

Summary | portalvmeduife.com/modules/summary/#/

AGCE

Anvird Gavali College of Engineering

The new version of 'Summary' will automatically apply to all users starting from March 31, 2024.

2024-25  
Computer Science and Engineering (Semester 1) CSE201

Recent Updates

Dashboard  
Sugan Tamboli 309

20°C Sunny

My Workspace | portalvmeduife.com/modules/myworkspace/#/

AGCE

Admission | Academic Planning | Leave Management | Employee Registration | Autonomous Examinations

Events Upcoming events

Looks like the event list is taking a break this month!

Events Upcoming events

Looks like the event list is taking a break this month!

Lectures My Today's Session

Looks like today's schedule is on pause! No lectures lined up – enjoy the free time!

20°C Sunny

AGCE

My Schedule Class-wise Calendar Day-wise Session

Day Wise Week Wise

December 11, 2025

Wednesday

02am

1am

2am

3am

4am

22°C Sunny

Search

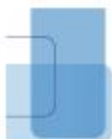
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## Software as a Service Agreement

# **SLA For Integrated Academic Management System And Outcome Based Education Software (OBE)**

In Between



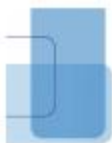
vmedulife Software

And



Samarth Educational Trust Arvind Gavali College of Engineering





This Software as a Service Agreement (the "Agreement") is entered on 02 Jun 2025 (the "Effective Date").

**BY AND BETWEEN**

vmedulife Software vm edulife Private Limited (hereinafter referred to as "Party A"), a Company incorporated and registered according to the Companies Act, 2013, and having its registered office at 1028B, Gera's Imperium, Next to Wipro Circle, Rajiv Gandhi Infotech Park, Hinjewadi Phase 1, Pune, Maharashtra Pin - 411057, having domain name <https://vmedulife.com/>, (the expressions of which shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assignees), acting through its authorized signatory, [Abhijeet Yeole].

... OF ONE PART

**AND**

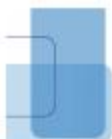
Samarth Educational Trust Arvind Gavali College of Engineering, An Individual/ Company/ Educational Institution/ Firm, (hereinafter referred to as "Party B"), having its registered office/address at At. Panmalewadi, Post - Varye, Tal. & Dist. Satara, Maharashtra (IN) - 415015. (the expressions of which shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assignees) Dr. Mulik Sharad

... OF SECOND PART

(Both the parties shall be collectively referred to as "Parties" and individually as "Party" under this Agreement).

WHEREAS, as a company, vm edulife Software is providing cloud-based campus management system service to educational institutions since 2013. The Company is helping students, faculties, and the managerial board keep a track related to the academic setup with its user-friendly mechanism and carefully designed campus management system. WHEREAS, the Samarth Educational Trust Arvind Gavali College of Engineering is an Educational Institution/ Firm and approached to the vm edulife Software to avail or to subscribe its software as a service, and the vm edulife Software gives its approval for the same.

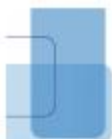




AND WHEREAS, the Parties are now desirous of entering into the present Software as a Service Agreement in order to record the terms and conditions and also record the arrangement as agreed to by and between the Parties.

NOW THEREFORE, in consideration of the promises, representations, warranties, covenants, conditions, and other obligations herein and good consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto mutually agree as follows:

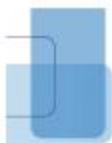




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## 1. Definitions & Interpretations

1.1. "Affiliate/s" means, with respect to either Party, mean any person, company, corporation, association, or entity, which directly or indirectly Controls, is Controlled by, or is under common Control of such Party.

1.2. "Agreement" shall mean this Agreement and any and all schedules and annexures attached to it or incorporated in it by reference and shall include any modifications of this Agreement as may be mutually agreed in writing.

1.3. "Applicable Laws" or "Laws" includes all applicable statutes, enactments, acts of legislative or Parliament, laws, ordinances, rules, bye-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any government, statutory authority, tribunal, board, court or recognized stock exchange of competent jurisdiction.

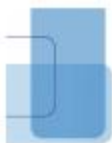
1.4. "Authorized User" shall mean employees or agents of Samarth Educational Trust Arvind Gavali College of Engineering (or Affiliates or other individuals solely to the extent explicitly permitted in this Agreement) selected by Samarth Educational Trust Arvind Gavali College of Engineering to access and use the subscription Services.

1.5. "Business" means any kind of business that does come under the ambit of the vm edulife Software. This can include the area in which the vm edulife Software is dealing through its affiliates or digital portal.

1.6. "Confidential Information" means any and all data or information that is of value to the vm edulife Software and is not generally known in the industry or to competitors of the company and includes, but is not limited to, business information, business plans, financial statements, specifications, research, software, trade secrets, discoveries, ideas, know-how, designs, drawings, flow charts, data, computer programs, marketing plans, customer names, budget figures, and other technical, financial and business information concerning the vm edulife Software or any such information of clients, customers, affiliates, subsidiaries or agents which is disclosed by vm edulife Software, whether directly in oral or material form, or indirectly.

1.7. "Data" includes but is not limited to any kind of Personal Information, Pictures, Graphs, Business Information, Financial Reports, Technical Information, Usage Reports, IP Addresses, Customer Information, Supplier Information, Product Information or any other materials or that is generated by the execution of this Agreement and in the due course of usage of the Portal.





1.8. "Disclosing Party" shall mean the Party whose Confidential Information is received by the Receiving Party.

1.9. "Receiving Party" shall mean the Party that receives the Disclosing Party's Confidential Information."

1.10. "Effective Date" shall mean the date of signing of this Agreement.

1.11. "Force Majeure" shall means (without any limitation) any act of God, strikes, lockouts or other industrial disturbances, acts of the public enemy, acts of terrorism, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrest and restraints of governments and people, civil disturbances, and explosions, any change/repudiation of act, rules, regulations, bye-laws, policies, which are applicable on the agreement or any reason beyond the control of the Parties hereto effecting the performance of the obligations under this Agreement.

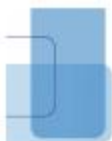
1.12. "Intellectual Property" shall mean and include without limitation, all of the following items, regardless of the form or medium involved (e.g., paper, electronic, tape, tangible or intangible): copyrights, patents, patent applications, trade secrets, the business format or other intellectual property rights upon or in relation to the Business, Brand and all other information, materials, and copyrightable or patentable subject matter developed, acquired, licensed, or used within the scope of this agreement.

1.13. "Service" shall mean to the software services that are offered by the Vm Edulife Software under this agreement to the Samarth Educational Trust Arvind Gavali College of Engineering.

1.14. "Interpretation" shall mean words importing the singular include the plural and vice versa; words denoting the masculine gender shall include the feminine gender and neuter gender; a person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality); unless stated otherwise the words "include" and "including" shall be construed without limitation; all reference to statutes shall include any modification, re-enactment or extension thereof for the time being in force; a reference to a clause, annex, annexure, appendix or schedule is a reference to a clause of or an annex, annexure, appendix or schedule to this Agreement. Schedules shall form part of this Agreement and shall have effect as if set out in full in the body of this Agreement.

