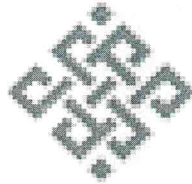# CONTRACT FOR

LICENSE & IMPLEMENTATION, TRAINING, MAINTENANCE & SUPPORT

OF

JUNO CAMPUS

REVA UNIVERSITY

Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bangalore 560064

AND

JUNO Software Systems Private Limited
N - 11 Sacred Heart Town, Wanowrie,
Pune – 411040

Registrar
REVA UNIVERSITY
Yelahanka, Bengaluru - 64.

Juno Software Systems (P) Ltd.

Authorized Signatory / Director

This AGREEMENT ("Agreement"), dated as of **06-05-2020**,

<div align="center">

BETWEEN

</div>

REVA University, having its premises at Rukmini Knowledge Park, Kattigenahalli, Yelahanka, Bangalore 560064, herein after referred to as "Customer"
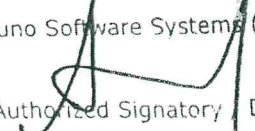
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AND

</div>

JUNO Software Private Limited, a company registered under the Companies Act 1956 with its corporate office at 302, Wing A, KPCT Mall, Fatima Nagar, Wanowrie, Pune, Maharashtra 411040, herein after referred to as "Company".

This Agreement documents the terms and conditions under which Company will sell/provide services to Customer and Customer will buy/avail services from Company, JUNO Campus License, Implementation, Training, Maintenance & Support. The parties may mutually agree from time to time to modify this Agreement for specific modules, customizations and uses and such modification shall be documented in a separate, written supplement ("New Order Documentation"). All the exhibits and schedules attached to this Agreement are an integral part of this Agreement.

1. DEFINITIONS

1.1. "Confidential Information" means all non-public information, in whatever form, relating to the business of Company or the Products, Software, Services and Licensed Software Products, including, without limitation, product specifications, drawings, designs, source codes, or other information or data regarding Company's programming, systems or technical information, books, records, diagrams, manuals, training materials, know-how, Company's general business plan, pricing, financial or accounting data, business processes and marketing plans and strategies or any other data, which may be disclosed by either party to the other party and which bears a legend or notice regarding its proprietary or confidential nature or, if not in tangible form, which the disclosing party describes as proprietary or confidential at the time of disclosure and subsequently sends a written summary to the receiving party within thirty (30) days of disclosure; the Agreement; and any Purchase Order.

1.2. "JUNO Campus" means an integrated education management systemdesigned and developed by Company,its modules and relatedtechnical/support documents.

1.3. "License" means the right to use thecurrent version of the software product in perpetuity.The version of the software product can be upgraded by suitable AMC contracts. Required number of Licenses can be bought by making one time payment.

1.4. "Implementation" means configuration as well as customization of JUNO Campus and

its modules as per the existing processes at Customer to make it usable by relevant stakeholders.

1.5. "Training" means training the admins and end-users of JUNO Campus on effective usage of the ERP system.

1.6. "Maintenance & Support" means product upgrades and support services provided to Customer to ensure the intended usage of JUNO Campus post the completion date.

1.7. "Initial Term" means Five-year period from the Purchase Order day.

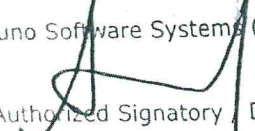1.8. "Effective Date" means the date of Purchase Order Day.

2. GENERAL

2.1. <u>Representatives</u>. Company shall designate an individual who will be authorized to act as Company's primary contact in dealing with Customer and who will have the power and authority with respect to actions taken by Company under this Agreement ("Company Representative"). Customer shall designate an individual who will be authorized to act as Customer's primary contact in dealing with Company and who will have the power and authority with respect to actions taken by Customer under this Agreement ("Customer Representative").

3. PURCHASE ORDERS

3.1. <u>Issuance and Acceptance of Purchase Orders</u>. To purchase JUNO Campus License, avail its implementation, training, Maintenance & Support, Customer must submit a written purchase order specifying each of the following, if applicable: (i) Licensed Software Products and/or Services; (ii) the agreed upon prices, charges and fees with respect to Licensed Software Products and related; (iii) the addresses for delivery, performance and installation ("Delivery Location"); (iv) the incorporation by reference of this Agreement; and (v) any other information required under this Agreement to be included in a purchase order. All purchase orders will be governed by and cannot alter the terms and conditions of this Agreement. Company will accept a purchase order by providing to Customer written acceptance of such purchase order. Company will use commercially reasonable efforts to provide such confirmation within ten (10) business days of receipt of the purchase order.

3.2. <u>Purchase Order Alterations</u>. Customer may request changes to a Purchase Order ("Change Purchase Order Request") that Company has previously accepted. In response to a Change Purchase Order Request, Company may provide written quotations, including any changes to prices, license fees, shipment or completion dates. A Change Purchase Order Request shall only be valid if mutually agreed upon in writing by Company and Customer.

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4. FACULTY/SCHOOL

Faculties/Schoolslisted under Schedule-A will be part of the implementation.

5. SCOPE OF IMPLEMENTATION

Module list mentioned under Schedule-B will cover the entire scope of implementation. Company may choose to implement select/all modules.

6. PRICE

6.1. <u>License Cost.</u> Customer will pay Company a sum of Rs. 1.00 crore towards Perpetual License Costfor its 13,000 students. For additional Student Licenses, Customer will pay at Rs. 770 / students. Additional Licenses can be bought in the blocks of 500. Company will provide Perpetual License forall employees of REVA free of cost.

6.2. Module wise breakup of Cost:

S. No.	Module	License Cost
1.	Admission	Rs. 10,00,000
2.	Academics	Rs. 30,00,000
3.	Exam	Rs. 30,00,000
4.	HRMS	Rs. 10,00,000
5.	Research	Rs. 5,00,000
6.	Purchase & Accounts	Rs. 10,00,000
7.	Others	Rs. 5,00,000
Total		Rs. 1,00,00,000

6.3. <u>Implementation & Training Cost.</u> Customer will pay Company a sum of Rs. 28 Lakhs towards One-time Implementation & Training Cost.
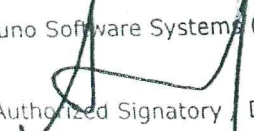
6.4. <u>Annual Maintenance & Support Cost.</u>Customer will be pay Company Annual Maintenance & Support Charges at the rate of Rs. 200 / user / year. These charges will become applicable after 1 year from Go-Live. These charges willincrease at the rate of 5% yoy from Aug 2023 onwards.

