



**ERP DOCUMENT ABOUT VARIOUS MODULES  
AND  
MOU WITH TCS  
6.2.3**

**GOSWAMI GANESH DUTTA  
SANATAN DHARMA COLLEGE  
SECTOR 32 C, CHANDIGARH**

**Dr. Ajay Sharma  
Principal**

**AGREEMENT FOR SERVICES**

THIS AGREEMENT FOR SERVICES is made effective as of the Effective Date (specified in Schedule 1) by and between **Tata Consultancy Services Limited**, a company incorporated under the Companies Act 1956, with its corporate office located at TCS House, Raveline Street, 21 D. S. Marg, Fort, Mumbai 400001, herein after referred as 'TCS' (which expression shall include its successors and assigns) and the Customer entity named in the signature block below, with other details thereof set out in Schedule 1- Contract Details, herein after referred as a 'Customer' (which expressions shall, unless the context requires otherwise, includes its successor in business and permitted assigns). In this Agreement, TCS and Customer are collectively referred as "Parties" and individually as a "Party".

WHEREAS TCS has developed a proprietary business concept titled as 'IT-as-a-Service' aimed at delivering an integrated suite of end-to-end business solutions and cloud services to small and medium businesses (SMB), involves use of shared software applications owned or licensed and hosted by TCS at a centralized TCS facilities and/or deployed at Customer facilities. AND WHEREAS Customer who has been introduced to TCS by the entity/person named in Schedule 1, desires to avail of certain services of TCS as more fully described in Schedule 2 and TCS agrees to provide such services in accordance with the terms and conditions set out in this Agreement.

**NOW THIS AGREEMENT WITNESSETH:**

**1. Definitions :**

All capitalized terms used in this Agreement or any attachment thereof, unless the context specifically requires otherwise, shall have the meaning assigned to each of the terms given in Exhibit A hereto.

**2. Scope of Services:**

**2.1 Services:** The scope of Services to be provided by TCS to Customer is as described in **Schedule 2**. TCS will host on TCS's Services Environment at TCS designated location(s), and/or deploy on designated Customer systems at Customer designated location(s) identified in **Schedule 2**, the **TCS Application System**, for provision of such Services. TCS reserves the right to modify the Services Environment without impacting the Services. The Services may commence on the Service Commencement Date identified in **Schedule 1**, unless the Parties otherwise agree. If the Parties desire to modify the Scope of Services in **Schedule 2** in any manner, the Parties agree that such change, to **Schedule 2** and its corresponding change to other Schedules hereto shall be implemented in accordance with the Change Control Procedure defined in **Schedule 5** hereto.

**2.2 Permitted Use of Services:** Customer's use of TCS Applications System shall always be subject to the **Licensing Conditions** stipulated in **Schedule 3**. In case the TCS Application System includes a third party software (identified in **Schedule 2**), and where such third party licensor requires Customer to sign a license agreement, the Customer agrees to execute such third party software license agreement, which shall prevail upon any conflicting provisions herein. Such third party software license agreement shall become a part of this Agreement.

**3. Obligations of Customer:**

Customer undertakes to comply with all the access authorization and access controls for the Customer's access to the Services Environment as may be prescribed by TCS. Customer shall limit the access to Services Environment only to the Authorized Users. Each Authorized Users shall follow the security policies and rules as have been notified by TCS. Customer acknowledges that the Services offered by TCS under this Agreement are not the data processing services but are in the nature of information technology infrastructure and application services for Customer's own data processing and business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise. Customer shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data. The Customer shall notify TCS immediately of any unauthorized use of the Services or Services Environment. Customer undertakes that all Customer Data will not infringe the intellectual property rights of any third party.

**4. Proprietary Rights**

All rights, title and interests in and to the Services Environment, TCS Application System and any other material used by TCS in the provision of the Services shall exclusively belong to TCS or its

licensors ("TCS Proprietary Material"). Any and all **Intellectual Property Rights** with respect to the Services and the TCS Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to TCS or its licensors and the Customer shall not be entitled to claim any rights therein. Customer agrees that TCS shall have the right to list Customer name in its marketing material and use Customer logo with respect to such listing and for reference purposes. The Customer acknowledges that the provision of the Services hereunder by TCS shall be on a non-exclusive basis and TCS shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude TCS from providing such services or performing such obligations to its other clients.

**5. Compensation**

In consideration of the Services hereunder, the Customer shall pay TCS the fees and expenses ("Charges") as specified in **Schedule 4**. All amounts payable to TCS are exclusive of any Taxes. Customer shall be entitled to deduct from applicable payments to TCS, any tax on TCS' income deductible at source at the rates applicable as per the provisions of Income Tax Act, 1961 and provide TCS with evidence or certificate of payment of such tax to the taxing authorities. TCS shall submit invoices to Customer in accordance with the payment schedule in **Schedule 4**. Customer shall remit payment to TCS within thirty (30) days from the date of invoice. TCS shall invoice and Customer shall make payment, in advance, in accordance with the billing period specified in **Schedule 4**. If any invoice remains unpaid after the aforesaid period, TCS shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.

**6. Representations And Warranties**

TCS warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in **Schedule 2**. Notwithstanding the aforesaid, any Services which are provided by TCS free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. EXCEPT AS SET FORTH IN THIS CLAUSE, TCS MAKES NO WARRANTIES TO CUSTOMER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER OR UNDER SCOPE OF WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR

H.D.F.C Bank, 170/171, Fort Branch, Marathi, Wadia Building, Maharashtra, Mumbai-400001

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*Mr. Shree*  
President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh



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**PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY TCS.**

Customer warrants that it shall provide all information, material, data and other assistance (including knowledge transition) required by TCS to enable TCS to provide Services to the Customer in accordance with this Agreement. Customer warrants that it shall limit the access to TCS Application System and Hosting Environment only to the Authorized Personnel. Further, Customer warrants that each Authorized Personnel shall follow the security policies and rules as have been notified by TCS. Customer further warrants that the Services are for Customer's own business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.

Customer warrants to TCS that the materials, data, information and other assistance ('Customer Materials') supplied to TCS or uploaded by Customer on TCS Application System for the purpose of execution of the terms of the Agreement are either Customer owned properties or are properties obtained by Customer under proper intellectual property licenses. Customer further warrants that the said Customer Material provided by Customer or uploaded by the Customer on TCS Application System shall not infringe any intellectual property rights or proprietary rights of any party. Customer further warrants to TCS that Customer Material supplied to TCS or uploaded by Customer on TCS Application System shall not violate any applicable laws and regulations. If the Customer Materials supplied by Customer or uploaded by Customer on TCS Application System are found to infringe the intellectual property rights of any party or is in violation of any law or regulation, then Customer shall defend TCS and its directors, officers and employees from and against any such suit, claim, proceeding and indemnify and hold TCS harmless against all judgment, damages, costs, fine, penalty and expenses (including, reasonable attorney fees). This clause shall survive the termination of this Agreement. However Parties agree that, TCS shall have the right and license to use the Customer Materials for support, testing and enhancement.

