

महाराष्ट्र MAHARASHTRA

2018

UUG 357202
FEB 2018

SERVICE LEVEL AGREEMENT

This Agreement signed on 1st of April 2019 between M/s MasterSoft ERP Solutions Pvt. Ltd. Nagpur, India represented by their COO Mr. Vijay Rokde, 1456-A, New Nandanvan, Nagpur-440024, India (First Party) (hereinafter called the Supplier or MasterSoft)

and

The Registrar, Arka Jain University, Jharkhand, 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® OPEX Model to the scope detailed in Purchase Order (PO) issued by University. Further, the customer's genuine and technically feasible requirements shall be agreed separately with mutual consent & be delivered. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. The Offer by the Company, PO by University is integral part of this Agreement.

In the 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

Registrar

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ARKA JAIN University, Jharkhand



[Handwritten Signature]

फक्त प्रतिज्ञापत्रासाठी (अनुच्छेद-४)

प्रतिज्ञापत्र कोणाकडे सादर करावयाचे

प्रतिज्ञापत्रासाठी कारण

मुद्रांक विकत घेणाऱ्याचे नाव व रहिवाशी पत्ता

मुद्रांक बाबतची नोंदवही अनुक्रमांक- /दिनांक

मुद्रांक विकत घेणाऱ्याची सही

परवानाधारक मुद्रांक विक्रेत्याची सही

व परवाना क्रमांक तसेच मुद्रांक विक्रीचे ठिकाण/पत्ता

अनिल स. बनोदे ला. नं. 14/95

सुभाकरदारा चौक, नागपूर. कोड नं. 4601051

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20/06/16

MasterSoft ERP Solutions Pvt. Ltd.
1456-A, New Nandanvan, Nagpur 440009

SERVICE LEVEL AGREEMENT

This Agreement signed on 1st of April 2016 between M/s MasterSoft ERP Solutions Pvt. Ltd. (hereinafter called the Supplier or MasterSoft) and

The Registrar Arka Jain University, Chakrand Indira (hereinafter called Customer (Institute / University))

This agreement is undertaken for the deployment, training & implementation of cloud based ERP solution - RF-CAMPUS OPEX Model to the scope detailed in Purchase Order (PO) issued by University. Further, the customer's genuine and technically feasible requirements shall be agreed separately with mutual consent & be delivered. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. The Offer by the Company, PO by University is integral part of this Agreement. In the witness thereof, the parties hereby agree as follows:

1. The agreement shall mean this agreement and any schedule and Annexures attached thereto 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. The agreement shall be for the period of five years, which can be renewed thereafter by mutual consent of both the parties.



ARKA JAIN UNIVERSITY, CHAKRAND INDIRA
Registrar

written consent of both the parties. MasterSoft reserves the right to integrate suitable changes in product or product platform due to changes in technologies / User Demands and the same shall be available to University by mutually agreed terms and conditions.

3. Both the parties shall follow 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 - Both Parties (acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder.
6. Non-solicitation - Neither Party will, 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 Supplier 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 Supplier in writing via email for corrections.
8. 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 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 – such as repetitive processing of Exams 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 has to be rewarded generously & genuinely decided by Customer's management.
10. 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.
11. The RF-CAMPUS® ERP is developed by Supplier & its Intellectual Property Rights are already owned by the company under India copyright act. The customizations / new process also will be IPR of Supplier, no Royalty is applicable to Customer & Supplier shall use these customizations in its product for other clients.
12. The Customer acknowledges that the provision of the Services here under by MasterSoft shall be on a non-exclusive basis and MasterSoft shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged.

