4TH Cycle

Assessment & Accreditation by NAAC

Criterion-VI

GOVERNANCE, LEADERSHIP AND MANAGEMENT

QnM – 6.2.3

Implementation of e-governance in areas of operation

Content:

- ERP (Enterprise Resource Planning) Document

Shri Shivaji Science College

Shivaji Nagar, Morshi Road, Amravati - 444 603 M.S.

❖*Founder*   : Dr. Panjabrao Alias Bhausaheb Deshmukh
❖*President* : Hon. Shri Harshwardhan P. Deshmukh
❖*Principal* : Dr. G. V. Korpe

E-mail : shivajiscamt.office@gmail.com
Web Site : www.shivajiscamt.org
(O) 2660855; *(Fax)* 2665485;(R)2551400

Ref. No.: SSSC/6471/IQAC/2021   Date: Nov. 22nd, 2021

Declaration

The information, reports, true copies of the supporting documents, numerical data, etc.

furnished in this f ile is verified by IQAC and found correct.

Hence this certificate.

H. S. Lunge
IQAC Coordinator
Shri Shivaji Science College
Amravati

G. V. Korpe
Chairman IQAC and Principal
Shri Shivaji Science College,
Amravati

3

Shri Shivaji Science College

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Web Site : www.shivajiscamt.org
(O) 2660855; (Fax) 2665485;(R)2551400

Ref.No. SC/ / /2018

Date: 18 / 05 /2018

To,

MasterSoft ERP Software Pvt.Ltd.
Nagpur – 9 (MS)

Subject : Supply of Cloud based ERP CCMS-Centralized Campus Management System

Dear Sir,

As per your offer dated 19.03.2018& subsequent discussion in meeting held on 26.03.2018 , it is decided to accept your offer of Cloud based ERP solution with all terms & conditions. Kindly create cloud setup with following details for our college.
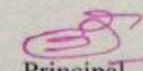
SN	PARTICULARS	PRICE (IN RS)
01	One time data conversion charges	Waived
02	One time payment gateway integration with your bank accounts & fees head mapping	Rs. 25,000/- + 18% GST
03	One time cloud setup charges	Rs. 25,000/- + 18% GST
	MODULES	
1	On line Student Registration	
2	Student Admission & Fees	
3	Student Administration	
4	Student Attendance with Mobile Apps	
5	Examination & Result	Rs. 85/- + 18% GST
6	Library Management System	Per Year Per Student
7	M-OPAC (Mobile base OPAC)	(Payble in the month of
8	Financial Accounting	November at the student
9	Cheque Printing	strength on 01st October)
10	Payroll & Leave	
11	Stores Management System	
12	SMS-Short Message Service (25000) per year	
13	SMS/Email Integration with all software	
14	Dashboard, Alumni, Mobie Apps for student & staff	

Deleverables :

- Creation of Cloud Setup for the Institute
- On boarding of Students & All users and creation of users
- User Training & fully support

Service Support : Intial three days on site. Subsequently on-line.

You are requested to immediately do the needful

Principal
Shri Shivaji Science College
Amravati

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❖ *Founder* : Dr. Panjabrao alias Bhausaheb Deshmukh
❖ *President* : Hon.Sh.Harshwardhan P.Deshmukh
❖ *Principal* : Dr. V.G. Thakare

E-mail : Shivajiscamt.office@gmail.com
Web Site : www.shivajiscamt.org
(O) 2660855; *(Fax)* 2665485;*(R)*2551400

Ref.No. SC/ 1922 / A/c . /2018

Date: 12 /o 5/2018

To,

Mr.Hitesh Ashwani
Razorpay Online Fees Collection Solution

Subject : Regarding bank a/c details for payment gateway.

R/Sir

Please find the following bank account details of our college for online fees collection.

Bank Name	A/c Number	IFSC Code
Central Bank of India, Gadge Nagar, Amravati	1412698103	CBIN0283126
Central Bank of India, APMC Branch, Amravati	3597461551	CBIN0283248
Dr.Panjabrao Deshmukh Urban Co-operative Bank Ltd., Irvin Chowk, Camp Road, Amravati	001020600000211	HDFCOCPDBO1

Principal
Shri Shivaji Science College
A Amravati

Shri Shivaji Science College

Shivaji Nagar, Morshi Road, Amravati - 444 603 M.S.

❖ Founder : Dr. Panjabrao alias Bhausaheb Deshmukh
❖ President : Hon.Sh.Harshwardhan P.Deshmukh
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Web Site : www.shivajiscamt.org
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Ref.No. SC/ 1923/ Sms ./2018

Date: 18/05/2018

To,

MasterSoft ERP Solutions Pvt. Ltd

Subject : Undertaking for Eligibility to get Transactional SMS account for User ID (shivajiscamt.office@gmail.com) as per NCCPR Regulation.

We, **Shri Shivaji Science College, Amravati** hereby give an undertaking that as per the provisions in Section 2 (ab) of NCCPR regulation and subsequent amendments, our company falls under the category eligible for Transactional SMS route (kindly enclose supporting document/licenses), using which we would be able to send sms communication to our registered users/subscribes even if the subscriber has registered in NCCPR registry for blocking commercial sms on his mobile. User ID (shivajiscamt.office@gmail.com) provided by chartered Information Systems Private Limited, is being used by **Shri Shivaji Science College, Amravati** for sending messages to opt-in mobile numbers only. The messages are transactional in nature and do not contain any commercial or unsolicited communication.

Further, any complaints/grievances'/claims/penalties, whether legal or commercial with regard to the usage of the said service shall be the sole responsibility of Shri Shivaji Science College, Amravati Chartered Information System Private Limited is hereby being indemnified from all complaints/grievances'/claims whether legal or commercial Shri Shivaji Science College, Amravti for the usages of transactional bulk SMS Account with ID (shivajiscamt.office@gmail.com)
We understand that on receiving any complaints for transactional sms we had sent, Chartered Information System Pvt. Ltd. May disconnect our services with immediate effect and we agree to pay all the legal cost and penalties incurred on account of the complaint.

Chartered Information System Pvt. Ltd. Is authorized to block the bulk sms account and forfeit the sms credit balance in the account at any point in time if our account is found to be carrying traffic other than transactional traffic, even if there is no formal complaint for violatin of NCCPR norms.

Required Sender id (SSCAMT):
Encl: Supporting documents such as registration certificate/licenses.
Best Regards

Signature:

Name:

Designation:
Principal
Shri Shivaji Science College,
Amravati

MasterSoft
ERP Solutions Pvt. Ltd.
Accelerating education....

Installation & Training Certificate

This is with reference to your Work order No. SC/2018 dated 09/04/2018. We have installed Cloud Based ERP CCMS – Centralized Campus Management System in your College. We have given necessary training to staff of your College **Shri Shivaji Science College, Shivaji Nagar, Morshi Road, Amravati – 444 603.** We assure further service support as per quotation terms & conditions.

