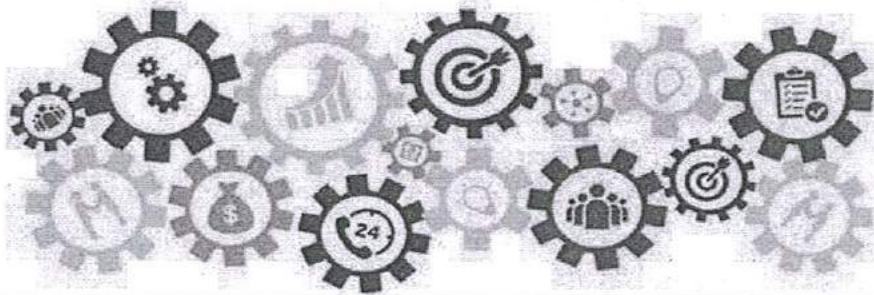# COMMERCIAL PROPOSAL

ACADEMIA

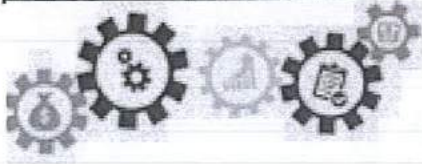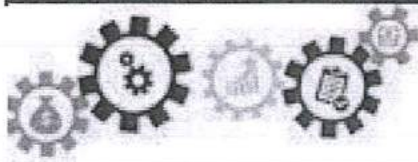## STUDENT INFORMATION SYSTEM

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

Proposal for Academia – Student Information System
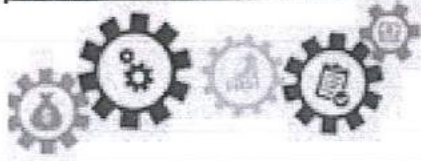
Proposal Number: PRP_KRMU_02.1

Dated: 16th Jan, 2021

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1 Preface

I take this opportunity to express my sincere thanks, on behalf of Serosoft, for the kind courtesies that were showed and the patient hearing that have been given to us during our interactions. As per the identified requirements of **K.R. Mangalam University, Haryana** (referred by **KRMU)** we are giving you details enumerating the project scope, project approach & plan and commercials.

2 About Serosoft

Serosoft Solutions Pvt. Ltd. (Serosoft) is a leading educational software company promoted by a dynamic team of IIM and US graduates. Serosoft is a part of the 50-year Industrial house from India - The Hindustan Group of companies. The group has diversified interests in Chemicals, Animal Feeds, Infrastructure, Construction and IT. The other group companies under the flagship holding of the Hindustan Group of Companies are as mentioned below:

Hindustan Phosphates Pvt. Ltd.	**Sampurna Feeds**
Hindustan Infratech Pvt. Ltd.	**Jai Kisan Agro Products**

An ISO 9001:2008 certified company. Serosoft has its presence since 12 years across 3 Continents, 14 countries and over 13 states in India. Serosoft is focused on creating sustainable value growth through unique ideas and innovative solutions for the education vertical.

Headquartered in Central India, and with offices in Mumbai, New Delhi, UAE, Serosoft is suitably placed geographically to execute and support projects of varying nature. Serosoft has presently over 220 clients across UK, India, Middle East, Africa and South East Asia. Serosoft is a registered member of various government and trade bodies focused on the IT industry like NASSCOM, ESC, TIE, and AIMP.

Our values are contained in our name, are at the heart of our existence, and are essential to our continued success. We foster an environment to make these values more resilient by the day:
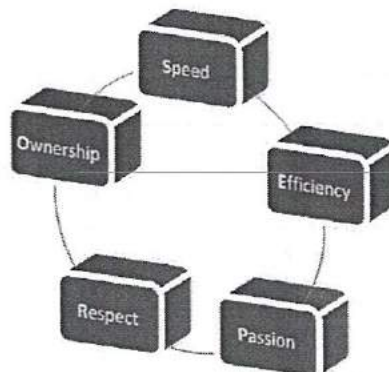
2.1 **We are happy to share that Serosoft has won many prestigious awards. We were recently ranked as 21st Growth Champion in India by The Economic Times and won the Deloitte Fast 50 award.** Read the full article here.
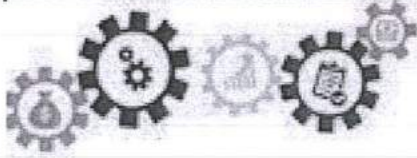
3 About Academia

Academia by Serosoft is an award-winning Student Information System powering over 220 institutions across the globe. The robust, feature-rich, analytics-equipped, user-friendly Academia - built on a cutting-edge and flexible architecture - enables educational institutions to automate & streamline their functions and processes for both learning and administration, from prospecting to graduation. It boasts of tremendous capability to handle multi-center operations as well.

12	600	220	14	3	600000
Years in Education Industry	Person years of Education Experience	Customers served globally	Countries - Customer Presence	Continents - Customer Presence	Learners & academics benefitted

4 What makes Academia truly cutting edge?

4.1 Highly interactive and user friendly

Academia has a highly interactive and user-friendly interface. Academia is a web-based solution that can run on various platforms such as Chrome and has single sign on facility as well.

Academia allows all the stakeholders of an institution i.e. management, faculty, students and teacher to interact easily using their respective portal. It helps the user to manage the data in application i.e. add, edit, view and delete with the convenience of click of a button. It empowers the user to make changes in the software from front end itself. It has functionality like custom fields which allows the user to create text box, radio buttons, combo box etc. in the application without any hassle of customization.
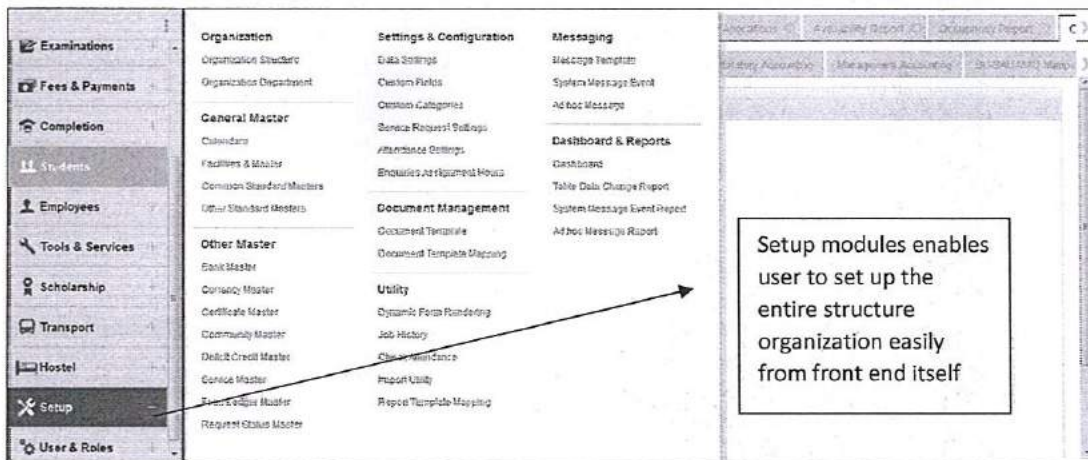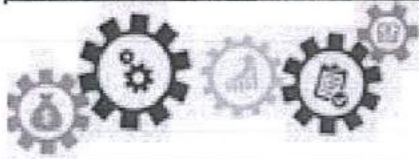
User can easily Add, Edit, View and Delete data in system

4.2 Ability to meet different user needs

Academia empowers the various stakeholders of an institution to get their administrative and academic work done through minimal clicks.

Management: For management of an institution, data analytics is very important. Academia provides diverse reporting of an institution for its single/multiple campuses on a single report itself. Also, the data presented comes in various flavors such as bar chart, pie chart which eases the management to understand trends, gaps and successes easily. It also allows the user to get the reports downloaded into PNG, PDF and Excel format.