Registrar

ARKA JAIN University, Jharkhand



[Handwritten signature]

13. Scope of Services under this agreement is detailed in PO & Annexure-I of this Agreement.
14. Supplier'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 Purchase Order.
18. Customer agrees that MasterSoft 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. Supplier can use sample data of Customer in its marketing presentations.
19. Customer acknowledges and agrees that MasterSoft owns and will continue to own all Intellectual Properties and Intellectual Property Rights in or attached to the MasterSoft 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 MasterSoft to Customer of the ownership or title to the Intellectual Property or Intellectual Property Rights in or attached to the MasterSoft Application System or any enhancements, upgrades or derivative works thereof.
20. Copying of the MasterSoft 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 MasterSoft Application System or 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 MasterSoft Application System or any part thereof or to create enhancements to or derivative works of the MasterSoft 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 Registrar Arka Jain University, Jharkhand Registrar Arka Jain University, Jharkhand

(The Registrar, Arka Jain University, Jharkhand: Purchaser)

in presence of

Date:

Signed, Sealed and Delivered by the

said Vijay H. Rokde (Vijay H. Rokde) MasterSoft ERP Solutions Pvt. Ltd. NAGPUR
 (MasterSoft ERP Solutions Pvt. Ltd. Nagpur, Maharashtra: Supplier)



ANNEXURE-I SCOPE OF SERVICES

1. MasterSoft will host procured modules of RF-CAMPUS ERP system on Internet Servers (Cloud / VPS) at MasterSoft designated location(s).
2. MasterSoft reserves the right to modify the Services Environment without impacting the Services. The Services may commence on the mutually agreeable dates.
3. Permitted Use of Services: Customer's use of MasterSoft Applications System shall always be subject to the Licensing Conditions of the Supplier.
4. In case the MasterSoft 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.
5. Modules : As defined in Purchase Order
6. Modules of Stores & General Administration which have been currently exempted will be implemented as Complimentary modules after the successful GO LIVE of modules in the current scope.

ANNEXURE-II RESPONSIBILITY OF SUPPLIER

1. The Supplier 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 Supplier will ensure that all 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.

All further changes after the defined period will be based on the scope. Minor & on-going Changes / Bug Fixes and also slippages in requirement definition of modules will be considered Free of Cost during the period, whereas all Major / Structural Changes (if any) Chargeable as per actuals at INR 300 + Taxes per Man Hour.

2. The Supplier will give adequate training to the Users in Campus by deputing a fully dedicated competent onsite person for a period of 06 months initially. Further such person can be made available for add-on period at Rs. 6.0 Lacs + Taxes Per Annum to be informed at least 01 month in advance via written communication.

Mastersoft will provide the best support throughout the engagement period. After 06 months of dedicated onsite support, best online support and planned visits for senior team members from Head Office will be scheduled for review and re-training. Also

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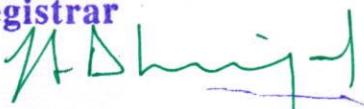
required for any crucial activities like results. In case required dedicated by the Institute dedicated onsite resource can be made available at extra cost as mentioned.

3. ✓ Accommodation for teams visiting from time to time for project related activities will be responsibility of the University at No Extra Cost to the Company.
4. Supplier will ensure proper conduct of its team in Customer's premises & will follow the rules & regulations of Customer. In case of directive from Customer, Supplier will replace the onsite team member as per feasible timelines.
5. Customer Data and processes privacy will be maintained by the Supplier only some parts / snapshots of Data will be used by supplier for Data Migration. No Data will be shared with any third party. Supplier will never share any personal data of students or faculty in any case with any external agency. Data will be accessible to only Customer Users as per the privileges defined and it is also equal responsibility of users to secure their passwords to protect against any threats.
6. The Cloud 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.
7. Implementation & Delivery Plan and Training Schedule will be shared & signed-off separately by Implementation Team only after detailed study & understanding of Customizations as required by the Customer & detailed discussions on priorities as set by the Customer.
8. Data Security: Security of Data will be as per the standards and compliance followed by Supplier to meet the requirements of several Govt. Institutions in India. Supplier currently follows the following data security practices to ensure application security and also updates the application to meet new security challenges due to the dynamic global environment.
 - Default port blocking to avoid RDP access
 - Remote access restrictions
 - SSL Certificate SHA 256 encryption
 - Web application firewall
 - 3 layer encryption including RSA & AES algorithm
 - Application level connection string encryption
 - SQL Injection proof
 - URL Encryption
 - Captcha & OTP based login

In case customer teams identify and share some additional security features the same can be incorporated for the benefit of the solution as per the feasibility. If any significant license costs for the same will be communicated to the Customer as per actuals.