Sr. No.	Modules	Installed Yes/No	No. of PC	Satisfactory Working Yes/No
1	One Time Data Conversion	Yes	n	Y
2	Online Admission Payment Gateway	Yes	n	Y
3	One Time Cloud Setup	Yes	n	Y

HOD/Receiver

Engineer

For MasterSoft ERP Solutions Pvt. Ltd. ,
1456-A, New Nandanwan, Nagpur

Principal

Date: 18/5/18

PROPOSAL

For

CCMS© - Centralized Campus Management System

Shri Shivaji Science College, Amravati

Submitted By

MasterSoft
Accelerating education....

MasterSoft
ERP Solutions Pvt. Ltd.
Accelerating education...

Date : 19.03.2018

To,
The Principal,
Shri Shivaji Science College, Amravati

SUB: REVISE PROPOSAL FOR CCMS CLOUD BASED MIS SYSTEM

Respected Sir,

Greetings!!! Thank you very much for considering us for ERP System. As per our telephonic discussion as on dated 19-03-2018 I have submitting a revise final proposal to your college.

With experience of 20+Years of ERP implementation in 1700+ Institutions exclusively in India, we are the most successful and Trusted Educational ERP partners.
With efforts of five years we have developed advanced – Cloud based version of the existing MIS. The new Cloud based ERP – CCMS – Centralized **Campus Management System** integrates all the Schools, Colleges of Education Society at Society level. Therefore society management gets combined reports of all the Schools & colleges at Society level.

Features & Advantages of Cloud ERP

- Centralized Integration at Society level.
- Student can pay fees on-line thru their net banking avoiding Queues at College. You get instant payment. No cash handling at cash counters.
- College staff & students – all - have 24 x 7 access to & minimizes the need of IT infrastructure.
- CCMS ERP supports all the latest technologies – Cloud, Mobile App, Payment Gateway (On line payment), SMS & Emails alerts, RFID...
- CCMS offers easy integration and virtually unlimited scalability.
- Since your Application & data is on cloud, your data is 100% secured.
- Data export to Excel, Word, Text, PDF......
- No need to have expensive licenses & Minimum IT infrastructure is required.
- You always have access to latest ERP automatically.

Important Modules of CCMS - Centralized College Management System,
- Admissions & Fees
- Students Administration
- Examination (Internal)
- Finance & Accounts
- Payroll
- Purchase & Stores
- Hostels
- Library
- Web Portal & Alumni
- Mobile Apps

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ERP Solutions Pvt. Ltd.
Accelerating education...

FINANCIAL OFFER

Cloud ERP are costly & charges are on per student per month basis. However, since you are our existing prestigious User, We are offering a low cost yearly charges based best Financial Offer for your kind consideration

SN	PARTICULARS	PRICE (In Rs.)
01	One Time Payment Gateway Integration with your Bank Accounts & Fees Head Mapping	Rs. 25,000/- + 18% GST
02	One time Cloud Setup Charges	Rs. 25,000/- + 18% GST
	MODULES	
	COMPULSORY BASIC MODULES	
01	On Line Student Registration	Rs. 60/- + 18% GST Per Student Per Year [PSPY]
02	Student Admission & Fees Online / On Counter	
03	Student Administration	
	OPTIONAL MODULES	
04	Student Attendance (with Mobile Apps)	Rs. 10/- + GST PSPY
05	Result Management System (11th, 12th & Univ. College Exam)	Rs. 15/- + GST PSPY
06	Financial Accounting	Rs. 15/- + GST PSPY
07	Cheque Printing	Rs. 10/- + GST PSPY
08	Payroll Management System	Rs. 15/- +GST PSPY
09	Leave Management System	Rs. 10/- + GST PSPY
10	Stores Management System	Rs. 10/- + GST PSPY
11	Dashboard, Alumni, Mobile Apps for Student & Staff	Rs. 10/- + GST PSPY
12	Guest Visitor Management System	Rs. 10/- + GST PSPY
13	Library Management System (With M-OPAC)	Rs. 15/- + GST PSPY

Final Discounted Group Offer :

Compulsory & Optional Modules – 01 to 13 = Rs. 85/- + GST Per Student per year

Note: 1) This offer is lowest & below the actual cost and is only valid for first 15 clients.

Deliverables:
- Creation of Cloud Setup for the Institute
- On boarding of Students & All Users and Creation of Users
- User Training & Support
- Free 25000 SMS Per Year

Most Trusted ERP Partner for Educational Campuses

1456-A, New Nandanvan, Nagpur-9 (MS) India. PH. :0712-2713705/06/07 MOB.: +91888 888 3394 / 860 561 6111 sales@iitms.co.in / somaniav@iitms.co.in

● Nagpur ● Mumbai ● Pune ● Latur ● Aurangabad ● Karad ● Jalgaon ● Delhi ● Bangalore ● Mangalore ● Hyderabad ● Jaipur ● Goa ● Madurai ● Surat ● Ahmedabad ● Jamshedpur ● Raipur ● Patna ● Agartala ● Aizawala ● Imphal ● Srinagar ● Bhopal ● Indore ● Bhubaneswar ● Chennai ● Villupuram

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MasterSoft
ERP Solutions Pvt. Ltd.
Accelerating education....

Terms and Condition:

- Minimum Billing of 2700 Student per year.
- Offer Validity - 30 days only.
- Service support : Initial 7 days training on site. Subsequently support will be Online through internet
- Payment : 100% in advance due to Cloud application
- Minimum Contract Period - 60 Month.
- Payments once made are non-refundable.
- After proper training, it is sole responsibility of Institute to use the ERP modules. We shall extend necessary service support.
- Since this will be a totally new Cloud based ERP involving multiple agencies such as Payment gateway company, Banks, Cloud hosting company, there can be initial challenges to all the Users & Students. With our experience, we shall attend the same & give appropriate solution to each issue. After few days, Users & student will understand the advantages of Cloud ERP.
- All Standard Functionalities & Reports of procured modules will be available to Institute in this cost. Any New Functionalities & Reports required to be developed will be charged extra depending on the Scope.
- For Online fees collection necessary formalities / agreement needs to be signed by Institute.
- Free Hotel / Guest House Accommodation may kindly be provided to MasterSoft team by College the onsite visit.
- The fees paid by student are collected by Payment Gateway company and is directly Transferred to your college Bank accounts. MasterSoft only gets details of Transactions. Therefore Queries related to Fees transaction are to be directly dealt with the payment gateway Provider and MasterSoft have no role & responsibility in solving the transaction related queries.
- From second year onwards, there will be a price escalation clause of minimum 15% applicable on the last year rates.
- Cloud standard working rules are defined & mention by us on our website iitms.co.in. We request you to study the same & if acceptable place the PO on us.

