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ANNUAL MAINTENANCE CONTRACT (AMC) AGREEMENT

This **Annual Maintenance Contract (AMC) Agreement** is made and entered into on **November 1, 2018**, by and between:

1. **Netaji Subhas University**, located at Pokhari Jamshedpur, hereinafter referred to as "University"
   AND
2. **Infinite Net Solutions**, located at Devdas Palace, Bistupur, Jamshedpur, hereinafter referred to as "Service Provider."

Recitals:

WHEREAS, the University wishes to engage the Service Provider for the implementation, and annual maintenance of comprehensive ERP system, **Vidyasara**,Developed by Infinite Net Solutions which will manage the academic, administrative, and relationship management functions of the University;
AND WHEREAS, Vidyasara, developed by the Service Provider, will cover various modules, the timeline of which is outlined below;
NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the parties agree as follows:

1. SCOPE OF SERVICES

The Service Provider agrees to provide development, implementation, and comprehensive maintenance for the **Vidyasara ERP System** from **November 1, 2018, to October 31, 2028**, covering the following modules and functionalities:

a. Modules Provided The following modules will be implemented in the University as per the timelines specified below:

1. **Pre-Admission Module**
   - **Description:**
     This module will handle all processes related to student inquiries and applications before admission. It includes:
     - Collection and management of inquiries and pre-admission applications.

- - Document submission and eligibility verification.
  - Admission test scheduling and shortlisting of candidates.
  - Real-time tracking of admission status for applicants.
  - **Implementation Date: November 1, 2018**

2. **Admission Module**
   - **Description**:
     This module facilitates the formal admission process. It includes:
     - Management of seat allocation, course enrollment, and fee payment.
     - Creation of student profiles and issuance of admission letters.
     - Real-time monitoring of admission statistics.
   - **Implementation Date: December 15, 2018**

3. **Student Management Module**
   - **Description**:
     Centralized management of student profiles, academic performance, attendance, and behavior. Key features include:
     - Comprehensive student records with personal, academic, and extracurricular information.
     - Integration with the Course and Attendance modules for real-time updates.
     - Student disciplinary records and achievements tracking.
   - **Implementation Date: January 30, 2019**

4. **Course Management Module**
   - **Description**:
     This module allows faculty and administrators to manage course structures, schedules, and materials. It includes:
     - Creation of courses and allocation of faculty.
     - Management of course materials (syllabus, notes, assignments).
     - Class scheduling and student enrollment in specific courses.
   - **Implementation Date: March 15, 2019**

5. **Fees Management and Accounting Module**
   - **Description**:
     This module manages all fee-related processes, including:
     - Automated generation of fee invoices and collection schedules.
     - Tracking of fee payments, overdue amounts, and late fees.
     - Real-time financial reporting for university income and expenses.
     - Integration with accounting systems for overall financial management.
   - **Implementation Date: November 1, 2019**

- ○ *Note: AMC for this module began on **April 30, 2020***

6. **Attendance Management Module**
    - ○ **Description**:

      This module automates the tracking of student and faculty attendance. Features include:
        - App based Attendance Management system for all students with sms integration for notifications
        - Manual entry options for administrators and faculty.
        - Alerts for low attendance and detailed attendance reports.
    - ○ **Implementation Date: April 30, 2020**

7. **HR and Payroll Management Module**
    - ○ **Description**:

      Manages all aspects of staff recruitment, payroll processing, and performance tracking. This module offers:
        - Employee records management, including job roles, contact details, and performance appraisals.
        - Payroll processing with automated salary calculations, deductions, and tax management.
        - Leave management with an integrated approval system.
    - ○ **Implementation Date: June 15, 2020**

8. **Hostel and Transportation Module**
    - ○ **Description**:

      This module covers the management of student accommodations and transportation services. Features include:
        - Allocation of hostel rooms based on availability and student preferences.
        - Management of transportation routes, bus scheduling, and student transport fees.
        - Integration with the Student and Fee Management modules for seamless operations.
    - ○ **Implementation Date: August 1, 2020**

9. **Communication and Notification Module**
    - ○ **Description**:

      Automates communication between the university, students, faculty, and parents. Features include:
        - Automated email, SMS, and in-app notifications for academic updates, events, and fee dues.