9. Data Migration: Supplier will migrate the data using ETL Process which will include Data of Students Academic & Exam, Faculty Basic Profiles and Standard Masters & Ledgers with Opening balances in Finance. Only Current (Live) Students Data will be migrated

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into the ERP, Old or Pass-out Students Data or any exceptions will not be considered during migration. Data of only current students for migration will be provided by Customer Team in Standard Formats defined by MasterSoft. In case of any Cleansing work required, it will be supported by Customer & migrated data will be verified in writing by Customer.

Any Transaction Data migration from existing system of Customer to MasterSoft system is out of scope. However Master data can be uploaded into the new system if customer can provide the data in the format of data templates provided by Supplier else Supplier can provide an access to the customer prior to go-live to enter the master data.

Customer shall ensure that data shared in Excel is Correct and shall not insist on remigration of the same due to errors in providing the excel data.

10. Availability & Up-Time: Server Uptime in all ideal scenarios is 99% as per Cloud Service Agreement. Solution Uptime guarantee of 98%. There will be informed downtime majorly for new patches or upgrades or any such maintenance scenarios.
11. Backup – Supplier follows a 3-2-1 rule in data backup. We take backup on server drive second copy on development office and one copy on cloud storage. During the period of engagement we also propose regular data backups by the Institute on their local servers. This is over and above the backup that are auto scheduled in the system.

Recovery Point Objective (RPO) - Maximum one day working i.e. 7-9 working hours. We setup incremental backup at every 2 hours so maximum loss of data would be 2 hours.

Recovery Time Objective (RTO) in ideal condition means proper backup file is present then Maximum recovery of system would take 2-3 hours of time with testing.

12. Exit Clause - Both the parties are engaging for a long-term engagement and it will be our endeavor to work together. However, in case of exit from the Engagement either parties will give an intimation & notice period of 03 months. Institute will ensure all dues will be cleared and Supplier will ensure that all handover formalities like data handover will be complete in all respect. A smooth handover will be mutually ensured by both the teams.

No Exit Load i.e. Extra Cost for exit from the contract will have to be paid by the Customer after completion of the Contractual Obligations as per the Purchase Order and Supplier agrees to hand over the complete data dump as a part of handover process.

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ANNEXURE-III RESPONSIBILITY OF CUSTOMER

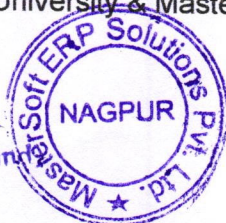
1. **IT Infrastructure:** For success of RF-CAMPUS ERP, Customer shall immediately arrange & provide the necessary IT Infrastructure such Computers, high speed internet , UPS, antivirus, furnished Office for Supplier's on-site MIS staff. This Office will be used for User support, User MIS training, Processing 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 Supplier's 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. Supplier team will ensure proper utilization of facilities for Official purpose only. Internet line with 8 mbps bandwidth for users of the solution is recommended.

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 by Supplier).

UHF RFID Tags & devices for UHF RFID Library system, if required, will be supplied at standard cost of MasterSoft. On RFID Hardware (LF, HF& UHF technology), hardly any warranty is given in India, Hence no / very limited warranty can be extended by MasterSoft for the same.
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 MasterSoft to enable MasterSoft 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 MasterSoft Application System and Hosting Environment only to the Authorized Personnel. Each Authorized User shall follow the security policies and rules as have been notified by Supplier. 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 Supplier in relation to RF-CAMPUS ERP implementation.
6. Customer shall provide written documentation of rules & regulations followed by Customer in each & every section. Based on this, RF-CAMPUS ERP will be configured by Supplier.
7. The Customer, after demonstration of the modules, shall provide the Supplier the approval to the module within two weeks from the date of demonstration.
8. Data Entry Work of old record in RF-CAMPUS 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,

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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.