1.15. "User Subscription License" shall mean the license right purchased by the Samarth Educational Trust Arvind Gavali College of Engineering to use vm edulife Software's software as





a service under this agreement.

1.16. "Working days": means Mondays to Fridays inclusive, but excluding bank, state, national and public holidays in India.

1.17. "Software": Software means the "vmedulife software" - a online cloud based platform designed for management and office administration for universities / colleges / educational institutions / training centres etc.

1.18. "Modules": Modules shall mean and include the various 'modules' in the Software along with changes / revisions therein, more particularly described in Annexure A hereto.

1.19. "Term": Term of this Agreement shall mean the meaning assigned in Clause No. 10 of this Agreement.

1.20. "Features" shall mean and include the Software functionality descriptions as contained in Annexure A and includes all Updates made from time to time by the Licensor.

1.21. "Updates" shall mean all new releases, new versions, revisions, fixes, patches or alterations in the Software / Modules, including those which are designed to improve the operation of the Software / Modules or intended to correct any errors in the Software / Modules.

1.22. "Support Services" means services to be performed by the Licensor as contained in Annexure C herein.

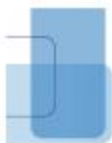
1.23. "Authorized Officials of the Licensor" shall mean the principal / dean, teachers, office staff of the Licensee authorized by the Licensee to use the Software and coordinate and provide instructions to the Licensor.

1.24. "Students" shall mean the students of the Licensee whose details are fed in the Software during implementation of the Software or during the Term of the Agreement.

## **2. Relationship of the Parties**

2.1. Both the Parties agree and acknowledge that the Samarth Educational Trust Arvind Gavali College of Engineering is Independent in connection with this Agreement and does not have any authority to enter into agreements or contracts on behalf of the vm edulife Software, and shall not represent that it possesses any such authority.





2.2. vm edulife Software shall be independent in connection with the performance of the Services through its software under this Agreement. Nothing contained in this Agreement shall be deemed or construed by the Parties to create the relationship of a partnership, a joint venture or any other fiduciary relationship.

### **3. Representation and Warranties**

3.1. Each party represents and warrants that it has the legal power and authority to enter into this Agreement.

3.2. Both the parties make the representations and warranties that the parties are not restricted by any judgment, injunction, order, decree or award from the execution, delivery and performance of this Agreement.

3.3. The parties have obtained all necessary permissions, licenses, authorizations from all governmental authorities which are material to the conduct and operations of the services contemplated under this Agreement.

3.4. The Samarth Educational Trust Arvind Gavali College of Engineering acknowledges that the services provided by the vm edulife Software through its software is 'As Is" and "As Available", and does not come with any warranty.

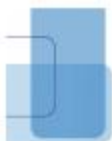
### **4. Scope of the Services**

4.1. That, the vm edulife Software understand the academic setup of the Samarth Educational Trust Arvind Gavali College of Engineering and its requirement, and further acknowledges that it has competency and expertise to satisfactorily carry out its obligations. Therefore, as a consequence, the vm Edulife Software agrees to provide its Software as a Service as per the terms set henceforth in this Agreement.

4.2. That, the Samarth Educational Trust Arvind Gavali College of Engineering also acknowledges the existence of contractual obligations between the vm edulife Software and itself and therefore, agrees to bind itself with the conditions of this Agreement.

4.3. That, the vm Edulife Software shall grant the Samarth Educational Trust Arvind Gavali College of Engineering a non-transferable, non-exclusive User Subscription License to permit Samarth Educational Trust Arvind Gavali College of Engineering and its Authorized Users to use the Vm Edulife Software's Software Services during the Subscription Terms solely for its internal operations and for no other purpose.





4.4. That, the software service provided by the Vm Edulife Software shall help the Samarth Educational Trust Arvind Gavali College of Engineering to keep a track of anything and everything in relation with the academic setup including students, faculties, and the managerial board with its user-friendly mechanism and integrated campus management system.

4.5. That, for the Service Subscription License offered to the Samarth Educational Trust Arvind Gavali College of Engineering under this agreement, the Samarth Educational Trust Arvind Gavali College of Engineering represent that it shall use Vm Edulife Software's services as per the terms and conditions of this Agreement and more particularly described in the "Annexure – A" – "Software Specifications" of this Agreement.

4.6. That, Vm Edulife Software represents that it shall ensure smooth continuity and applicable measures of the software services are in place, However, it does not guarantee the Service will be operable at all times or during any downtime, including but not limited to Internet Service Provider outages, data centre unavailability, scheduled maintenance, or force majeure. Vm Edulife Software will work diligently to restore the availability and keep the Samarth Educational Trust Arvind Gavali College of Engineering informed about the severity of the outage and the estimated time to restore.

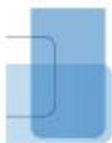
4.7. That, this Agreement is a year-to-year contract and may further renew after the ending of every year, subject to the mutual understanding and approval by the Vm Edulife Software.

## **5. Vm Edulife's Rights & Support**

5.1. The Vm Edulife Software reserves the right to remove and/or disable the Samarth Educational Trust Arvind Gavali College of Engineering's access and/or its Authorised User's access to any material if the Samarth Educational Trust Arvind Gavali College of Engineering willingly breaks or desires to break the User Subscription terms and conditions.

5.2. The Vm Edulife Software during the continuance of this agreement, shall make available technical support service to the Samarth Educational Trust Arvind Gavali College of Engineering at all time during the Normal Business Hours. The Vm Edulife Software further agrees to provide its Support Services to the Samarth Educational Trust Arvind Gavali College of Engineering with equitable skill and care.





## 6. Second Party's Obligations

6.1. The Vm Edulife Software services are offered on as it as basis, and the Samarth Educational Trust Arvind Gavali College of Engineering represents that it shall not allow either themselves, or any third party to reverse engineer and/or create derivatives of the Service, using any legal or illegal method possible. Further, Samarth Educational Trust Arvind Gavali College of Engineering will not allow any person associated with him or any third party to modify the Services offered by the Vm Edulife Software in any way, will use the Service solely to the extent of the terms and conditions of this Agreement.

6.2. Samarth Educational Trust Arvind Gavali College of Engineering will be obliged to provide the current, complete and accurate information as required for offering the services under this Agreement. Samarth Educational Trust Arvind Gavali College of Engineering shall further provide commercially reasonable information and assistance to Vm Edulife Software to enable Vm Edulife Software to deliver the required Software Services under this Agreement.