**7. Limitation of Liability**

Neither Party shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed in aggregate the amount paid to TCS by the Customer for the Service that gives rise to such liability during the twelve month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct, (ii) breach of the license conditions and obligations in respect of use of TCS Application System; and (iii) breach of confidentiality obligations. TCS shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of Customer to perform any of Customer's obligations. In such event, TCS shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge the Customer for additional costs incurred, if any, as may be mutually agreed upon between the Parties. With respect to Managed Services, it is agreed between the Parties that TCS shall not be liable for any operational losses sustained or incurred by the Customer.

**8. Confidential Information**

Each Party (the 'Receiving Party') acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the 'Disclosing Party') hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's

Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care. (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause 8. The provisions of this Clause 8 respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision, (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

**9. Processing Norms**

Both Parties acknowledge and agree that the provision of certain Services under this Agreement may require TCS to interact with the clients and suppliers of Customer relating to the Services as special agent for and on behalf of the Customer and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ('Processing Norms') provided by Customer and agreed by the Parties. TCS shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and TCS shall incur no liability for claims, loss or damages arising as a result of TCS's compliance with the Processing Norms. Customer agrees to indemnify, defend and hold TCS and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from TCS' compliance with Processing Norms and the Customer's liability arising out of this Clause shall be outside of the liability cap provided in Clause 7. Further, Customer shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

**10. Term And Termination**

10.1 Term. The term of this Agreement shall commence on the Effective Date and continue for Contract Term specified in Schedule 1, unless terminated earlier in accordance with the provisions herein. The Agreement may be renewed for further term(s) on mutual agreement between the Parties.

10.2 Termination for Material Breach. Either Party may terminate this Agreement immediately by a written notice to the other Party (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other Party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.

(TCS Proprietary and Confidential)



*[Signature]*  
President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

10.3 Effect of termination. In the event of termination or expiry of this Agreement, (A) Customer shall (i) forthwith cease to access and/or use any of TCS Application Systems and Services Environment; (ii) return to TCS any of TCS confidential and proprietary information and material in its possession; and (iii) purchase Equipment at the then market value or the written down book value in TCS books whichever is higher; and (B) TCS shall (i) return to Customer all confidential and proprietary information of Customer; (ii) if a third party software license is obtained specifically for the Customer under this Agreement and allows Customer to use such software after termination of this Agreement (as specifically identified in Schedule 2), then TCS shall transfer such third party software to Customer on an "AS IS" basis. Any additional fee if applicable for such transfer shall be borne by the Customer.

#### 11. Non Solicitation

Neither Party will, without the consent of the other Party, employ or offer to employ directly or indirectly any person engaged or previously engaged by the other in any capacity in relation to the project, during the subsistence of this Agreement and until a period of 24 months has expired after the termination or expiry of this Agreement.

#### 12. Miscellaneous Provisions

12.1 Independent Contractors and assignment. Each Party to this contract is an independent contracting entity and shall not be deemed an agent, legal representative, joint venture partner or partner of the other. Neither Party is authorized to bind the other to any third person. Customer shall not assign or transfer this Agreement or any obligations hereunder to any third party, without the prior written consent of TCS.

12.2 Governing Law and Dispute Resolution. This Agreement shall be governed by and interpreted in accordance with the laws of India. All disputes or differences whatsoever arising between the Parties, out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof, shall be settled amicably. If, however, the Parties are not able to resolve such dispute or difference amicably, the same shall be referred for Arbitration to a sole Arbitrator to be mutually agreed upon, and failing such agreement to an Arbitration tribunal consisting of three arbitrators. Each Party will nominate an arbitrator and these two arbitrators by mutual agreement will appoint the third arbitrator to constitute the Arbitration tribunal. The Arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act 1996. The Arbitration proceedings will be carried out at Mumbai and the award made in pursuance thereof shall be binding on the Parties.

12.3 Entire Agreement. This Agreement sets forth the entire understanding of the Parties and supersedes all prior or simultaneous representations, discussions, negotiations, letters, proposals, agreements and understandings between the Parties hereto, with respect to the subject matter hereof. Each Party acknowledges that it has not relied on or been induced to enter into this Agreement by, and to the extent permitted by applicable law, a Party is not liable to another Party in contract or tort or in any other way for, a representation or warranty that is not set out in this Agreement. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. If any provision of this Agreement be held invalid or unenforceable by a competent court, such provision shall be modified to the extent necessary to make it valid and enforceable whilst preserving the intent of the Parties and all other provisions of this Agreement shall remain fully valid and enforceable unless otherwise agreed between the Parties. No provision of this Agreement nor any breach thereof will be considered waived by either Party, unless such waiver is in writing signed on behalf of that Party and no such waiver will constitute a waiver of, or excuse for any other or subsequent breach of this Agreement. Certain provisions of this Agreement which by their very nature ought to survive, shall so survive the termination of this Agreement.

12.4 Force Majeure. Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

12.5 TATA Code Of Conduct. The activities of all TCS employees are governed by the Tata Code of Conduct, a copy of which is available at link [http://www.tata.com/aboutus/articles/code.aspx?article=NyGNg\\_HkaAc](http://www.tata.com/aboutus/articles/code.aspx?article=NyGNg_HkaAc). Customer agrees to make good faith efforts to notify TCS designated executives of any breach of the Tata Code of Conduct by any TCS personnel relating to this Agreement. TCS in turn, undertakes that it will maintain confidentiality of all communication received.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives on the date(s) mentioned below, effective as of the Effective Date.

GGDSD College Society ("Customer") By: <u>Utkar Krishan Sharma</u> Name: _____ Title: <u>President</u> Date: <u>27/12/2015</u>	Tata Consultancy Services Ltd ("TCS") By: <u>Venguswamy Ramaswamy</u> Name: <u>Venguswamy Ramaswamy</u> Title: <u>Global Head - Small and Medium Business</u> Date: <u>13/03/15</u>
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President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh



**EXHIBIT A**

**DEFINITIONS**

"**Agreement**" means the Agreement for Services to which this Exhibit is attached, signed between the Parties hereto, and shall include all Exhibits, Schedules, and other attachments attached thereto or referenced therein.

"**Authorized Users**" means only those individuals working for and on behalf of Customer, or for Customer's clients, or individual clients of Customer identified in **Schedule 2**, who have a bona fide need to have access to TCS Application System in connection with the use of Services by Customer under this Agreement.

"**Customer Data**" means all applicable information, data and materials furnished or made available to TCS and/or introduced in the Services Environment by or on behalf of Customer, using the TCS Application System and/or Services.

"**Confidential Information**" means and include all business strategies, plans and procedures, proprietary information, software program, documentation, tools, processes, methodologies, data and trade secrets, information relating to customers, employees, or business partners, and any other designated confidential or proprietary information and materials of the Disclosing Party, its affiliates, clients or suppliers, that may be received or obtained by the Receiving Party as a result of this Agreement. The terms "Disclosing Party" and "Receiving Party" shall have the meaning assigned to each of them in Clause 8.

"**Contract Term**" means the period of contract specified in **Schedule 1**.

"**Computing Environment**" shall mean Customer's computer, hardware, software and operating environment as identified in **Schedule 2**, on which the TCS Application System or component thereof shall be installed for Customer's use in accordance with the Use Terms in **Schedule 3**.

"**Effective Date**" means the date on which this Agreement has come into effect, as identified in **Schedule 1**.