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

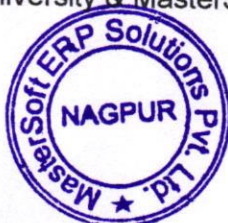
9. In the interest of Customer's data security & RF-CAMPUS ERP cloud security, there will be no un-authorized access to any third party like students, vendors, to ERP. Pass-word will never be shared by Customer's Users with other Users. Student shall be never allowed to meet Supplier's on-site staff.

Students meeting our team can be a serious concern and not good for the ERP Security. So, for student interaction, Purchaser kindly needs to always identify a coordinator / staff and further give necessary corrections in ERP data in writing to our staff. Never students should directly interact with our staff onsite / Head Office. **Student difficulties should be solved by Customer's Technical team. Student difficulties should be solved by Customer's Technical team.**

10. 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. 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.
11. Customer acknowledges that the Services offered by Supplier 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.
12. Customer shall be responsible for all activity occurring under its control and shall abide by all applicable laws. The Customer shall notify MasterSoft 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. Supplier shall also abide by all applicable laws of the land.
13. Passwords will be never shared by Customer's Users with their assistants, other Users or with anyone including Supplier's on-site team.
14. Passwords will be never shared by Customer's Users with their assistants, other Users or with anyone including Supplier's on-site team. 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.

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15. 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 responsible.
16. The onsite MasterSoft staff and their day to day activities are strictly under the supervision of MIS In-Charge and authorities of Purchaser Team. Any suspicious behaviour if observed shall be communicated to us immediately via email and telephonically. We shall immediately take corrective measures.
17. Customer 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 configuring RF-CAMPUS 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 to Supplier for necessary configurations in RF-CAMPUS ERP. As far as possible, Customer should consult Supplier while changing any process / rules which will involve RF-CAMPUS ERP.
18. Third party interactions, certification, auditing, are to be managed by Customer directly. Support needed by MasterSoft shall be provided as case-by-case basis.

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. MasterSoft 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.
3. The RF-CAMPUS ERP data is fully secured. Once Customer's data is live, RF-CAMPUS ERP Application data cannot be modified by Suppliers regular on-site team. Customer Users shall never share their password with Suppliers team for any data entry / modification or report generation purpose. Any data modification of live RF-CAMPUS ERP can only be done by Supplier's senior team at HO and that too only on the written communication of Customer.
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 & in case of any difficulty.
4. In case of an event of any unfortunate loss / damage / modifications / corruption of Customer's data due to any reason, Supplier 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 with Supplier in all ways for such recovery.

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5. **User Manual:** The Supplier will provide soft copy of various module-wise User's manual. User Manual is normally updated once in a year.
6. Customer and MasterSoft shall follow a change control process as agreed at the starting of program.
7. 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.
8. Actual effective usages of the RF-CAMPUS ERP modules will be the responsibility of the Customer. The Supplier can ensure training & service support to the Users of Customer. Billing cannot be reduced for un-utilized modules of ERP.
9. **Review meetings:** In implementation phase, Customer's RF-CAMPUS ERP Users and team of supplier can meet / video call as per requirement on mutually suitable date. Necessary solution will be worked out in such a meeting for timely completion of RF-CAMPUS ERP project. Customer will call such meetings. During first year three such meeting can be organized & in subsequent years, normally two such meetings can be organized.
10. Billing Cycle : Quarterly Billing Payable in advance. In case of non payment / delayed payment, ERP Cloud function will automatically restricted / stopped by Supplier.
11. Contract period : Minimum Five Years
12. 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.
13. **Termination Clause:** The agreement can only be terminated with a 03 months written prior notice or payment in lieu thereof by the client. Non-payment of dues to the extent of 2 continuous months billing will attract discontinuation of cloud services by the supplier and will be reinstated only upon regularization of payments so pending.
14. 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 MASTERSOFT Application Systems and Services Environment; (ii) return to MASTERSOFT any of MASTERSOFT 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 MASTERSOFT books whichever is higher; and
 - (B) MASTERSOFT shall (i) return to Customer all confidential and proprietary information of Customer;
15. Dispute Resolution (Arbitration) - As far as possible, for any dispute, Customer's & Supplier's Management will settle such disputes at their own 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 Nagpur and language shall be English. The courts in Nagpur shall have Jurisdiction to entertain all disputes between the parties"