S. No.	Year	AMC Rate
1.	Aug 2021 – Jul 2022	Rs. 200
2.	Aug 2022 – Jul 2023	Rs. 200
3.	Aug 2023 – Jul 2024	Rs. 210

7. PAYMENT TERMS

7.1. Customer will pay Company 80% of theLicense Cost along with Purchase Order against Bank Guarantee/ Corporate Guarantee.

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7.2. Customer will pay Company 20% of the License Cost on completion of Sign off of the project.

7.3. Customer will pay Company50% of the Implementation & Training Cost along with the Purchase Order.

7.4. Customer will pay Companyremaining 50% of the Implementation & Training Cost as per the table below.

S. No.	Implementation Completion as per Weightage of Modules listed in Schedule C	Payment (% of Implementation & Training Cost)
1.	30%	15%
2.	30%	15%
3.	Final Sign off	20%

7.5. Customer will pay Company Annual Maintenance & Support Cost half-yearly within 15 days of start of each half-yearly cycle.

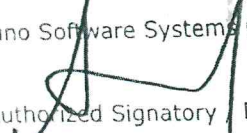7.6. All payments need to be released within 2 weeks of becoming due.

8. TAXES

All applicable taxes that need to be charged from the Customerneeds to be levied on the base prices mentioned above as per the existing laws of the land. As of now, GST @ 18% is applicable.

9. IMPLEMENTATION

9.1. Company will conduct a detailed system study and develop high level SOWsafter having consultation with deans/registrar/module owners/champions from Customer's team.

9.2. Company has prepared apreliminary high-level implementation plan and assigned weightage to the modules based on the amount of effort required in the implementation process(listed in Schedule C). This plan will be reworked as per the priorities of Customer.

9.3. Company will set up the instance on test, development, backup and production servers provided by the Customer. Company would require the following infrastructure. Additional CPUs might be required during peak usage times such as admission, examination etc.

Servers	CPU	RAM	HDD	OS

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Production Server	32 Core	128 GB	4 TB	CentOS
Development Server	8 Core	32 GB	2 TB	CentOS
Test Server	8 Core	32 GB	2 TB	CentOS
Backup Server	8 Core	32 GB	4 TB	CentOS

9.4. Customer will provide all requirements related to scope of work listed in Schedule B in the first week after Project Kickoff. The requirements will be documented by both Customer and Company team separately and differences reconciled.No change will be accepted to requirements provided once system has been configured.

9.5. Customer will provide all data in data templates specified by the Company within a week of receiving the request from the Company. Customer will thoroughly check and validate the data beforehand. Company will migrate master data and other relevant data sets. No change/purge of data will be allowed once uploaded on the system.

9.6. Company will carry out module wise configuration of the system on test server and provide the access to Customer team.

9.7. Company will carry out up to 500 manhours of customization of JUNO Campus required to meet the requirements of the Customer within the agreed scope of work. Number of manhours against each specific task will be decide upon mutual discussion and approval from REVA. Customization over and above 500 manhours will be charged at Rs. 2,000 per manhour and might delay the implementation timelines.Any changes more than 2 man days will be accounted towards customization hours. Customization includes code level changes to accomplish the following:
   .a. Change of existing process flow/reports of the system
   .b. Addition/deletion of fields/labels in the system
   .c. Development of new features/functionalities/reports
   .d. Development of APIs to integrate external hardware/software

9.8. Relevant teams from Customer side must be available for module sign off and handover within 2 days of such request being made.Sign-offs should be provided within 2 days of any demonstration being made.

9.9. Company will provide two demonstrations of any functionality/work-flow/module to coordinator/champion/process owner for sign off process. The demonstration will be repeated only once if any change has been incorporated.

9.10. Customer will arrange for travel, food & accommodation for Company's onsite Implementation Team. One-way travel cost will be capped at Rs. 6,000 per person.

9.11. Customer will appoint one coordinator/champion/process owner for each module who will be responsible for defining processes and workflows and ensuring timely

data collection/demonstration/sign offs.

9.12. The implementation of the said functionality/work-flow/module will be deemed completed/accepted if it is put to use in live environment or any query/objection is not received in writing within 15 days of the demonstration.

9.13. Customer will allocate team of functional resources for each institute/department to assist Implementation Team during the implementation phase.
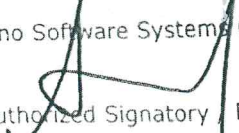
10. TRAINING

10.1. Company will impart extensive training to all admins on one-to-one basis during the implementation phase.
   - .a. A schedule for Admin training will be made in consultation with the departments.
   - .b. Training will be conducted on the test server.
   - .c. Admin will be shown possible configuration options. This will be followed by the process flow and how it changes according to the changes in configuration rules.
   - .d. The Admin will then be encouraged to make configuration changes on his own, and also validate it on his own.
   - .e. A detailed document shall be handed over to the admin(group of admin)

10.2. Company will conduct training for students & faculty in groups during the implementation phase.
   - .a. Training session for student and faculty users will be conducted upon completion of all related modules.
   - .b. Each menu on dash board will be explained using examples and test data to the user during these training sessions.
   - .c. Users will be expected to use the work flow on the test server and raise any queries.
   - .d. Access to Step by Step documentation will be made available for the User
   - .e. One repeat training for students and 2 repeat trainings for faculty will be conducted right after Go-Live.

11. MAINTENANCE & SUPPORT

11.1. Scope of Maintenance & Support will include bug fixes, admin/user training and online help for admins and end-users.

11.2. Customer can avail 50 hours of free admin/user training every year. Customer will arrange for appropriate onsite accommodation, food and travel (from Pune) for onsite training.

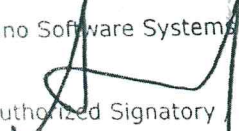**Registrar**
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11.3. Any change more than 1 man day request by the Customer will be charged at Rs. 2,000 per manhour.

11.4. Any issue related to software will be resolved by JUNO Campus HelpDesk at www.juno.org.in/support (or e-mail at support@juno.org.in) using Ticketing System.

11.5. Any system change will be done at the backend and concerned users or admin/organization will be appropriately notified through email/popups.

11.6. Company will provide service levels as listed in Schedule D.

11.7. Company will ensure application uptime of 97.5%. If application uptime, calculated on a monthly basis, falls below 97.5% due to reasons solely attributed to the Company, Customer will charge the Company 0.5% of the monthly AMC cost. Uptime calculated will be exclusive of any scheduled downtime for upgrade, backup and planned shutdown.