"**Equipment**" means certain hardware/software (including networking hardware (MPLS) and software) items identified, if any, in **Schedule 2**, to be supplied or made available by or on behalf of TCS, outside the Hosting Environment, for use by Customer's Authorized Users strictly for accessing TCS Application System for the purpose of availing of the Services hereunder.

"**Hosting Environment**" means TCS's servers within the facilities and environment managed and utilized by TCS to provide the Services to Customer, including all software, servers, hardware, networks, equipment, and telecommunications facilities and the technology installed within such environment and as described **Schedule 2**.

"**Intellectual Property Rights**" means any and all intellectual property rights and industrial rights of any kind, including without limitation, copyrights, patents, trademarks, design rights and trade secrets and any other form of related protection, statutory or otherwise, wherever in the world subsisting, whether registered or not.

"**Licensing Conditions**" means the terms and conditions applicable for use of the respective items of TCS Application System or third party software, as identified in **Schedule 3**.

"**Services**" means the services to be performed by or on behalf of TCS under this Agreement as specified in scope of Services in **Schedule 2**.

"**Services Commencement Date**" means the date as notified in writing by TCS to the Customer on which the Services are agreed to be commenced.

"**Services Environment**" means collectively or severally (as the context may require) the Hosting Environment, TCS Link and Equipment.

"**Taxes**" means any sales, use, value added tax, service tax or any other taxes of similar nature or any similar, additional or replacement duty, levy or tax applicable to or in connection with the charges payable or Services rendered under this Agreement, other than tax based on TCS's income.

"**TCS Application System**" means the specific software applications/solutions whether owned or licensed by TCS identified in **Schedule 2**, which TCS will either host on its Services Environment and/or install on the Customer Environment for the provision of Services under this Agreement. TCS Application System includes, without limitation, proprietary software programs, processes, algorithms, user interfaces, know-how, techniques and other tangible and intangible technical material or information and the technology installed within TCS Application System.

"**TCS Link**" means a link either by way of a link located at a URL or a physical port prescribed by the TCS in **Schedule 2** established, provided and maintained by TCS, as part of the Services, for connecting to TCS Application System.

President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh



*MR*

**SCHEDULE 1**  
**CONTRACT DETAILS**

**A. The details of the Customer are as follows:**

<b>Institute Name</b>	<b>Registered office address</b>	<b>Details of Contact person</b>
GGDSD College Society	Sector 32-C, Chandigarh – 160 030	Sh. Upkar Krishan Sharma President Contact #: 91 98720 11329 Email : upkarsdc@ggdsd.ac.in

<b>Contract Term</b>	<b>Effective Date</b>
3 years from Effective Date	01.04.2015

  
President  
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Dharam College Society  
Sector 32-C, Chandigarh



## SCHEDULE 2

### I. TCS Application systems

TCS will provide the following applications:

#### Implementation Services:

Delivers a completely configured system ready for end users to transact and extract output on a day-to-day basis.

TCS ION Academics Solution  
TCS ION Support Services Solution  
TCS ION Administrative Services Solution  
TCS ION Smart Identity Management Solution

#### Managed Services:

A service delivered as an output, manages the event or process end-to-end, so Customer can forget the operational hassles and focus on core business of education.

TCS ION Admissions Solution  
TCS ION Exam Grade Management Solution  
TCS ION Payroll Solution

#### Self Services:

Provides a user intuitive solution with a commitment on system availability that gives end users the flexibility to configure, transact, and leverage output themselves.

TCS ION Learning Exchange Solution

### II. Scope Of Services

#### Cloud Services

In a Cloud Services environment, business applications as part of the IT-as-a-Service will be hosted, managed and run at TCS Data centers in a secure environment. The customer can access their applications at the Data Centre through a network connection. These applications will be continuously updated by TCS to address the changing technology, business & market needs.

The scope lists the capabilities of the Solution(s). Together with Activation, Customer needs to agree on the capabilities relevant to its business which needs to be finalized.

## TCS ION Academics Solution

**ION Academics module is offered in Implementation Service mode**

TCS will provide the following applications:

- TCS ION Campus Management Solution
- TCS ION Human Resource Management Solution
- TCS ION Self Service Solution
- TCS ION Reports and Communication Solution

#### Scope of Service and Solution


- Post configuration, the customer will be able to:
  - Generate / Upload, modify, update, view Timetable
  - Enable student enrolment
  - Capture Student Attendance, with respect to timetable
  - Manage Student Leave
  - Capture assignment and quiz related scores vis-a-vis a lesson mapped to a subject in the timetable.
  - Capture Student feedback on the class, faculty, or any other aspect of the institution
  - Manage disciplinary records of a student
  - Generate letters pertaining to academics, or student details for a student
  - Student Promotion to the next semester/ year
  - Get a 360 degree student view vis-a-vis academics

The solution scope includes:

1. Base Configuration Solutions
2. Academic Solutions
3. Faculty Self Service
4. Student Self Service
5. Reports and Communication



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President  
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Base Configuration Solutions	
<b>Sysadmin Site Management:</b> <ul style="list-style-type: none"> <li>Site Type creation</li> <li>Site Hierarchy creation (Branch, Head Office, Department, Building, Block, Nth level hierarchy)</li> <li>Customer Logo at Site Level</li> </ul>	<b>Institution Setup:</b> <ul style="list-style-type: none"> <li>Resources</li> <li>Student Login Format Configurator</li> </ul>
<b>HRMS Setup:</b> <ul style="list-style-type: none"> <li>Upload Employee Data</li> <li>Employee designation configuration</li> </ul>	<b>Student Setup:</b> <ul style="list-style-type: none"> <li>Student profile configuration</li> <li>Student log-in credential format set up</li> <li>Student upload</li> </ul>
<b>Program / Course Setup:</b> <ul style="list-style-type: none"> <li>Award /Award type Offered</li> <li>Mode, Medium &amp; Pattern of Delivery</li> <li>Program creation</li> <li>Academic Sessions, Execution pattern</li> <li>Academic Template</li> <li>Batch Creation &amp; Class Creation</li> </ul>	