Analytical reports for management
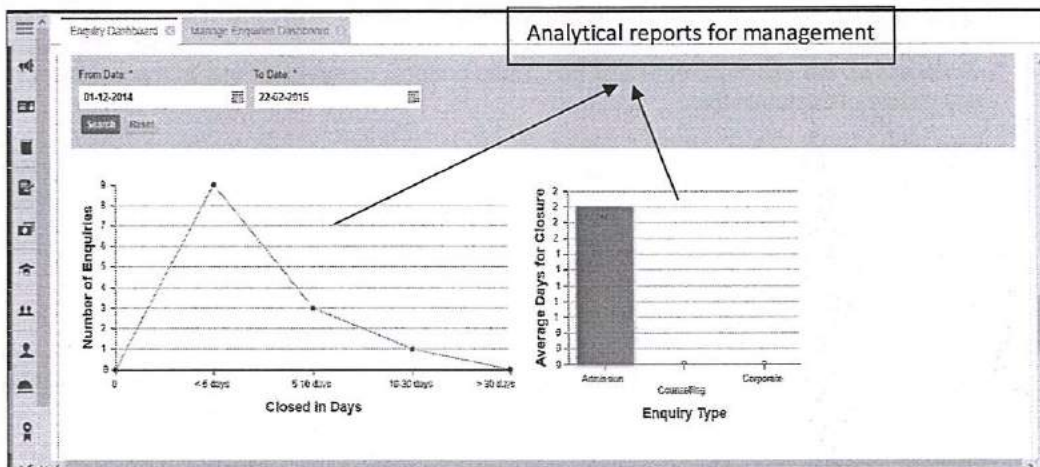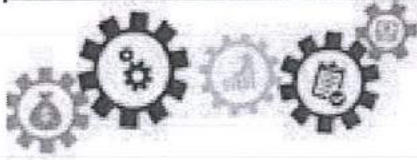
Faculty: Faculty of an institution wants its routine activities such as time table, lecture plan, examination management to be done easily. Well Academia helps them do exactly that. It enables the faculty to create lecture plan and share with its students, enter marks post examination, evaluate students, manage attendance, communicate with class and perform other administrative tasks efficiently.

Faculty Time Table

Students: Students want a solution that allows them access to their personal and academic activities easily during their life cycle in an institution. Academia has a detailed student portal which helps the student to access their personal information easily. They can see their academic performance and also keep a tab on their attendance. It empowers them to view the time table, pay fees, check their progress, improvement areas and track achievements.

Student Portal

4.3 Integration with third party applications and other technology - RFID, Accounting Software, Payment gateways, SMS, Emails, etc

Owing to its flexible architecture, Academia can easily integrate with various third-party plug-ins such as Institution website, LMS, Accounting engine, RFID etc. which empowers the stakeholders of an institution to view the information for various third-party application using Academia itself.

More information on scope of these integrations can be shared on demand for technical specifications of devices which supports APIs for Academia to be integrated.

4.4 Fanatical Support

Dedicated support portal with automated status emails, easy to use ticket management, support over phone, email, chat, remote desktops Serosoft have a dedicated after sales support team which makes sure that post implementation client concerns and queries are solved promptly. We believe in giving easy and round the clock access to our customers to ensure their comfort and success.

Academia's Information Sharing Technology Plug-Ins

Excel Import/ Export   Web Portals   SMS & Emails   Payment Gateway

Mobile App   Integration with Accounting Software   Biometric & RFID   Smart card
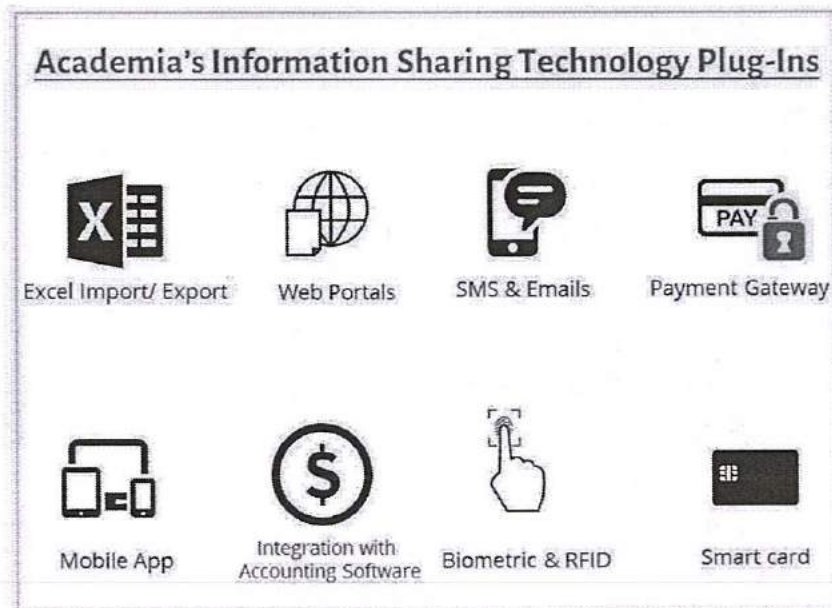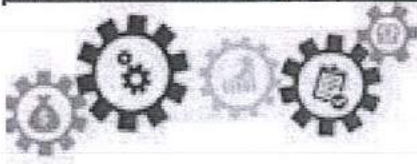
4.5 Built in Disaster recovery

Daily automated backups, Ability to upload backups on the cloud

Disaster Recovery is a primary solution for increasing database availability and zero data loss requirements in an ERP. Since Academia contains critical data and can have hundred thousand of records, it is vital to back-up the operating system and database to restore Academia if the server crashes or other errors cause the disruption of data storage and cause data integrity concerns.

To use an appropriate backup and restore method is one of the most important tasks of the system and database administrator. However, there is no general recommendation for such a method, since it depends on several factors, such as:

★ Disaster recovery concepts to be adopted

★ Maximum downtime acceptable for bringing the system up if the server resources are damaged during the restore activity

★ Amount of data loss that is acceptable to the users of the system in terms of reentry of transactions (acceptable data loss can be stated in terms of weeks, days, hours or even minutes)

★ Annual expense budget as well as investment budget

BACKUP

Some of the backup options include

★ **Software/Script Based**

✓ Automated scripts to take periodic data backups

✓ Remote sync it to a data backup RAID HDD

★ **Hardware Based**

✓ Real time incremental backup can be implemented with RAID hardware-based solution.

RECOVERY

★ In case of any failure, backups can be restored. Support team will help in restoring to the last known working backup.

Remedial and Preventive Maintenance to minimize need for a restore

o Maintenance process will be performed regularly to make sure that the system is up and running smoothly. This will include purging redundant backups (if any), data maintenance, storage maintenance etc.
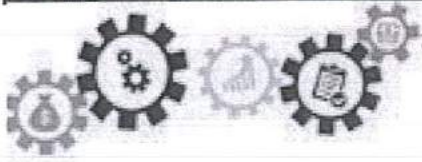
4.6 Built in intelligence & analytics with interactive dash boards

Academia has built-in intelligence and analytics tools that make it the No 1 choice for institutions looking for an education management solution. Academia provides the stakeholders with dashboards and reports in various flavors such as pie chart, bar chart etc. which helps the management to quickly analyze the data. Academia also slices and dices the data present in its solution across various filters and present it as actionable information to the end users.