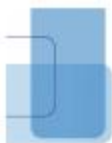
6.3. The Samarth Educational Trust Arvind Gavali College of Engineering shall be obliged to deliver its Content to Vm Edulife Software in an electronic file format specified and accessible, upon the request from Vm Edulife Software. Samarth Educational Trust Arvind Gavali College of Engineering acknowledges that Vm Edulife Software's ability to deliver the Services in the manner provided in this Agreement may depend upon the accuracy and timeliness of such information and assistance.

6.4. Samarth Educational Trust Arvind Gavali College of Engineering shall be obliged and solely responsible for any use and all activities that occur under their account. Samarth Educational Trust Arvind Gavali College of Engineering is responsible for safeguarding the confidentiality of their password(s) and user name(s) issued to them and for any use or misuse of their account resulting from any third-party using a password or user name issued. Samarth Educational Trust Arvind Gavali College of Engineering obliged to immediately notify the Vm Edulife Software of any unauthorized use of their account or any other breach of security known to them. Samarth Educational Trust Arvind Gavali College of Engineering obliged to let Vm Edulife Software use their organization's logo in its customer list and at other places on their website.

## 7. Fee and Payment Terms

7.1. Vm Edulife Software shall be entitled to receive a fee for facilitating the Software Services or for offering User Subscription License to the Samarth Educational Trust Arvind Gavali College of Engineering, and the Samarth Educational Trust Arvind Gavali College of Engineering agrees to





pay Vm Edulife Software for using its Software Services as per the Fee and Payment terms mentioned in the “Annexure – 2” of this Agreement.

7.2. Each Party agrees to pay their tax dues as and when they arise. These may include but are not limited to any kind of Direct, Indirect, Custom, Duty or any other kind of charge that may be levied by the authorities.

7.3. All the Payments, Moneys, Cheques, and other instruments for money shall as and when received be paid into or deposited or made in the favour of the Vm Edulife Private Limited through the mutually agreed payment method.

## **8. Confidentiality**

8.1. Each Party hereby agrees and undertakes to maintain utmost confidentiality with respect to Confidential Information furnished by the Disclosing Party to the Receiving Party or which comes within the knowledge or possession of the Receiving Party or its personnel, as a result of association with the Disclosing Party under this Agreement. The Receiving Party shall take necessary precautions, acceptable to the Disclosing Party to keep the Confidential Information secret and confidential.

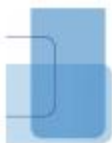
8.2. The Confidential Information shall not be used by the Receiving Party or its personnel for any purpose other than pursuant to or for the purpose of this Agreement, and, in particular, the Receiving Party shall not use the Confidential Information for its own benefit.

8.3. The Vm Edulife Software and its affiliates are, and at all prior times were, in material compliance with all applicable state and central data privacy and security laws and regulations, including without limitation.

## **9. Content & Data Protection**

9.1. Content consists of all data, software, and information that Samarth Educational Trust Arvind Gavali College of Engineering or its authorized users provides, authorizes access, Use of the Service will not affect Samarth Educational Trust Arvind Gavali College of Engineering's ownership or license rights in such Content. Vm Edulife Software its affiliates, may access and use the Content solely for the purpose of providing and managing the Services under this Agreement. Vm Edulife Software will treat all Content as confidential by not disclosing content except its employees and contractors only to the extent necessary to provide the required Services under this Agreement.





9.2. The Samarth Educational Trust Arvind Gavali College of Engineering Vm Edulife Software hereby undertakes that it would not, under any circumstances, share or sell any data of the Samarth Educational Trust Arvind Gavali College of Engineering or its users that it may receive through any means via this Agreement to any third party.

9.3. The affirms to the Vm Edulife Software that its Data will not violate the intellectual property rights or any other legal rights and will not break the provisions of any law, regulation, or statute in any jurisdiction under applicable laws.

9.4. The agrees to create a backup copy of data daily, sufficient enough to be restored should it need be. The Vm Edulife Software is nowhere responsible for any lost data Samarth Educational Trust Arvind Gavali College of Engineering incurs due to misuse, nor the Vm Edulife Software responsible for lost data incurred from a blackout or Virus.

9.5. Both the Parties acknowledge that they may have access to certain Data under this Agreement. Both the parties undertake that if any data is accessed or is made available to any of their employees, agents or contractors and any other related party, they would not store, copy, imitate, record, analyse, photograph or video graph or use any other technique that may be used to manipulate this data.

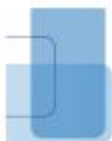
## 10. Term & Termination

10.1. Both the Parties agree that this Agreement will be effective from the date of execution of this Agreement by both Parties and shall continue for 1 year from the effective date, and shall be further renewed, subject to the mutual understanding of the parties.

10.2. The Agreement may be terminated (i) by either party on ninety (90) days' prior written notice if (a) there are no operative Order Forms outstanding or (b) the other party is in material breach of the Agreement and the breaching party fails to cure the breach prior to the end of the notice period.

10.3. In the event that the Samarth Educational Trust Arvind Gavali College of Engineering indulges into any misconduct including false/misleading/incorrect information or breach of any other terms and conditions of this agreement, the agreement may stand terminated at the option of the Vm Edulife Software or Vm Edulife Software may terminate your access or use of services.





## 11. Indemnity & Limitation of Liability

11.1. The Samarth Educational Trust Arvind Gavali College of Engineering shall indemnify and hold harmless the Vm Edulife Software, its promoters, officers, directors, employees, affiliates, agents, sub-contractors and other representatives from any claims, demands, liabilities, suits, proceedings, penalties, costs or expenses of any kind (including, attorneys' fees and expenses) arising out of or in connection with (i) infringement of intellectual property rights of any Party/organisation/person by the Samarth Educational Trust Arvind Gavali College of Engineering or its personnel; (ii) infringement of third party intellectual property rights by Samarth Educational Trust Arvind Gavali College of Engineering or its personnel; (iii) violation of any applicable laws and statutory obligations by Samarth Educational Trust Arvind Gavali College of Engineering or its personnel; (iv) gross negligence and/or misconduct by the Samarth Educational Trust Arvind Gavali College of Engineering or its personnel; (v) breach of any obligation, terms, representation, warranties and covenants under this Agreement.

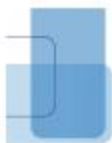
11.2. Neither Party shall be liable to the other for any indirect, incidental, punitive, special or consequential loss, damage, cost or expense including, without limitation, loss of profits, loss of data, and loss of revenues, of any kind whatsoever and however caused, whether arising under contract, tort (including negligence or breach of statutory duty) or otherwise, even if that Party has been advised of its possibility.

## 12. Intellectual Property & its Ownership

12.1. The Parties agree that all the Intellectual Property Rights created and developed with the sole help of services, information or other materials provided by Vm Edulife Software in connection with the performance of the Software or its Services under this Agreement and any resulting intellectual property rights shall be the sole and exclusive property of the Vm Edulife Software.