Academics Solutions	
<b>Academics\ Holiday Calendar:</b> <ul style="list-style-type: none"> <li>Academic Events</li> <li>Academic Holidays</li> <li>Academic Vacations</li> <li>Grid view of calendar, a consolidated view</li> </ul>	<b>Student Groups:</b> <ul style="list-style-type: none"> <li>Student Group creation for Batch / Class</li> <li>Student Group Mapping</li> <li>Student Houses</li> </ul>
<b>Subject and Resources Setup:</b> <ul style="list-style-type: none"> <li>Subject, subject type, subject group and selection rule Definition</li> <li>Syllabus creation of subjects</li> <li>Maintain /Create classroom resources for lectures/labs</li> <li>Defining Upload-able Content for a Subject</li> <li>Upload study material, quiz, assignment</li> </ul>	<b>Student Enrollment:</b> <ul style="list-style-type: none"> <li>Student Enrollment to Subject</li> <li>Bulk Subject Enrollment</li> <li>Class allocation for students</li> </ul>
<b>Faculty Assignment, Auto Scheduling and Student Level Time Inputs:</b> <ul style="list-style-type: none"> <li>Activity -subject -faculty, resource and student group mapping</li> <li>Faculty break timings (buffer time)</li> <li>Faculty class allocation</li> <li>Faculty time preference and faculty load</li> <li>Faculty shift mapping for auto scheduling</li> <li>Capture faculty capacity in case of student level timetable</li> </ul>	<b>Timetable &amp; Attendance:</b> <ul style="list-style-type: none"> <li>Batch and Session wise Rule Setup and Timetable Generation</li> <li>Activity, Duration and Period Type</li> <li>Day Order</li> <li>Week Structure</li> <li>Free Periods</li> <li>Activity Type</li> <li>Buffer Time in between periods</li> <li>Manual editing of Timetable</li> <li>Faculty Substitution using self service -Edit Timetable</li> <li>Room allocation to lectures/periods</li> <li>Mark Attendance/self service, excel upload, bulk marking)</li> <li>Ability to create timetable for Student Groups</li> <li>Freeze Attendance User Group</li> <li>Time Preference for Faculties</li> <li>Configure Faculty Load Designation-wise</li> <li>Attendance Fine Rule</li> <li>Attendance for events</li> <li>Attendance using Smart Card</li> <li>Manual upload for Smart Card logs</li> <li>Horizontal View of Timetable</li> <li>Merged consecutive Periods</li> <li>Attendance Opening Balance upload</li> <li>Marking Combined/Separate Attendance For Consecutive Periods</li> <li>Faculty and resource wise timetable view</li> <li>Student wise Timetable</li> <li>Capability to mark attendance without pre-prepared timetable (De-linked attendance)</li> <li>Attendance via smart card</li> <li>Auto student group scheduling</li> <li>Bulk attendance marking using student</li> </ul>

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*MVK*  
 President  
 Goswami Ganesh Dutta Sanatan  
 Dharam College Society  
 Sector 32-C, Chandigarh



<b>Academics Solutions</b>	
	<ul style="list-style-type: none"> <li>identifier</li> <li>Receive / Download Timetable in PDF Format</li> <li>Download edit logs of Timetable</li> <li>Template/Timetable conflict management : Download faculty and room conflicts in Timetable</li> </ul>
<b>Lesson Plan Execution:</b> <ul style="list-style-type: none"> <li>Upload Assignment, Quiz, Content with respect to a timetable period</li> <li>Topic Coverage updation by faculty</li> <li>Lesson plan using assigned periods/slots to faculty for a subject</li> <li>Lesson plan tracking</li> <li>Capture marks for academics quiz/assignment</li> </ul>	<b>Registration:</b> <ul style="list-style-type: none"> <li>Academic Session subject Registration</li> <li>Eligibility/Rule for enrolling to a Subject</li> <li>Handling Fee at the time of Semester Registration (if applicable)</li> <li>Ability to define Subject Wise Fee for enrollment</li> <li>Student wise timetable registration and faculty selection in case of student</li> </ul>
<b>Letter Printing:</b> <ul style="list-style-type: none"> <li>Option to create letter templates (both HTML and pdf type)</li> <li>Default standard letter templates configured for every new instance</li> <li>Configure format of the letter using rich text editor/html or xpro - pdf</li> <li>Print letter(self service, admin, mail)</li> <li>Request for printing</li> <li>Audit trail of requests and printing history</li> <li>Bulk Mailing</li> <li>Embedded letters</li> </ul>	<b>Student Leave Management:</b> <ul style="list-style-type: none"> <li>Defining various leave types</li> <li>Defining Approvals for each step for all the Leave Types</li> <li>Approve /Reject Levels</li> <li>Self Service -Leave Request by student</li> <li>Bulk Upload of leaves</li> <li>Bulk Approval/rejection</li> <li>Leave Request by admin/mentor/parent on behalf of student</li> <li>Student leave linked with timetable and attendance percentage calculation</li> </ul>
<b>Discipline Management:</b> <ul style="list-style-type: none"> <li>Discipline Action Group Detail master</li> <li>Student Discipline Entry by Admin/Faculty/Mentor</li> <li>Discipline Transactions View</li> <li>Discipline – Integration with Fine, Warning Letters, Separation</li> <li>Discipline rollback</li> <li>Blocking library membership, Hostel</li> </ul>	<b>Mentor of Student:</b> <ul style="list-style-type: none"> <li>Student Association with Mentor</li> <li>Mentor Activities -Leave, Disciplinary action (Through Self service)</li> <li>Leave Approval</li> </ul>
<b>Student Separation:</b> <ul style="list-style-type: none"> <li>Student Separation Process</li> </ul>	<b>Student's 360 degree view (Academics related):</b> <ul style="list-style-type: none"> <li>Leave History</li> <li>Leave Request</li> <li>Academic History</li> <li>Letter Printing</li> <li>Promotion History</li> <li>Day Wise Attendance</li> <li>Period Wise Attendance</li> <li>Time Table</li> <li>Student Disciplinary History</li> </ul>
<b>Feedback Module:</b> <ul style="list-style-type: none"> <li>Prepare feedback questions, define the category and response types, Bulk upload of questions</li> <li>Design Feedback forms mail content using rich text editor(html)</li> <li>Attaching feedback to a faculty/batch/site</li> <li>Bulk mail of feedback</li> <li>Response capturing through real time mail link/Self service link</li> <li>Analysis on feed back score</li> <li>Public/Private Feedback</li> <li>Feedback for timetable slot</li> <li>Time-span/Scheduling for Feedback</li> </ul>	
<b>Faculty Self Service</b>	
<b>Academics:</b> <ul style="list-style-type: none"> <li>View/Search Subject Catalog</li> <li>View Weekly Timetable Schedule</li> <li>Class Wise Attendance</li> <li>Period Wise Attendance – Horizontal view</li> <li>Delinked Marked Attendance</li> <li>Timetable period-wise delinked attendance</li> <li>View Daily Schedule</li> </ul>	<b>Mentor:</b> <ul style="list-style-type: none"> <li>Student Leave Request</li> <li>Student Disciplinary Entry</li> </ul>

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<b>Faculty Self Service</b>	
<ul style="list-style-type: none"> <li>• Provide marks for assignment</li> <li>• Slot Conducted</li> <li>• View Timetable Template</li> <li>• View 360 Degree view of student</li> <li>• Timetable Slot Modification</li> </ul>	
<b>Feedback – Self Service:</b> <ul style="list-style-type: none"> <li>• My Feedback for faculties for viewing the responses</li> <li>• Submit Feedback for students</li> </ul>	


<b>Student Self Service</b>	
<b>Academics:</b> <ul style="list-style-type: none"> <li>• View My Program Details</li> <li>• View My Syllabus</li> <li>• View Academic Calendar</li> <li>• View My Holidays Vacations</li> <li>• View My Subject Enrollment</li> <li>• View Faculty Information</li> <li>• View Calendar</li> </ul>	<b>Student:</b> <ul style="list-style-type: none"> <li>• 360 Degree view</li> <li>• Student Document Upload</li> </ul>
<b>Time Table:</b> <ul style="list-style-type: none"> <li>• View My Weekly Timetable</li> <li>• View My Today's Schedule</li> <li>• Slot Content Download</li> <li>• Graphical Slot Wise Attendance</li> <li>• Student Wise Timetable and Registration</li> <li>• Student wise timetable selection</li> <li>• My Timetable (student-wise)</li> <li>• Slot Attendance</li> </ul>	<b>Registration:</b> <ul style="list-style-type: none"> <li>• Registration Process</li> </ul>
<b>Letter Printing:</b> <ul style="list-style-type: none"> <li>• Request for a letter</li> <li>• Track Letter Request</li> </ul>	