Duties & Responsibilities

- In-premise IT infrastructure to be provided by Institute as usual.
- Healthy — Continues — good Bandwidth in-campus Internet Connection from multiple agencies is most essential need of Clod based ERP.
- Users will be given user 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.
- Additional Onsite Support will be charged separately.

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- Institute will ensure that the key personnel are available during Demonstrations & Training.
- Infrastructure for Training sessions to be organized by Institute and Centralized Location.
- The price quoted is for the central Cloud setup & standard CCMS ERP only.

Always Assuring the Best Service.

Yours Sincerely

(signature)

(Balram A. Korde) V.P. Sales & Marketing
For MasterSoft ERP Solution Pvt. Ltd.
Cell # 0888 888 3394, **Whatsapp #** 0982 217 0098, **Phone #** 0712 - 2713714, 2713702
Web # iitms.co.in **E-mail #** balramkorde@iitms.co.in

Most Trusted ERP Partner for Educational Campuses

1456-A, New Nandanwan, Nagpur-9 (MS) India PH 0712-2713705/06/07 MOB +91888 888 3394 / 860 561 0111 sales@iitms.co.in / somasev@iitms.co.in

• Nagpur • Mumbai • Pune • Latur • Aurangabad • Kmad • Jalgaine • Delhi • Bangalore • Mangalore • Hyderabad • Jaipur • Goa • Madurai • Surat • Ahmedabad
• Jamshedpur • Raipur • Patna • Agartala • Aizawals • Imphal • Srinagar • Bhopal • Indore • Bhubaneswar • Chennai • Villupuram

CCMS© 3.0

CCMS

Centralized Campus Management System

Cloud ERP for -

- CBSE, State, IB & International Schools
- UGC Affilated Arts, Science, Commerce, Law, Education...Colleges
- Engineering, Medical, Management, Pharmacy Colleges
- Autonomous Colleges

Cloud Based Integrated ERP for Schools- Colleges of any Campus

MasterSoft
Accelerating education

CCMS

Centralized Campus Management System

Centralized Campus Management System CCMS is a cloud ERP useful for
> Any School – such as State / CBSE / IB / Residential
> University affiliated colleges - Arts, Commerce, Science, Law, Edu...,
> Autonomous Arts, Commerce, MBA.... Colleges & Coaching classes
> Non-Autonomous Engineering-Pharmacy coll, Polytechnics, and ITI.

An educational Trust / Society can use this cloud for effective centralized management of all its Schools, Colleges, Polytechnics, ITI located in one / multiple Campuses. It provides a total online solution for computerization of all administrative activities. It computerizes:

> **Student life cycle** comprising of: Online Admissions & Fees, Academics, Class Attendance, e-Learning, Examination & Results, Training & Placement, Hostel, Bus Management & Library.

> **Faculty life cycle** : Teaching & Class attendance, Valuation & Marks entry, HRMS – Payslip, Online Leave, Service Book, PF & Income tax......

> **School & College Administration** : Accounts & Finance, Purchase & Stores, HRMS, Web & Alumni, Library, Transportation, Dispatch.....

Role based Access : Each User of ERP – Staff & Faculty, Students & Parents, Management members & officers get secured login for restricted access to ERP, depending upon their role, authority & responsibility.

Features and Advantages of Cloud Based ERP CCMS :
> Large & flexible CCMS Cloud - Suitable for any type & size of campuses.
> Instant Implementation. Go live within a week.
> Reliable backup and recovery system.
> No initial capital investment in ERP. SAAS low cost monthly billing.
> No need to invest on high cost servers, UPS, high speed internet...
> 24x7 Role based - secured Access to all from anywhere
> Minimizes manual efforts and improves efficiency.
> **Supports latest Technologies** - Online Payment, Mobile Apps, Biometric & RFID, SMS/Email Alerts, QR Barcode, etc.
> Provides precise & secured information to end users for better decision.
> Campus automatically have access to latest ERP.
> Single integrated ERP for all schools / colleges / polytechnic of society

CCMS MODULES
> Admission   > Fees   > Administration   > Attendance
> Examination > Bus   > HRMS   > Finance
> Stores   > Hostel   > Website   > SMS
> Library   > e-Learning Mobile App   > Other

In this Brochure brief details of important modules are described.

ADMISSIONS & FEES

This module computerizes complete Admission & Fees proc   All type of fees can be collected & fees reports can be generated. Sch   College can define its courses offered, medium, faculties, Fee Cash   ks, Fee types, Caste category & fees heads in each cashbook. Following   ctivities are computerized

> Prospectus Sale & Follow up Reports
> Online/Incampus Registration by Student For Admission
> **Admission Process** - Dynamic Merit list / Lucky Draw / First co   sis
> Admission counseling and Demand Creation
> **Fees Collection** – Admission, Development, Exam , Bus, misc, h   el...
> **Fees Collection Modes** – Online (thru Payment Gateway), Ca   ar – Cash & Bank, Bank Challan
> Challan reconciliation
> Admission Cancellation > Receipt cancellation > Fee Refund
> Fees write-off > Monthly Fee Installment in Schools
> Scholarships > Student Fine Definition and Collection
> **Defining Fees Masters** - Receipt Books & its Fee Heads, session-wise, Course wise & Payment type-wise standard Fees, Cash Books

Features
> Centralized Fees Collection for Multiple Schools / Colleges
> Admission with Zero / Excess Fee amount > Subjectwise Fees
> SMS & Email alerts for Fee Transactions

Reports
> Fee Receipts / e-receipts
> Daily / Monthly detailed / Summary Fees Collection Register
> Student Ledger & Outstanding Fee report
> Bank Reports > Admission report & vacant position
> Admission / Receipt Cancellation Report
> Scholarship Reports > Caution Money Reports
> Graphical MIS Report : Student Reports and Fees Reports

STUDENT'S ADMINISTRATION

In this module Student's Admission details such as - Academic, personal, last exams, subjects offered, certificates & documents received etc. are updated and roll No., section & Enrolment No. can be allotted. Throughout year students dues/ fines, Academic performance can be updated. Following activities are also performed.

