as considered as change requests and timelines will be mutually decided, which will not have any impact on Project go-live and active use by the Users Acceptance testing and sign off	02 Resources (Onsite)
Go-Live	Post UAT Fine tuning & Go-Live		02-03 Resources (Offsite)

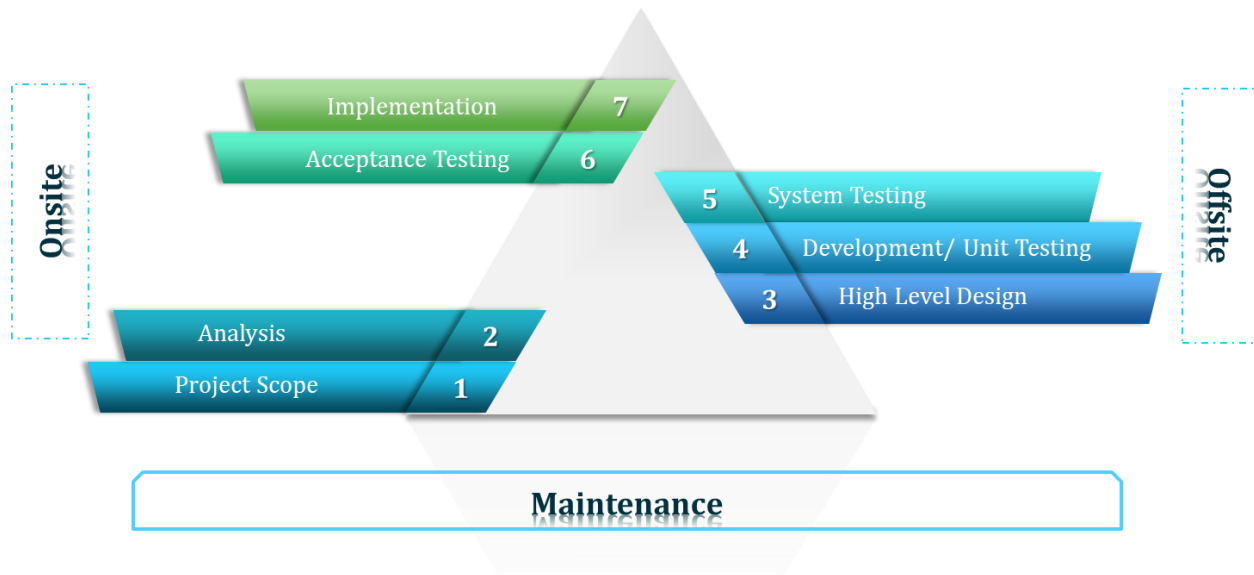
5.5 Engagement Approach

Our flexible and modular engagement model enables the project team to operate in a highly productive and cohesive manner.

As part of inception phase, MasterSoft and Stakeholder will also constitute a steering committee that will involve senior management empowered to make necessary decisions to ensure continuous success of the engagement. Steering committee will be responsible to manage the overall relationship and escalation of issues at engagement as well as organization levels. We propose a recurring Monthly meeting of the steering committee for the initial period of the engagement.

Following is the proposed team structure to ensure effective execution and successful delivery. MasterSoft Delivery Lead and Account Executive are part of our Global Delivery Model.





5.6 Data Migration

To facilitate data movement from Aliah University, West Bengal Current system to new ERP, SI will use ETL based data migration process and build ETL tool for the same. ETL is the technology that performs three distinct functions of data movement.