<b>TCS ION Self Service Solution</b>	
<b>Widgets</b> <ul style="list-style-type: none"> <li>• Informative Widgets</li> <li>• Actionable Widgets</li> <li>• Analytical Widgets</li> </ul>	<b>Access Level</b> <ul style="list-style-type: none"> <li>• Profile Based</li> <li>• User group Based</li> </ul>
<b>Quick Links</b> <ul style="list-style-type: none"> <li>• Solutions most used functionalities</li> <li>• Student Profile</li> </ul>	

<b>Reports and Communication</b>	
<b>Academics:</b> <ul style="list-style-type: none"> <li>• List of Students in a Class</li> <li>• Category wise List of Students in a Batch</li> <li>• List of Batches in a Program</li> <li>• List of Students in a Program</li> <li>• Detailed List Of Subjects in a Batch and Academic Session</li> <li>• List Of Programs Offered</li> <li>• List of Students enrolled in a Subject</li> <li>• Student Wise Grading for a Batch for an Academic Session</li> <li>• Subject Wise Students Grades for a Batch for an Academic Session</li> <li>• Student Wise Enrolled Subjects for a Batch for an Academic Session</li> <li>• Promotion History from a Batch from an Academic Session</li> <li>• Subject Wise Students Enrolled for a Batch for an Academic Session</li> <li>• Lesson Planning Report</li> <li>• List of students in a group</li> </ul>	<b>Feedback:</b> <ul style="list-style-type: none"> <li>• Feedback Answers</li> <li>• Feedback Score</li> <li>• Feedback Summary</li> <li>• Student Feedback Report</li> </ul>

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<b>Reports and Communication</b>	
<b>Time Table:</b> <ul style="list-style-type: none"> <li>• Resource-wise Time Table</li> <li>• Faculty Allocation Report</li> <li>• Slot wise attendance percentage</li> <li>• Day wise attendance percentage</li> <li>• Faculty Load</li> <li>• Attendance Sheet</li> <li>• Faculty wise attendance</li> <li>• Subject wise Syllabus Scheduled</li> <li>• Consolidated Attendance Report</li> <li>• Slotwise student attendance (delinked)</li> <li>• Graphical Report for subject wise slot analysis</li> <li>• Delinked Attendance report for student</li> </ul>	<b>Leave:</b> <ul style="list-style-type: none"> <li>• Absentee List Report</li> </ul>
<b>CMS – On Demand Reports (ODR):</b> <ul style="list-style-type: none"> <li>• Absentee Detail Report</li> <li>• Discipline ODR</li> <li>• Document Details</li> <li>• List of students admitted in university Faculty/Program wise</li> <li>• Student Attributes Report</li> <li>• Student Detail Report</li> <li>• Student Fee Detail Report</li> <li>• Student Complete Details ODR</li> <li>• Separation ODR</li> <li>• Attendance ODR</li> <li>• Attendance As On Date ODR</li> <li>• Timetable ODR</li> <li>• Leave ODR</li> <li>• Faculty Wise Marked/ Unmarked Slots ODR</li> <li>• Attendance ODR for Faculty Wise Analysis</li> <li>• Feedback Response Report</li> </ul>	

### **TCS iON Support Services Solution**

#### **iON Support Services modules are offered in Implementation Service mode**

TCS will provide the following applications:

- TCS iON Human Resource Management Solution
- TCS iON Procurement and Inventory (P&I) Solution
- TCS iON Finance and Accounting (F&A) Solution
- TCS iON Self Service Solution
- TCS iON Reports and Communication Solution

#### **Scope of Service and Solution**

- **Configuration and Transaction Support:**

TCS will configure the Support Services on the iON Education Solution. The configuration would be based on the process inputs and data provided by the customer, which may include and not be limited to the following:

- For F&A – Bank Master, COA, Financial Calendar, Fixed Assets, Party Balances, Supplier Balances Voucher Numbering
- For P&I – Item Vendor, Party account, address, bank details, Service master details, Stock details
- For HRMS – Org Structure, Masters for recruitment, employee, leaves, loans, travel/ claim, training, attendance, performance appraisal, promotion, transfer/deputation, separation

- **Post configuration, the customer will be able to:**

- **Finance and Accounting:** Manage cash inflows and outflows including
  - General ledger
  - Accounts payable
  - Accounts receivable
  - Taxation
  - Fixed assets
  - Costing across different campuses
- **Human Resource Management:** Manage the faculty, administrative staff to
  - Keep track of the career development through promotions, appraisals, transfers, etc.
  - Track parameters such as leave, loans, advances, claims and more.
- **Procurement and Inventory:** Manage the entire procure to pay cycle including
  - Inventory management
  - Centralized purchase
  - Quotation approvals
  - Auto purchase requisitions



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- Budgeting
- Clear workflows

- The solution scope includes:

<b>TCS IQN HRMS Solution</b>	
<b>Organization Setup:</b> <ul style="list-style-type: none"> <li>• Language Master</li> <li>• Holiday Type Master</li> <li>• Calendar Master</li> <li>• Qualification Master</li> <li>• Rating Master</li> <li>• Skill Master</li> <li>• Religion Master</li> <li>• Classification Detail</li> <li>• Country Master</li> <li>• Work Group Master</li> <li>• Relation Master</li> <li>• Holiday Calendar</li> <li>• Eligibility Rules</li> <li>• Eligibility Rule Query</li> <li>• Ledger Integration</li> <li>• Global Parameters</li> <li>• Meta Data Configuration</li> </ul>	<b>Recruitment:</b> <ul style="list-style-type: none"> <li>• Vacancy Publication</li> <li>• Advertisement Attributes</li> <li>• EForms Application Data</li> <li>• Application Maintenance</li> <li>• Scrutinizing Applicant Screen</li> <li>• Test Centre Master</li> <li>• Employee Record Creation</li> <li>• CTC Master</li> <li>• Online Requisition</li> <li>• Online Requisition Query</li> <li>• ENGL Master</li> <li>• Quick Employee Record Creation</li> </ul> <b>Fast-Track:</b> Bulk Action on Applications
<b>Employee Maintenance:</b> <ul style="list-style-type: none"> <li>• Employee Personal Details</li> <li>• Relation Details</li> <li>• Disciplinary Action</li> <li>• Employee To Site Mapping</li> <li>• Rest Day Master</li> <li>• Employee 360</li> </ul>	<b>Separation:</b> <ul style="list-style-type: none"> <li>• Separation Category</li> <li>• Separation Clearance List</li> <li>• Clearance Template Master</li> <li>• Separation Application</li> <li>• Exit Interview</li> <li>• Employee Clearance</li> <li>• Separation Order</li> </ul>
<b>Leave:</b> <ul style="list-style-type: none"> <li>• Leave Master</li> <li>• Leave Credit</li> <li>• Leave Ledger</li> <li>• Leave Application</li> <li>• Leave Application Query</li> <li>• Leave Encashment</li> <li>• Leave Encashment Query</li> <li>• Leave Attendance Routine</li> </ul>	<b>Hierarchy:</b> <ul style="list-style-type: none"> <li>• Reporting Hierarchy</li> <li>• Site Hierarchy</li> </ul>
<b>Attendance:</b> <ul style="list-style-type: none"> <li>• Shift Master</li> <li>• Employee Shift Roster</li> <li>• Shift Rotation</li> <li>• Attendance Data Population</li> <li>• Attendance Query</li> <li>• On-Duty Application</li> <li>• On-Duty Application Query</li> </ul>	<b>Loan / Advance / Asset:</b> <ul style="list-style-type: none"> <li>• Loan Master</li> <li>• Loan Application</li> <li>• Loan Application Query</li> <li>• Advance Master</li> <li>• Advance Application</li> <li>• Advance Application Query</li> </ul>
<b>Transfer and Deputation:</b> <ul style="list-style-type: none"> <li>• Transfer Application</li> <li>• Transfer Application Query</li> <li>• Deputation Application</li> <li>• Deputation Order</li> <li>• Deputation charge report</li> </ul>	<b>Travel / Claim:</b> <ul style="list-style-type: none"> <li>• Claim Master</li> <li>• Claim Application</li> <li>• Claim Application Query</li> <li>• Travel Application Query</li> </ul>
<b>Promotion:</b> <ul style="list-style-type: none"> <li>• Promotion Notice Detail</li> <li>• Promotion Criteria</li> </ul>	<b>Performance Appraisal:</b> <ul style="list-style-type: none"> <li>• Section Master</li> <li>• Goal Category Master</li> <li>• Goals</li> <li>• Goal Measure</li> <li>• Performance Cycle</li> <li>• Appraisal Template Master</li> <li>• Employee To - Appraisal Template Mapping</li> <li>• Employee Appraisal Initiation</li> <li>• Employee Appraisal Query</li> <li>• Bulk Initiate Employee Appraisal</li> </ul>
<b>Training:</b> <ul style="list-style-type: none"> <li>• Training Course Master</li> <li>• Institute &amp; Course Details</li> <li>• Training Calendar</li> </ul>	<b>SysAdmin Site Management:</b> <ul style="list-style-type: none"> <li>• Site Type creation</li> <li>• Site Hierarchy creation (Branch, Head Office, Department, Building, Block, Nth</li> </ul>