Dashboard with Analytics
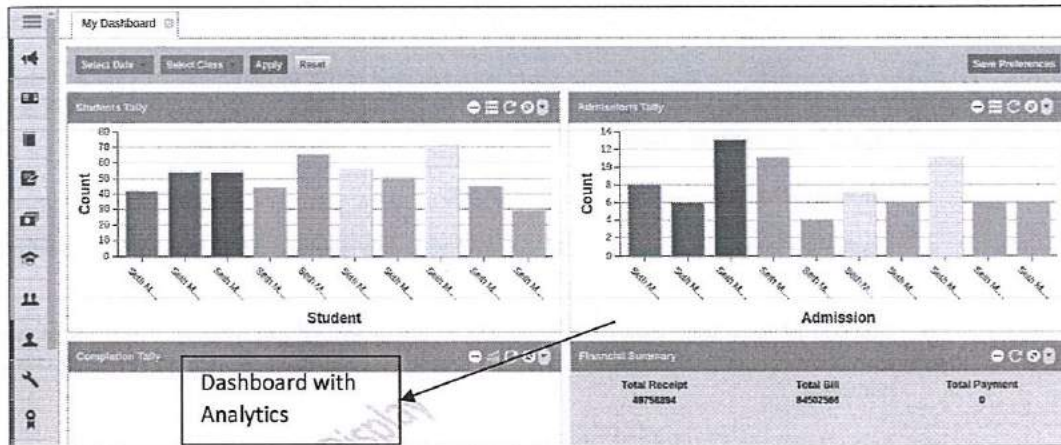
4.7 Security with multiple level checks and user authentication - data security, encryption of required information, HTTPS, URL encryption, role and access rights to the button and link level, data abstraction based on need basis

Academia has a strong and robust architecture built on latest Java J2EE technology which allows the data to be highly encrypted and secured in the solution. It has multiple level checks present in the solution along with user authentication which enable only authentic user to access the solution. Academia has user and role management feature which empower the user to access only those roles which they are assigned in the organization and restrict them to access any other information available in the system

4.8 Zero redundancy in managing overall data

Academia maintains zero redundancy in managing the overall data in its architecture. It allows the user to enter data only once and make sure that the data is reused at further stages in the application. For e.g. student account at admission is available automatically at, exam, registration etc. Photo uploaded from student profile is visible across the entire solution wherever they are linked.

4.9 Availability of real time information

Academia allows the user to access the information on real time basis. If any data entry is done in the system, the moment transaction gets completed an end user can access that information.
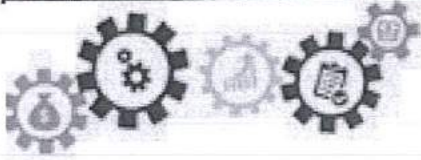
4.10 Portals for Students, Admin Staff, Academic Staff, Applicants and other external users.

Academia has separate dedicated portal for students, admin staff, academic staff, parents, applicants and external users. This allows all the stakeholders to perform and transact data assigned to them using their respective portal. This ensures information access for all stakeholders, anytime, anywhere.

Enquiry form for an external user

GRADE SHEET
SESSION: BBA-2016

Grade sheet which can be viewed by parents and students

STATUS :
STUDENT ID : ECCT/ADM-00028
STUDENT NAME : Arnold Mark
FATHER'S/HUSBAND'S NAME :
MOTHER'S NAME :
PROGRAM : Bachelor of Business Administration
SPECIALIZATION :
SEMESTER : First Year

COURSE CODE	COURSE NAME	CREDIT	GRADE
BBA-101	Business Management-1A	3	A
BBA-102	Marketing-1A	3	A
BBA-103	Accounting 1A	3	A
BBA-104	Human Resource Management-1A	3	B+
BBA-105	Digital Citizenship	3	B
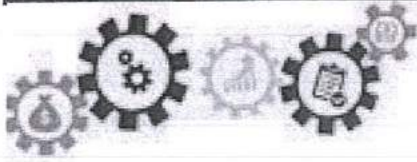
4.11 Expandability - quarterly releases, new features and functions

Academia is a robust product with an exciting product roadmap. We constantly upgrade our existing solution with features that we anticipate would be helpful for an institution in making their life easy. To allow our existing client to benefit with new features, we provide them through quarterly release. We are proud in saying that **"Innovation is the key to our success"**

4.12 Transparency, Scalability & Accountability in processes

Academia combines the various centers of an organization, their functions, departments and processes; it automates and streamlines them to give better accountability, scalability and transparency to the stakeholders of an organization.
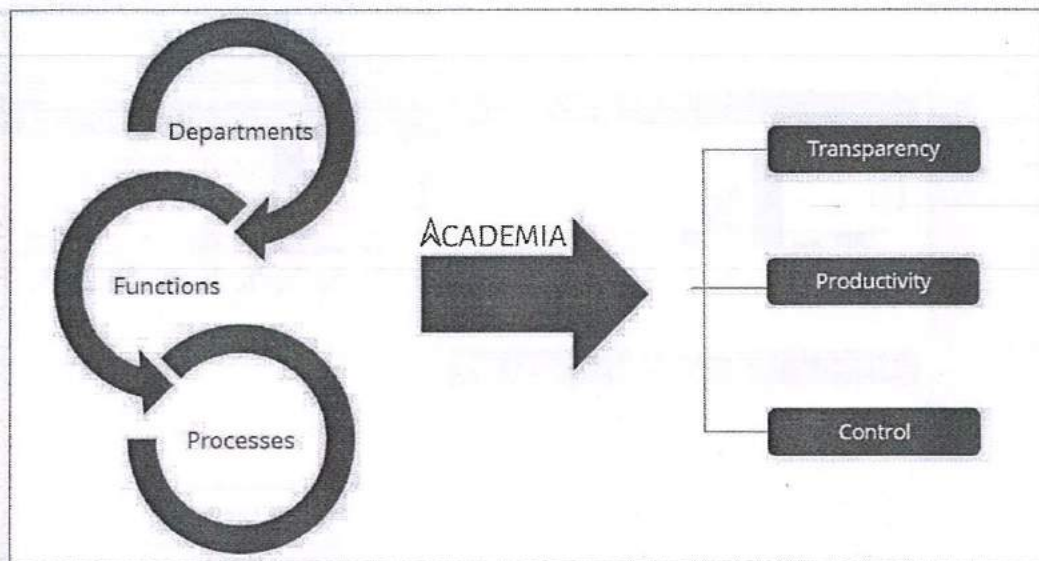
4.13 Solution design is such that it meets multiple institute, centers and campuses requirements on a common platform

The architecture of Academia is designed in such a way that it meets the unique and varying needs of multi center organizations on a single platform itself. The product was conceptualized to work with large, growing organizations with distributed operations. Academia ensures SBU reporting as well as organization wide reporting. Moreover, the user access can be controlled at the qualification level, or location level or SBU level or at the whole organization level.
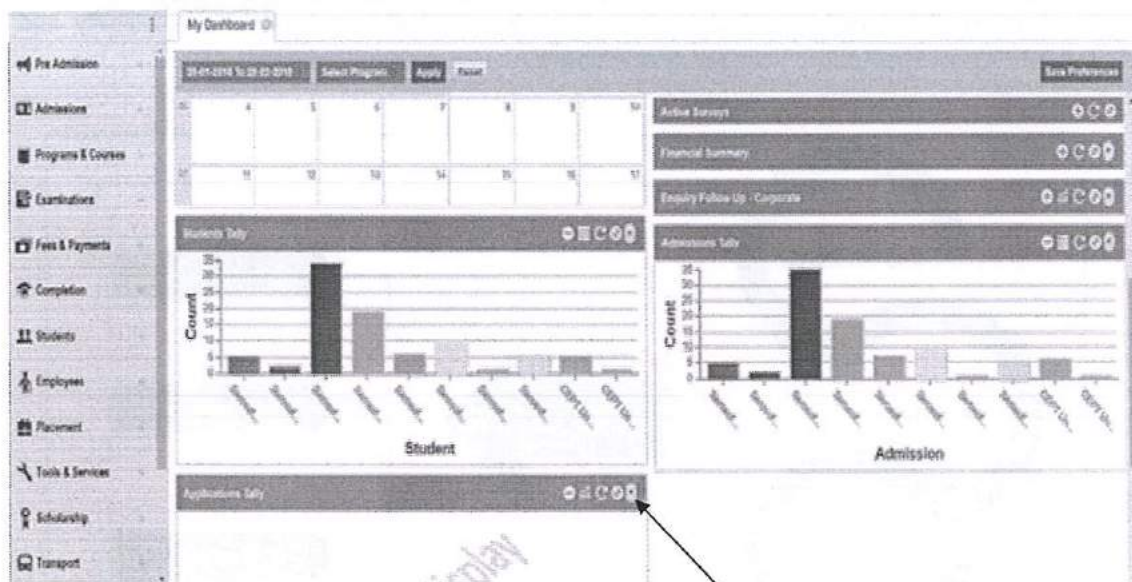
Multiple Campuses
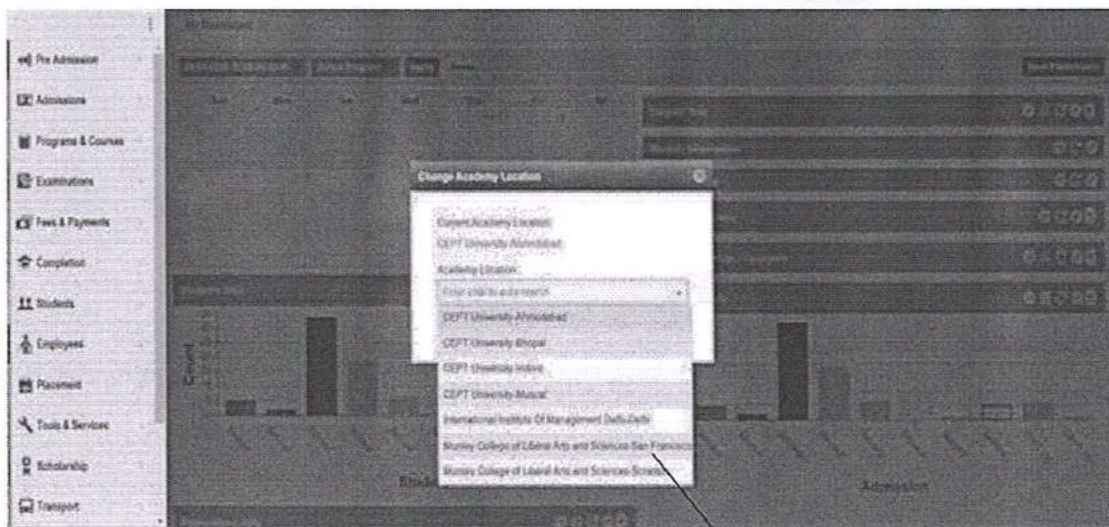
Multiple brands/Centre can be managed of an
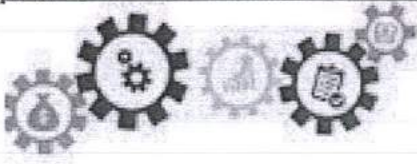
5 Why Academia for *KRMU*?

