AGREEMENT

BETWEEN

Madhav Institute of Technology & Science (MITS), Gwalior

AND

Centre for Research & Industrial Staff Performance (CRISP)
BHOPAL

FOR

Implementation of

"Institution Automation -ERP Solution"

For

MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE (MITS),
& THEIR STUDENTS

1. PREAMBLE:

This Agreement is being signed on dated _____ between **Madhav Institute of Technology & Science, Gwalior (A Govt. Aided UGC Autonomous and NAAC Accredited Institute)** hereinafter called 'MITS' and **Centre for Research & Industrial Staff Performance (CRISP), Bhopal** an autonomous society, hereinafter called 'CRISP' to engage CRISP for Enhancement and operations of Institution MIS/ERP solution, for making the institution Services Online to the respective departments, faculty and students of MITS and other stakeholders.

2. MISSION:

1. With signing of this agreement, CRISP shall get associated with 'MITS' for the task of **Enhancement and operations of Institution ERP solution, Implementation of Digital Signature and QR Code for the MITS and to the respective departments, faculty and students of MITS and other stakeholders (ANNEXURE I).**

2. This agreement has been conceived to spell out the broad terms of understanding and commercial terms, which are agreed upon between the 'MITS' and CRISP, for the implementation of the Objectives of the project.

3. The 'MITS' and CRISP hereby agree to work together for efficient enhancement and operations of Institution ERP solution, and Implementation of Digital Signature and QR Code. To provide interactive communication and latest information to the student, departments and MITS faculty in transparent and efficient mode, using ICT.

3. PERIOD OF VALIDITY:

1. The project duration is for a period of 5 years, which includes the 4 years of academics of a student and 1 year for alumni.

2. The project duration may be extended further based on the outcomes of the project and mutual understanding between MITS and CRISP.

4. SCOPE OF ACTIVITIES FOR MITS AND CRISP

Scope of activities to be taken by MITS and CRISP is given below:

4.1	**SCOPE OF ACTIVITIES BY MITS**

1. Official Notification from the MITS regarding the renewal of agreement of this ERP and its additional services to all departments, faculties and students.

2. Signing an agreement with CRISP for the enhancement and operations of of this ERP, and implementation of QR code and digital signature and further to enrolled the students to provide online services.

3. Nominate the officers to provide relevant information to the web portal content management team, on behalf of MITS.

4. To maintenance and operation of the Examination Control System and implementation of Digital Signature Management System, infrastructure will be provided by MITS.

5. To implement and integrate the digital signature, all kind of Hardware, infrastructure and any other requirement, will be taken care by MITS.

6. All kind of data digitization will be taken care by Institution as per the data sheet provided by CRISP for Examination Section automation.

7. Setup of centralized information center with nodal information officer as single point information input.

8. Verification of contents provided by MITS, before publishing.

9. For data-migration, the entire data & inputs will be given by MITS in the form of backup copy of SQL Server database.

10. Collection of all required documents, information, co-operation from MITS and MITS departments etc., for smooth execution of the portal.

11. Provide timely approvals and acceptance as recommended by the CRISP.

12. Any kind of additional requirement related to software / hardware and network during the process of **Examination Control System** and **implementation of Digital Signature** Software development, which calls for an additional resource like manpower and hardware only shall be given on request, in writing, by MITS with additional financial implications arising there from.

13. Testing and verification of application will be done by MITS Project in-charge, without which CRISP shall not release the application software for operational use.

14. All security measures at local level like examination and digital signature shall be taken care by MITS. All security issued and data safety will be taken care by CRISP for the data on their cloud.

15. MITS shall arrange the licensed copies of System Software, Development Software and Database as desired by CRISP for the Deployment of ECS-Software Application and also purchase the digital signature with name of Director, Registrar or Controller Exam.

16. MITS shall take the responsibility of printing, any hard component and stationary requirements.

17. **MITS** will allow for the stay of team members in guesthouse (if required) on chargeable basis.