- The extraction of data from one or more sources
- The transformation of data e.g., cleansing, reformatting, standardization, aggregation, or the application of any number of business rules and
- The loading of the resulting data set into specified target systems or file formats

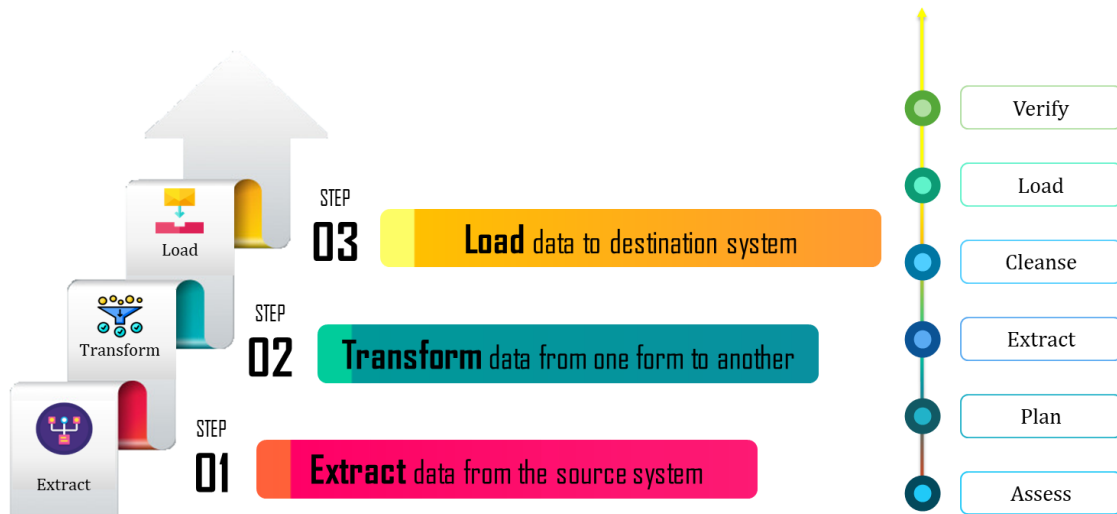
Aliah University, West Bengal Team will ensure that the existing data is accurate and up to date. The Aliah University, West Bengal Officials are having perfect knowledge of complete data and therefore migration will require support from the Institute Teams from Different Modules.

All data made available in soft copy, in standard excel formats as shared by MasterSoft Team will be migrated only once. Following will be the scope of Data Migration in the Project. Authenticity of the data solely remains with the Institution. No Old Data will be processed in the system like Exam Results... Following will be the scope of Data Migration in the Project.

- Students Data: Basic Profile & Examination Marks of LIVE Students only.
- Faculty & Staff Data: Basic Profile and Payroll Data for Current Year
- Accounts Module: All Ledgers to be entered by user with Opening Balances

Any data beyond this scope will be analyzed and effort for the same will be communicated to the Institute Team for further action. Also, any data that needs to be entered into the ERP will be done by Data Entry Operators appointed by the Institute. All Data Migrated and

Entered will have to be checked and approved by the Institute Team as per the defined Timelines.



5.7 Progress Reporting

The progress of the project can be monitored through planned status reviews.

5.7.1 Weekly Status Review

Project Manager shall conduct review with the Solution Architects where the focus is on day-to-day operational issues. Task level effort variance and effective work done are determined based on this data.

5.7.2 Formal Status Reports to Customer

Formal status reports will be provided on a fortnightly basis through e-mails. This status report will cover:

- Itemized tasks accomplished for the previous fortnight
- Tasks planned for next two weeks
- Issues and concerns

5.7.3 Weekly call with Customer

MasterSoft team will have a formal weekly call with customer based on the weekly work done.

5.7.4 Quarterly Business Review

On a quarterly basis MasterSoft senior management will internally review the overall health of the project and provide guidance on corrective and preventive actions.

5.7.5 Meetings for Customer feedback

To provide opportunities for the customer to review the project execution, MasterSoft will conduct various meetings with the customer during each stage of a project to:

- Track the progress of the development activities
- Resolve disputes
- Escalate issues

5.7.6 Special Meetings

On request by MasterSoft, Aliah University will organize special intermediate review / progress/ issue resolving meetings.