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TCS ION HRMS Solution	
<ul style="list-style-type: none"> <li>• Training Course Budget</li> <li>• Faculty Master</li> <li>• Faculty Training Detail</li> <li>• Employee Training Plan</li> <li>• Training Application</li> <li>• Training Application Query</li> <li>• Training Attendance</li> <li>• Training Details</li> <li>• Employee Feedback</li> <li>• Close Training Course</li> <li>• Feedback Questionnaire Master</li> <li>• Training Specific Questionnaire</li> <li>• Supervisor Employee List</li> <li>• Overall Training History</li> </ul>	<ul style="list-style-type: none"> <li>• level hierarchy)</li> <li>• Customer Logo at Site Level</li> </ul>

TCS ION Procurement and Inventory Solution	
<p><b>Master Data Management:</b></p> <p>Vendor Management</p> <ul style="list-style-type: none"> <li>• Manage Vendor Profile</li> <li>• Map vendor to purchase account</li> <li>• Map vendor to Bank</li> <li>• Map vendor to payment terms</li> <li>• Map vendor to site</li> <li>• Map vendor to items</li> <li>• Vendor – item – purchase price mapping</li> <li>• Vendor – item – tax mapping</li> </ul> <p>Account mapping</p> <ul style="list-style-type: none"> <li>• Item Type – Purchase Account Mapping</li> <li>• Item – Purchase Account Mapping</li> <li>• Service category to account mapping</li> </ul> <p>Service</p> <ul style="list-style-type: none"> <li>• Service Category</li> <li>• Service</li> </ul> <p>Clause master Adjustment reason Configuration</p> <ul style="list-style-type: none"> <li>• Business Parameter</li> <li>• Document Sequence</li> <li>• Procurement Hierarchy</li> <li>• Site Exclusion</li> <li>• PCR Configuration</li> <li>• Transaction Type</li> <li>• Budget</li> <li>• Email Notification template</li> <li>• Workflow configuration</li> <li>• Item</li> <li>• Resource Category</li> <li>• Resource Type</li> </ul>	<p><b>Procurement:</b></p> <ul style="list-style-type: none"> <li>• Purchase Requisition (PR)</li> <li>• Location wise Purchase Requisition</li> <li>• User based / Value based multi level approval workflow</li> <li>• Visibility of current stock while requisitioning</li> </ul> <p>Quotation Approval</p> <ul style="list-style-type: none"> <li>• Central repository of quotations</li> <li>• Multi level approval workflow</li> </ul> <p>Purchase Order (PO)</p> <ul style="list-style-type: none"> <li>• Central Purchase Order</li> <li>• Convert Multi Purchase Requisition to Purchase Order</li> <li>• Single Order for item and services</li> <li>• Budget Controls</li> <li>• Terms and Conditions</li> <li>• PO Clauses</li> <li>• Taxes, Charges and Discounts</li> <li>• Purchase price visible of procuring items from other vendors</li> <li>• User based / Value based multi level approval workflow</li> <li>• Payment Terms</li> <li>• Amend PO after approval</li> <li>• PO for imported items</li> <li>• View budget status</li> </ul>
<p><b>Inventory Management:</b></p> <p>Initial Stock Upload</p> <ul style="list-style-type: none"> <li>• Upload the initial stock for the items in LI for the first-time go-live</li> <li>• Data synchronization between CI to LI for the initial stock</li> <li>• View the stocks uploaded initially at LI</li> </ul> <p>Unplanned Purchases</p> <p>Dispatch</p> <ul style="list-style-type: none"> <li>• Dispatch the items from one site to another site</li> <li>• View the Dispatches</li> <li>• Dispatch items from against an indent raised</li> </ul> <p>Goods Receipt Note (GRN)</p> <ul style="list-style-type: none"> <li>• Goods Receipt Note against PO</li> <li>• Goods Receipt Note against Invoice</li> <li>• Batch information</li> </ul>	<p><b>F&amp;A Integration:</b></p> <ul style="list-style-type: none"> <li>• Bank Master</li> <li>• Accounts Master</li> <li>• Tax Master</li> <li>• Charges/Discounts Master</li> <li>• Payment Terms Master</li> <li>• Payment Voucher generation</li> <li>• Party created in P&amp;I available as Suppliers</li> <li>• Debit Note on vendor for return to vendor</li> </ul>