We understand that the ERP System for KRMU is a highly specialized project that needs a complete understanding of the technology, human resource, and infrastructure dimensions of learning & education.

Academia may come forward as the best ERP software for KRMU because Academia is the one product which is flexible and can cater to the needs of colleges like KRMU which has all varieties of programs running under its organization structure

The success of the project lies in the following factors:

* ★ **Compliance for All the Requirements Specified:** The solution set being proposed is highly compliant to the requirements as discussed in person.

* ★ **Integrated Solution with a Proven Track Record:** A product that can be seamlessly integrated to provide a single College management solution for all the stakeholders of KRMU.

In light of above, Academia is an ERP solution which would allow KRMU to easily handle all the activities of KRMU to be managed from a single interface.

With Academia, KRMU will not need to incur huge costs on ongoing changes and customizations.

Academia has Drools (rules engine) which makes it flexible for modifying the criteria associated with entry/exit into programs, courses, quotas and fee plans at KRMU easily for all it Centers. This can be done very easily and cost-effectively.

Academia can integrate with various third-party plug-ins such as Moodle, Accounting Software's, KRMU website etc. which would allow the stakeholders of KRMU to have a single solution for managing various third-party applications/plug-ins, if required.

In sum, Academia with its rich set of features, diverse reporting, multi campus capability, various portals, mobile app configurability, automation benefits, and efficient after-sales support will prove to be the ideal solution for KRMU as a 21st century institution par excellence.
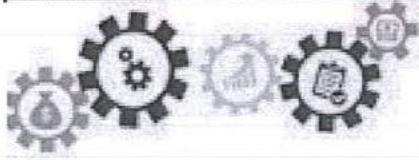
6 Competition

There are competing educational software available on the market which may seem similar to our solution, but majority of these are web-based applications with limited functionality, reporting and non-scalable in future. In addition, they all require extra customization in future to map with changing client processes. Moreover, there are problems of software integration with their system and adaptability to their requirements.

Academia ERP is a comprehensive, scalable, highly reliable, secure system that is built on the latest technology stack to manage every aspect of education process and deliver the best possible user experience to educational institutions. Academia is highly configurable, scalable, feature rich, mobile ready and comes with extensive reporting capability from the start to serve the needs of a top-class Colleges such as KRMU. It will make processes efficient, optimize your resources, reduce your operational risk and focus on teacher & student success.

7   Our understanding of KRMU Needs:

Based on our understanding of KRMU orientation and approach towards building the state of art technology infrastructure for education and delivery, we propose

- To facilitate the management of KRMU to manage, co-ordinate and control the functioning of the Colleges.
- To provide technology tool for the management in assessing and measuring the performance of the College in various functional areas.
- To facilitate timely and astute decision-making processes for the management through comprehensive reporting system based on online-data and information at any point of time.
- To minimize the redundancies and duplication of effort by seamless integration of data and processes across various functionalities.
- To provide mechanism for enriching and strengthening communication flow across students, management, teachers, and other stakeholders associated with KRMU.
- To enhance the progressive work culture of KRMU.
- To enhance all these above stated data & information transactions in a secure environment to take care of data integrity & confidentiality.

8 Project scope

8.1 In Scope

The scope of the project includes carrying out the implementation of a web-based integrated, comprehensive education a management software for automation of the identified processes for KRMU.

The identified modules to be implemented in along with their detailed features in scope are mentioned in attached detailed features list.

Base Modules

S. No.	Modules	S. No.	Modules
1	University Setup	2	Admission Management
3	Campaign Management	4	Enquiries Management
5	Student Information System	6	Fees Management
7	Program Management	8	Course Management
9	Timetable Management	10	Attendance Management
11	Examinations & Mark sheet Management	12	Interoperability
13	Completion Management	14	Calendar Management
15	Messaging engine for Notifications, SMS and Email	16	Certificates & Document Management
17	Faculty Portal & Faculty Record Management	18	Student Portal
19	User & Roles	20	Mobile App

Optional Modules

S. No.	Modules	S. No.	Modules
21	Scholarship Management	22	Committee Management
23	Security Gate Management	24	Front Desk Management
25	File Management	26	Task Management
27	Infirmary Management	28	Hostel Management
29	Transport Management	30	Placement Management
31	Outcome Based Education	32	Analytics Module
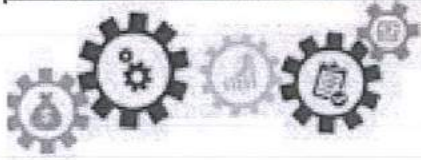
The benefit of implementing Serosoft's ERP is that it incorporates best business processes attuned to the needs of an educational institution developed after considerable research as well as experience with academic institutions.

8.2 Infrastructure Requirement

The recommended Hardware Software/ Supporting software's are as mentioned below

Parameter	Type	Requirement
Hardware	Centralized Server	Quad Core Processor 3.1. Ghz 8 MB Cache 1333 MHz, 1x16GB Memory 2 x 1 TB SATA 7.2k RPM, 3.5" Simple Swap DVD ROM, Integrated RAID Operating System: Windows or Linux (preference is Linux)
Software	Language	Java/J2EE/Struts framework (Freeware)
	Database	MySQL - 5.0.4 + (Freeware)
	Web-server	Apache Tomcat 5.0 or higher (Freeware)

8.3 Out of scope

⋏ Providing the required hardware in the form of web-servers, database servers, barcode readers, swipe card reader, printers etc.
⋏ Providing the backend software required for the functioning of the delivered ERP solution. Backend software here means operating system, database software as DB II, SQL, PL SQL, Oracle, etc.
⋏ Installation and deployment of any such hardware, back-end software and networking solution.
⋏ Providing the infrastructural support such as Internet connectivity, wires, networking etc.
⋏ Providing the stationeries in forms of papers, pens, cartridges, markers etc.
⋏ Carrying out of User Acceptance Testing by Serosoft on behalf of client.
⋏ Customization and support of the above modules beyond the stipulated period of support
⋏ Any other thing not mentioned in "In scope" under section 8.1 and detailed feature list.
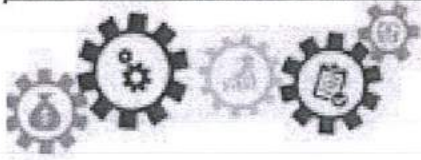
9 Project Approach Summary and Timelines

The estimated timelines and efforts required for different phase of project life cycle. The details with reference to below table are explained subsequently. This project time line needs to be adhered to without failing, for the timely and successful implementation of ERP software and to avoid any extra costs.