5.8 Issues & Escalation Management

WTL has a well-defined escalation mechanism which focuses enabling effectiveness with quick turnaround time while providing transparency regarding issues raised by the stakeholders. There are three levels of escalations. The number of escalations would be more at the lowest level and this number would gradually decrease at higher levels as the nature of the issues change from operational to tactical and tactical to strategic level.

All high priority issues shall be reviewed at regularly scheduled project meetings and handed over for resolution to concerned parties or personnel under supervision of Delivery Lead.

An escalation path shall be provided to escalate the issues once they cross or approach pre-determined threshold level. However, there can be Adhoc meetings or conference calls held to resolve priority issues. The three escalation levels are defined below:

- WTL/MasterSoft will escalate issues in the following order, if they remain unresolved at Chapter/ Section No. the previous level.

Escalation Level	Unresolved for
Module Coordinators	2 Days
Project Manager / SPOC	4 Days

Escalation Level	Unresolved for
Steering Committee / Sr. Management	6 Days

- Aliah University will escalate issues in the following order if they remain unresolved at the previous level.

Escalation Level	Unresolved for
Project Manager	2 Days
VP Implementations	4 Days
Director	6 Days
Webel Account Manager	2 Weeks

5.9 Acceptance Process

- For all Deliverables as mentioned in the deliverable section, MasterSoft shall communicate the Institute of completion of the Services for each Deliverable. After communication by MasterSoft, institute will test whether the Deliverable is as per Specifications.
- Acceptance testing would be carried out by Institute within a period of two weeks from the time of the final delivery.
- The fixes for the acceptable bugs will be provided as per the agreed timelines.
- MasterSoft team would be part of the bug review meetings.
- Multiple releases may be provided to resolve any high priority bugs that may come up during acceptance testing for each phased deliverable in mutually agreed time period.
- Bugs need to be defined and amicably agreed by Aliah University and MasterSoft.
- MasterSoft defines P1, P2 and P3 bugs as follows

P1	Complete failure or lack of significant feature, Any data loss or corruption
P2	Non-Service affecting feature failure

P3	Less significant failure of nonessential feature
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- Aliah University will communicate via email of acceptance or rejection. In the event that a Deliverable does not conform to the applicable specifications, Aliah University shall reject the Deliverable and provide written communication to MasterSoft describing the deficiencies in sufficient detail to enable MasterSoft.
- MasterSoft shall correct any such identified Deficiencies and timeframe will be worked out mutually.
- Aliah University and MasterSoft may mutually agree to extend the period of time allotted for any review, correction or change under this Section. Any such extension of time will extend the schedule for subsequent Deliverables by a corresponding amount, if the subsequent Deliverable is dependent on completion of the former Deliverable.

		Response Time for Bug Queries	Bug Resolution Time
P1	Critical	1 hour	6 hours
P2	Moderate	2 hour	48 hours
P3	Routine	4 hour	72 hours

5.10 End User Training

A training schedule will be prepared by WTL and Aliah University, West Bengal mutually. In case of training to number of Users like Faculty Staff or Students of Aliah University, West Bengal Trainer will be called at central place and common training will be provided. Trainers amongst the Users will be identified by Aliah University, West Bengal. Training will be provided by means of Live Demonstration to these trainers who will further provide the training to the other Users of Aliah University, West Bengal.

For Aliah University, West Bengal Section Users like Account Section Users, Establishment Section Users, etc. training will be provided by means of Live Demonstration, Training Sessions and Testing with Sample data. During the training sessions soft copies of user manual will be provided by WTL/MasterSoft.