4.2   SCOPE OF ACTIVITIES BY CRISP

CRISP will be involved in the following activities related to design, develop and Operations of institution ERP solution:

1. CRISP shall provide the Technical Service Support as desired by 'MITS' on terms, which are agreed upon between the 'MITS and CRISP. **(See Annexure I).**

2. Ensure the implementation of software within the time frame mutually decided at the time of execution of the work.

3. CRISP will take the whole responsibility of the Technical Part of the Portal in terms of enhancement and operations, Hosting and Maintenance of Institute MIS.

4. CRISP will depute their competent team suitable for the particular task required during the project.

5. Provide the Technical expertise in designing, developing, study and training required during the project.

6. Architectural design and technical support

7. Resolve the technical problem related to the platform functioning.

8. Up-gradation of system as required by requirement of changes in technology and procedures.

9. CRISP will do customization as per the need of the Institute within the specified scope of the corresponding module.

10. CRISP will provide the data backup feature of all data (either at local level or at cloud level) for MITS as and when required by MITS.

11. CRISP will not give the data of users to any agency without prior permission of MITS.

5. DEVELOPMENT OF CENTRALISED INSTITUTION STUDENT SUPPORT CELL

1. CRISP shall develop a Centralized Information Cell at MITS and Depute the one technical support executive for single point of communication and information related to the Institution ERP solution.

2. A competent officer shall be nominated as a nodal officer, who will act as a single point of contact for CRISP and other stakeholders.

6. TRINING & AWARENESS PROGRAMS

1. CRISP will arrange for the Trainings to the MITS staff nominated to work on the ERP on the developed application. Training duration would be minimum 1 day per module at MITS premises. Moreover, the support will be provided by CRISP as and when needed. User manuals will be provided to the MITS.

2. Institution can provide help to students and faculties to use the platform

7. FINANCIAL PROPOSAL

To meet the financial requirements for the enhancement and operations of the Institution ERP CRISP shall charge a nominal fee to the student of the Institution for the annual subscription of the platform to avail online services:

S. No.	Component	Charges (in Rs.)
1	**Component –A (Enhancement and Operation of Existing Portal)** ◆ Student Portal ◆ Online Fee Collection System integrated with Nationalized Bank ◆ Faculty/Staff Management (Academic Services) ◆ Institution Accounting System (Payroll Management) ◆ SMS (5 SMS per student for one year included in the cost, additional SMS cost of Rs.0.30 paisa per SMS) ◆ Examination Control System ◆ Training & Placement Services ◆ Onsite Manpower Support Service (full time) – (01 no.)(Salary minimum Rs. 8000/- per month to be paid by CRISP))	**Rs. 400/- including Tax** Per student Per Year
2	**Component –B (Optional)** ◆ Design and development of Android based mobile App for Students. (to use the mobile app student needs to pay)	**Rs. 50 Per student Per year**
3	**Component -C** ◆ Implementation and integration of QR Code and Digital Signature	**Included in Above Cost**

7.1 Financial Terms and conditions:

The Fee mentioned above may get revised once in a project life time that is 5 years (4 academic years + 1 alumni year), as per the demand of the project and with mutual agreements.

1. The annual subscription fee will be deposited in the project account through the available payment options. After the confirmation of the amount received the account of respective users will be open for use for a period of subscription.

2. Any service which could not be defined in the scope of this agreement will be treated as a change request; CRISP will do the Impact analysis of the requirement and provide the financial estimation to the institutions for their approval.

3. All third party charges to avail the third party services would be borne by the registered users directly, like online money transaction fees of banks, Government taxes or any fees imposed by the external services providers thereafter etc.

4. All hardware procurement cost for implementation of Digital Signature, QR code reader machine etc will be borne by MITS

5. The fee related to the one-time registration and annual subscription will be transferred to designated account of CRISP. CRISP will be free to use this collected fees to meet the expenses of their design, development, operation and management of the platform.