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<b>TCS ION Procurement and Inventory Solution</b>	
<ul style="list-style-type: none"> <li>• User based multi level approval workflow</li> <li>• Location Receiving bases on Central Purchase Order</li> <li>• Part Receiving of Items/Services</li> </ul> <p>Raise Indent</p> <ul style="list-style-type: none"> <li>• Request between location / HO / Warehouse</li> <li>• Visibility of current stocks</li> <li>• Budget controls</li> </ul> <p>Stock Adjustment</p> <ul style="list-style-type: none"> <li>• Positive and Negative stock adjustment</li> <li>• Adjustment reason at item level</li> <li>• Single level approval workflow</li> <li>• Batch wise adjustment</li> <li>• Current Stock visibility</li> </ul> <p>View Inventory</p> <ul style="list-style-type: none"> <li>• Inventory visibility across site</li> <li>• Inventory visibility of items across sites</li> <li>• Batch wise inventory information</li> <li>• Current stock valuation</li> <li>• Unplanned Purchases</li> <li>• Cash Purchases of item</li> <li>• Current Stock visibility</li> <li>• Batch information</li> </ul> <p>Auto Purchase Requisition</p> <ul style="list-style-type: none"> <li>• Based on Min / Max parameters</li> <li>• Site wise generation</li> </ul> <p>Consumption</p> <ul style="list-style-type: none"> <li>• consumption for a site</li> <li>• Consumption for a item of a batch</li> <li>• Helps in reflecting correct stock in hand</li> <li>• User based multi level approval workflow</li> </ul> <p>Return to Vendor</p> <ul style="list-style-type: none"> <li>• Reduce stock</li> <li>• Generates debit note on vendor</li> <li>• User based multi level approval workflow</li> </ul> <p>Stock Take</p> <ul style="list-style-type: none"> <li>• Physical stock count is recorded</li> <li>• Variance between physical and system stock</li> <li>• Auto adjustment for variance</li> <li>• User based multi level approval workflow</li> </ul>	
<p><b>Verticals Integration – (Campus Management System):</b></p> <ul style="list-style-type: none"> <li>• Resource Type</li> <li>• Resource Category</li> <li>• Resource Type to Site Mapping</li> <li>• Catalog Holding</li> </ul>	

<b>TCS ION F&amp;A Solution</b>	
<p><b>General Ledger:</b></p> <ul style="list-style-type: none"> <li>• Creation of Journal Vouchers</li> <li>• Creation of Party Journal Vouchers</li> <li>• Creation of various masters that are incidental to the transactions</li> </ul>	<p><b>Accounts Payable:</b></p> <ul style="list-style-type: none"> <li>• Creation of Purchase Vouchers</li> <li>• Creation of Expense Vouchers</li> <li>• Creation of Payment Vouchers</li> <li>• Creation of Auto Payment Vouchers</li> <li>• Inter Unit Transactions</li> <li>• Creation of Provisional Vouchers</li> <li>• Creation of Debit Notes &amp; Credit Notes</li> <li>• Clearing of Supplier Balances</li> <li>• Creation of various masters that are incidental to the transactions</li> </ul>
<p><b>Accounts Receivables:</b></p> <ul style="list-style-type: none"> <li>• Viewing Sales Invoices</li> <li>• Creation of Receipt Vouchers</li> <li>• Creation of Auto Receipt Vouchers</li> <li>• Inter Unit Transactions</li> <li>• Creation of Debit Notes &amp; Credit Notes</li> <li>• Clearing of Customer Balances</li> <li>• Preparing Bank Reconciliation Statements</li> </ul>	<p><b>Audit:</b></p> <ul style="list-style-type: none"> <li>• Tax Account Mapping Report</li> <li>• Service Account Mapping Report</li> <li>• Party Account Mapping Report</li> <li>• Item Account Mapping Report</li> <li>• Statistical data of Vouchers</li> <li>• Comparison of Created Date And Voucher Date</li> </ul>

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<b>TCS ION F&amp;A Solution</b>	
<ul style="list-style-type: none"> <li>Creation of various masters that are incidental to the transactions.</li> </ul>	<ul style="list-style-type: none"> <li>List of Vouchers Pending for Posting</li> <li>List of Vouchers Submitted but not approved</li> <li>List of Vouchers in draft status</li> <li>List Of Vouchers with self approval Invoice Amount Comparison Report</li> </ul>
<b>Taxation:</b> <ul style="list-style-type: none"> <li>Generation of VAT Registers</li> <li>Generation of CST Registers</li> <li>Generation of Excise Registers</li> <li>Generation of Service Tax Registers</li> <li>Tracking of CST Declaration Forms</li> <li>Generation of TDS Registers</li> </ul>	<ul style="list-style-type: none"> <li>Purchase / Sales Register</li> <li>Bank Reconciliation report</li> <li>Multi Voucher Printing</li> <li>Cheque Printing</li> <li>Schedule VI reports</li> <li>Drill Down Reports</li> </ul>
<b>Upload:</b> <ul style="list-style-type: none"> <li>Journal Voucher</li> <li>Expense Voucher</li> <li>Payment Voucher</li> <li>Receipt Voucher</li> <li>Debit / Credit Note</li> </ul>	<b>Fixed Assets:</b> <ul style="list-style-type: none"> <li>Capitalization of Assets</li> <li>Sale of Assets</li> <li>Reclassification of Assets</li> <li>Split of Assets</li> <li>Transfer of Assets</li> <li>Calculation of Depreciation</li> <li>Maintaining of Asset Register</li> <li>Creation of various masters that are incidental to the transactions</li> </ul>
<b>Budgeting:</b> <ul style="list-style-type: none"> <li>Creating a Budget</li> <li>Comparing Budget v/s Actual</li> </ul>	<b>Others:</b> <ul style="list-style-type: none"> <li>Cash Book</li> <li>Inventory Integration with F&amp;A</li> <li>Report in PDF Format</li> </ul>

<b>TCS ION Self Service Solution</b>	
<b>Widgets:</b> <ul style="list-style-type: none"> <li>Informative Widgets</li> <li>Actionable Widgets</li> <li>Analytical Widgets</li> </ul>	<b>Access Level:</b> <ul style="list-style-type: none"> <li>Profile Based</li> <li>User group Based</li> </ul>
<b>Quick Links:</b> <ul style="list-style-type: none"> <li>Solutions most used functionalities</li> <li>Student Profile</li> </ul>	

<b>Reports and Communication</b>	
<b>FnA:</b> <ul style="list-style-type: none"> <li>Financial Reports</li> <li>Consolidated Financial Reports</li> <li>Ledger Reports – Summary &amp; Detailed</li> <li>Day Books</li> <li>Cost Centre Report</li> <li>Supplier / Customer Reports</li> <li>Inter Unit Reports</li> </ul>	<b>Pnt:</b> <p><b>Pre-Configured Reports:</b></p> <ul style="list-style-type: none"> <li>Purchase Order Print               <ul style="list-style-type: none"> <li>Standard</li> <li>Central Purchas Order</li> </ul> </li> <li>Goods Receipt Note Print</li> <li>Dispatch Note Print</li> <li>Unplanned Receipt Note print</li> <li>Purchase Requisition Print</li> <li>Site Wise Stock in Hand - As of Date</li> <li>Site wise Stock in Hand Report</li> <li>Stock Details Report</li> <li>Stock Register</li> <li>Item Ledger Report</li> </ul> <p><b>On Demand Report library reports:</b></p> <ul style="list-style-type: none"> <li>Internal Stock Issue</li> <li>Dispatches</li> <li>Dispatch Material wise</li> <li>PO Register Report</li> <li>GRN Register Report</li> <li>Site wise Purchase Order Details</li> <li>Site wise GRN report</li> <li>Vendor Wise GRN report</li> <li>Accept Stock</li> <li>View Completed GRN Details</li> </ul> <p><b>On Demand Reports – Design your own reports for</b></p>