5.11 Risk Management Plan

RISK	MITIGATION
Delay in sign-off on requirements and functional specifications leading to idle time and additional cost.	Aliah University, West Bengal will ensure the key personnel are available to freeze on the requirements and specifications.
Schedule changes to release milestone due to prerequisites which are to be provided by Aliah University, West Bengal or delays in decision making by Aliah University, West Bengal may impact Go Live date and result in additional efforts.	Agree upon the dependencies during each phase (like detailed requirements specifications) and have plans in place to ensure handoffs happen as planned.
Delay in information availability, dependency on this may lead to changes in timeline and efforts.	Requirement gathering initiative from both parties should be taken to ensure that all related information is shared with the MasterSoft team.
Delays in availability of required infrastructure/people - dependency on this may lead to changes in timeline and efforts.	Connectivity monitored on an ongoing basis and problems are resolved on high priority by Aliah University, West Bengal

5.12 Change Control Plan

WTL/MasterSoft and Aliah university will adopt following change control procedure at any stage of the project. Change Requests may be initiated due to any of the following conditions.

- Major enhancement to the existing modules which may affect the application process & database (To be agreed by technical committee)
- Development of new Module/Form/Report
- Any changes in the Workflow/data flow or Core application framework
- Any new integration with other system

- System Administration
- Any changes in the deployment or testing environment

The procedure for executing the change request will be:

- Analysis: WTL/OEM will analyze the changes proposed and submit an effort estimation/cost including timeline to Aliah University via e-mail / written document. All proposed verbal changes shall be followed by confirmation email for its validity.
- Approval: Aliah University shall do the due diligence and provide approval on the effort and timeline suggested
- Incorporation: After receiving the approval from Aliah University, MasterSoft project team will incorporate the changes in the application as per the quoted rate for software enhancement.
- Validation: Aliah University shall review the changes incorporated in the application and confirm on the same. A change register will be maintained for all changes. For each change impacted item list will be maintained. Once the change is completed, it will be tested before moving to live.
- Reimbursement: After receiving confirmation from the Aliah University, MasterSoft will raise the invoice.

6 Roles & Responsibilities

Sl. No.	Activity	MasterSoft	Aliah University
1.	Customization, Implementation & configuration of Application	✓	
2.	Testing	✓	
3.	User Acceptance Testing (UAT)	✓	
4.	Timely Acceptance & Signoffs		✓
5.	Hosting	✓	
6.	Training	✓	
7.	Training Infrastructure		✓
8.	Payment Gateway		✓

Sl. No.	Activity	MasterSoft	Aliah University
9.	SMS Gateway	✓	
10.	e-Mail Gateway		✓
11.	Hardware in the form of servers, barcode readers, swipe card reader, printers, Bio-Metric etc. if required		✓
12.	Installation and deployment of any support hardware/software and networking		✓
13.	APIs/ Web services for integration external platforms		✓
14.	Infrastructural support - Internet connectivity, wires, networking		✓
15.	Stationary & Consumables		✓
16.	Operation, Maintenance & Technical Support	✓	

6.1 Responsibility of SI

- WTL (SI) has hands-on experience in ensuring successful implementation of ERP and other third-party solutions for several reputed Institutions, matching with their technical specifications & requirements.
- WTL (SI) Team will ensure that both Supplier / OEM and Purchaser / Institution are fulfilling their duties and responsibilities for the success of project
- SI team will ensure timely delivery of project deliverables from supplier / OEM team
- SI team will ensure best user cooperation from purchaser team in implementation of the project
- SI team will ensure proper SLAs are being met from either sides and In case of any escalations will call for a review meeting to discuss and resolve the same