6. The service will be considered to be started after successful deployment of the software with mutual written consent of both parties.

7. The direct fees of MITS like admission renewal fee, Examination Fee, Revaluation Fee, hostel fee and Degree Application Fee etc. will be transferred to MITS account.

8. Any other changes which is not a part of this scope and its implementation would be treated as Change request, for which CRISP would charge @ Rs. 5452 per man day basis.

8. Exclusions

The following activities are not part of this agreement and the technical and financial proposal emanating from this. All additional services or support required by MITS shall call for additional financial implications, which shall be borne by MITS. Such activities are:

- The network and Hardware related support or supply of manpower during the pre/post examination and the work related to result processing work.
- Hiring and providing services of Consultants / Data Entry Manpower etc.

9. GENERAL PROVISIONS OF AGREEMENT:

9.1 Notice:

Any notice, request, demand, approval, consent or other communication hereunder required shall be in writing and delivered in person or sent by registered mail or by speed post, or by telegram, telex addressed to the party for which it is intended at its address given at the concluding part of this agreement.

9.2 Force Majeure:

Neither MITS nor CRISP shall be liable to the other for any delay in or failure of their respective obligations under this agreement caused by occurrences beyond the control of any of the parties (as the case may be) or because of fire, floods, acts of God, acts of the public enemy, wars, insurrections, riots, strikes, lock-outs, sabotage, any law, statute or ordinance, order; action or regulation of the Government or any compliance therewith similar to the above and any other. Either party shall promptly, but not later than thirty- (30) days notify the other party of the commencement and cessation of such contingency and prove that such is beyond control and affects the implementation of this agreement adversely. If such contingency continues beyond six (6) months, both parties agree to discuss and arrive upon at an equitable solution for determination of the agreement, or otherwise decide the course of action to be adopted.

The respective obligations of both parties shall be extended for the period of force majeure provided notices, as required above, is given in time and the contingency established, if so required by the other party.

9.3 Amendments to Agreement

No amendment to this agreement shall be effective unless it is in writing agreed and signed by duly authorized representatives of both the parties.
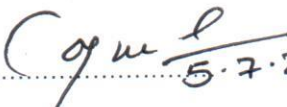
9.4 Jurisdiction & Arbitration:

All disputes, if any, arising out of the matter, shall be subject to the jurisdiction of arbitrator appointed jointly by the Director MITS and the CEO, CRISP whose decision shall be final and binding on the parties. In case the matter is referred to a court of law, then jurisdiction for all legal disputes will be that of the courts at **Gwalior (MP)** only.

For and on behalf of
Madhav Institute of Technology &
Science, Gwalior

For and on behalf of
Centre For Research and
Industrial Staff Performance,
Bhopal

5.7.2021

Name: DR. R. K. PANDIT

Designation: DIRECTOR, MITS.

Name: MUKESH SHARMA

Designation: C.E.O.

WITNESSESS:

1. Prabhakar Chand
   Dep of MAC., MITS LW).

1. (Praveen Sharma)
   Manager - IT

2. Rajni Ranjan Singh Makwana
   Dept. of CSE, MITS Gwalior.

2. Prakash Rajak
   (Project Manager - IT)

Enhancement & Operations of Institution ERP Solution
(Services to be delivered from CRISP under this Agreement)

Student Portal and Institute MIS link with existing web site of MITS i.e. http://mitsgwalior.in/

1. Enhancement & operation of Services to Students (Student Portal)

a. Registration of Students.

b. Provide access to student portal through respective user login

c. Help Desk - A system-generated number will be allotted to each enquiry logged, this number can be used later for communication with MITS or CRISP Technical support.

d. Student will get their current status information pertaining to academics and examination.