Activity	Resource Deployment Plan	Timeline
Introductions & Resource Mobilization		**2 Weeks**
Resource Mobilization on both client and vendor end	Offsite	Within 1 week of Deal Closure
Intro call of Implementation teams on both sides	Offsite	Within 1 week of Team formation
Standard Version Installation Phase		**1 Week**
Standard version installation with modules to be implemented with setup data and sample transactional data	Offsite	1 week
Configuration Analysis Phase		**2 Weeks**
Kick-Off Visit, Product & Features demo	Onsite	0.5 weeks
Configuration Analysis Consolidation and Documentation	Onsite	0.5 weeks
Initial training to module owners on data templates	Onsite	1 week
System Configuration & Remote Training		**4 to 10 Weeks**
Configuration and System Set Up	Offsite	2 to 10 Weeks
Data Upload & Remote User Training	Offsite	2 weeks
UAT Phase (Modular approach)		**2 weeks**
Training on configured software with the real data	Offsite	1 week
User Acceptance Testing, Feedback consolidation and validation and Go Live	Offsite	1 week
Post Go Live Support		**4 weeks**
Post Go Live Support	Offsite	4 Weeks
Expected Implementation Timeline		**17-25 Weeks**

10 Project Approach

The entire project will be carried in a phased manner but should adhere to the project timelines mentioned above.

10.1 Kick-Off Call

Once the client and Serosoft teams are identified they will have a kick off call which would include mutual introductions, broad discussion on project plan and any other specific matters. Serosoft will also share a kick off document after the call for the signoff from KRMU.
The above Kick off call can be done over a phone call or onsite depends on client's preference

Deliverable from KRMU: Identification of SPOC

Deliverable from Serosoft: Kick-Off Document, SPOC from Serosoft

10.2 Standard Version Installation Phase

Initially, Serosoft will install the standard version of Academia on a centralized server with standard features and functionality. After collecting the basic data from KRMU, Serosoft will give demonstration of different modules of Academia to designated module coordinators of KRMU to orient them.
Basic data encompasses of Programs, sample courses and their association with programs in batches/periods, sample student's data, sample user's data

Deliverable from KRMU: Server details (if hosted on client server) & Basic Data

Deliverable from Serosoft: Standard version of Academia

10.3 Configuration Analysis Phase

10.3.1 Configuration Analysis to understand client's process- Onsite

⊾ Serosoft team will visit KRMU and meet stakeholders from all the relevant departments. Serosoft team will showcase Academia standard functionality to all the relevant stakeholders. Team will then individually discuss the different processes followed across the institute considering Academia and map it accordingly.
  o Ex: Admissions process, Fees process, Examination process, Attendance process etc.

Deliverable from Serosoft:
★ *Serosoft team visit for configuration analysis, standard formats sharing, process discovery, Data Templates for doing the master Setup.*
★ *In addition, 10 different Marksheet sample formats, 5 ID card sample formats, 5 Receipt sample formats, offer letter samples, Bonafide Samples, Admission confirmation letter sample will be provided to client for selecting the most appropriate one.*

Deliverable from KRMU:
★ *Setup data – related to institute setup, programs and courses offered along with their mapping, Students master records, faculty master records;*
★ *Availability of all the stakeholders during the course of implementation,*
★ *Process documents and formats being followed across different departments*
★ *Process finalization.*
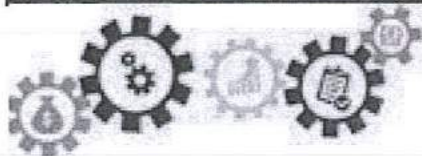
10.3.2 Configuration Analysis Validation

Based on understanding of Serosoft team and feedback of KRMU, Serosoft will prepare a consolidated Configuration Analysis document which will contain current processes of the designated modules and share it with the SPOC of KRMU for approval. KRMU steering committee will review the Configuration Analysis document and give the sign off then, for SSPL to go ahead with the next steps in the project. KRMU must have to make sure to share the signed document with Serosoft within 7 Calendar days, otherwise it would be deemed as accepted. KRMU will provide the complete master setup data within 10 calendar days of conclusion of Serosoft team's first configuration study visit or within 10 calendar days of receiving data templates, whichever is earlier.

Deliverable by Serosoft: Module wise Configuration Analysis Document, which will be final feature scope of the project.

Deliverable by KRMU:

★ *Final Marksheet/transcript format, ID Card formats, other required document formats.*
★ *Approval of Configuration Analysis Document along with master setup data.*

10.4 Software Configuration Phase

10.4.1 Configuration

Serosoft will configure the software as per the Configuration Analysis document and there shall be no violation to it, by either of the parties, without specific approval of the other party.

Serosoft will enter the required master data for the first time during software configuration phase like Student, Faculty, program, courses etc. (Not Transaction Data) for the modules to be functional, provided the data is given in required template. Serosoft will guide the other data entry process and clarify any doubts. Serosoft will not entertain any data that is not in the templates shared with the customer. KRMU is expected to share the correct data the first time only, without any iterations.

Deliverable by Serosoft: Configured Software along with the master data.

Delivered by KRMU: All transactional data should be ready at the client end by now, so that client team can do the transactional data migration under Serosoft's guidance.

10.5 Implementation Phase

10.5.1 Training, User Acceptance Testing& Application hand holding to KRMU

FINAL DATA: Client owns the responsibility of migrating the final transactional data of the institute. Serosoft takes the responsibility to manage marksheets/transcripts of the last 2 batches, since legacy data for student's performances in previous batches **will not be** feasible to manage in the current scope and will invite extra cost of INR 10000 per man-day, if SSPL is asked to do that. Serosoft will import the opening balances of students and thereafter, fees transactions can be continued through Academia.

TRAINING TO KRMU: Serosoft will provide the user training based on a 'Train the Trainer' approach to the designated coordinators at the KRMU end, by holding the centralized training workshops. A maximum of two weeks onsite training is under the scope of implementation and any extra training needed beyond this will invite a cost of INR 10000 per man-day.
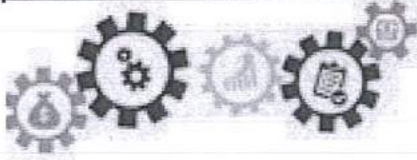
User Acceptance Testing (UAT)

UAT METHODOLOGY: This UAT will be a conference room pilot done by Serosoft team in the final visit at KRMU and UAT sign-off will be provided by the institute authorities, based on which final milestone will be achieved.

100 sample students set will be taken and the complete process from pre-admissions to admissions, examinations/passing out will be showcased to the module coordinators. SPOC will provide the UAT sign-off for all the modules to Serosoft. Along with this, all portals such as applicant, faculty and student portals will be showcased to respective stakeholders in the presence of the SPOC.

The module coordinators will prepare a note of their observations pointing out the new requirements/suggestions and share with Serosoft, if any. This will be called as a UAT Report. All the new requirements of UAT report will be entertained through Change Request process and timelines will be relayed to the customer by SSPL after discussion with their team internally.

Deliverable Serosoft:

* ★ *UAT conference room pilot with agreed configuration and data.*
* ★ *Serosoft will complete the UAT activity for all the modules in a single shot along with SPOC.*

Deliverable KRMU: UAT sign-off and payment linked to this final milestone.

Application Handholding & Handover

Handover Definition: As and when UAT for individual modules gets completed, modules are ready to be handed over to client. This activity is purely client driven as per their academic processes and timelines, once the UAT is signed-off.

Deliverable Serosoft: Suggestions to follow the best practices for Live usage strategy will be provided by Serosoft to the client, as this activity is to be driven by client in their respective departments in organization.