12.2. No term in this Agreement allows the transfer or assignment of any intellectual property rights from the Vm Edulife Software to the Samarth Educational Trust Arvind Gavali College of Engineering or from the Samarth Educational Trust Arvind Gavali College of Engineering to the Vm Edulife Software. The Vm Edulife Software owns 100% of the Services included in this Agreement.





### 13. Notices

13.1. Any notices or other communications required or permitted in terms of these presents shall be deemed to have been duly served if, (a) delivered in person; or (b) sent by registered or certified mail, return receipt requested, or (c) email; and addressed as follows:

If to the Vm Edulife Software:

Vm Edulife Private Limited  
1028B, Gera's Imperium, Next to Wipro Circle, Rajiv Gandhi Infotech Park, Hinjewadi Phase 1,  
Pune, Maharashtra Pin - 411057  
Kind attention: Mr.Abhijeet Yeole  
Email: info@vmedulife.com  
Phone number: +91 8066187180

If to the The Chairman/ The Correspondent/ The Prinicpal  
Samarth Educational Trust Arvind Gavali College of Engineering  
At. Panmalewadi, Post - Varye, Tal. & Dist. Satara, Maharashtra (IN) - 415015.  
Kind attention: Dr. Mulik Sharad  
Email: principal@agce.edu.in  
Phone number: +91 98509 92250

### 14. Governing Law

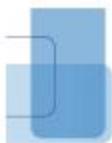
14.1. This Agreement shall be governed by, and shall be construed in accordance with the Indian Laws without giving effect to its conflict of laws principles. These terms and conditions shall be governed, interpreted, and construed in accordance with the Indian Laws, without regards to conflict of law provisions and for resolution of any dispute arising out of services or in relation of these terms and conditions.

### 15. Dispute Resolution

15.1. Both the Parties hereby agree that they intend to discharge their obligations in the utmost good faith. They, therefore, agree that they will, at all times, act in good faith and make all attempts to resolve all differences howsoever arising out of or in connection with this Agreement by discussion.

15.2. If the dispute is not resolved through mutual discussion, the parties shall be bound to





resolve all the disputes and differences howsoever arising out of and in connection with this Agreement through the arbitration or through the mediation in accordance with the International Arbitration or Mediation rules.

15.3. The Place for Arbitration or Mediation shall be at Pune, Maharashtra. However, the Parties agree that in case an oral hearing is necessary, it shall be conducted via video, audio, or other electronic means. The language of the arbitration shall be English.

15.4. Each Party shall bear the cost of preparing and presenting its case, including fees and expenses of the arbitrators, shall be shared equally by the Parties, unless the award otherwise provides.

## **16. General Clause**

16.1. Entire Agreement & Amendments: This Agreement herein constitutes the entire agreement and understanding between the parties relating to the subject matter hereof, and supersedes all other agreements, oral or written, made between the parties with respect to such subject matter. Except as provided herein, this Agreement may not be amended or modified in any way except by a written instrument signed by both Parties.

16.2. Absence of Presumption: No presumption shall operate in favour of or against any Party hereto as a result of any responsibility that any Party may have had for drafting this Agreement.

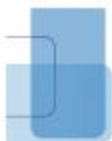
16.3. Language Clause: It is hereby agreed that both parties specifically require that this Agreement and any notices, consents, authorizations, communications and approvals be drawn up in the English language.

16.4. Further Assurances: Each of the parties hereto hereby covenants and agrees to execute and deliver such further and other agreements, assurances, undertakings, acknowledgements or documents, and other acts and things as may be necessary or desirable in order to give full effect to this Agreement and every part hereof.

16.5. Binding Nature: This Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective (as applicable) successors and assigns.

16.6. Force Majeure: Neither Party shall be liable for failure to perform any obligations under this Agreement to the extent such failure is caused by a Force Majeure event. If either Party has knowledge of any Force Majeure event, at its location, that may prevent or threaten to prevent the timely performance under this Agreement, such Party will promptly notify the other Party,





and provide all relevant information concerning the delay or potential delay.

16.7. Waiver: The failure at any time of either Party to demand strict performance by the other of any of the terms, covenants or conditions set forth herein shall not be construed as a continuing waiver or relinquishment thereof, and either Party may, at any time, demand strict and complete performance by the other of such terms, covenants and conditions, as permissible by law.

16.8. Assignment: Either Parties shall not have any rights to assign, transfer, alienate, encumber or hypothecate any of its rights or obligations hereunder without the express prior written consent of the Other Party.

16.9. Severability: The invalidity or unenforceability of any provision in this Agreement shall in no way affect the validity or enforceability of any other provision herein. In the event of the invalidity or unenforceability of any provision of this Agreement, the Parties will immediately negotiate in good faith to replace such a provision with another, which is not prohibited or unenforceable and has, as far as possible, the same legal and commercial effect as that which it replaces.

**Counterparts:** This Agreement may be executed in counterparts, each of which shall constitute an original, and all of which shall constitute one agreement.

## 17. Grant of License

a. Subject to the terms and conditions contained herein, Licensor hereby grants to the Licensee, the non exclusive license to use the Modules, as selected by the Licensee in the Software for such Term and Consideration as mentioned in this Agreement.

b. It is agreed by the Licensor that the Software is licensed for the exclusive use by the Licensee for its business purpose and that the Software would be used by the Authorized Officials of the Licensee and the Students. The Licensee has no right to sub license, sub assign the Software.

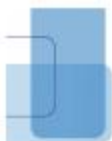
### 1. Implementation of the Software:

a) The Licensor shall not be responsible for any incorrect data provided by the Licensee to the Licensor, while implementing the Software.

b) It shall be the sole responsibility of the Licensee to upload data of its Authorized Officials and the Students for the Licensor to add / delete their details.

c) The detailed document will be shared for the on-boarding process.



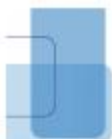


- d) The meetings for the implementation of the Software would be conducted through virtual mode including zoom meetings. The meeting links would be shared by the Licensor with the Authorized Officers of the Licensee as provided by the Licensee.
- e) It shall be the responsibility of the Licensee to ensure that its Authorized Officers are available at the time slots given by the Licensor.
- f) The Parties, shall endeavour to complete the onboarding/training process within a period of 45 days from the date of the initiation of the process.
- g) Once the onboarding/ training is completed, it's the sole responsibility of the licensee to use the software.