e. Student's Feed Back System

f. Information regarding Awards and Scholarships

g. Training and Placement related services

h. All useful forms and documents in downloadable format

i. Pre & Post Examination related services

j. Online Enrollment form

k. Online Examination Forms

l. Online revaluation/Retotal/Challenge form

m. Online fee submission of Semester

n. Online fee submission of Hostel & their dues

o. Online Admit card

p. Schedule of Examinations with Latest centre information for individual Student.

q. Online Results published by MITS

r. Student Educational history in MITS

s. Latest information related to Sports, Workshops, Events conducted by Institute and institutions

t. Digital copy of mark sheets **for all SEM.**

u. Payment receipt of every transaction

v. Transaction history available in the student portal account.

w. Student attendance system integrated with biometric machine and also from desktop.

2. Examination Control System (Grading System and CBCS)

Maintenance and Technical Support of Existing Examination Control Management System

1.	Technical Support for the existing deployed Software

2.	**Production Support for minor change request (efforts required Less than 16 hours) :**
	• Cosmetic Changes (i.e. labeling changes in code /report /html page etc) required at Urgent level
	• Minor change request will include the
	    ○ no significant Logic change at code level
	    ○ No significant change at database level (i.e. addition of new column etc)
	    ○ Addition of new column in the report level

3.	**Corrective Maintenance and Support:** We help you fix errors in existing software system deployed as follows • logical errors, • Coding errors, or design errors. • Root cause analysis for recurring issues • Resolution of all issues, Status and issue resolution reports (Issue log register)
4.	**Exclusion:** • Any third party integration will not be cover in this maintenance & support contract

3. Online Fee Collection System

a. Integration of online fee collection system with nationalized Bank (Bank suggested by CRISP or Institution)
b. Communication with Bank related to technical integration.
c. Add the payment features of Internet banking/Debit/ Credit Card.
d. Provide the facility to student fee directly deposit to the Institution bank account.
e. Refund and reconciliation task taken care by CRISP.

4. Faculty Management (Academic Services)

A. Notice circulation for staff.
B. Interactive faculty web portal will cater the needs.

C. Services to be offered in the faculty account
   i. Provide the faculty login account in the Institution portal.
   ii. Unique faculty ID generation algorithm (algorithm decided by **MITS** and CRISP)

D. Manage Individual academic Profile
   i. Personal information
   ii. Joining details
   iii. Contact Information
   iv. Qualification details
   v. Research Area
   vi. Membership details
   vii. Publication details
   viii. Teaching experience details
   ix. Facility to upload course wise the e- Learning Resources (MS Word, PDF OR Power Point PPT)

Department Name	Branch	Title or topic	Keyword for search	Coordinator or source

   x. Facility to upload e-articles or research papers (MS Word, PDF OR Power Point PPT)

Department Name	Branch	Title or topic	Keyword for search	Author Source

   xi. Feeding of Scheme based student attendance (daily/weekly/monthly)
   xii. Online help desk
   xiii. Important web link (link will be provided by MITS)

xiv. Online feedback (Single form with email based)

xv. Leave Management for Faculty and Staff

5. Institution Payroll Management System
a. Design and develop the Payroll Management.
b. Manage individual staff wise information related to the salary, advances and recoveries
c. Manage information related to the GPF, DPF, professional tax, income tax.
d. Manage information related to the arrears

6. SMS and Email Services
a. Provide the facility to add the Email and SMS alerts.
b. Provision to send the bulk SMS and e mail to enrolled students of MITS (maximum 5 SMS per year to each student)
c. Provision to send daily SMS to Director and other officers related to project progress (ex. Examination/ revaluation for submission, result declaration etc.)
d. Provision to provide an interface to MITS for sending event triggered SMS(Such as – Exam form opening etc.) after checking the feasibility.

7. Onsite Manpower Support (full time)
a. Depute the one technical support executive at MITS to provide the day to day operational support in the Portal Management.