> Defining / updating Subjects & subject groups opted by students
> Student Documents Collection / Issue
> Updating student data such as Payment Type Change / Course change
> Student semester-end / year-end Promotion

Reports
> Student Admission Register > Attendance sheet > Identity card
> Student list – Course-wise, subject-wise, medium-wise....
> User designed selected field – select student Reports
> Reports / data export for : Univ. / NAAC / State Board / CBSE / DTE / NBA
> Society Level Statistical Reports > Institute Budget Reports
> MIS Reports – a/c to Faculty, medium, Gender, Caste, Fees category....
> Certificates - TC, Bonafide, Migration, NOC, DOB, attempt .... etc

STUDENT ATTENDANCE

Attendance Module computerizes / automates process of student attendance by faculty & generation of necessary reports & alerts to parents / Management. It features -

> Defining Theory and Practical Batches
> Attendance Configuration (Present, Absent, Half day, On duty etc)
> Defining Class - Teacher Time Table
> **Manual Attendance** - Entry by Faculty / Operator: Daily once / Detailed lecturer-wise, Monthly single entry
> Bio-metric & RFID Attendance – Integration with Bio-metric devices
> Atcovation - Mobile App Based Attendance – Daily / Lecturer-wise by faculty
> Option to mark attendance for Guest Lectures / Extra Lectures

Reports
> **Attendance Report** - Detailed& Summary, Studentwise / Classwise / Faculty wise   > Warning Letters
> Poor attendance & Undertaking Report for parent
> SMS / email alerts to Students / Parents – Daily / Weekly / Monthly
> Attendance Analysis Report according to Student, Subject, Faculty, Class

EXAMINATION

Computerizes all the Examination conduction & result calculation work of any School or College. Useful for various patterns of Examinations such as – State / CBSE / IB Schools; Affiliated Colleges / Autonomous colleges, CBCS Exam pattern…

Examination Module covers all the procedures related to examination management right from Bulk Exam Registration, Exam Roll No. allotment, defining Exam Time Table, Exam Mark Entry......... to Result Processing & declaration / publishing of Results. It also provides: flexible marks entry pattern – such as multiple test, flexible rules for Grading / Gracing / Passing / Exemption / Condonation / Distinction/Higher Grading system and Result calculation. For CBSE Schools – Exam module supports Scholastic / Co-scholastic Exam pattern.

Reports
> Subject-wise / Class-wise exam Registration Count / List
> Exam Form > Exam Time Table & Hall Tickets
> Exam Room allocation and Signature Sheet
> **Mark Entry Reports:** Subject wise /Batch wise/Section wise
> Grade Cards & Tabulation Register
> **Result MIS** - Class Topper, Subject Topper, Gazettes & Statistics

BUS MANAGEMENT

Manages Student Bus Activity. Define following :
> Bus Details - General, Servicing, Insurance > Driver Details and History
> Route Fees and Pick Points > Bus Attendance
> Fuel Challan System > Driver Leave & Approval
> SMS Alerts - to student / parents for Bus schedule change
> On screen / SMS Alerts to User on expiry date of License, Insurance etc.

Reports
> Bus I-Card > Route wise/Pick points wise Student list
> Daily / Monthly Bus Attendance Report > Bus Analysis Report

HRMS HUMAN RESOURCE (ESTABLISHMENT & PAYROLL)

HRMS computerizes employee related activities such as – Recruitmen service Book, Attendance, Leave, Training, Appraisal, Payroll & Inc. tax.

Monthly Payroll & Income Tax : Includes • User defined unlimite Earning & deductions heads & User defined rules for calculation various pay heads like DA, HRA, CLA, and PT etc. • Monthly Pay bill Supplementary bills • Income Tax calculation • PF & Loans

Payroll Reports : • Pay Slips & Salary certificate, Salary Register & Abstract • Bank Statement • Schedules of – PF, LIC, GSLI, PT, othe deductions • Income Tax Report & Form 16, 24Q • Employee's persona information reports • Junior College Reports • Annual Salary Reports • **MIS Reports** - according to - Pay scale, Designation, Departments, Caste category, etc.

Recruitment Process : • Vacancy creation – Define post & Number, Qualification & Experience, Reservation… • On-line applying by eligible candidates • Scrutiny • interview email • Conduct of interview rounds, marking & short-listing • Approval by authorities • Appointment letters

Attendance Management : • Registration of Employees on Biometric Readers • Integration of all Readers with local attendance Server • Transfer of Reader data to local Server & in-turn auto transfer to Cloud • Shift management – Define shift timings, late coming & early going rules, late mark leave rules • Calculation of monthly LWP • Attendance report – Monthly, login-logout time report, Attendance Muster

Leave Management : • Define leave types (CL,EL,ML,LWP,HPL,SPL, paternity / maternity, study …) & Leave application Rules • Leave Opening balance record • On-line Leave application, sanction & Sanction order • On-duty Leave Application & sanction • Periodic crediting of leave • Carrying Balance leave to next year • User defined Flexible Leave sanction authorities & path • Leave cancellation / change • Calculation of monthly Leave & transfer to Payroll • Leave Reports

Employee Appraisal : • Multiple self Appraisal from for teaching, non-teaching employees & Officers • on-line Self Appraisal by Employee • Evaluation by authorities & grading for increments • Appraisal report

Service Book : • creation of new employee record • Entry of all service book entries such as - Personal memoranda , Appointment, Family, Qualification, Qualifying Services, Loan & advances, Nomination, Disciplinary action, Pay revisions & increments, Leave, Promotion & Transfer, LTC., Training & conferences attended / conducted…. • Digitization of Personal File

CCMS 3.0

FINANCE

Using this module, any number of Accounts (Cash books) can be maintained for any number of financial years.

> **Master creation** - Cash book, Ledger heads, Final a/c main & sub heads.
> Receipt, Payment & JV entries & Voucher Printing
> Fees entries direct transfer to accounts
> Cheque Printing & Bank Reconciliation
> **Reports** - Vouchers, Cash / Bank / JV & Day book, Ledgers
> **Final Accounts**–Trial balance, Balance sheet, Receipt & Payment, Income & Expenditure statement, Schedules

STORES

This module computerizes the complete stores data & transactions right from inception of the College and generates various reports online. Transactions related to purchase, issue & transfer of inventory can be computerized. The module is flexible & User can define any number of items, vendors, departments / sections etc. Following types of reports are generated.

Reports

> Quotation Letter, Comparative statement, PO
> Centralized / Departmental stock register
> Daily goods receipt / issue register
> Department-wise value of total stock
> Stock Ledger
> Current Stock Position
> Reorder level report
> Invoice wise balance item report

HOSTEL

Hostel module computerizes Hostel activities such as – Admissions, Fees, Mess allotment & monthly mess bills, Attendance etc.

> Defining Hostel, Rooms, assts & Strength in each room, standard fee..
> Hostel Admissions & fees > Admission Cancellation & refund
> Hostel room, assets & Mess allotment > Monthly Mess Bill
> Hostel student leave management > Guest Rooms
> Six monthly / Yearly refund & recovery

Reports

> Hostel-wise student list & Admission Register > Cancellation report
> Hostel ID-Cards > Student certificates > Vacant Rooms Report
> Attendance Report - Hostel / Mess Daily/ Monthly
> Hostel Fees & mess bill Collection Report > Room Assets Report

WEBSITE

We provide a elegant & professional website with following links.