- SI will ensure all the payments are received from purchaser in time and are also remitted to supplier / OEM
- SI will ensure that OEM shall configure & provide access to procured modules, demonstrate, configure modules, train all Users & extend service support to actual Users. Based on User interest & co-operation, the implementation duration is 5 to 6 months from the start of work. However, efforts will be made to catch all the important events live – such as Admissions, Fees collection, Accounting & payroll at the start of Financial year, course registration. Customer also will extend full co-operation for catching such events live in short span of time.
- SI will ensure that OEM Team will give adequate training to the Users in Campus and later best Online / Onsite support will be extended on request or from local office.
- SI will ensure that OEM will provide Onsite Resource for total period as mentioned in the Purchase Order for implementation period and the Customer will provide proper in-Campus Accommodation and food to Onsite Engineer(s) Free of cost.
- SI will ensure proper conduct of Implementation Team in Customer's premises & will follow the rules & regulations of Customer. In case of directive from Customer, will replace the onsite team member as feasible.
- SI will ensure that Customer Data and processes privacy will be maintained only some parts / snapshots of Data will be used by Supplier / OEM for Migration. No Data will be ever shared with any third party.
- The Application will be configured to meet maximum possible requirements of the Customer and Customer will give a UAT once demonstrated. The accuracy will be ensured through the process. Every new change is also to be tested & verified by Customer.

6.2 Responsibility of Customer- AU

- **IT Infrastructure:** For success of ERP, Customer shall immediately arrange & provide the necessary IT Infrastructure such Computers, high speed internet, UPS, antivirus, furnished Office for on-site MIS staff. This Office will be used for User support, User MIS training, Processing assistance, MIS Progress meetings during the contract period of five year. Therefore, desired size of such place is 200--300 SQ ft. & preferably shall have independent 24 x 7 accesses to Implementation team for extra hour working. Room is owned by Customer & hence Safety, Security of the MIS room & its equipment is sole responsibility of the Customer. Implementation team will ensure proper utilization of facilities for Official purpose only.

Biometric RFID devices (LF & HF technology) with SDK, smart cards, Smart card readers, mobile smart card reader & Lanyards, RFID printer are to be procured by Customer (wherever possible makes will be informed/suggested by OEM).

UHF RFID Tags & devices for UHF RFID Library system, if required, will be supplied at standard cost. On RFID Hardware (LF, HF& UHF technology), hardly any warranty is given in India, Hence, no / very limited warranty can be extended for the same and will be communicated at the time of purchase.

- **Knowledge Transfer:** Customer shall provide all the '*Customer Materials*' consisting of information, rule book, material, data and other assistance (including knowledge transition) required by Implementation Team to enable them to provide Services to the Customer in accordance with this Agreement.
- Customer is sole owner of the data uploaded and is sole responsible for authenticity, accuracy, correctness & legality of the data.
- Customer shall limit the access to Application and Hosting Environment only to the Authorized Personnel. Each Authorized User shall follow the security policies and rules as have been notified. Customer will ensure that Services are for Customer's own business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.
- Customer shall provide one System Administrator for coordinating various activities with the SI & OEM Team in relation to ERP implementation.
- Customer shall provide written documentation of rules & regulations followed by Customer in each & every section. Based on this, ERP will be configured.
- The Customer, after demonstration of the modules, shall provide approval to the module within one week from the date of demonstration.
- Data Entry Work of old record in ERP is to be timely completed by Customer's staff / Data Entry Operator. Various Sections / Departments of Customer will timely complete data entry of various Registers, service books, Vouchers, stock books, cash book, TR, forms etc. and will urgently verify and certify the entered data. Accuracy & validity of old data now maintained in cloud is sole responsibility of the Customer.
- Transaction Data migration from existing system of Customer to MasterSoft system is out of scope and will be charged additional and can be taken up on mutual agreement. However Master data can be uploaded into the new system if customer can provide the data in the standard data templates provided or can be directly entered by customer prior to go-live.
- Data of only current students for migration will be provided by Customer Team in Standard Excel Formats defined. In case of any Cleansing work required, it will be supported by Customer & migrated data will be verified in writing by Customer.