Deliverable KRMU: Go-Live with all the modules signed-off, internal data verification, project handover acceptance for Academia.

Transfer Project to Serosoft CST (Support)

CST Definition: **CST stand for "Customer Success Team"**. Once the modules are in active usage, all the further queries are handled by Serosoft CST team through a robust tool called **JIRA support system**.

Deliverable Serosoft: Handover the project to CST department in presence of KRMU SPOC.

Deliverable KRMU: KRMU SPOC along with one more person will be authorized to raise the tickets for support team and gets the resolution for smooth working of software.
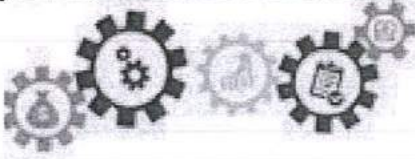
10.6 Warranty & Support

After the complete installation of any module of the solution, Serosoft will provide, through remote support, a product warranty of 1 year from the PO date, which will be limited to fixing the bugs arising out of the application.

Support Methodology (Support Ticket System)

Serosoft use a state-of-the-art support ticketing system. This allows our clients and their representatives to report any **error or problem** to Serosoft. On start of implementation at your organization, your account will be created.

Pictorial representation of project Life Cycle

Kick - Off Call	
Mutual Discussion	Kick Off Document

Standard Version Installation Phase	
Collection of Initial Data from Campus	Installation of Standard version with modules to be implemented

Configuration Analysis Phase		
Configuration Analysis consolidation and Validation	Project Scheduling & Planning	Sign Off

Configuration Phase	
Configuration	Deployment of Configured modules

Implementation Phase			
Training	User Acceptance testing	Sign Off for User Acceptance Testing	Application hand holding support

Final Project Sign Off
Warranty & Support

11 Assumptions

The project approach assumes that

- All configurations will be carried out from the development center of Serosoft to ensure quality control standards.
- KRMU will frame Project Teams which include steering committee, Project Coordinator, Module coordinators, who will specify the requirement, interact with the deployment team during the subject of Configuration of the solution and participate in the training and project management. The Project Teams shall be nominated within seven days from the date of the order so that the work can start immediately.
- Minor change required other than the Configuration will be communicated to Serosoft within ten days from the date of submission of Configuration analysis report.
- KRMU will provide a single point of contact (SPOC) to Serosoft who would be responsible for supply of information, obtaining required signoffs, clarification of issues etc. This shall be intimated to Serosoft in the order for any communication.
- The technical feasibility for Integration with present/future third party solution like RFID/ Gateway etc.; Serosoft will require the technical details and interface for integrating with the proposed solution.
- KRMU will provide all necessary information regarding their processes, reporting requirements for configuration analysis to Serosoft. This shall be provided by KRMU within stipulated timelines to Serosoft so that the project is not delayed.

12 Serosoft Responsibilities

- Project Management
- Raise issues proactively
- Status reporting on a fortnightly basis
- Configuration of the software based on the Configuration Analysis report
- Installation of the Configured application software
- Fixing reported defects in time
- Raising timely invoices
- Carrying out the activities mentioned in the scope

13 KRMU Responsibilities

13.1 Top Management's responsibilities

- ★ Identification of steering committee, SPOC/Project Coordinator and Module coordinators.
- ★ Ensure timely payments
- ★ Facilitating the entire process by making quick decisions
- ★ Resolving escalated issues in time
- ★ Participation in status review meeting
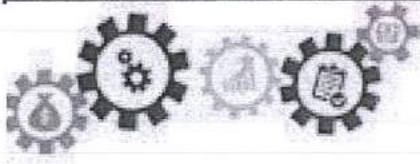
13.2 Project Coordinator/Module Coordinator responsibilities

★ Providing all necessary information regarding the College processes, operational procedures, categories of operational dimensions viz. subjects, sample forms/ reports/registers, etc. and any other information required for understanding the operations
★ To provide training to other stakeholders internally following 'Train the Trainer approach'.
★ Giving required sign-offs

13.3 Project Team- Serosoft

```
                    Director
                       |
                      VP
                 Implementation
                       |
                Project Manager
     ┌──────────┬──────────┬──────────┐
Implementation  Business   Software   Testers
 Engineers      Analysis   Developers
       |                       |
   Content                  Support
   Publishers               Staff
```
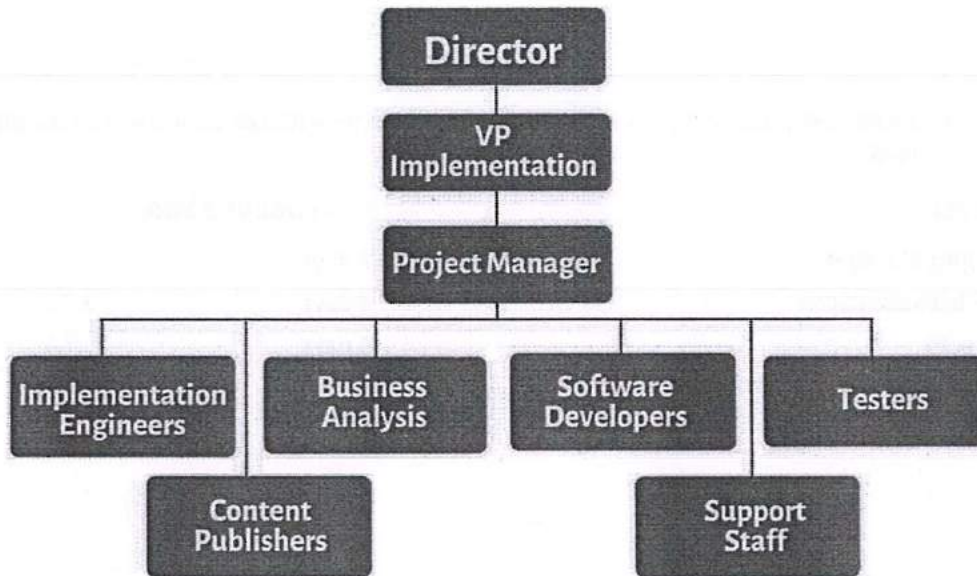
Proposed Team Structure
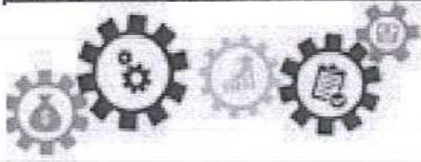
13.4 Status reporting and Escalation

STATUS REPORTING: Project status will be reported on a fortnightly basis in a steering committee call to be attended by client's SPOC, Client's Sponsor, Serosoft Project Manager and team. Both Serosoft and KRMU will take up any issues raised in this promptly.

Escalations:

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

LEVEL	UNRESOLVED FOR
Module Coordinators	2 days
Project Coordinator/SPOC	4 days
Steering Committee/Top management	6 days

★ KRMU will escalate issues in the following order if they remain unresolved at the previous level.

LEVEL	UNRESOLVED FOR
Project Manager	2 days
VP Implementation	4 days
Director	6 days

14 Commercials

14.1 Product Pricing Framework (5 Year Tenure)

MODEL 1 – License Model
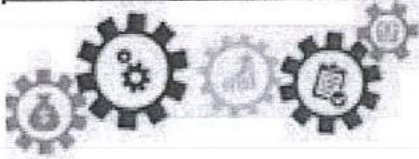
Price Elements	Modules	Price (in INR)
License Cost – 1 Campus & Max 3500 Students		
Base + Optional Module	For the Module Set mentioned in Section 8.1	~~INR 17,00,000/-~~ INR 15,00,000/-
IMPLEMENTATION SERVICES (Assuming that all the deployment and training activities happens at one location)		
Configuration Document Finalization	As per proposal	INR 3,00,000 (one-time payment)
Configuration & Deployment		
Training & Hand Holding Support		
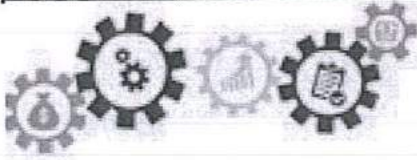
Deployment and Training Cost

The above Deployment & Training Cost includes:

★ Technical support, Training & application handholding support for complete deployment as per proposal.

