

CONFIDENTIAL
Service Level Agreement

1. Confidentiality Statement

This document pertains to University system that contains confidential information related to student life cycle of Dr. Hari Singh Gour University (DHSGU), Sagar.

2. Parties and Timeline

This service level agreement is between the DHSGU and MPO for a period of three years from 21st Dec 2019.

- This service level agreement is effective as of the date of the signatures below. The MPO and the DHSGU agree for quarterly review of requirement/performance or as may be needed to determine if any modifications or amendments are needed in the service under this agreement.
- The purpose of this service level agreement is also to document the list of service delivery of the University System (Services listed in the Service Catalogue below).
- SLA can be renewed before the expiry date if DHSGU wishes to renew it. Otherwise, all the services will be stopped on the SLA expiry date.

3. Service Catalogue

The MPO will provide the following services to the DHSGU:

Service	Description Scope of Work
Sub-domain	MPO will create/ maintain a separate sub domain for DHSGU. (Example- https://dhsgu.mponline.gov.in/)
University Services	• Provision of DHSGU Univ. subdomain on MPO Portal (dhsgu.mponline.gov.in) • Development of Login creation for Affiliated Colleges and the University Users • Application for Enrollment and its sub applications at Student, College and Univ. users' level • Application for Examinations and its sub applications at Student, College and Univ. users' level • Track your Enrollment status • Download Exam Admit Card and its sub applications at Student, College and Univ. users • Roll No. Generation/ Attendance sheet • Examination Centre Allocation and its sub applications at College and Univ. user • Marks Entry - Seasonal and Practical and its sub applications College and Univ. user

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	- Application for Provisional Degree and its sub applications - Application for Migration Certificate and its sub applications - Application for Duplicate Marksheet and its sub applications - Application for Re-sitting and its sub applications - Application for viewing the Answer books and its sub applications - All types of Online fees payment facility - Provided University login level at :- Student, Colleges, UTDs, various sections of the Univ. and Univ. Admin. - Various MIS reports - at all level - count 15 - Various Logins at the level of at Govt./ Private College / Various Deptt. of Univ. and VC / Registrar / Finance Dashboard and Student Login.
Online Admission Process module for UTD	The student can fill online admission form and pay the requisite fee online.
Online Admission Process module for Affiliated College	The student can fill online admission form, counselling and pay the requisite fee online.
Online Approval Facilities	All type Document verification process at G2G at 3 level i.e. College, Admission Cell of Univ. and Admin.
Online payment facilities	All type fee payment facilities.
Other module	Online Edit Module Online Approval Facilities Online Entrance Application form for all course Pay-unpaid / View Receipt Exam Attendance sheet MIS reports / Data repository Finance login and tools Student Login -- Student Information System (SIS)

4. Commercial

- Portal Charge MPO will charge the following portal fee, which will be borne by the candidates while availing the online services.

#	Type of Application	Portal Charge *excluding taxes
1.	UTD/ CET Entrance Module	Rs. 50/-
2	UG /PG Admission counselling for Affiliated colleges	Rs. 100/-
3	For Registration, Enrolment and Examination form	Rs. 40/-
4	All Counter Base Applications	Rs. 30/-

The above portal charge will be given by the students for the applications.
The amount collected on behalf of DMSGU shall be deposited in the Bank Account of the DMSGU by MPOOnline Ltd. at T+1 (transaction + 1 working day) excluding Sundays and State Govt. and Bank Holidays.

5. Training and Support



[Signature]

Registrar / Registrar

Chief Manager Marketing & HR, hereinafter referred to as 'Contractor/Supplier/ITP' which expression shall, unless repugnant to the context or contrary to intention, include its successors in business, administrators, liquidators and assigns or legal representatives of the FIRST PARTY.

AND

Dr. Hareesh Gopal Vishwanathulaya, Sagar (hereinafter called the University/ Customer/ DHGGSU) which expression shall, unless repugnant to the context, include its successors in business, administrators, liquidators and assigns or legal representatives of the SECOND PARTY.

The Parties hereto shall hereinafter be collectively referred to as Parties and individually as Party whereas IIT Ltd. as a supplier of Educational ERP Product Integrated University Management System Solution, hereafter referred to as 'IUMS' has agreed with the University to supply the components of IUMS, in accordance to the University's Letter No. (work order No. of IUMS) referred as ITC.

dt2010/10/7, Dated 10-09-2016

Terms and Conditions:

1. Scope of work :- The work to be executed with DHGGSU will be as per following :

Following Modules to be implemented in Phase-I regarding IUMS

(A) Group I (Examination & Student Life Cycle)			
S. No.	Name of Module	Quantity	Price
1	Fee Admission	1	18,81,000.00
2	Fees Management System	1	15,58,500.00
3	Admission & Academics	1	44,55,000.00
4	Pre Examination Module	1	21,78,000.00
5	Examination Management & Result Processing	1	54,45,000.00
6	Self service portal for Students	1	17,82,000.00
GROUP TOTAL			168,79,500.00

(B) Group II (Administrative)			
S. No.	Name of Module	Quantity	Price
1	Establishment	1	11,88,000.00
2	Leave Management	1	10,89,000.00
4	Physical Monitoring System	1	11,88,000.00

Group I (Personnel)	1	17,32,700.00
Self Service Portal for Employees	1	13,89,000.00
GROUP TOTAL		76,72,500.00

Group III (Finance)			
S. No.	Name of Module	Quantity	Price
1.	Financial Accounting & Audit	1	18,81,000.00
2.	Budget Management	1	10,89,000.00
3.	CPF & Pension	1	11,80,000.00
4.	HRMS & Payroll	1	18,81,000.00
5.	Bill submission & Tracking Management	1	11,88,000.00
6.	Assets & Estate Management	1	16,83,000.00
	GROUP TOTAL		89,10,000.00
	GRAND TOTAL OF ALL MODULE COST (A+B+C)		3,34,62,000.00
OTHER/IMPLEMENTATION CHARGES			
Cost of Implementation (for SRS, GAP Analysis, UAT and Training) for 3 groups of six modules each			39,00,000.00
Cost of Customization (10% of total module cost)			33,46,200.00
Cost of hosting on IITL server/ Cloud for one year			36,00,000.00
TOTAL OF OTHER/IMPLEMENTATION CHARGES			1,08,46,200

Total Module cost Phase I (Group-I, II & III) : Rs. 3,34,62,000.00

Tax (Vat. @5%) : Rs. 16,73,100.00

TOTAL OF OTHER/IMPLEMENTATION CHARGES: RS: 1,08,46,200.00

Tax (Service Tax @15%) : Rs. 16,26,930.00

Grand Total (Inclusive of Taxes) Rs. 4,75,08,230.00

(Four Crore Seventy Six Lakhs Eight Thousand Two hundred Thirty Rupees Only)