- The complete data entry & processing work is sole responsibility of Customer Users and is to be done by Customer's Users. Implementation team will support them in this process. Since the data is entered, modified, Checked & processed by the Customer's authorized Users, sole responsibility of the same is of Customer. Customer's User shall never ask & Force on-site team to do the data entry & processing work.
- In the interest of Customer's data security & cloud security, there will be no access to any third party like students, vendors, to the ERP. Password will never be shared by Customer's Users with other Users. Student shall be never allowed to meet on-site staff.
- Students direct interaction/meeting implementation team can be a serious concern and not good for the ERP Security. So, for student interaction, Purchaser needs to always identify a coordinator / staff and further give necessary corrections in ERP data in writing to our staff. At no instance students should directly interact with our staff onsite/ Head Office. **Student difficulties/ queries should be solved/ handled by Customer's Technical team.**
- Customer undertakes to comply with all the access authorization and access controls for the Customer's access to the Services Environment as may be prescribed by Supplier/ OEM. Customer shall limit the access to Services Environment only to the Authorized Users. Each Authorized Users shall follow the security policies and rules as have been notified by the Supplier / OEM.
- Customer acknowledges that the Services offered by Supplier / OEM under this Agreement are not the data processing services but are in the nature of information technology infrastructure and application services for Customer's own data processing and business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.
- Customer shall be responsible for all activity occurring under its control and shall abide by all applicable laws. The Customer shall notify SI immediately of any unauthorized use of the Services or Services Environment. Customer undertakes that all Customer Data will not infringe the intellectual property rights of any third party & shall abide by all applicable laws of the land.
- Passwords will be never shared by Customer's Users with their assistants, other Users or with anyone including on-site implementation team. In the interest of Purchaser data security & ERP security, there will be no un-authorized access to any unknown person / party. Password shall never be shared by Purchaser Users with other Users, assistants, or with anyone including Supplier / OEM's staff.

- Purchaser will be solely responsible for all the transactions done thru authorized login. If Purchaser's User share password to others or User itself enters wrong / fraud transactions, Purchaser will be solely responsible.
- Implementation team will never ask for User password from any User. Implementation team will never do any data entry / correction, processing work on behalf of Purchaser. Implementation team will handhold & support Purchaser Users in doing their work at initial stages & in case of any difficulty at later stages.
- Customer will inform all the important events & schedules, such as admission dates, exam dates, result dates well in advance via written communication so that Implementation team can prepare configure ERP accordingly & if required make extra arrangements for success of such event. Customer also will inform all the changes in rules, new rules well in advance for necessary configurations in ERP. As far as possible, Customer should consult while changing any process / rules which will involve ERP.
- The onsite staff and their day-to-day activities are strictly under the supervision of MIS In-Charge and authorities of Purchaser Team. Any suspicious behavior if observed shall be communicated to SI immediately via email and telephonically and necessary corrective measures will be taken.
- Third party interactions, certification, auditing, are to be managed by Customer directly. Support needed shall be provided as case-by-case basis.
- At AU West Bengal, Implementation phase is of Maximum 12 Months. After the implementation phase is over, ATS period starts.

6.3 Assumptions

Some of the basic assumptions taken towards building this solution for successful implementation are listed below:

- All configurations will be carried out from the development center of MasterSoft to ensure quality control standards.
- Aliah University, West Bengal will frame Project Teams which include steering committee, Project Coordinator, Module coordinators, who will specify the requirement, interact with the deployment team during the subject of Configuration of the solution and participate in the training and project management. The Project Teams shall be nominated within seven days from the date of the order so that the work can start immediately.