★ Basic personalization which includes basic nomenclature & logo of the College/University at designated place

Hosting (Optional) – Applicable on both options

⅄ If hosted on cloud servers managed by Serosoft:

  ▪ Hosting cost – **INR. 20,000/- per month**
  o (For 20 GB space and 16 GB RAM)

⅄ If hosted on KRMU Servers:

  o Then Hardware & Software Requirement:

⅄ Quad Core Processor

⅄ 16 GB of RAM

⅄ 500 GB or more capacity of Hard Disk

⅄ Remote Desktop Connection

Other Costs

★ Taxes @ 18.0% GST as applicable
★ Optional: Additional onsite resource charges: **INR 90,000/- per month** (for minimum 12 months). **(Only if the client requires additional support)**
★ Optional: For additional customization: For all major changes/modifications, customization charges will be **INR 10000 per man-day** (The man-days will be mutually agreed upon before embarking on the customization exercise)
  o Minor customization: Any change in filed names, report formats, field additions on forms that do not impact any workflow change will be considered as a minor change.
  o Major customization: Introducing new feature, additions of workflows, changes impacting existing workflows, new form creations, will be considered as a major customization.
⅄ Optional: Onsite Training will have an added cost going at INR 10000 per man day.

⅄ Optional: Data Migration will have an added cost going at INR 10000 per man day.

Add-on Online Training Packages (Optional)

If any additional training sessions are required, that can be purchased as packages.

One Time Packages

Packages	Hours	Cost (INR)	Validity
Package 1	8	7500 + Applicable taxes	30 days from the date of purchasing the package
Package 2	32	25000 + Applicable Taxes	75 days from the date of purchasing the package

Annual Maintenance Cost (AMC) for Model 1:

An annual maintenance cost (applicable after 1 year from the date of purchase order, irrespective of the Go LIVE date) will be INR 40,000/- per month (Billed Annually in advance).

Scope of AMC:

1) Future upgrades of the product that Serosoft will roll out within AMC period on quarterly basis.

2) Remote training sessions of 6 Man days per year.

3) Remote support limited to bug fixing around the year.

Payment Terms

- 60% advance of project value along with Purchase order

- 25% on deployment of Standard Version or within one month from PO date (whichever is earlier)

  - ★ Deployment of standard Software
  - ★ Loading of initial data provided (minimal data required to run and test the forms, workflow, etc)
  - ★ Completion of first round of orientation, offsite or onsite as mentioned in table no. 9.

- 10% after completion of conference room pilot or within 3 months of PO date, whichever is earlier

- 5% after Go-Live of Academia or within 6 months of PO date, whichever is earlier

Payment Mode

1. Via Cheque

   Cheques should be drawn in favor of Serosoft Solutions Pvt. Ltd.

   Address: 5th Floor, Milinda's Manor

   2 RNT Marg, Opposite Central Mall,

   Indore (M.P) 452001

2. Via Wire Transfer

   Name of Beneficiary: **Serosoft Solutions Pvt. Ltd.**

   Bank Name: **ICICI Bank Ltd.**

   Bank Address: **21/3 Swastik House, Ratlam Kothi Main Road, Indore- 452001**

   Current Account No.: **091605000973**

   Branch Code: **0916**

   IFSC Code: **ICIC0000916**

   TAN: **BPLS09570B**

   PAN: **AALCS7385J**

Terms & Conditions

- ⅄ **Contract time period:** It will be five years.

- ⅄ **Annual Price Hike:** During the Contract Term, Fees shall be increased by 10%of the existing price on completion of each year.

- ⅄ **Support:** Any bugs / doubts / incidents should be raised as a ticket through the support portal.

- ⅄ Installation & Setup support if needed after the one-time installation, setup and initial onsite technical training, will be charged extra at INR 25,000

- ⅄ Migration from Cloud Hosting of Academia to Local Customer Server or vice versa will be charged at an extra cost of INR 20,000 after the first time set up.

- ⅄ The project should kick off within 2 weeks of signing the PO.

- ⅄ If the software is hosted on the client's server and any delay in the project arising due to non or intermittent availability of the server would entirely be clients' responsibility.

- ⅄ If the project timeline exceeds than what is mentioned in the proposal (mentioned in 9.0 above) due to delay from customer end, there would be an extra cost of INR 6000 per man-day to be borne by the customer on an everyday basis until the project moves to Customer Support.

- ⅄ SSPL advises to go for the hosting services offered by SSPL but if the customer chooses to host the software on its server, then any project delay caused due to non-availability or intermittent availability of server will entirely be a customer's responsibility.

- ⅄ Onsite user training will be as per the agreed Commercial Proposal and hence any more training needed beyond that will be charged at INR 10000 per man day.

- ⅄ Customer is expected to share the master data correct the first time only and without any iterations. SSPL has the right to charge the customer for data entry from second time for not providing the correct data the first time @ INR 6000 per man day.

- ⅄ Technical support includes all patches, bug fixes and upgrades to the system. This doesn't include extra plug-ins. Technical training invariably includes Academia installation training on recommended servers only (Fresh dedicated). Serosoft will not be involving in any installation training on shared servers / servers on which third party applications are running.

- ⅄ All support terms are void if core source code is altered

- ⅄ **Change of SPOC:** If the client's SPOC is changed in the middle of project, it would be client's responsibility that the handover from previous SPOC to new SPOC is completed. Client would also be responsible to send the new SPOC to the Serosoft office for a period of 3 days to ensure continuity of the project. Any delay owing to this change will not affect the payment milestones and any delay in the project due to this will be solely client's responsibility.
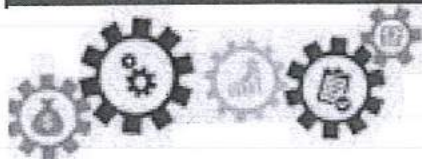
- Payment Milestones will not be altered if delay is caused by client side.

- **Annual Price Hike for Hosting:** With revision in cost of hosting every year from Azure Cloud Services, fees shall be increased by 10% of the existing price on completion of each year.

15 Caveats

- The price is exclusive of any taxes applicable, as per of the rule of the land during the time of the payment.
- The priced quoted is for the software package only, as described in section 5.1. The price quoted does not include the costs of associated back end systems (e.g. hardware, LAN, server space, systems software, internet connectivity, and web IP address) required for the smooth operations of the system.
- KRMU needs to take care of the Travelling Cost, Boarding, Lodging and food arrangements for the deployed consultants during their onsite stay for the specified timelines for carrying the project activities.
- Payments once made are non-refundable
- Any onsite involvement, other than mentioned in the Proposal above will be charged at the per man-day cost in addition to travel, lodging, boarding, food expenses of the consultant.

15.1 Non-hiring

KRMU will not hire directly/indirectly any employee of Serosoft during the period of engagement and until 5 years from the end date of engagement with Serosoft.

15.2 Rights

Serosoft will be and remain the sole owner of all legal rights including copyrights over all artifacts produced by the Serosoft team, including but not limited to, source codes, designs, database structures, process methodologies and any other document/intellectual property produced during the subject of the engagement with KRMU.

15.3 Validity Period

The project commercials are valid for a period of 30 days from the date mentioned in the proposal.

15.4 Acceptance

IN WITNESS THEREOF, KRMU & Serosoft Solutions, have caused this Agreement to be signed and delivered by their duly authorized officers, in duplicate or counterpart originals, which taken together shall constitute a single agreement all as of the date noted below.

16 Limitation of Liability

16.1 Direct damages limited

To the extent permitted by applicable law, regardless of the form (whether in contract, delict or any other legal theory) in which any legal action may be brought, neither party will be liable to the other for any damages or loss related to any loss of business, contracts, profits, anticipated savings, goodwill or revenue, or loss or corruption of data. Our maximum liability to you for direct damages for anything giving rise to any legal action will be an amount equal to the 50% of the fees already paid by you to us for the services related to the claim for the 12 calendar months immediately preceding the claim. The aggregate amounts for all claims will not be greater than the maximum amount.