## **2. Consideration**

- a) In consideration for the grant of license for the use of the Modules in the Software for the Term prescribed, the Licensee shall be liable to pay an amount per Student, whose details are fed in the Software during implementation of the Software or during the Term of this Agreement.
- b) The consideration payable per Student, is dependent upon the Modules opted by the Licensee are mentioned in Annexure B. The amount mentioned in the said Annexure is exclusive of taxes.
- c) At the time of the entering into this Agreement, the Licensee has represented an approximate no. of Students, mentioned in the Annexure B who would be using the Modules in Software.
- d) It is further agreed by the Licensee that, the annual consideration would be payable in the installments, as mentioned in Annexure B.
- e) It is further agreed by the Licensee that the payments once made by the Licensee to the Licensor are non-refundable.
- f) The consideration amount per Student as mentioned in the Annexure B, would remain constant for a period of 1 year(s) from the date of execution of this Agreement and would be subject to the increase after a period of 1 year(s) , as mutually agreed between the Parties.
- g) In event of tax deducted at source, the Licensee shall be liable to provide a Tax Deduction Certificate in the prescribed form to the Licensor within a period of 30 days from the date of deduction.





h) It is agreed by the Licensee that, the Licensee shall pay the consideration amount as per the timeline mentioned in the Annexure B, failing which the Licensor shall be entitled to terminate the Agreement.

i) Minimum number of students required should be 2000

### **3. Trainings:**

a) Licensor shall provide online training for each of the Modules selected by the Licensee. The charges of such one-time training are included in the Consideration amount.

b) In the event the Licensee requires any extra visit / training will be charged per person per day along with taxes as applicable.

c) Travelling and lodging expenses shall be borne / reimbursed by the Licensee, whenever travel is required by the officials of the Licensor to the campus / any other place as booked by the Licensee.

### **4. Support Services**

a) The Licensor agrees to provide Support Services on Working Days during the Term of the Agreement, subject to the charges and the terms mentioned in the Annexure C hereto.

b) It is however, expressly agreed by the Licensee that the Licensor shall provide Support Services only to Authorized Officials of the Licensor and not to the Students.

c) The consideration and the timeline for payment as mentioned in Annexure B hereto, is not dependent / linked with the Service Support and the Licensee is mandated to honour the payment commitments in Annexure B.

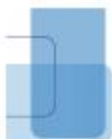
d) All Support Services will be provided in online / virtual mode.

e) The biometrics integration with the Software is available only with the CAMS Biometric and eTime Office machines and should have an API integration facility.

f) Licensee is aware that for SMS integration Bulk SMS charges will be applicable.

### **5. Updates of the Modules in the Software**





a) It is expressly understood and agree by the Licensee that the Modules in the Software are already predesigned with existing features / options.

b) The Licensee, agrees and understands that the Software / Modules and the features therein cannot be customized depending on the requirement of the colleges / institutes including the Licensee.

c) However, without assuming any liability / guarantee, the Licensor shall try and develop the suggestions given by the Licensee in the Software / Modules, subject to such charges as may applicable.

#### **6. Term of Agreement:**

a) This Agreement would be in force for a period of 1 ("Term") year(s), starting from the date of signing this Agreement or the initiation of Implementation of the Modules / Software.

b) The Licensee would be able to access the Modules / Software only during the Term of the Agreement.

c) The Term of the Agreement would not be extended due to any lock downs. Pandemic, natural calamities etc which has the effect of extending the academic year or delaying admissions.

#### **7. Termination of this Agreement:**

a) The Licensor shall be entitled to terminate this Agreement / revoke the license granted during the Term of the Agreement, in event of any of the following events:

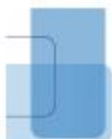
- In event the Licensee defaults in payment of the consideration on the due dates as mentioned in clause "17.2 h" hereto, or
- The Licensee commits breach of the terms and conditions of this Agreement.

b) In event of the occurrence of any of the above events, the Licensor shall serve upon a notice calling upon the Licensee to remedy the breach within 15 days. In event the Licensee fails to remedy the breach, this Agreement shall automatically stand terminated.

#### **8. Consequences of Termination / Expiry:**

a) In the event of termination of this Agreement / expiry of this Agreement, the Licensee shall not be able to access the Software / any of Modules in the Software.





b) On termination of this Agreement, the Company shall forthwith be liable for recovery for any payments due and payable to the Service Provider by the licensee under this Agreement.

c) The termination / expiry of this Agreement, for whatever reason shall not prejudice the rights which may have accrued to any Party prior to termination.

## 9. Limitation of Liability

a) The Licensor is not responsible for any costs/ losses suffered / incurred by the Licensee for any delay in implementation of software as and the same is depending on the availability of the Authorized Official of the Licensee.

b) The Licensor is not responsible for any costs/ losses suffered / incurred by the Licensee due to non-availability of certain features / updates as desired by the Licensee in the Software.

## 10. Miscellaneous

### a) Entire Agreement

- This Agreement along with all Annexures constitutes the entire agreement of the Parties relating to the subject matter hereof. It supersedes any and all other agreements, either oral or in writing, between the Parties hereto with respect to the subject matter herein.

### b) Waiver

- It is hereby agreed that failure of either party to enforce at any time or for any period of time the terms and conditions contained herein shall not be construed to be waiver of any of the terms and conditions or of the right thereafter to enforce each and every term and condition of this agreement.

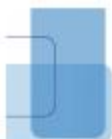
### c) Severability

- Any provision of these Terms and Conditions that is prohibited or unenforceable or against the law for the time being in force, shall be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of these Terms and Conditions.

### d) Interpretation

- Clause headings are inserted for convenience and shall not be deemed to affect the interpretation of these terms and conditions. Unless repugnant to the context, a singular term shall be construed to mean the plural and vice-versa.





**e) Amendment**

- Any amendment to this agreement shall be in writing duly signed by both the Parties hereto by way of addendum/corrigendum to this Agreement. Any oral communication between the Parties hereto shall not amount amendment of this Agreement.

**ANNEXURE A – Software/Service Specifications**

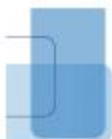
<b>vmedulife modules</b>	<b>Details in brief</b>
Stakeholders Access	<ul style="list-style-type: none"> <li>Management</li> <li>Director</li> <li>Principal</li> <li>IQAC</li> <li>HOD's</li> <li>Faculty- Teaching and Non-teaching</li> <li>Students</li> <li>Alumni</li> <li>Parents</li> </ul>

<b>Outcome</b>	<b>Outcome parameters:</b> <ul style="list-style-type: none"> <li>Program Outcome (PO)</li> <li>Program Specific Outcome (PSO)</li> <li>Competencies Level (CL)</li> <li>Performance Indicators (PI)</li> </ul>
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<b>Academic Planning- Admin Dashboard</b>	<ul style="list-style-type: none"> <li>Course Management</li> <li>Syllabus Management</li> </ul>
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<b>Academic Planning – Course Dashboard</b>	<b>Course Dashboard</b>  Units
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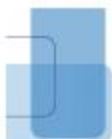