11.8. If the uptime is between 90 - 97.5% (.5%) and 80-90% (1%) 75-80% (2%). Below 75% of uptime will need to review the AMC and support with holding all transactions.

12. COMPLETION OF IMPLEMENTATION

12.1. Customer will provide all necessary data/work-flows needed for implementation in soft copy (row-column format) within a week of such request being made.

12.2. All Manuals relating to Software Product will be made available the Customer in soft copy format linked with the application, once the module is implemented. Documents are part of Sign off.

12.3. Implementation of a module of JUNO Campus will be considered completed if anyone of the following conditions are fulfilled.
   .a. Signing off UAT/ Deployment on live server as per the specification provided by Customer
   .b. One week of Deployment on live server with no communication from Customer end.

12.4. Company will not be held responsible for any delay in implementation caused because of the following
   .a. Customer's desire to implement one or more modules at a later time
   .b. Breach of any clause listed under Implementation Section (9.)

12.5. Company will make provision for periodic or on-demand backup of database, file server and application on a machine of customer's choice.

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13. USAGE OF CUSTOMER NAME & LOGO

13.1. Both Company and Customer will be allowed to use, without any cost implication whatsoever, each other's, name & logo without any notice to or consent, in connection with any promotional materials / collateral / website / emailer / demonstrations / presentations, that either party may disseminate to the parties potentially interested in procuring any party's products & services during and after the expiry of the contract.

14. NON-POACHING

14.1. If, during the term of this agreement or for twenty four months thereafter, the "Customer" directly or indirectly obtains the services, whether as an employee, consultant, independent contractor or through a 3rd party or otherwise, of any current employee/consultant/contractor of Company or any ex-employee/ex-consultant/ex-contractor within 2 years of the his/her termination from Company, Client agrees that Company will be damaged, but that the exact amount of this damage will be difficult to determine. .

15. TITLE

15.1. Title:No title or right of ownership ofJUNO Campus is transferred to Customer under this Agreement.

16. CUSTOMER'S RESPONSIBILITIES

16.1. Site Preparation. Customer shall prepare all sites where JUNO Campus implementation can be carried out according to Company's site requirements.Customer need to provide an appropriate working desk, internet connection etc. required to carry out the implementation process.

16.2. Customer Support. Customer shall provide Company with all technical information, data, technical support and assistance as reasonably required by Company to fulfill its obligations hereunder.
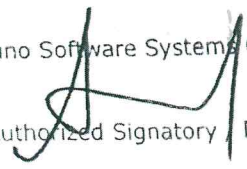
16.3. Other Expenses. Customer will bear the expenses related to the following items incurred during the implementation and AMC Phase
   .a.   Hosting Charges, if hosted on Cloud
   .b.   Email/SMS Cost
   .c.   Payment Gateway Charges
   .d.   Any hardware required to be integrated with JUNO Campus

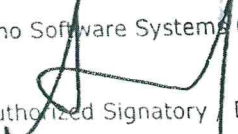## 17. CONFIDENTIAL INFORMATION

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Authorized Signatory / Director

17.1. <u>Useof Confidential Information</u>. As between the parties, rights to Confidential Information will belong to the party disclosing it. The disclosing party grants the receiving party the right to use Confidential Information only for purposes mentioned in this agreement. Company shall use Customer's Confidential Information only to perform Company's obligations under this Agreement.

17.2. Company will not disclose any non-public information and data received for the processing and use there-of in what so ever form that is either in print, soft form over email or messaging systems to any third party without the prior written authorization of the Customer.

17.3. Customer and Company will sign a separate Non-Disclosure Agreement.

17.4. <u>Restrictions on Use</u>. The receiving party (i) must not reproduce or copy the disclosing party's Confidential Information, in whole or in part, except as authorized in this Agreement or in writing by the disclosing party; (ii) must return or destroy the Confidential Information (including any full and partial copies) when no longer needed or when requested to do so by the disclosing party or at termination or expiration of this Agreement; (iii) must use the same care it uses to protect its own Confidential Information of like importance, but not less than reasonable care; (iv) may only disclose Confidential Information to those employees and independent contractors who have a need to know and use the Confidential Information for the permitted purposes, provided that the independent contractors have agreed in writing to maintain the confidentiality of the information and are not employees of any competitor of Company. The receiving party must provide the disclosing party, at its request, with a copy of such writing.

17.5. <u>Exclusions from Confidential Information</u>. The foregoing restrictions and obligations shall not apply to Confidential Information that the receiving party can demonstrate: (a) was independently developed by or for the receiving party without use of or reliance on the disclosing party's Confidential Information; (b) is or has become publicly known through no fault or act of the receiving party; (c) was in the receiving party's possession or was known by the receiving party at the time of disclosure; (d) was received without restriction from another party having the right to disclose it without restriction, or (e) is required to be disclosed by law, provided, however, the receiving party will promptly inform the disclosing party prior to disclosure and cooperate with the disclosing party's reasonable efforts to resist or narrow the disclosure and obtain a protective order or other reliable assurance that confidential treatment will be accorded the disclosing party's Confidential Information.

17.6. <u>Survival</u>. The obligations of a party with respect to the other party's Confidential Information will start from the date of signing of this agreement and will survive termination of this Agreement, for a period of two years.

18. PUBLICITY; INTELLECTUAL PROPERTY AND TRADEMARKS

18.1. Media Release. Neither party may release or publish news releases, announcements, advertising or other publicity relating to this Agreement or mentioning or implying the name, trademarks, logos, service marks or other identification of the other party or its affiliates or their respective personnel without the prior review and written consent of the other party.

18.2. Intellectual Property. Company is the exclusive owner or Licensee as applicable of all the intellectual property in relation to the JUNO Campus and all modules under this Agreement.
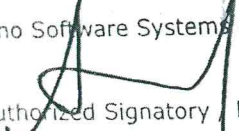
19. EXCLUSIVE AND LIMITED REMEDIES

19.1. In no event shall company or its affiliates and their respective employees, directors, officers, agents and suppliers be liable to customer, or to any third party for any indirect, incidental, exemplary, special or consequential damages or losses, including without limitation, loss of use, profits, goodwill or savings, or loss of data, data files or programs, arising out of or in connection with this agreement or the use or performance of the products, services or licensed software products whether such liability arises from any claim based upon contract, warranty, tort (including negligence), product liability or otherwise, even if advised in advance of the possibility of such loss or damage.

20. TERMINATION

20.1. This Agreement shall commence on the Effective Date and will continue a non-terminal basis for mutual obligations regardingJUNO Campus License under this Agreement.