16.2 Indirect damages excluded

To the extent permitted by applicable law, in no event will we (or our personnel) be liable for any indirect, incidental, punitive, exemplary, special or consequential damages or losses (whether foreseeable or unforeseeable) of any kind (including loss of profits, loss of goodwill, damages relating to lost or damaged data or software, loss of use, damages relating to downtime or costs of substitute products) arising from the agreement.

16.3 We are not liable for your default

We will not be liable for any loss or damage suffered by you arising out of or in connection with any breach of the agreement by you or any act, misrepresentation, error or omission made by or on behalf of you or your personnel.

16.4 Other goods or services

We are not liable for any other deliverable, including website, goods, or service provided by any third party.

16.5 Indemnity

Each party agrees to indemnify, defend and hold the other party (and their personnel) harmless against any and all:

- Breach of a warranty under this agreement; and
- Loss, damage (including attorneys' fees on an attorney and own client basis), costs and expenses that the other party may suffer or incur arising directly or indirectly from: (i) any gross negligence, willful misconduct or fraud by the party or the party's personnel; or (ii) a breach by the party of the other party's proprietary or confidential information, or intellectual property

16.6 Indemnitees

Where anything in this agreement requires a party to indemnify the other party, such indemnification will also include the other party's affiliates, as well as the other party or their affiliates respective directors, officers, employees, agents, successors and assigns.
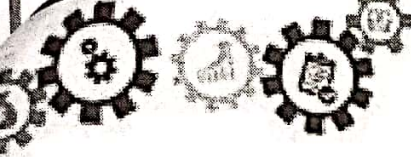
17 Termination

This Agreement may be terminated by either party upon 180 days' written notice served on the other party in the event of consistent breach of terms herein agreed after failure to remedy that breach within a reasonable time. Termination of this Agreement for any reason shall not relieve either of the parties of any obligations accruing prior to such termination. The customer is liable to pay all dues before the termination date.

Serosoft Solutions Pvt. Ltd

By: _____
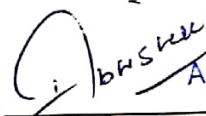
Name: ARPIT BADJATYA

Title: CEO & MD

Date: 18 Jan 2021

K.R. Mangalam University, Haryana
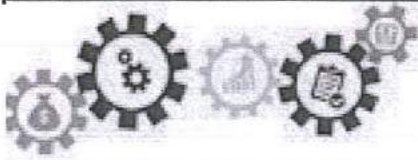
For K.R. MANGALAM UNIVERSITY

By: _____ Authorised Signatory

Name: ABHISHEK GUPTA

Title: CHAIRMAN

Date: 16 Jan 2021

Once you've instructed the bank transfer, please let us know by sending an email to info@serosoft.in – the email should have quotation number and the Transfer details as per the transaction.

Annexure I- Highlights

1. Serosoft has been awarded and ranked 9th "Fastest Growing Technology Company" in India by Deloitte Fast 50 Award

2. Academia by Serosoft gets featured in Gartner's Market Guide 2019

3. Serosoft on its way to expand its footprint to Greater Manchester Read the full article here

4. Serosoft has been declared the Company of the Year - 'ERP for Education' by a leading IT Magazine. Read the full article here.

5. For Academia ERP case studies click here

6. For the ERP Policy brief written by our CEO for Association of African Universities. Read the full article here

7. Video testimonials by our Clients

Click Here to Watch Full Video
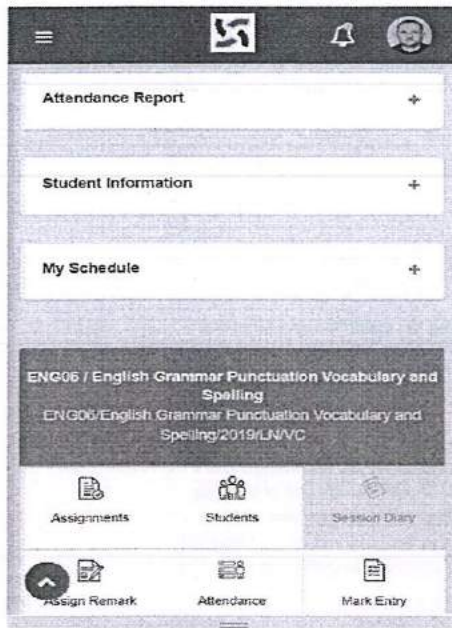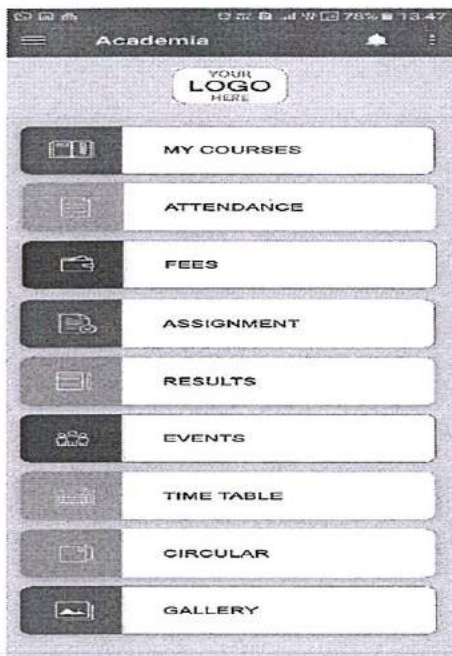

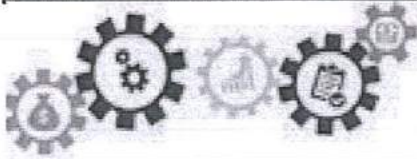Click Here to Watch Full Video
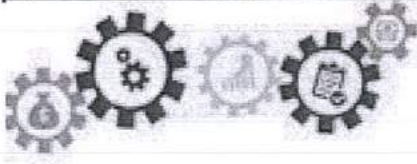
Academia Smartphone App (Android)

This facilitates access to information on the move especially for students and teachers.

Faculty Responsive Portal:

Student Mobile App:

GTUC
Ghana Technology University College
gtuc.edu.gh

October 16, 2013

TO WHOM IT MAY CONCERN

It is our pleasure to inform you that **Mr. Ashutosh Goyal**, Sr. Implementation Engineer from Serosoft Solution Private Limited (India) was here at Ghana Technology University College (GTUC), Accra, Ghana, for 14 days, from 30th September to 16th October, 2013. During this period, he conducted training and group discussion sessions with GTUC staff on all modules of Academia ERP.

During the training sessions, Mr Ashutosh not only exhibited superior knowledge and a clear understanding of all the processes of Academia ERP, but had the skill of bringing participants to a better appreciation of the software. Indeed, all staff members who attended the training sessions indicated that the training was very effective, and they will have no difficulty transitioning from their current manual practices to using Academia ERP.

We extend to him our best regards and wishes for the future.

Sincerely,

Dr. Stephen Asunka
Head of ITSS & Coordinator of Academia
Ghana Technology University College
....
HEAD, ITSS
GHANA TECHNOLOGY UNIV. COLLEGE
TESANO, ACCRA
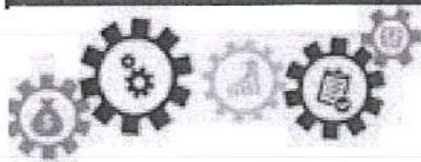
DEPARTMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY

AFRICA UNIVERSITY
A United Methodist-Related Institution

INVESTING IN AFRICA'S FUTURE

P.O. Box 1320, Mutare, Zimbabwe | Tel: +263 20 66882 | Fax: +263 20 61785/63284 | Email: dict@africau.edu | Web: http://www.africau.edu

Tuesday, 17 April 2018

To whom so it may concern,

We are happy to state that Serosoft has been associated with us for about two years now for our ERP implementation. We are impressed with the energy and dedication of Team Serosoft and find them to be competent, knowledgeable and industrious. Academia ERP is a product replete with features that capture the essence of the processes of an educational organisation, thereby helping us to meet our automation and streamlining objectives.

We recommend Academia ERP and Serosoft without reservation to educational institutes looking to take the automation plunge.

Sincerely,

Richard F. Fotsin

Director, Information and Communication Technology

More references available on request.