	<ul style="list-style-type: none"> <li>● Addition of Topics and Subtopics</li> <li>● Mapping of syllabus with CO's and UO's</li> <li>● Addition of Unit wise/ Topics wise Hours</li> <li>● Auto-generation of Teaching Plan</li> </ul> <p>Course Outcomes</p> <ul style="list-style-type: none"> <li>● Addition of CO's</li> <li>● Tagging of CO's with</li> </ul> <p>a) PO's/PSO's b) Cognitive Levels c) Knowledge categories d) Classroom Sessions</p> <p>Target Level Attainment of PO's and PSO's</p> <ul style="list-style-type: none"> <li>● CO-PO matrices of courses</li> <li>● Program level Course-PO matrix of all courses Including first year courses</li> </ul>
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<p><b>Academic Planning - Classroom Sessions</b></p>	<p><b>Virtual Classroom</b></p> <ul style="list-style-type: none"> <li>● Online Live Classes with integrations</li> <li>● Auto Attendance</li> <li>● No manual link sharing</li> </ul> <p><b>Teaching Plan</b></p> <ul style="list-style-type: none"> <li>● Proposed Teaching Plan</li> <li>● Actual Completion</li> <li>● Content Beyond Syllabus</li> <li>● Mapping of classroom sessions with CO's and UO's</li> <li>● Teaching Methodologies</li> <li>● Attendance of the students</li> <li>● Update Regular Sessions, Tutorials</li> </ul>
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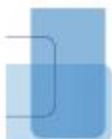




	and Revision Sessions
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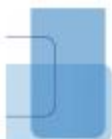
<b>Online Examinations/Online Assignments</b>	<p><b>Features</b></p> <ul style="list-style-type: none"><li>• Secure and seamless online exam</li><li>• Configuration of Online Exam</li><li>• Create Multiple Sets</li></ul> <p><b>Question Types</b></p> <p><b>a) Objective</b></p> <ul style="list-style-type: none"><li>• Single Choice</li><li>• Multiple Choice</li><li>• One Word</li><li>• True/ False</li></ul> <p><b>b) Descriptive</b></p> <ul style="list-style-type: none"><li>• Short Answers</li><li>• Long Answers</li></ul> <p><b>Quality of Question Paper</b></p> <p>a) Assigning of Bloom's Levels b) Assigning of CO's, PO's and PSO's c) Question wise analysis d) Calculation of Outcome Attainment (CO, PO, PSO) e) Involve Competencies and Performance Indicators</p> <ul style="list-style-type: none"><li>• Automatic Grading</li><li>• Take Exam anywhere and anytime</li><li>• Real Time Analysis</li><li>• Application of negative marking</li><li>• Strict mode facility</li><li>• Scalable</li></ul>
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<p><b>Learning Management System (LMS)</b></p>	<p><b>How It Works?</b></p> <ul style="list-style-type: none"><li>● Create Modules</li><li>● Share within organization</li><li>● Self-Analysis with Assessment</li></ul> <p><b>Instructor Dashboard</b></p> <ul style="list-style-type: none"><li>● Learners</li><li>● Assign Role</li><li>● Assign Course</li><li>● Track Progress</li><li>● Share Notifications with all</li></ul> <p><b>Create Your Own Courses</b></p> <ul style="list-style-type: none"><li>● PDF Documents</li><li>● Word File</li><li>● Text File</li><li>● Images</li><li>● Video</li><li>● Presentations</li></ul> <p><b>Unique Feature</b></p> <ul style="list-style-type: none"><li>● Connecting Global Education Community</li><li>● Learning Management System for the administration, documentation, tracking, reporting and delivery of educational courses or training programs</li><li>● ICT supported learning and QR Code Scanning</li><li>● Innovations by the Faculty in Teaching and Learning</li><li>● Relevance to PO's and PSO's</li><li>● Self-Learning</li><li>● Assesses the learning levels of the students, special programmes for</li></ul>
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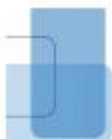




	<p>Advanced learners and Slow learners</p> <ul style="list-style-type: none"><li>• Create, Assign and Analyze the online courses</li><li>• Facility for conducting Online Diploma Certification Courses</li></ul>
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<b>Examinations</b>	<p><b>Examination - Admin Dashboard</b></p> <ul style="list-style-type: none"><li>• Exam Schedule</li></ul> <p><b>Designing of Question Paper</b></p> <ul style="list-style-type: none"><li>• Question Types</li><li>• Objective</li><li>• Single Choice</li><li>• Multiple Choice</li><li>• One Word</li><li>• True/ False</li><li>• Descriptive</li><li>• Short Answers</li><li>• Long Answers</li></ul> <p><b>Quality of Question Paper</b></p> <ul style="list-style-type: none"><li>• Assign Bloom's Levels</li><li>• Assign CO's, PO's and PSO's</li><li>• Question wise analysis</li><li>• Calculation of Outcome Attainment – CO, PO, PSO</li><li>• Integrate Competencies and Performance Indicators</li></ul> <p><b>Reports Available</b></p> <ul style="list-style-type: none"><li>• Question Paper</li><li>• Quality of question paper based on</li><li>• Linked CO's</li><li>• Linked Bloom's Levels</li><li>• Involved PI's</li></ul>
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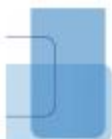


	<p><b>Evaluation and Analysis</b></p> <ul style="list-style-type: none"><li>• Question wise Analysis</li><li>• Question wise CO Attainment</li><li>• Student wise CO Attainment</li><li>• Apply and customize Threshold values</li><li>• Import/ Export Student Marks</li><li>• Analysis based on total performance</li><li>• Total CO Attainment</li><li>• Assign weightage for In-semester and End Semester examinations</li></ul>
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<p><b>Examination for Autonomous Institute</b></p>	<ul style="list-style-type: none"><li>• Moderator</li><li>• Seating Arrangement</li><li>• Answer Sheets Barcode</li><li>• Academic Bank of Credits</li><li>• Online Onscreen Evaluation</li><li>• Access Based Mechanism</li><li>• In-semester Examination</li><li>• Term End Examination</li><li>• Student Registration</li><li>• Hall Ticket Generation</li></ul>
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<p><b>Online Feedback and Surveys (NAAC/NBA/NIRF) (Built in analysis, visualization, and response monitoring)</b></p>	<p><b>Multiple Users Access</b></p> <ul style="list-style-type: none"><li>• Students</li><li>• Faculty<ul style="list-style-type: none"><li>- Teaching</li><li>- Non-Teaching</li></ul></li><li>• Alumni</li><li>• Parents</li><li>• Employer</li></ul> <p><b>Feedback Process</b></p> <ul style="list-style-type: none"><li>• Feedback Categories</li></ul>
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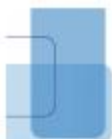