- Minor change required other than the Configuration will be communicated to MasterSoft within ten days from the date of submission of Configuration analysis report.
- Aliah University, West Bengal will provide a single point of contact (SPOC) to MasterSoft who would be responsible for supply of information, obtaining required signoffs, clarification of issues etc. This shall be intimated to MasterSoft in the order for any communication.
- The technical feasibility for Integration with present/future third party solution like RFID/ Gateway etc.; MasterSoft will require the technical details and interface for integrating with the proposed solution.
- Aliah University, West Bengal will provide all necessary information regarding their processes, reporting requirements for configuration analysis to MasterSoft. This shall be provided by Aliah University, West Bengal within stipulated timelines to MasterSoft so that the project is not delayed.
- Official language for oral and written communication is English. However, training team will ensure use of Hindi for effective communication with the Users.
- Integration with third party or external system will be based on the availability of support & API from the vendor.
- Institute shall provide workstation and meeting place for onsite resources
- New application will be browser based and will support standard browsers like Firefox3.5 and above, IE 9.0 and above and Chrome 3.0 and above with standard screen resolution.
- Approvals and Sign Off shall be provided by Institute within a week of submission, else the delivery is deemed accepted. Idle effort of team due to the delay in sign off if any, shall be considered by Institute.
- Institute and vendor shall follow a change control process as agreed at the starting of program which will help in effective monitoring of the project.
- Support and sponsorship of Deans, HODs...at Institute is essential for on time and successful completion of this project.
- Co-ordination and support from key users and third parties is responsibility of the Institute.
- Hardware, Networking, IT Infrastructure Procurement and Maintenance is not included.
- Third party interactions, certification, auditing, are to be managed by Institute directly. Support needed for the same will be provided by MasterSoft.
- Essential support will be required in Old Data Migration from Institute Team In case of any Cleansing work.
- Cloud infrastructure proposed is on Microsoft Azure and the cloud charges will be on actuals.

6.4 Out of Scope

- Student Activities of Affiliated Colleges
- Providing required hardware in the form of servers, barcode readers, swipe card reader, printers, Bio-Metric etc.
- Installation and deployment of any such support hardware/software and networking.
- Providing infrastructural support such as Internet connectivity, wires, networking etc.
- Providing stationeries in forms of papers, pens, cartridges, markers etc.
- Any other thing not mentioned in "In scope" and detailed feature list.

7 Commercial Offer

7.1 OPEX Model: Per User Per Month Billing with One Time Setup

S.N.	Description	Amount (Rs.)
1.	<p><u>One Time Setup Cost</u></p> <p>University Setup</p> <p>Functional Alignment & Customizations for all Modules</p> <p>Data Migration from Existing Dump or Excel Formats</p> <p>Integration of Standard Payment Gateways, SMS & Email Gateways ...</p> <p>Implementation & Training</p> <p>Dedicated Onsite Resources Best User Training & Support:</p> <p>Total Team of 04-05 Resources will be dedicatedly working on the project Onsite & Offsite</p> <p>All Upgrades as per Aliah University Requirements</p> <p>Online Service Support from Head Office & Visit from Regional Office</p> <p>Dedicated Hosting on Microsoft Azure Cloud Servers</p> <p>Modules as mentioned above in SOW</p> <p>Student Life Cycle</p> <p>Faculty Life Cycle</p> <p>University Administration</p>	<p>Rs. 25,00,000 + WTL PM Charge+ Taxes</p>
2.	<p><u>Per User Per Month (PUPM)</u></p> <p>Users = Students + Faculty + Staff + Officials</p> <p>Min. Assured Billing for 5,000 Users</p> <p>Applicable from date of Installation on Microsoft Azure Cloud Servers</p>	<p>Rs. 42 + WTL PM Charge + Taxes</p>

7.2 Other Consumables as per Actual Consumption on Per Annum basis

S.N.	Description	Amount (Rs.)
1	<u>Microsoft Azure Cloud</u> Consumption will vary based on services utilized, Volume of Users... and Billing will be as per actual usage on monthly basis	8.0 Lacs +WTL Charge + Taxes
2	<u>Transactional SMS High Priority (Qty. 5.0 Lac SMS) & What's App</u>	1.0 Lac +WTL Charge + Taxes
3	<u>Bulk Email Gateway – SendGrid (3.0 Lac Emails)</u> Payments will be in INR as per the prevailing rates	18,750+ WTL Charge + Taxes
4	<u>Additional Dedicated Onsite Technical Resource (Per Annum)</u>	As per Actuals + WTL Charge + Taxes
5	<u>Applicable Taxes(Currently)</u>	18% GST
6	<u>Any Other Consumable Services or Third-Party Licences</u>	As Applicable