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16. 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.
17. Non-Compete Agreement - Supplier hereby agrees 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 of Customer to release trade secrets or sensitive information, business practices, upcoming products, marketing plans etc...
18. Half yearly Management Visit from the second to the fifth year will be made by Supplier for getting feedback on the functioning of the RF-CAMPUS ERP. Such meetings will be organized on mutually convenient dates to be decided and conveyed in advance to all the stake holders from either side.
19. Technologies are changing very fast. Sometime today's free third party offered API may become chargeable. With change in technology & global market systems, ERP offerings & method of billing may change & will be applicable to Purchaser. In such cases, this agreement may be modified on mutually agreed Terms & conditions. Presently we are using some third party tools like google mail service, SMS API, ISBN Searching API, ITextSharp for PDF, Google Analytics Services, MSChart/EChart, CDN services for HTML etc. in our application which are free of cost now.

20. Milestones

Activities and Milestones	Mar-19				Apr-19					May-19					Jun-19			
	W1	W2	W3	W4	W1	W2	W3	W4	W5	W1	W2	W3	W4	W5	W1	W2	W3	W4
Project Start																		
Team Mobilization																		
Formation of Project Teams																		
Server preparations and hosting infrastructure preparation																		
Installation of Base Application on servers with sample data																		
Onsite visit by Team																		
Preparation of Module-wise requirements document																		
Receipt of Data from AJU (Student, Exam, Staff etc.)																		
Preparation for data migration (Student, Exam, Staff)																		
User Roll, User creation, Role assignment to Users																		
Student academic and result data verification by AJU																		
Team visit to AJU for Training (Academic, Exam, Establishment & Payroll)																		
Problem solving and UAT (Academic, Exam, Establishment & Payroll)																		
Training on admission and fees collection																		
Training sessions on (Hostel, ITLE and T&P, Library)																		

21. Escalations

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

Escalation Level	Un-resolved for
Module Coordinators	2 Days
Project Manager / SPOC	4 Days
Steering Committee / Sr. Management	6 Days

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(Signature)

ARKA JAIN University, Tharkhand



(Signature)

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

Escalation Level	Un-resolved for
Project Manager	2 Days
VP Implementations	4 Days
Director	6 Days

Note: All the above Contacts will be provided separately on the day of Project kick-off as the team formulation will be done.

S. N.	Name	Designation	Email	Phone No.
1.	Salman Khan	CSM	salman.khan@mastersofterp.co.in	+91 8329679511
2.	Amit Barapatre	PM	amit@iitms.co.in	+91 8308831024
3.	Anand Shirke	C.E.O.	ceo@iitms.co.in	+91 8308831021

For all urgent queries Customer can always Connect with Mr. Gaurav Somani as the Relationship Manager for the Project on +91 8605616111 | gaurav.somani@iitms.co.in

22. Post GO LIVE Response any Bugs or Change Requests will be via a Portal or on email to the Project Team at MasterSoft and supplier shall correct any such identified deficiencies or change request and timeframe will be worked out mutually depending on the urgency and nature of the request.

		Response Time	Resolution Time
P1	Critical	2 hours	6-8 hours
P2	Moderate	4 hours	48 hours
P3	Routine	6 hours	72 hours

- 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

All such cases reported will always be on best effort basis and customer will respect the timelines as the changes in a Live system have to be thoroughly tested for impact analysis and correctness before deployment on the Live Server. Customer will also fulfill the dependencies if any at earliest as requested by the supplier and give necessary approvals as required.