	<ul style="list-style-type: none"> <li>● Feedback Questionnaire</li> <li>● Link PO's and PSO's</li> <li>● Assign to various stakeholders</li> <li>● Auto Survey Response Analysis</li> <li>● Question wise Analysis</li> <li>● Graphical Presentation</li> <li>● Actions Taken</li> <li>● Gaps Identified</li> <li>● Indirect Attainment of PO's and PSO's</li> </ul>
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<p><b>OBE Aspects</b></p>	<p><b>Curriculum Attainment:</b></p> <ul style="list-style-type: none"> <li>● Effective curriculum delivery through a well-planned and documented process involving all the aspects</li> <li>● Defining Unit Outcomes, Course Outcomes, Gap analysis, Bloom's taxonomy</li> </ul> <p><b>Course Outcome and Program Outcome Attainment:</b></p> <ul style="list-style-type: none"> <li>● Identify extent of compliance of university curriculum for attaining PO's &amp; PSO's</li> <li>● Internal semester question paper setting, question wise analysis, evaluation, and its compliance</li> <li>● Question paper validation to ensure desired standard from outcome attainment perspective as well as learning levels perspective</li> <li>● Mapping of questions with the Course outcomes</li> <li>● Attainment of PO, PSO's, CO's</li> <li>● Surveys and feedback mapping</li> </ul> <p><b>Mapping of Competencies and Performance Indicators</b></p>
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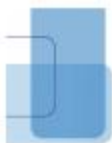


	<ul style="list-style-type: none"><li>• Defining Competency levels as per Examination reforms</li><li>• Defining performance indicators for each competency level</li><li>• Mapping of PI's with questions and analysis</li><li>• Criteria / performance Indicator: The aspects of performance that will be assessed</li><li>• Descriptors: Characteristics that are associated with each dimension</li><li>• Scale/level of performance: A rating scale that defines student's level of mastery within each criterion</li></ul>
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<b>Rubrics</b>	<b>Application of Rubrics</b> <ul style="list-style-type: none"><li>• Course projects</li><li>• Open-ended experiments in laboratories</li><li>• Project-based learning modules</li><li>• MOOCS</li><li>• Co-Curricular experiences</li><li>• Mini / Minor projects</li><li>• Final year projects</li><li>• Internship experiences</li><li>• E-portfolios of student work</li></ul>
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<b>IQAC Dashboard</b>	<ul style="list-style-type: none"><li>• Self Study Report (SSR)</li><li>• Self Assessment Report (SAR)</li><li>• Outcome Attainment</li><li>• Academic Planning</li><li>• Result Analysis</li><li>• Online Examinations</li><li>• Assignments</li></ul>
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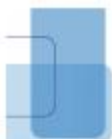
	<ul style="list-style-type: none"> <li>• Mentoring</li> </ul>
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<b>Mentoring</b>	<ul style="list-style-type: none"> <li>• Configure Rules</li> <li>• Configure Guideline</li> <li>• Assign mentee</li> <li>• Mentoring counseling details</li> <li>• Add Questions</li> <li>• Manage Template</li> <li>• Details of the counseling</li> <li>• Records and Reports</li> </ul>
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<b>Faculty Profile and Contributions</b>	<ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Certification Program</li> <li>• Professional Experience</li> <li>• Core Competency Areas</li> <li>• Achievements / Awards</li> <li>• Publications</li> <li>• Seminars / Workshops / Conferences / Presentation / Poster Presentation</li> <li>• Books / Monographs Published</li> <li>• Patents Granted / Filed</li> <li>• Consultancy Provided</li> <li>• Professional Affiliations</li> <li>• Grants received</li> <li>• Extension Activities</li> </ul>
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<b>Online Grievance Redressal System</b>	<ul style="list-style-type: none"> <li>• Cloud based platform using AWS cloud with SSD block storage</li> <li>• Capable to serve more than one million requests at a time</li> <li>• Banking level security</li> <li>• Instant Integration with website</li> <li>• vmedulife provide facility/portal to</li> </ul>
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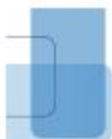


	<p>register complaints confidentially by *Students * Teaching Staff * Non-Teaching Staff * Parents * Employer * Alumni</p> <ul style="list-style-type: none"><li>• A meticulously built user interface for both the complaint and the authority, complete with an elaborate admin panel.</li><li>• Proper verification through email and OTP to ensure the authenticity of complaints.</li><li>• Generating insights from the system in terms of the total complaints filed during a period, the resolved and pending numbers.</li><li>• Option of sending replies and/or forwarding a complaint, archiving or closing it.</li><li>• Provision of categorizing complaints and resolving them accordingly.</li><li>• Option to download a complaint/report in Word and PDF formats for further reference.</li></ul>
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<b>Admission Portal</b>	<ul style="list-style-type: none"><li>• Enquiry Generation</li><li>• Academic Year-wise Intake</li><li>• Group Management</li><li>• Customized Admission Forms</li><li>• Integrations with website</li><li>• Document Collection</li></ul>
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<b>Student Portal</b>	<ul style="list-style-type: none"><li>• Student Details</li><li>• Parent / stakeholder like guardian details and access etc.</li><li>• Work Experience</li><li>• Other Details</li></ul>
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	<ul style="list-style-type: none"><li>● Extracurricular activities</li><li>● Notifications of extracurricular activities</li><li>● Services opted for</li><li>● Feedback</li><li>● Enrolment</li><li>● Participation</li><li>● Notifications</li></ul>
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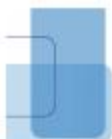
<b>Committee and Meetings Management</b>	<ul style="list-style-type: none"><li>● Committee Creation</li><li>● Provision to add Committee coordinator at the time of committee creation</li><li>● Committee members report</li><li>● Individual Meeting Summary</li><li>● Records of Minutes of Meeting (MOM)</li><li>● Website Integration</li></ul>
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<b>Android and iOS Applications</b>	<ul style="list-style-type: none"><li>● Android application which is lifeline for many of the organizations</li></ul>
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<b>Green Campus Certification</b>	<ul style="list-style-type: none"><li>● Green Campus Certification with registration id</li></ul>
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<b>Leave Management</b>	<ul style="list-style-type: none"><li>● Define your organization leave policy</li><li>● Leave tracking and complete leave accounting</li><li>● Grant leaves automatically</li><li>● Let employees and managers handle leave requests</li><li>● Access leave reports</li><li>● Holiday lists</li></ul>
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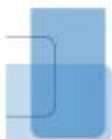