> **Infrastructure** – Building, Classrooms, Library, Computer Center, Hostel, Sports, Bank & Post Office, Canteen, Shops
> **Academics** - Courses offered & Admission procedures
> **Teaching Departments** - Faculty, Lab, Facilities, R & D
> **About Us** - Mission, History, Management & Administration
> **People** - Faculty, Officers & staff, Students & Alumni
> **Achievements** - Awards, Collaborations & Donations
> **Events**–Cultural, Conference, Seminar, Sports, Convocation
> **Dynamic Links**–Alumni, Faculty, News, Gallery & Feedback SMS & Email Solution, Contact us, Admin

LIBRARY MANAGEMENT SYSTEM

This is an integrated, multi-user package for the computerization of in house work of Library. LIB MAN provides free multilingual code font. This supports UHF RFID Library Automation. Lib Man sports multiple currency & Exchange rates. Data can be imported from ISBn - MARC standards & can be Exported to Word, XL, PDF, It provides SMS & E-mail alerts on transactions. Modules of L

Acquisitions & Cataloguing - • Requisition & Purchase Order book Accessioning, Invoice processing & Payments • AACR2 Cataloging • Binding, Write off & Stock Verification

Circulation - • B. T. records • Circulation • Reservation Claims • Book bank • Reference Books • Notices, Clearance & Fine

WEB OPAC - Online Public Access Catalogue. search according to Title, Author, Subject, Publisher, Class No, Accession, ISBn, Pub. Year, Place, Word in a title, Belonging, Key word, Combinational

Serial Controls - • New / Renewal subscription order & reminders • Binding of serial • Circulation • Indexing & Serial OPAC • Newspaper, paper cutting & OPAC • Payment notices • Current Arrivals • Expected periodicals list

MIS Reports - • Utilization of documents • Budget Analysis • Reservation / Claims analysis • Graphical reports • Summary & Analysis of documents

M-OPAC - is a smart phone based Book search App for Patrons. Patron can search Book from his own Campus Library or many other Libraries. **Search according to :** Title, Author, Subject, Publisher, Class No, Accession No., Combinational....M-OPAc permits Book Reservation, Inter Library Loan & enables Rare book search.

E-LEARNING

e-Learning, also known as ITLE (Interactive Teaching and Learning Environment) is On-line Teaching - Learning process having a rich set of tools and resources such as Online Test, e-Library, Assignments, Virtual Notice Board, Discussion Forum, Chatting, for interaction between Faculty and Student. It integrates all mathematical symbols & User created diagrams. It provides following facilities.

For Faculty - Creation of - Syllabus, Teaching plan, Lecture Notes ,Assignment, Question Bank, E-Library Links, Announcement, Test Exam from question Bank. Evaluation of Assignment and Answering the Questions of students.

For Student – Access – Assignments, Syllabus, Teaching Plan, Lecture Notes & e-library. Submission of Assignments, Appear for on-line test, Ask Questions & View Reply, participate in Forum & chatting.

Online Test – Faculty can create Descriptive & Objective Tests from question bank on selected topic by selecting questions manually or randomly and can define parameters of test - Date & time, duration....

Reports

> Syllabus, Teaching plan, Lecture Notes > Assignment & test Results > Answer Sheet Copy > Roll list with Photos

SMS & GROUP MAILS

> **To students & parents** - for Schedules of lectures & exam, Holidays, Attendance, Meeting notices, Fees dues, Results, Library
> **To Vendors** - for quotations, PO & cheque collections
> **To Faculty** - Notices, Holidays, Examinations, invigilation etc.

July-17

AGREEMENT

This Agreement is signed on 30th of July, 2019 between M/s MasterSoft ERP Solutions Pvt. Ltd. Nagpur, 1456-A, New Nandanvan, Nagpur-440024, India (hereinafter called the Supplier or MasterSoft) and The Shri Shivaji Science College,Amravati (hereinafter called Purchaser). The term Purchaser also includes all the Users of Purchaser who will use ERP such as – Staff, Officers, Faculty, students – parents, Trust management members & staff ....

This agreement is undertaken for implementation of procured modules of Cloud based ERP CCMS – Centralized Campus Management System (hereinafter called as CCMS ERP) which is developed, hosted & owned by MASTERSOFT. This Agreement may be amended on mutual understanding only in writing signed by a duly authorized representative of both parties. The Offer by Supplier & PO by Purchaser are part of this Agreement.

In the witness thereof, the parties hereby agree as follows.

- This agreement shall be for the period of five years, which can be renewed thereafter by written consent of both the parties on mutually agreed revised terms.
- After due diligence, Purchaser has agreed for standard ERP of Supplier. Since it's a Cloud ERP wherein one single ERP is/will be used by multiple Purchasers of different nature, Client specific changes in ERP are not feasible. Supplier will summarize most essential requirements from various Purchasers & globally acceptable changes / requirements will be incorporated in ERP periodically & will be automatically available to all the Purchasers. However these changes in ERP will be minimum & will be released normally four times in a year – quarterly.
- MasterSoft may make suitable changes in product offerings & /or product platform due to changes in technology / Market Demands and the same will be available automatically to Purchaser. For optimization of ERP, rarely MasterSoft may discontinue some of the old / less used / redundant / out-of-date sub-modules / facilities. Same will be applicable to Purchaser without any change in billing value. In case of any extra paid facility is offered by Supplier, Purchaser, if required, may procure the same with necessary payment.
- Both the parties shall follow the law of the country & carry out the obligations /responsibilities as set out here under.
- Official language - Official language for oral and written communication is English.
- Confidentiality - Both Parties acknowledge and agree to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder.
- Non-solicitation - Neither Party will, without the written consent of the other Party, 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 30 months has expired after the termination or expiry of this agreemen

Service Agreement Cloud,Shri Shivaji Science College, Amravati Purchaser,& MasterSoft Nagpur Page 1 of 10

Shri Shivaji Education Society, Amravati's

Shri Shivaji Science College, Amravati

NAAC Accredited by Grade A with CGPA of 3.19(Third Cycle), UGC Awarded Status of College with Potential for Excellence (Second Phase)
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Website: www.shivajiscamt.org | Email: shivajiscamt.office@gmail.com
Contact: 0721-2660855 | Fax: 0721-2665485

- For any delays from Purchaser side, Purchaser will provide sufficient extra time to Supplier to complete its work. For all mistakes made by Purchaser's Users and noticed at later stage, correction at User end may not be possible. So, in such cases, Purchaser will communicate the same to the Supplier in writing via email for possible corrections.

- MasterSoft 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 Purchaser or third party to perform any of Purchaser obligations.

- 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 30 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.

- The ERP CCMS is developed by Supplier & it's Intellectual Property Rights – IPR are already owned by the company under India Copyright Act, 1957. The customizations / new process also will be IPR of Supplier, no Royalty is applicable to Purchaser. Supplier will use these customizations in its other products for other clients.

- Scope of Service under this agreement is detailed in PO.

- Additional Onsite Support – beyond the scope of Supplier Offer & Purchaser PO - will be charged separately including Travel & Lodging.

- Taxes shall always be extra & as per actual.

- Third party expenses (if any) shall always be extra.