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- Reminders for exam schedules, results, and attendance.
- Customizable communication templates for mass notifications.
  - ○ **Implementation Date**: September 15, 2020
10. **Examination and Grading Module**
    - ○ **Description**:
      This module is responsible for managing the entire examination process, from scheduling to grading. It includes:
      - Exam creation, scheduling, and room assignment.
      - Online and offline exam management for different types of assessments.
      - Automatic grade calculations based on predefined criteria.
      - Customizable grading schemes (GPA, percentage, letter grades).
      - Result generation and report cards for students.
    - ○ **Implementation Date: January 1, 2024**
11. **Customer Relationship Management (CRM) Module**
    - ○ **Description**:
      This module manages relationships with external entities, including students, alumni, faculty, and other stakeholders. It includes:
      - Lead management for prospective students and inquiries.
      - Alumni relationship management and event coordination.
      - Targeted communication with prospective and current students through email campaigns and SMS alerts.
      - Tracking of interactions, feedback, and follow-ups.
    - ○ **Implementation Date: March 15, 2024**

Each module was deployed between **November 1, 2018**, and **March 15, 2023**, with a 30–45 day gap between each release. All remaining modules were fully deployed by **December 31, 2024**. The other modus under development shall also be deployed based on the priorities and requirements of the university

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3. **ANNUAL MAINTENANCE PERIOD**

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4. The **AMC** for all implemented modules will begin after the successful deployment of each module, continuing for a period of **10 years** until **October 31, 2028.**

- **Start of AMC: November 1, 2018** (for the Pre-Admission module).
- **End of AMC: October 31, 2028.**

During the AMC period, the Service Provider shall provide the following services:

- **System Maintenance:** Regular updates, bug fixes, and performance optimization.
- **Technical Support:** 24/7 support via email, phone, and ticketing systems.
- **Training and Documentation:** Training for university staff and updated documentation as needed.
- **Data Backup and Security:** Secure backups and security patches to protect data integrity.
- **Upgrades:** Periodic upgrades to ensure compatibility with new technologies and additional functionalities, excluding the Library Management module as per the University's request.

4. PAYMENT TERMS

The prices for the development, implementation, and AMC services are set forth in the **Payment Terms** section of this agreement. Payment schedules will be discussed separately in line with each module's completion and commencement of the AMC.

5. TERMINATION CLAUSE

Given that **Vidyasara** is a SaaS-based application provided by **Infinite Net Solutions**, the University acknowledges that the nature of the service requires continuous access to software hosted on external servers maintained and managed by the Service Provider.

As such, **this agreement shall not be subject to termination** by either party for reasons of convenience or non-performance within the duration of the AMC. The University shall retain access to the software and all associated services for the entire term of the agreement, from **November 1, 2018, to October 31, 2028** except the source codes.

The Service Provider commits to providing uninterrupted service, regular updates, maintenance, and technical support as stipulated in the AMC.

However, should any party wish to alter the terms of the agreement due to changes in business operations, technological advancements, or mutual consent, a written amendment may be drafted and signed by both parties to accommodate such modifications. Under no circumstances shall the agreement be terminated prematurely

6. GOVERNING LAW

This agreement shall be governed by and construed in accordance with the laws of Jamshedpur.

7. SIGNATURES

Signed on behalf of:

Netaji Subhas University

Registrar
Netaji Subhas University
Jamshedpur, Jharkhand

Stamp & Sign:

Name: Nagendra Singh
Designation : Registrar

Date:

Infinite Net Solutions

Stamp & Sign :

Name: **Man Mohan Mishra**
Designation: **Founder & CEO**

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