20.2. Termination for Cause. Either party shall have the right to terminate this Agreement for cause, if the other party breaches any material term or condition of this Agreement and fails to cure such breach within thirty (30) days (or ten (10) days in case of nonpayment or breach of Article 8, 9.2) following receipt of written notice from the non-breaching party.

20.3. Termination for Insolvency. Either party shall have the right to terminate this Agreement, effective immediately, if the other party should become the subject of any voluntary or involuntary bankruptcy, receivership or other insolvency proceeding or make an assignment or other arrangement for the benefit of its creditors, and such action is not discharged or terminated within ninety (90) days.

20.4. In event of termination, each party will promptly return to the other party all

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Confidential Information of the other party in its possession or control, and will provide the other party with a written certification, signed by one of its officers, certifying to the return of such Confidential Information.

21. DISPUTE RESOLUTION

21.1. The parties agree to first try to resolve any disputes, controversies or differences which may arise out of or in relation to or in connection with this Agreement, or for the breach thereof informally. Each party shall nominate one senior officer of the rank of Executive or higher as its representative who shall use good faith efforts to resolve any disputes without resort to formal dispute resolution. These representatives shall, within thirty (30) days of a written request by either party to call such a meeting, meet in person and alone (except for one assistant for each party) and shall attempt in good faith to resolve the dispute. The parties agree that, if the disputes cannot be resolved by such senior officers in such meeting then they shall be finally settled by arbitration by arbitrators appointed under the Arbitration and Conciliation Act, 1996 or any statutory enactment or modification thereof. Such arbitration shall be conducted in English sand the venue of arbitration shall be Bengaluru.

22. MISCELLANEOUS

22.1. Entire Agreement. This Agreement constitutes the entire agreement, and supersedes all prior oral and written understandings, between the parties regarding the subject matter hereof. Any modification or addition to this Agreement must be in writing and signed by authorized representatives of both parties. In case of any conflict between the provisions of this Agreement (including the exhibits) and of a Purchase Order, Addendum (including any attachments to it) or any other modification or addition entered into by the parties collectively, "Additional Agreement"), the provisions of the most recent Additional Agreement shall take precedence.

22.2. Governing Law. This Agreement will be governed by and construed in accordance with the laws of India in the courts at Bengaluru.

22.3. Independent Contractor. Each party is an independent contractor and is not an agent of the other. This Agreement does not create an agency, partnership, joint venture, or similar business relationship. Neither party nor its employees have the authority to bind or commit the other party in any way or to incur any obligation on its behalf. Neither party will require releases or waivers of any personal rights from representatives or employees of the other to visit the party's premises, nor shall a party plead such a release or waiver in any action or proceeding.

22.4. Severability. If any portion of this Agreement is found by a court of competent jurisdiction to be invalid or unenforceable, that provision of the Agreement will be amended to achieve as nearly as possible the intent of the parties, and the remainder

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of this Agreement will remain in full force and effect.

22.5. <u>Waiver</u>. If either party fails to enforce any right or remedy available under this Agreement, that failure will not be construed as a waiver of any right or remedy with respect to any other breach or failure by the other party.

22.6. <u>Notice</u>. Any notice required or permitted under this Agreement must be in writing and be sent by certified mail (return receipt requested), by overnight delivery, by courier, or by confirmed telecopy addressed to the respective party as follows:

Mr. AmodSingh
Director
JUNO Software Systems Private Limited
N - 11 Sacred Heart Town, Wanowrie,
Pune – 411040

Mr. _____
_____
REVA University
Rukmini Knowledge Park, Kattigenahalli,
Yelahanka, Bangalore 560064
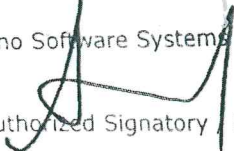
A notice will be effective when received as shown on the delivery receipt. A party may change its designated representative or address by giving notice to the other as provided above.

22.7. <u>Force Majeure</u>. Neither party will be responsible for any delay or failure in performance to the extent such delay or failure is caused by fire, strike, embargo, explosion, earthquake, flood, war, water, the elements, labor dispute, government requirements, acts of God, inability to secure raw materials or transportation facilities, acts or omissions of transportation carriers or suppliers, or other causes beyond a party's control, provided that such party gives prompt written notice thereof to the other party and uses its diligent efforts to resume performance.Company will take due care to avoid disruption considering the current severity of Coronavirus epidemic.Company will ensure project timelines will not impact even in Lockdown, until there is hard requirement of physical presence.

22.8. <u>Assignment</u>. Neither party will assign this Agreement or any right or interest, or delegate any work or obligation to be performed, under this Agreement without the other party's prior written consent, which consent shall not be unreasonably withheld. Either party may assign this Agreement and the rights and obligations outlined herein to an entity obtaining a majority of the stock or assets of either party, provided that the assignee agrees in writing to be bound by the terms and conditions

of this Agreement. Notwithstanding the above, Company reserves the right to refuse an assignment to a party that is unable to provide adequate financial/credit assurances.
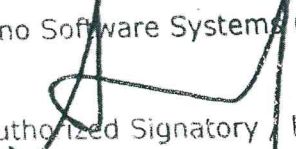
22.9. Counterparts. This Agreement may be executed in multiple counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument.

In witness whereof, each party has caused its authorized representative to sign this Agreement as of the Effective Date.

For
REVA UNIVERSITY

Registrar
REVA UNIVERSITY
Yelahanka, Bengaluru - 64.

Dr. M Dhananjaya

For
JUNOSOFTWARE SYSTEMS (P) LTD.

Juno Software Systems (P) Ltd.

Authorized Signatory | Director

Mr. Amod Singh
(Director)
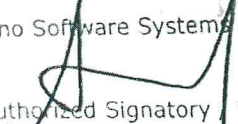
Witness:

A. _____
   R. VENKATESH - MANAGER-ERP

B. _____
   MUNISWAMY. K.J. MANAGER-IT

C. _____

D. _____
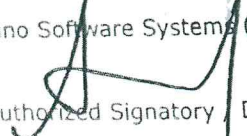
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Schedule: A

S. No.	Faculty	School
1.	Faculty of Engineering and Technology	School of Civil Engineering
		School of Computing and Information Technology
		School of Electrical and Electronics Engineering
		School of Electronics and Communication Engineering
		School of Mechanical Engineering
		School of Multidisciplinary Studies
2.	Faculty of Architecture	School of Architecture
3.	Faculty of Commerce and Management Studies	School of Commerce
		School of Management Studies
4.	Faculty of Arts, Humanities and Performing Arts	School of Arts and Humanities
		School of Performing Arts
5.	Faculty of Science and Technology	School of Computer Science and Applications
		School of Applied Sciences
6.	Faculty of Law	School of Legal Studies