8. Work Deadline for Examination Related work
Provision to add Ticket generation for Change Request / technical support work through change log request or any other available CR Management tool.
Work deadline will be based on the following nature of the work and priority of the work need to be decided by the client.
a. Critical- work should be done immediately.
b. Urgent- work should be done same day with in 5 or 6 hours.
c. Normal- work should be done within 3 days
In case if work is not done with in predefined time limit than it can be escalated to higher CRISP Authority as per the escalation matrix shared by CRISP, similarly in case due to any dependency on the MITS End work is getting delayed no escalation will be done.
Work Classification and its definition in the above categories to be done by MITS Exam Cell based on need

9. Design and development of Android base student mobile App

1. Scope of work

The Scope of the Mobile App will cover the following
- a.   Design and Development of Android Based Mobile app
- b.   Integration of Mobile App with the institutions Portal Database
- c.   Platform: Android Only

2. Mobile App Features

2.1. Students

S.N.	Features	Description
1	**App Template**	Design and development of template of App with based on the Android App standards
2	**Authorization Mechanism**	App will allow student to login to App with the same login credentials of portal with the OTP Functionality the registered mobile number
3	**App Service Dashboard**	The Dashboard service of an App will be having the following services to avail for the students 1. My Account 2. Academic 3. Career
4	**My Account**	Under the **_my account_** following are the features would be available: **1. My profile** Student can able to view the details of their personal information. **2. Fee Transaction Summary** Student can able to view their all online fee related transactions and their current status with the important details like transaction id, date etc. **3.Help Desk**
5	**Academics Service**	Under the **_Academic Menu_** following are the features would be available: **1. Academic Summary :** Students can be able to view their academic summary from the admission to till date with the help of this feature, this will be updated immediate after the result **2. Result** Students can able to view the result declared by the university **3. Latest Announcements and Notification** Students can view all the latest notification and circular

		published by the exam, academic and other departments. 4. **Time Table** All Examination schedules declared by the university will be able inside the app for the students 5. **Admit Card** student can be able to view their current examination admit card **6. Application Status** 7. After successful testing online fee payment will be added in the App if it is feasible.
6.	**Sign-Out**	Sign out Feature to exit from App

10. Implementation and integration of Digital Signature and QR Code

i. **Integration of the Digital Signature for the following documents**
  - Mark-sheets
  - TR
  - Degree

ii. **Features of Digital Signature Solution:**
  - PKCS#7 compliant
  - Class of Signature
  - Can Sign, Verify, encrypt and decrypt files and data of any format
  - Supports Adobe compatible visible signatures
  - Supports Multiple signatures
  - Allows users to add Reason for signing and Location
  - Signature declaration before signing any file which is a mandatory requirement by eSignature laws around the globe

Digital Signing of Documents using USB crypto tokens:

The signing API's will be integrated with the application. The assumption here is that there is an application in place that communicates with the API's and user response. The workflow in this case would be;

The user plugs-in his/her USB crypto token containing digital signature certificate

into the signing machine

The user logins to the application and navigates to the signing page

The user selects the documents (either by selecting one document or selecting all at once) and signs using his/her USB token At the backend, after the PDF's are generated, they are converted into a base64 encoded string by the application and passed as part of a hidden form field to the signer through a web browser.

The signer selects the certificate from USB and signs the entire form. The signed data is again base64 encoded and passed to the application.

The application upon receiving the signed data should base64 decode and write it into a PDF file to get a visibly signed PDF document

11. Implementation and integration of QR Code

Integration of the QR code for the following documents
- Digital Mark-sheets of student available in their portal account
- QR Code on Digital Documents like transcript, Marksheets etc.

Features of QR code Module
a. Dynamic QR Code integrated with server URL with encrypted parameters
b. Read by Any QR Scanner available in Google play store
c. Verify the data through centralized server of IMS Portal
d. Store dynamic content, no change required in the printed QR code even if there is a change in the base data, it will automatically read all the updated changes.