- Payment Terms – Set up cost is to be given 100% advance along with PO by Purchaser and Student billing charges - yearly in advance – at the start of Academic session.

- In case of delay in payments - after 30 days from the due date, Access of ERP to all Users of the Purchaser would automatically discontinue without any notices. Same will be resumed after all the dues are cleared by Purchaser along with Cloud restoration Charges. To avoid various inconveniences due to Cloud disconnection, Purchaser needs to ensure On-time Payments. Non-availability of the Cloud Services to Purchaser Users due to Non-payment is an unavoidable process (Just like Electricity / water / telephone billing|) and Purchaser needs to ensure 100% payment on-time to avoid such situation.

- There will be a minimum price escalation clause of 10% on last year's value. However Cloud Storage & Usage charges escalation depends on policies of Cloud agencies. Hence the total escalation percentage will be decided as per their revised rates.

- CCMS ERP charges once decided will not be reduced for the contract period for any reason. For any extra work which is beyond the scope of PO or for extra module, Supplier will quote / submit the bill. No reduction in billing is possible due to non utilization of ERP module by Purchaser team.

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- Purchaser agrees that MasterSoft shall have the right to list Purchaser's name & logo in its marketing material and for reference purposes. As a goodwill gesture, Purchaser, on request of supplier, will kindly talk to future probable Customers of Supplier and if required - will allow them to visit campus for ERP demo & discussions on mutually convenient dates. Supplier can use sample data of Purchaser in its marketing presentations / communications / demos. No extra permission will be taken by Supplier in future. Similarly Purchaser can use Supplier's logo name and all reports of ERP - in various reports / proposal submitted to UGC, NBA, NAAC, State Government, Central Government & other statutory committees, Educational conferences…..

- MasterSoft will offer e-learning platform to the students of Purchaser's Campus. The e-learning platform will be free of cost to the Institute. MasterSoft in future may offer further new modules / concepts to the students as an initiative for betterment of students Education. MasterSoft will communicate with students on email / mobile informing new features, modules, initiatives……Purchaser hereby permits MasterSoft for such direct communication with students.

- Supplier will never modify data of Purchaser without written consent from Purchaser.

- Copying / duplicating / decoding of the MasterSoft Application System is prohibited in all circumstances. Neither Purchaser nor any User is authorized to sell, license, sublicense, distribute, assign, transfer or distribute or timeshare the MasterSoft Application System or otherwise grant any right under this Use Terms to any third party (other than Authorized Users). Purchaser is not entitled to, and shall not make or permit others to reverse engineer, disassemble, de-compile, recreate, enhance or modify the MasterSoft Application System or any part thereof or to create enhancements to or derivative works of the MasterSoft Application System or any portions thereof.

- Cloud ERP Database structure is IPR of Supplier. This structure will be never available to Purchaser under any circumstances. Purchaser cannot write any programs using this data structure. No direct access can be provided to Purchaser. All the access will be thru ERP only.

- Supplier has integrated 2-3 standard Payment gateways after due diligence. Purchaser can choose one in consultation with Supplier. Supplier may give new Payment Gateway option to Purchaser based on changing market scenario. New payment gateway of Purchaser's choice can not be integrated by Supplier to ensure stability of its Cloud ERP. Purchaser has to choose an option from available with Supplier. Integrated Payment Gateway will allow all transactions type such as – Credit card, debit card, net banking……

Following Paragraphs define the Scope of Services & Responsibilities of Company, Responsibilities of Purchaser, General Terms & Conditions & Cloud understanding. Cloud understanding may change from time to time & detailed write-up of Cloud Understanding is defined by the Supplier on their website & is updated time to time and will be applicable to Purchaser from date of change. Purchaser shall study the same from time to time and act accordingly.

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Scope & Responsibilities of the Supplier

- MasterSoft will enable procured modules of CCMS ERP system on Internet Servers (Cloud / VPS) at MasterSoft designated location(s). MasterSoft reserves the right to modify the Services Environment with minimum impact on the Services.
- The ERP Services may commence on the mutually agreeable dates – Maximum 45 days from the date of PO.
- Permitted Use of Services: Purchaser use of MasterSoft Applications System will always be subject to the Licensing Conditions of the Supplier.
- The Supplier will configure & provide access to procured modules, demonstrate and train all Users & extend on-line service support to actual Users.
- The Supplier will give adequate training to the Users.
- Purchaser Data and processes privacy will be maintained by the Supplier. Only sample data may be used for demonstration to probable clients. No Data will be shared by Supplier with any third party for profit making.
- MasterSoft Cloud will periodically analyze the data through its diagnostic softwares and exceptions, if found, will be informed to Purchaser authorities for their study & further probable action.
- MasterSoft will assist Purchaser Users in effective utilization of Cloud ERP modules.
- MasterSoft team will never ask for User password from any User. Purchaser's User should never share password with MasterSoft team. MasterSoft team will never do any data entry / correction , processing work on behalf of Purchaser. MasterSoft can support Purchaser Users in doing their work at initial stages.

RESPONSIBILITIES OF PURCHASER

- **IT Infrastructure** : Purchaser will provide necessary hardware with healthy high speed internet to Purchaser's Users. Healthy – Continuous – good Bandwidth in-campus Internet Connection from multiple agencies is most essential need of Cloud based ERP.
- Purchaser will be the sole owner of the data uploaded and will be solely responsible for authenticity, accuracy, correctness & legality of the data.
- Purchaser will limit the access of CCMS ERP to the Authorized Personnel. Each Authorized User will follow the security policies and rules as have been notified by MasterSoft. Purchaser will ensure that Services are for Purchaser use only and agrees that the Purchaser will not, in any way, commercially exploit the Services otherwise.
- Purchaser will provide one Co-coordinator / System Administrator for coordinating various activities with the Supplier for ERP implementation.

Service Agreement Cloud,Shri Shivaji Science College, Amravati Purchaser,& MasterSoft Nagpur Page 4 of 10

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- The Purchaser will be responsible for the Data Entry Work. <u>The data from current session only can be entered.</u> Data migration from existing system of Purchaser to MasterSoft ERP is not possible.

- In the interest of Purchaser data security & ERP security, there will be no un-authorized access to any unknown person / party. Pass-word shall never be shared by Purchaser Users with other Users, assistants, or with anyone including Supplier's staff.

- Purchaser will be solely responsible for all the transactions done thru authorised login. If Purchaser's User share password to others or User itself enters wrong / fraud transactions, Purchaser will be solely responsible.

- Purchaser will be responsible for all activity occurring under its control and will abide by all applicable laws. The Purchaser will notify MasterSoft immediately of any unauthorized use of the Services or Services Environment. Purchaser undertakes that all Purchaser Data will not infringe the intellectual property rights of any third party. Supplier will also abide by all applicable laws of the land.