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High Level Scope of Work:

Module	Module wise Feature List
Academics	Courses, Subject, Syllabus, Subject allocation, timetable, attendance, evaluation, feedback, Class register, daily monitoring, on-line test.
Teaching	A integrated module with academic calendar, academic planning, scheduling, course file, mentoring, practical's, projects.
Admissions	Course configuration, admission process, criteria and seats. Seats categories, eligibility of admission, Entrance test, fees, admission cancellations, applicant profile, document management, online forms, ID cards.
Examination	Exam centres, assessment centres, paper setting, exam scheduling, invigilation, result compilation, revaluation, mark sheets generation, exam log generation.
Attendance	Muster, attendance entry, login-based attendance, biometric-based attendance, barcode-scanning based attendance, analytical reports.
Course File	Course File includes academic calendar, lesson plan, delivery report, assignments, tests, question banks, subject notes, attendance and evaluation.
Performance	Goal settings, student feedback, standard academic appraisal, customized appraisal, and analytical reports.
Feedback	Academic-specific feedback, customizable evaluation parameters, key process areas, grading, and analytics
Placements	Manages the entire campus placement process. Jobs posting, walk-ins, and registration of eligible students, placement event handling, career guidance, pre-screening, testing and reports.
Research	Research projects, publications, conferences, journals, patents, copyrights and reports.
Profile	Profiles of employee and students includes personal, educational, work experience, contributions and achievements, research, patents, conferences, and related reports
Test	This module facilitates objective tests, subjective tests, question banks, question paper generation, evaluation scheme, time-bound answering, negative marking, and reports.
Discussion	This module includes discussion forum, blogs, document sharing, discussion threads and announcements, notices, messages and poll questions
Communication	Communication thru emailing, attachments, categorization, sending SMS and maintaining history.
Committee	Governance through committee, external/internal members, organizing meetings, organizing events, duties allocation, budget making, expenditure reporting, and related reports.

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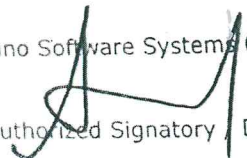
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Project	This module helps students display projects, get mentorship, experienced guidance, idea sharing, sell/buy projects.
Mentoring	Multi-level mentoring, stakeholder meetups, parent reporting, and more.
Worksheet	Includes daily worksheet, on-duty reporting, goal-mapping, and monitoring and control, effort calculation, reporting and analytics.
Scheduler	Personal planner, academic planner, financial planner, placement planner, event planner, reminders, emailing, sending SMS, scheduling, to-do lists, reporting.
Recruitment	Roaster, advertisements, marketing, reservations, applications, scrutiny for eligibility, interviews, grade pays, appointment orders, reporting and analytics.
Office	Muster, roaster, service book, leave accounting, salaries, fees, inward/outward, documentation, and related reports.
Finance	Expense and advance vouchers, ledgers, trial balance, expenditures, income statements, expense statements, balance sheets, budgeting and statistical reporting.
Salary	Grade pay, basic, HRA, gross pay, arrears, deductions, tax saving, salary slips and payroll
Hostel	Room /dormitory allotment, permanent/temporary allotment, night-out applications, grievance management, mess/canteen management, billing and accounting
Inventory	Movement of items, procurement management, stock management, distribution, inventory control, reordering, EOQ and reporting.
Library	Stocking of books/journals/CDs/DVDs/magazines management, membership management, catalogue management, Online Public Access Control (OPAC), transactions, and reporting.
Purchase	Vendor management, letter of intent, quotation, purchase order, invoicing, delivery challan generation, bill payments, receipts making and reporting.
Documents	Desktop-like interface for easy document management, searching, sharing and accessibility from anywhere over the Internet.
Event	Event planning, event designing, participation, logistics, committees, announcements, meetings, budgeting, expenses, resource people, sponsorships, printing, registration, attendance, prizes, summaries, feedback, press coverage, media and reporting.
Transport	Fleet management, vehicle & driver allocation, route management, document renewal, trip management, maintenance & spare parts management, stocking, tracking, finance support, logistics, reporting and other related functions.
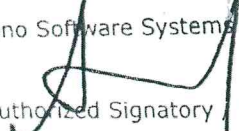
Schedule C

High Level Implementation Plan:

S. No.	Milestone/Module	Month 1	Month 2	Month 3
1	Basic Setup & Infrastructure	▓		
2	User Role Mapping	▓		
3	Service Book	▓		
4	Faculty Profile	▓		
5	Academics	▓		
6	Student Attendance	▓		
7	Feedback	▓		
8	Announcements & Discussion	▓		
9	Office Docs	▓	▓	
10	Quiz / On-Line Test	▓	▓	
11	Examinations	▓	▓	
12	COPO	▓	▓	
13	Research	▓	▓	
14	Employee Attendance	▓	▓	
15	Leave and Muster	▓	▓	
16	Salary	▓	▓	
17	Appraisal	▓	▓	
18	Admission	▓	▓	
19	Hostel	▓	▓	▓
20	Purchase	▓	▓	▓
21	Stock & Inventory	▓	▓	▓
22	Inward and Outward	▓	▓	▓
23	Library	▓	▓	▓
24	Finance/Accounts	▓	▓	▓
25	Projects	▓	▓	▓
26	Placements	▓	▓	▓
27	Alumni	▓	▓	▓
28	Events	▓	▓	▓
29	Committee	▓	▓	▓
30	Maintenance	▓	▓	▓
31	Recruitment	▓	▓	▓
32	Third Party Integrations	▓	▓	▓
33	Android/iOS Apps	▓	▓	▓

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Weightage of Modules:

S. No.	Module	% of Total Implementation
1	Basic Setup & Infrastructure	2%
2	User Role Mapping	2%
3	Service Book	1%
4	Faculty Profile	2%
5	Academics	15%
6	Student Attendance	2%
7	Feedback	2%
8	Announcements & Discussion	1%
9	Office Docs	1%
10	Quiz / On-Line Test	3%
11	Examinations	10%
12	COPO	3%
13	Research	5%
14	Employee Attendance	1%
15	Leave and Muster	2%
16	Salary	2%
17	Appraisal	2%
18	Admission	5%
19	Hostel	3%
20	Purchase	4%
21	Stock & Inventory	2%
22	Inward and Outward	1%
23	Library	5%
24	Finance/Accounts	8%
25	Projects	2%
26	Placements	3%
27	Alumni	2%
28	Events	1%
29	Committee	1%
30	Maintenance	1%
31	Recruitment	2%
32	Third Party Integrations	3%
33	Android Apps	1%
Total		**100%**

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Schedule D

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Support:
Reporting Complaints

REVA IT Team reports an issue through support portal.	**Initial Response:** JUNO team responds through the support portal.	**Estimation Response:** JUNO team responds with resolution time through the support portal	**Resolution:** JUNO team resolves the issue within the time period and informs REVA IT team through the support portal.	REVA IT Team verifies the status of the complaint.