7.3 General Terms

- Contract Period 60 Months from the month of Onboarding the Users
- 5% Escalation each year after completion of 1stYear on previous year billing

7.4 Payment Milestone

One Time Setup Cost

- 60% Initial Setup cost with Purchase Order
- 20% Signing the Agreement and User Creation on Azure
- 20% After Complete Data Migration (Approx. 06-08 Weeks)

Per User Per Month

- Per User Per Month Billing from the date of Installation of ERP on Azure Servers will be paid Quarterly after completion of the period and submission of Invoice.
- Cloud Billing as per Actuals monthly on submission of Invoice
- All Payments to be released inclusive of Applicable Taxes
- Consumables to be Paid as per Actuals on Delivery and submission of Invoice

7.5 Configurations & Changes

- In the first year i.e., during Implementation all customizations will be done one time as per SRS & GAP Analysis. All Additional Requirements will be done as per the Change Request Process.
- Dedicated Team will be working on the Project in a Hybrid Model i.e., Onsite & Offsite.
- During Training & Support Team of 02-03 members will visit Onsite and ensure the Best Support.
- Since this is a Cloud System designed with Experience of several autonomous campuses & Institutions and considering the set standards for modules like Library... No major changes will be done where the Data Structure of the system will be altered. However, the Institute requirements will be fulfilled with the solution offered.
- Old data will be migrated from Standard Excel Formats and 100% verification will be the responsibility of University User Team. In case of any corrections identified in writing the same will be rectified by MasterSoft team and submitted for verification.
- All changes like Configuration of Group/ Trust Logo, Reports like ID card, Students Sections like Certificate...
- For Third Party Integration support from the other end is also very essential which needs to be ensured by the Institute.
- During Maintenance Phase i.e., from second year Online support available from Head Office or Regional Office on a continuous basis and also on request Team can visit Onsite for Critical activities for a period of 1-2 weeks as required and on request from University.
- If required Dedicated Onsite Support can be provide on a chargeable basis as per actuals.
- The detailed training and deployment activities will be at Institute Locations and Off-Campus Locations.
- Upgrades & Enhancements will be supported by MasterSoft

- In case New Module is desired or major structural changes are suggested by the Institute the same will be discussed for optimal charges as per actual effort
- Institute can take regular backup of data in desired format on their local servers
- Institute Data Privacy will be respected by MasterSoft and Solution IPR will be respected by the Institute to be defined in SLA.
- OPEX Model Payments cannot be delayed for the non-use of modules and cannot be on pro-rata basis.
- User Interest and support will be responsibility of the Institute Management.
- Due to COVID or Lockdown situation by Govt. or due to some GOI imposed restrictions if team is not able to work onsite, 100% Best Online Support will be ensured, and availability of users will always be responsibility of Institute.

7.6 Pricing Assumptions

- Any Hardware required for onsite support is not included in the proposed costs.
- Modules other than those mentioned in the Scope are not considered and will be quoted extra as required.
- IT infrastructure support for Onsite Team such as office space, workstations, servers, communication links, email, printing, faxing and scanning facilities etc. will be responsibility of Institute.
- Users will be given onsite & online training for their respective modules and to make them understand the processes. As per requirement we will also support through online tools from our Head Office for extending our best support.
- Institute will ensure that the key personnel are available during initial Demonstrations and Training Sessions at Unit Level to be organized Centrally and at Institute Level through Online Means
- **ON-SITE ACCOMODATION:** Appropriate Accommodation for our Team Members visiting Institute site from time to time for Training & Support as a part of Implementation, review and various activities associated with the Project will be the responsibility of the Institute.
- **Non-Hiring:** Institute will not hire directly/indirectly any employee of MasterSoft during the period of engagement and until 5 years from the end date of engagement with MasterSoft.
- All disputes are subject to Calcutta only.