- Purchaser will inform all the important events & schedules, such as admission dates, exam dates, result dates well in advance via written communication so that Supplier's team can prepare & configure CCMS ERP accordingly.

- Third party interactions, certification and auditing, will be managed by Purchaser directly. Support needed by MasterSoft will be provided on case-to-case basis.

- Payment gateway related issues are to be dealt with Payment Gateway Company directly. Payment gateway requires through understanding & Purchaser authorities would acquire the same gradually with the help of Payment Gateway Company staff.

- MasterSoft integrates most reputed & popular, User friendly Payment gateway. Best payment gateway will be recommended to Purchaser by MasterSoft team. Purchaser defined Payment Gateway integrations is not possible.

- <u>Since this will be a totally Cloud based ERP involving multiple agencies such as Payment gateway company, Banks, Cloud company, there can be initial challenges to all the Users & Students. With its previous experience, Supplier will attend the same & give appropriate solution to each issue. After few days, Users & student will get acquainted with Cloud ERP CCMS & understand the advantages of Cloud ERP.</u>

- For Online fees collection necessary formalities / agreement shall be signed by Institute with Payment Gateway company.

- Free Hotel / Guest House Accommodation may kindly be provided to MasterSoft team by Purchaser for the onsite visit.

- The fees paid by students are collected by Payment Gateway Company and is directly transferred to the Purchaser's Bank accounts – normally in two working days. MasterSoft only gets details of Transactions. Therefore, Queries related to Fees transaction will directly be transferred to the

<u>Service Agreement Cloud,</u>Shri Shivaji Science College, Amravati Purchaser,& MasterSoft Nagpur Page 5 of 10

Most Trusted ERP Partner for Educational Campuses

1456-A, New Nandanvan, Nagpur-9 (MS) India. PH. :0712-2713705/06/07 MOB.: +91888 888 3394 / 860 561 6111 sales@iitms.co.in Web: iitms.co.in
Offices At

● Delhi ● Noida ● Mumbai ● Hyderabad ● Jaipur ● Ahmedabad● Patna ● Raipur ●Chennai●Bhopal ● Bhubaneswar ● Goa ● Srinagar ● Bengaluru ● Jamshedpur ● Agartala● Aizawl● Imphal● Bagalkot● Indore ● Mysore● Surat● Palakkad ● Coimbatore ● Nagpur● Pune ● Kolhapur ● Latur● Aurangabad● Karad● Jalgoan

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Contact: 0721-2660855 | Fax: 0721-2665485

- payment gateway provider and MasterSoft will have no role & responsibility in solving the transaction related queries.

- Institute will ensure that the key personnel are available during Demonstrations & Training.

- Infrastructure for Training sessions will be organized by Institute and at a Centralized Location.

- All Standard Functionalities & Reports of procured modules will be available to Institute in this cost. Any New Functionalities & Reports required, if technically feasible, may be developed, and will be charged extra depending on the Scope. However this will be decided by Supplier.

- Purchaser can always download various reports / data (mostly in Excel format) on day to day basis as a safety measure. Purchaser must take data backup once a day for its safety.

- Payment gateway activities are to be monitored by Purchaser staff on daily basis in consultation with Payment Gateway staff.

- While procuring any hardware/software / on-line services such as Card printer, Biometric printer, new printers, Biometric machine, Card swap machines, Scanner…….; Purchaser must contact MasterSoft team for ensuring its feasibility of integration of the device with CCMS ERP.

- MasterSoft CCMS ERP does not support any pre-printed stationery formats. Most of the reports are available on A4 size plain copier paper of 60-100 GSM. To avoid misuse of pre-printed stationary, MasterSoft do not support Pre-printed Format for fees collection. Old Pre-printed stationary also can not be used.

- Purchaser will check emails / alerts / SMS / What's-app / letter communication …..sent by CCMS cloud team. This will have very useful information / alerts about your college ERP data. Purchaser will take due action / cognizance of such communication.

- MasterSoft is just an ERP Solution Provider. Actual usages is sole responsibility of Purchaser. While using CCMS ERP & e-learning platform, Purchaser & Purchaser Users will ensure that contents uploaded do not violate any IPR / Copyright norms or Government laws. Purchaser & Purchaser Users are solely responsible for each & every uploaded contents - uploaded by them. MasterSoft will not have any legal obligations in this regard. MasterSoft will never validate the uploaded contents.

GENERAL TERMS AND CONDITIONS

- Application will support current versions as on date of popular browsers like Firefox, IE and Chrome with standard screen resolution of 1024 x 768 pixels.
- MasterSoft follows the train-the-trainer approach especially for faculty members & students who are large in number. A few Users of the solution (selected by Purchaser) will be provided training. Duration of this will be maximum up to 7 days at one common location. These Users are expected to train others on the solutions, including any ongoing / repeat training needs.

Service Agreement Cloud,Shri Shivaji Science College, Amravati Purchaser,& MasterSoft Nagpur Page 6 of 10

Most Trusted ERP Partner for Educational Campuses

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Offices At
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● Agartala● Aizawl● Imphal● Bagalkot● Indore ● Mysore● Surat● Palakkad ● Coimbatore ● Nagpur● Pune ● Kolhapur ● Latur ● Aurangabad● Karad● Jalgoan

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- Actual effective usages of the CCMS ERP modules will be the responsibility of the Purchaser. The Supplier can ensure necessary support to the Users of Purchaser.

- Billing Cycle: Yearly Advance payment
- Contract period : Five Years

- **Termination Clause**: The agreement can only be terminated with a 3 months written prior notice or payment in lieu thereof by the client. Nonpayment of dues to the extent of one month will attract discontinuation of cloud services by the Supplier and will be reinstated only upon regularization of payments so pending along with restoration charges.
- Effect of termination: In the event of termination or expiry of this Agreement, (A) Purchaser will (i) forthwith cease to access and / or use any of MASTERSOFT's Application Systems and Services Environment; (ii) return MASTERSOFT any of MASTERSOFT's confidential and proprietary information and material in its possession; and (iii) purchase Equipment at the then market value or the written down book value in MASTERSOFT's books whichever is higher; and (B) MASTERSOFT will (i) return to Purchaser all confidential and proprietary information of Purchaser;
- In case of termination, on release of all balance dues, on request from Purchaser, MasterSoft will share Purchaser data in Excel format.
- In case of discontinuation of Cloud ERP by Purchaser, MasterSoft will maintain the Purchaser data with itself, maximum for three months. Subsequently, MasterSoft will erase the data permanently.
- Dispute Resolution - As far as possible, for any dispute, Purchaser & Supplier's Management will settle such disputes at their own level. In case if this fails, Contract can be discontinued by either party by giving three months advance notice or money equivalent to three month billing of the Purchaser.
- **Force Majeure : If** either Party is unable to perform any of its obligations under this Agreement because of circumstances beyond the reasonable control of the Party, such as an act of God, fire, casualty, flood, war, terrorist act, failure of public utilities, Strike by employee, injunction or any act, exercise, labor or civic unrest, assertion or requirement of any governmental authority, epidemic, or destruction of IT facilities (a "Force Majeure Event"), the Party who has been so affected shall immediately give notice to the other Party and shall do everything reasonably practicable to resume performance. Upon receipt of such notice, all obligations under this Agreement shall be immediately suspended for the period of such Force Majeure Event. If the period of nonperformance exceeds sixty (60) days from the receipt of notice of the Force Majeure Event, the Party whose ability to perform has not been so affected may give written notice to terminate this Agreement. Termination clause will be as per PO.