Methods

Complaints will be reported from the support portal shared by Juno Software Systems Pvt. Ltd.

1. Email can be sent on support@juno.org.in.
2. From each page in JUNO Campus in the footer. There is a SUPPORT button on all pages of the system.
3. Go to www.juno.org.in/support and create tickets from there, and also keep track of their status. Tracking of ticket will also be sent to mail addresses.

Detail:

1. Each ticket can have an entire description of Feature/problem/Issue, along with any attachments, screen shot etc.
2. Each ticket has a unique number and as soon as you create a ticket, a mail would come to you in confirmation.
3. Each ticket according to the category has a specific window of time, when it is resolved. User can always refer to the ticket number and say that it is XXX days old.
4. When we resolve the ticket and close it, you will be informed thru mail. If you still want more changes, a simple reply to the mail will re-open the ticket.
5. This tracking system is supervised by technical experts / account managers and we take all care not to stretch any ticket beyond deadlines. This system gives us freedom from person dependent issue and problem solving, and requirements not reaching us etc.

Resolution

Service requests for problems will be given a Severity Code from 1 – 4 based on how important responding to the problem is to the primary business of REVA as a whole, as well as the availability of workarounds. The Severity Code will be the basis for scheduling work on the backlog and assigning resources to the request.
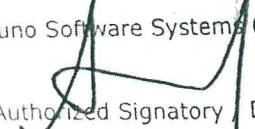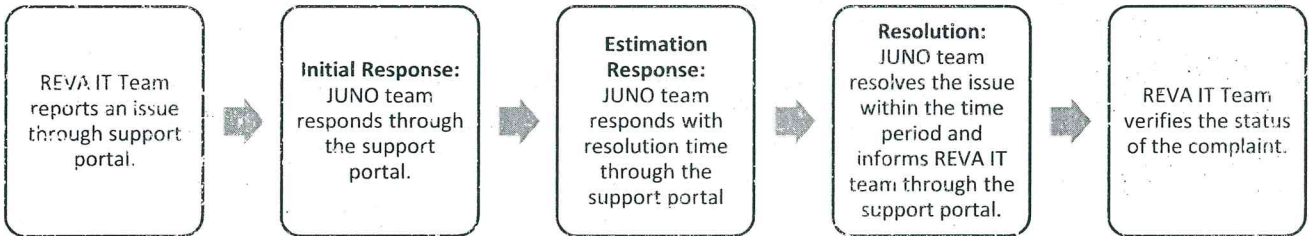
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Severity Code	Definition
1	A problem has made a critical application function unusable or unavailable and no workaround exists.
2	A problem has made a critical application function unusable or unavailable but a workaround exists. or A problem has made an important application function unusable or unavailable and no workaround exists.
3	A problem has diminished critical or important application functionality or performance but the functionality still performs as specified in the user documentation.
4	A problem has diminished supportive application functionality or performance.

Response and Resolution Times

Severity codes are used in order to determine appropriate response and resolution times. Response and resolution times are measured from when the incident is opened by the help desk.
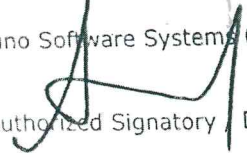
Severity Code	Initial Response	Estimation Response	Subsequent Responses	Resolution
1	60 minutes	2 hours	Every 2 Hrs	2 hours
2	120 minutes	4 hours	Every 8 hours	6 hours
3	4 hours	8 hours	Every 8 hours	12 hours
4	8 hour	Next business day	Every 2 days	72 hours

- **Initial Response** is when a ticket is opened and acknowledged by help desk staff.
- **Estimation Response** is when the user that logged the ticket is informed of an estimated resolution time.
- **Subsequent Responses** is the frequency with which the user that logged the ticket is updated on the resolution status.

Resolution is the point at which the problem is resolved and the application function is returned to a usable and available state.

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Escalation Matrix

S. No	Designation	Email	Mobile Number	How / When to Escalate
1	L-1 Support Team	support@juno.org.in	-	Request update on Defect For L-1 communication flow refer **Reporting of Defect as given above**
2	L-2 Account Manager	vinayak.kunte@juno.org.in	8105060239	Request update on Defect and/or escalate if no information is available from L-1 Team.
3	L-3 Project Manager	gauravi.thanedar@juno.org.in	8237711336	Escalate if No information is available from L-1 Team / Tech lead or if the information received does not meet expectation.
4	L-4 Business Head	arpita.gopal@juno.org.in	8237222237	Final level of escalation when no satisfactory information is available from other levels of escalation.

NOTE: Support will be available from Mon - Sat, 09:30 AM - 6.00 PM.
NOTE: Time is mentioned in IST (Indian Standard time).

AMC REPORTS

Vendor has to furnish all weekly, monthly, & Quarterly Reports for all the open, escalated and closed ticket along with Application uptime report.

Change request
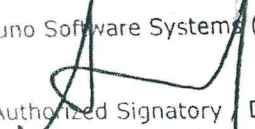
Any change request raised during the support period should be billed on quarterly basis.

Service Review Meeting

If a problem is pending for more than the resolution period, then a Service Review Meeting will be called. The following people will attend the meeting:

- Faculty In-charge
- Technical Contact Point
- Top level authority designated by JUNO Software Systems
- Project Manager, ERP

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Monthly Review Report

Metrics will be tracked by JUNO, summarized in a dashboard format, and discussed in a monthly meeting. This activity includes the following:

- Tracking unresolved issues from maintenance projects which impact the Service Level Agreement.
- Updating maintenance project progress and resolving critical issues.
- Capturing agreements, disagreements, and items needing escalation.

Support Portal

The following features will be provided in the support portal:

- Login for ERP head, IT managers.
- Option to submit category-wise complaints.
- Option to view category-wise complaints.
- Option to export list of complaints in excel format.