	<ul style="list-style-type: none"> <li>• Create regional or location-based lists</li> <li>• Add Restricted Holidays</li> <li>• Publish company's holiday list</li> </ul>
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<b>Fees Management System</b>	<p>Add New Fee Structure   Setup Fee Structure   Add New Students   Collect fees   Print Fee Receipts   Class wise Report   Department Report   Institute Report   Category wise Class Report   Category wise Department Report   Category wise Institute Report   Pending Fees Report   Manage Students   Manage Institute Profile   Day wise Collection   Daily User wise Collection   Date wise Fee Receipts   Refunded Fee Receipt Report   Add Multi Faculty Account with limited Access   Student Report   Deduction Report   Cumulative Report   Department Cumulative Report   Setup Institute Header   Collection Settings   SMS Notifications   Live Fee Status In Students/ Principal/ President Mobile App</p>
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<b>Integrated Library Management System (ILMS)</b>	<ul style="list-style-type: none"> <li>• Add Books   Issue Book   Return Book   Book History Report</li> <li>• Accession Register Copy</li> <li>• Student History Report</li> <li>• Multiple Fields wise Book Search   Clearance   Books Volume Report</li> <li>• Lost Books Report   Automatic Fine Calculation   Search Books From</li> <li>• Online Library System   BAR Code Based Library System</li> </ul>
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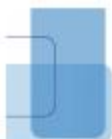
<b>Training and Placement Portal</b>	<ul style="list-style-type: none"><li>• Add Company   Create Drive   Set Criteria   Create Schedule  </li><li>• Student Registration Report   Eligible Student Report  </li><li>• Forward Selected Students to Next Round  </li><li>• Round wise Drive Result and Status; Approval from TPO   Restrict Students Access  </li><li>• Manage Schedule   Academic Year wise Placed Students Report  </li><li>• Comparative Report   Graphical Report</li></ul>
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<b>Inventory and Stores Management System</b>	<ul style="list-style-type: none"><li>• Manage Assets</li><li>• Manage Indents</li><li>• Manage Stocks</li><li>• General Purchase</li><li>• Purchase Requests</li><li>• Daily Consumption</li><li>• Manage maintenance</li><li>• Manage breakage</li><li>• Inventory Reports</li></ul>
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<b>Event Management</b>	<ul style="list-style-type: none"><li>• Post Event</li><li>• Manage Event</li><li>• Generate Newsletter</li><li>• Manage Event Categories</li><li>• Add event attendees</li></ul>
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<b>e- Notice Board</b>	<ul style="list-style-type: none"><li>• Manage Notice</li></ul>
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	<ul style="list-style-type: none"><li>• Manage Notice Categories</li><li>• Assigning to various stakeholders</li></ul>
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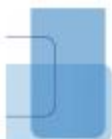
<b>Certificates</b>	<ul style="list-style-type: none"><li>• Customize the Certificate designs for Students and Employees</li><li>• Add the requirements as desired</li><li>• Bonafide, Leaving, Transfer Certificates</li><li>• Digital Approvals</li><li>• Ease of access</li></ul>
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<b>Payroll</b>	<ul style="list-style-type: none"><li>• Salary Details</li><li>• Payslips</li><li>• Employees</li><li>• Payrun</li><li>• Approvals</li><li>• Reports</li></ul>
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<b>Inward - Outward Documentation</b>	<ul style="list-style-type: none"><li>• Addition of Inward and Outward Communications</li><li>• Assigning to various committee members</li><li>• Maintain the documents at central place</li><li>• Various reports</li></ul>
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<b>Website Integration</b>	<p>This section provides web links to integrate vmedulife platform modules to your Institute/College Website.</p> <ul style="list-style-type: none"><li>• Grievance Redressal Portal</li><li>• Learning Management System (LMS)</li></ul>
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	<ul style="list-style-type: none"><li>• Alumni Portal</li><li>• News and Events</li><li>• Faculty Profile</li><li>• Committee and Meetings</li><li>• Feedback</li><li>• Admission and Enquiry Forms</li></ul>
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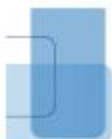
<b>Hostel Management System</b>	<ul style="list-style-type: none"><li>• Manage detailed student profile with hostel life cycle</li><li>• Manage inventory purchase records, stocks with allocation details</li><li>• Hostel Management Software with mess and hostel attendance</li><li>• Easy room allocations as per availability</li><li>• Fees collection and records keeping</li></ul>
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<b>Transport System</b>	<ul style="list-style-type: none"><li>• Trips</li><li>• Driver Trips</li><li>• Bus Pass Request</li><li>• Routes</li><li>• Maintenance</li><li>• Reports</li></ul>
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<b>Alumni Portal</b>	<ul style="list-style-type: none"><li>• Database Management</li><li>• Website Integration</li><li>• Member Management</li><li>• Alumni Network</li><li>• Reports</li></ul>
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<b>Id Card Designs</b>	<ul style="list-style-type: none"><li>• Auto Generation of ID Cards</li></ul>
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	<ul style="list-style-type: none"> <li>• Fully Customizable</li> <li>• Sample templates</li> <li>• ID Cards for Students</li> <li>• ID Cards for Faculties</li> </ul>
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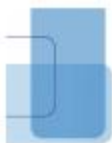
<b>SMS Gateways and Integrations</b>	<ul style="list-style-type: none"> <li>• Secure, scalable and reliable sms platform</li> <li>• SMS templates and history</li> <li>• Robust and scalable infrastructure</li> <li>• Pay as you go with zero commitments.</li> </ul>
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<b>Leaderboard</b>	<ul style="list-style-type: none"> <li>• Faculty Green Credit Awards</li> <li>• Student Green Credit Awards</li> </ul>
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### ANNEXURE C: Support Services

Criteria	Classic	Premium	Enterprise
<b>Cost</b>	Included in the Pricing	20% of your subscription fee	30% of your subscription fee
<b>Availability</b>	9.30 AM to 4.30 PM, Monday to Friday	9.30 AM to 5.30 PM, Monday to Friday	9.30 AM to 6.30 PM, Monday to Saturday
<b>Call Acknowledgement &amp; initial response time</b>	Up-to 150 minutes	Up-to 90 minutes	Up-to 60 minutes
<b>Onboarding Specialist</b>	Yes	Yes	Yes
<b>Onboarding Duration</b>	25 days from date of subscription	45 days from date of subscription	60 days from date of subscription
<b>Number of on-</b>	3 per week	5 per week	As per Demand





<b>boarding sessions (max.), valid only for the duration of Onboarding</b>			
<b>Session length</b>	30 minutes	60 minutes	90 minutes
<b>Knowledge base</b>	Yes	Yes	Yes
<b>Self-service portal (Help Desk)</b>	11.00 AM to 4.00 PM, Monday to Friday	9.30 AM to 5.30 PM, Monday to Friday	9.00 AM to 6.30 PM, Monday to Saturday
<b>Phone support - IVR Line</b>	11.00 AM to 4.00 PM, Monday to Friday	9.30 AM to 5.00 PM, Monday to Friday	9.00 AM to 6.00 PM, Monday to Friday
<b>Remote assistance</b>	11.00 AM to 4.00 PM, Monday to Friday	9.30 AM to 5.30 PM, Monday to Friday	9.00 AM to 6.30 PM, Monday to Friday
<b>Support for external connected applications and integrations that are beyond vmedulife's scope</b>	Paid, based on the man-hours involved	Paid, based on the man-hours involved	Paid, based on the man-hours involved

In the witness whereof the parties hereto have set and subscribed their respective hands on the day and date mentioned hereinabove.

Signed and delivered by the with named  
Licensor Mr. Abhijeet Yeole, as authorized by vm edulife Software  
{{Signature:Recipient1\*}}

Signed and delivered by the with named  
Licensee Dr. Mulik Sharad as authorized by Samarth Educational Trust Arvind Gavali College of Engineering  
{{Signature:Recipient2\*}}