- Legal Jurisdiction : Nagpur city Courts

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CLOUD UNDERSTANDING

- ERP will be available to Users 24 hrs x 365 days. Normally User will get 98% uptime. So System will be available for nearly **8,600 hours in a year**. In Manual / Client-Server based ERP, Purchaser has access to ERP maximum for 1250 hours. (250 working days in a year x 5 hours of working per day). So in all, **seven times** more time will be available on Cloud ERP to Purchaser Users.

- **Cloud Philosophy :** Cloud works on the philosophy, single ERP application with single database for all the Campuses with always latest single Cloud to all. So due to multiple Purchasers on same cloud, Purchaser specific customizations are not technically possible for any Purchaser. Cloud provides large configurations so that Cloud can be configured to match most of the User requirements with little cosmetic / Procedural compromises. So If CCMS Cloud is providing requirements with some cosmetic / Procedural limitations, User needs to accept it. No immediate customizations can be given to Campus. Certain important & must have requirements – which are technically feasible without affecting the ERP database structure - may be added by MasterSoft in next update of Cloud – in the form of Configuration / Option. Till that time, User needs to use Cloud with certain alternative method proposed by Cloud expert team.

- **Cloud Implementation:** Cloud ERP is role based and very easy to use. MasterSoft will provide adequate training to Users. However it's a major application & success requires a lot of User Understanding + co-operation & management pursuance at initial stages. Most of the Purchasers are replacing their existing MIS with this new one. So Basic MIS structures of two MIS are different and User will need some time to adjust to new Cloud flow & methodology. Cloud can never be made same as Purchaser's old MIS. Purchaser User will never insist for Changes as per their old MIS. Such strong view by Purchaser User's will lead to either delays in implementations or at times in failures.

- **High speed internet in Campus:** High speed internet is must in Campus especially when students are accessing the Cloud MIS from Campus. Adequate Internet speed needs to be provided by Purchaser based on number of Users who may access Cloud MIS simultaneously from Campus. For un-interrupted internet connectivity, It is preferred that Campus has internet connections from multiple agencies with proper fire-wall so that users do not have access to un-necessary entertainment site where heavy internet may be used un-necessarily. Institute needs to make such arrangement. Purchaser may require extra internet at the time of admissions, examination when student will access Cloud regularly.

- **Cloud Software upgrade / Maintenance & downtime:** ERP will not be available or may be available at slow speed for short time during ERP patches uploading, backup, Cloud maintenance, Diagnostics analysis & security report generation – normally in the mid night. Cloud Backup / Analysis time will be normally at midnight & system will be slow for 15-20 mins. In cloud

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technology, latest upgrades of procured modules are automatically available to all the Users with necessary documentation – all at no extra cost.

Normally all the **major ERP / MIS upgrades** will be uploaded in Cloud by MasterSoft after every three months, on Saturday afternoon & Sunday when Purchasers are not working with prior information on Cloud Server for all the Users - well in advance. However small patches will be uploaded regularly to meet urgent demands / security concerns. So Cloud will be off for Users for few minutes during patch uploading / few hours during major upgrade & testing.

However there can be a rare maintenance schedule (Scheduled / as well as breakdown) by Cloud company for Cloud Hardware, network, System software or Malicious attacks. This will lead to non-availability of Cloud ERP to Users for few hours. All efforts will be taken to avoid any scheduled maintenance during Purchaser working hours.

- **Cloud Speed at User Computer:** The MasterSoft's Cloud service is of very high speed. However Speed of ERP at User Computer solely depends on configuration of User Computer / mobile, internet speed at that moment in his computer & Health of computer. For better speed of ERP, user needs to optimize his computer be making it virus free, removing cookies, deleting temporary file, deleting un-necessary software resident in RAM.

- **Data Security, Hacking, data Leakage Backup & Disaster Recovery:** Supplier will 100% ensure that there is no deliberate sell / sharing / leakage of Purchaser data to any third party. In case a MasterSoft employee is involved in such practices, strict action will be taken against him.

Best security methodologies are adopted by Supplier & they are continuously improved. Also multiple backup & recovery arrangements are in place. In case of any Disaster due to any reason (such malicious attack by Hackers / Virus / sabotage, Fire / Flood at Cloud premises, Earthquake/ damage due to Riots / strikes etc.); data may be lost / corrupted / leaked/compromised. MasterSoft's limited liability in this case will be immediate restoration of System & latest data from its backup & re-start the cloud services. Purchaser will co-operate with MasterSoft during this rarest of rare occasion, if occurs. If at all there is some data loss due to time gap between available backup & current status, Purchaser needs to re-enter the same. All over world, there is no solution of data loss / leakage / theft due to virus/ cybercrime & accidental disclosures and Supplier will not be liable for any Penalty or Criminal / civil cases for such events where there are no act of deliberate mis-conduct by Supplier.

However, Purchaser will also have a back-up provision by which Purchaser can download its data from Cloud as safety measure. To avoid data leakage / share from Purchaser end, Purchaser needs

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to ensure that only one person is responsible for such data backup operations & the person does not share the Password with anyone under any circumstances.

- **SMS & Email Delivery:** With due diligence, Supplier has integrated a third party SMS Gateway in ERP which is common to all its Client & the same will be provided to Purchaser. SMS gateway services are governed by GOI TRAI norms / rules and hence Supplier will not be responsible for delays in SMS / Non receipt of SMS in few nos. As per TRAI / SMS company norms, SMS rates may get changed in-between, without any notice. In such case, allotted SMS quantity to Purchaser may get reduced. No other – Client specific SMS Gateway will be integrated by Supplier.

General : By using the CCMS Cloud ERP services in any manner it is deemed that Institute & its Users have accepted and are bound by the standard terms and conditions posted on CCMS Cloud ERP. The company MasterSoft ERP Solutions Pvt. reserves the right to modify/amend/add or deletes any of the terms and conditions mentioned on web site any time without any notice or information to the User. The User is requested to keep himself aware with any of the changes made in the terms and conditions and read & understand it thoroughly.

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 ……………………………………………………… (Shri Shivaji Science College, Amravati) in the presence of………………………………………..
Date: 30-07-2018

Signed, Sealed and Delivered by the

said   (MasterSoft ERP Solutions Pvt. Ltd. Nagpur: Supplier)