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Schedule E:

Product Overview

Left Panel:
- Time to Go-Live = 2 Months SLCM Go-Live = 1 Month
- State of Art Learning Management System
- Superlative Collaboration Platfrom (E-Campus)
- Seamless Integration with Office 365, Skype, SharePoint, OneDrive,
- AICTE, NACC, NBA, UGC Reports

Center:
- Fully Configurable System
- Both On-Cloud & On-Premise Deployment

Right Panel:
Admission	Academics
Examination	Placement
Hostel & Guest House	Transport
Research	Library
HRMS	Purchase
Stock & Inventory	Accounts

End-to-End Coverage

Governing Education Management System

Dashboards	Security	Analytics/Reports	Communication	Forum/Blog/Posts	Sharing

Academics		Student	Finance	
Academic Planning	Learning Platform	Academics / Learning	Budget & Deviation	Salary and taxation
Academic Scheduling	On-line Tests	Exam/Tests/Grades	Accounts Payable	Admission
Academic Mgmt.	Projects	Placements	Accounts Receivable	Events
Analytics & Reporting	Forums / Blogs	Extra & Co-Curricular	General Ledger	Purchase
Academic Resources	Research	Industry and Society	T account	Advances & Expenses

Examination Management		Faculty / Staff	Back Office Operations	
Exam Schedules	Exam Forms Mgmt.	Recruitment	Muster / Leave	Library
Center Management	Hall Tickets	Profile	Purchase	Hostel
Paper Setting	Exam Duties	Appraisal	Asset / Inventory	Transport
Paper Evaluation	Mark Sheets	Feedback	Roaster / recruitment	Admissions / Fees
Exam Ledger	Grievances	Work Sheet	Facility Mgmt.	Grievances

Alumni	Industry Liaison	Administration	Compliances	Content Mgmt.	CRM

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User Levels

USERS - LEVELS	
GEMS Customer	• Portfolio Configuration Point
University/Society/Trust	• Top Management
Campuses	• Can be located in different cities
Institutes	• Accreditation Point for UGC/NAAC
Departments	• Group of similar Programs
Programs	• Accreditation Point for AICTE/NBA
Batches/Division	• Functional Point

User Roles

USERS - ROLES

Organization Administrator

Head Administrator

Placement Admin — Academic Coordinator — Leave Admin

Library Admin — Teaching Employee — Non-Teaching Employee — Research Admin

Recruitment Admin — Student — Alumni — Parent — Finance Admin

Exam Admin — Registrar Administrator — Admission Admin

Hostel Admin — Transport Admin — Stock Admin — Purchase Admin — Inventory Admin

Board Member — Employee Applicant — Student Applicant — Vendor — HR Manager — Anonymous

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Coverage

3-4 weeks Implementation Time

Ready Solution
Automates according to
rule book and policies of
the Customer

Completely Configurable Design

Engineering, Management,
Medical, Pharmacy,
Orthopedic, Nursing, Law,
Architecture, Arts, Science,
Commerce, School

Dashboards Analytics

End to End Automation

Teaching, Course File, Academics,
Research, Exam, projects, Mentoring,
Recruitment, Inventory, CMS, Placement,
Library, transport, Hostel, Salaries, taxes,
Admissions, Accounts, Purchase, Stock

Integrated And Comprehensive

All Modules offer integrated
and comprehensive
Functionality and follow
Systems Approach

The only Solution with ACADEMIC DNA

GEMS

- Academic Functions
- Non-Academic Functions
- Collaboration Platform
- Learning Mgmt. Solution
- Regulatory Compliance

- Deployments
  - On Premise
  - On Cloud
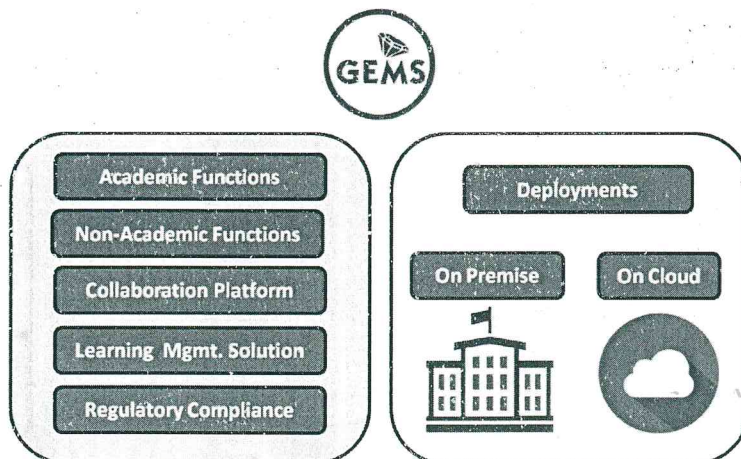
GEMS can be deployed on cloud as well as on-premise and is thin client architecture
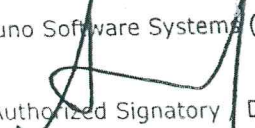
Technology Overview

Front End	• JSP, JQuery, Bootstrap and Ajax
Application Server	• Tomcat Application Server
Business Logic	• SPRING MVC Layer and frameworks.
Persistence Layer	• HIBERNATE
Security	• Spring Validators and Spring Security
Database	• MyMYSQL

Product Architecture
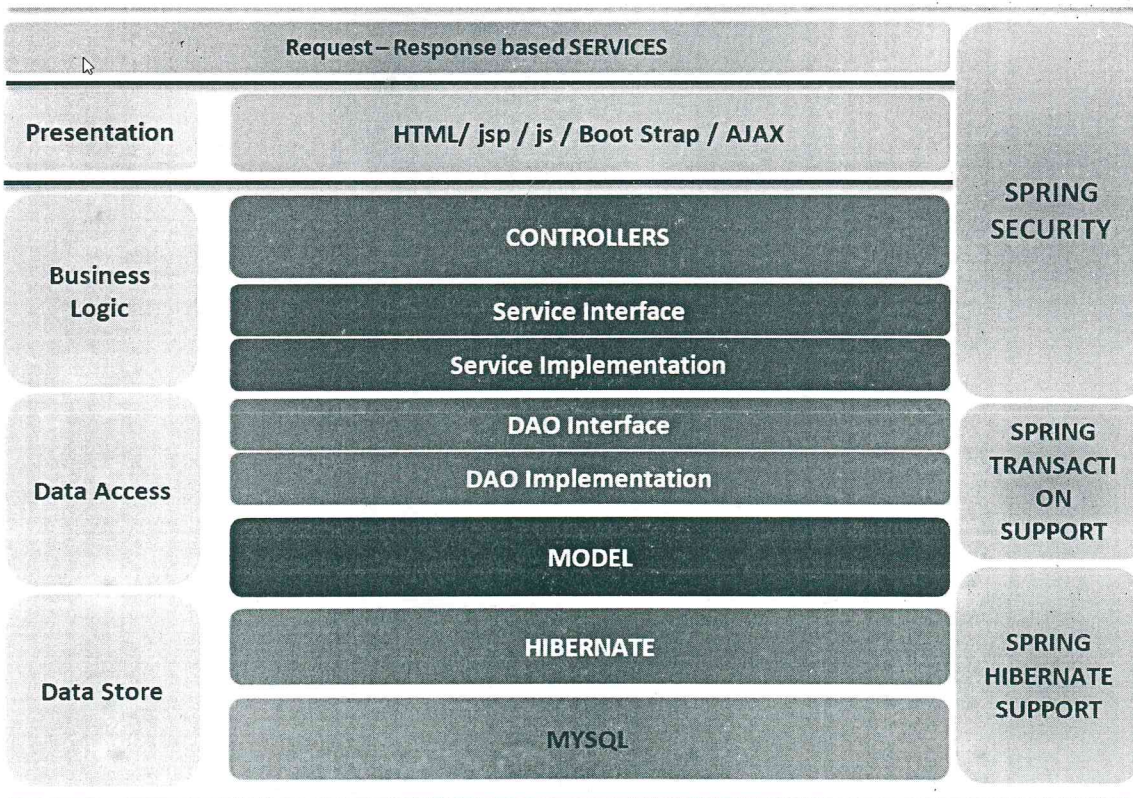
	Request – Response based SERVICES	
Presentation	HTML/ jsp / js / Boot Strap / AJAX	SPRING SECURITY
Business Logic	CONTROLLERS	
	Service Interface	
	Service Implementation	
Data Access	DAO Interface	SPRING TRANSACTION SUPPORT
	DAO Implementation	
	MODEL	
Data Store	HIBERNATE	SPRING HIBERNATE SUPPORT
	MYSQL	

Deployment Architecture

Hardware Requirement:

Servers	CPU	RAM	HDD	OS
Production Server	32 Core	128 GB	4 TB	CentOS
Development Server	8 Core	32 GB	2 TB	CentOS
Test Server	8 Core	32 GB	2 TB	CentOS
Backup Server	8 Core	32 GB	4 TB	CentOS

Storage (total size):

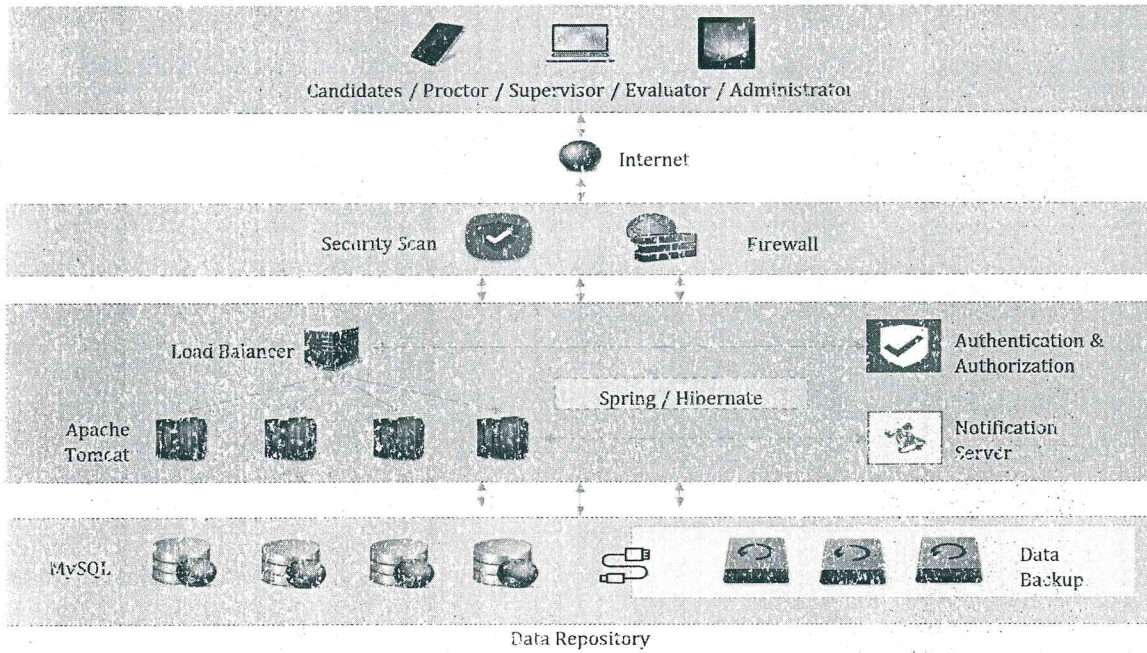|	Year 1	Year 2	Year 3
File Server	2 TB	4 TB	6 TB
Database Server	1 TB	1.5 TB	2 TB

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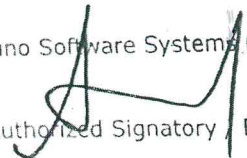
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Implementation Process: Key Steps
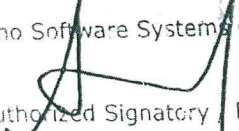
Project Kickoff
- Product Presentation
- JUNO Implementation Team
- Detailed Implementation Plan
- Project Timelines
- Introduction with Institute Teams and Process Owners
- Expectation setting from JUNO & REVA side

Creation of Instance on Test Server
- Data gathering required for creating test instance
- Infrasture, Employee, Student data

Requirement Gathering & Analysis
- Meeting with Module Owners/Teams
- Detailed discussion on existing processes of REVA
- Documentation of key steps and Gap Analysis
- Demonstration by JUNO team for handling identified gaps
- Detailed documentation for product customization

Data Gathering
- Data collection timelines & sharing of data template
- Data Validation by REVA team before Migration
- Data Processing
- Data CleaningCuss

System Configuration
- Module-wise System Configuration on Test Server
- Training of admins on system configuratio
- Demonstration

Data Migration
- Load Test Data
- Validation of Test Data by REVA team
- Migration of module-wise data
- Step-by-step validation by REVA team through reports and on-screen checks

Customization
- Module owner signoff on requirement
- Analysis, Design, Execution
- Regular Demonstration of Subtasks to Module Owner (agile)
- Unit Testing
- Delivery

Training
- Conduct Training sessions for User Groups
- Repeat Trainings
- Share Documentation, Flowcharts, Checklists

Go-Live
- Staggered module-wise Go-Live
- Accounts Data Migration
- System Cutover
- Business Rampup
- System Monitoring
- System Handover