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<b>Reports and Communication</b>	
	<p>following transactions:</p> <ul style="list-style-type: none"> <li>• Purchase Order</li> <li>• Goods Receipt Note</li> <li>• Inventory Transaction</li> <li>• Party master</li> <li>• Purchase Requisition</li> <li>• Quotation Details</li> <li>• Store Adjustment</li> <li>• Return To vendor</li> <li>• Consumption</li> <li>• Stock Take</li> </ul>
<p><b>HRMS : On Demand Reports</b></p> <ul style="list-style-type: none"> <li>• Employee Information</li> <li>• Daily Employee Leave And Attendance Details ODR</li> <li>• On Duty Details</li> <li>• Leave Ledger</li> <li>• Leave Application Details</li> <li>• Application Details</li> <li>• Vacancy Details</li> <li>• Travel Application Details</li> <li>• Advance Application Details</li> <li>• Employee Claim Details</li> <li>• Site Details</li> <li>• User Mapping Detail Report</li> <li>• Employee Transfer Details</li> <li>• Employee Deputation Details</li> <li>• Employee Separation Details</li> <li>• Training Details</li> </ul>	<p><b>HRMS: Pre Configured reports</b></p> <ul style="list-style-type: none"> <li>• Employee Attendance Report</li> <li>• Leave Application Report</li> <li>• Monthwise Leave Summary Report</li> <li>• Employee History Details</li> <li>• Master ManPower Report</li> </ul>
<p><b>HRMS: Library Reports - Employee Personal Details</b></p> <ul style="list-style-type: none"> <li>• Master Man-Power Details</li> <li>• Employee Birth Date Report</li> <li>• Employee Retirement Date Details</li> <li>• Employee Contract Details</li> <li>• Employee Reference Check Details</li> <li>• Employee Family Details</li> <li>• Critical Incident Details</li> <li>• Employee HIS Nomination Details</li> <li>• Employee Qualification Details</li> <li>• Employee Superannuation Nomination Details</li> <li>• Employee Experience Details</li> <li>• Employee PF Nomination Details</li> <li>• Employee Gratuity Nomination Details</li> <li>• Employee Details</li> <li>• Employee Information</li> <li>• Employee Confirmation Details</li> </ul>	<p><b>HRMS: Library Reports – Attendance</b></p> <ul style="list-style-type: none"> <li>• Absent Day Count Report</li> <li>• Present Day Count Report</li> <li>• Half-Day Present Count Report</li> <li>• Employee Early Departure Details</li> <li>• Employee Late Arrival Details</li> <li>• Employee Attendance and CompOff Details</li> <li>• Employee Attendance and Leave Details</li> <li>• EG/EEG Employee List</li> <li>• Employee Present/Absent/Half Day Details</li> <li>• Employee Onduty/Personal Work Details</li> <li>• Employee Attendance Details</li> <li>• Single Swipe Entries</li> <li>• On Duty Or Personal Work Application Details</li> <li>• On Duty or Personal Work Details Report</li> <li>• On Duty Breakup Details Report</li> </ul>
<p><b>HRMS: Library Reports – Leave</b></p> <ul style="list-style-type: none"> <li>• Leave Ledger</li> <li>• Leave Ledger Report</li> <li>• Employee Leave Details</li> <li>• Leave Application Details</li> </ul>	<p><b>HRMS: Library Reports – Recruitment</b></p> <ul style="list-style-type: none"> <li>• Details Of Candidates Applied</li> <li>• Details Of Candidates Rejected</li> <li>• Man Power Requisition</li> <li>• Vacancy Details</li> <li>• Vacancy Roster Details</li> <li>• Vacancy Header Details</li> </ul>
<p><b>HRMS: Library Reports – ESS</b></p> <ul style="list-style-type: none"> <li>• Travel Application Details</li> <li>• Advance Application Details</li> <li>• Claim Application Detail</li> <li>• Employee Claims Details</li> <li>• Employee LTA Claims Details</li> <li>• Claim Application Details</li> </ul>	<p><b>HRMS: Library Reports – Organization Set Up</b></p> <ul style="list-style-type: none"> <li>• Site Master Details</li> <li>• Work Group Master Details</li> <li>• User Mapping Details</li> </ul>
<p><b>HRMS: Library Reports – Transfer</b></p> <ul style="list-style-type: none"> <li>• Transfer Application Detail</li> <li>• Transfer Application Details</li> <li>• Employee Transfer Details</li> </ul>	<p><b>HRMS: Library Reports – Separation</b></p> <ul style="list-style-type: none"> <li>• Separation Application Details</li> <li>• Separation Order Details</li> <li>• Employee separation Details</li> </ul>
<p><b>HRMS: Library Reports – Deputation</b></p> <ul style="list-style-type: none"> <li>• Employee Deputation Details</li> </ul>	<p><b>HRMS: Library Reports – Training</b></p> <ul style="list-style-type: none"> <li>• Employee Training Details</li> </ul>



  
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## TCS ION Administrative Services Solution:

### **ION Administrative Services is offered in the Implementation Service mode**

TCS will provide the following applications:

- TCS ION Campus Management Solution
- TCS ION Human Resource Management Solution
- TCS ION Self Service Solution
- TCS ION Reports and Communication Solution

#### Scope of Service and Solution

- **Configuration and Transaction Support:**  
TCS will configure the academics process on the ION Education Solution. The configuration would be based on the process inputs and data provided by the customer, which may include and not be limited to the following:
  - Academic Batches (i.e. Programs, Sessions, Execution pattern, Academic Templates)
  - Student data
  - Faculty data
  - Library Structure i.e. Library type, item type, memberships, holdings, rules, masters
  - Fee structure i.e. Categories, fee heads, fee rules and schedules, fee receipt formats
  - Hostel details i.e. Type, capacity, allocation rules, services, charges,
  - Transport details i.e. Driver, Vehicle Details, Stoppage Details, Route Details, Transport Charges
- **Post configuration, the customer will be able to:**
  - Manage books cataloguing, and books issuance to students/ faculty
  - Manage fees, fine, and scholarship for a student
  - Manage hostel room allocation, booking and maintenance
  - Manage transport routes, seat allocation, booking, and maintenance

The solution scope includes:

<b>Base Configuration Solutions</b>	
<b>Sysadmin Site Management:</b> <ul style="list-style-type: none"> <li>• Site Type creation</li> <li>• Site Hierarchy creation (Branch, Head Office, Department, Building, Block, Nth level hierarchy)</li> <li>• Customer Logo at Site Level</li> </ul>	<b>HRMS Setup:</b> <ul style="list-style-type: none"> <li>• Upload Employee Data</li> </ul>
<b>Student Setup:</b> <ul style="list-style-type: none"> <li>• Student profile configuration</li> <li>• Student log-in credential format set up</li> <li>• Student upload</li> </ul>	<b>Program / Course Setup:</b> <ul style="list-style-type: none"> <li>• Award</li> <li>• /Award type Offered Mode.</li> <li>• Medium &amp; Pattern of Delivery Program creation</li> <li>• Sessions, Execution pattern Academic</li> <li>• Template Academic</li> <li>• Creation &amp; Class Creation Batch</li> <li>• Admission Category</li> </ul>

<b>Academics Solutions</b>
<b>Academics\ Holiday Calendar:</b> <ul style="list-style-type: none"> <li>• Academic Events</li> <li>• Academic Holidays</li> <li>• Academic Vacations</li> <li>• Grid view of calendar , a consolidated view</li> <li>• Library Holiday calendar,</li> <li>• Transport Calendar and</li> <li>• Hostel Calendar</li> </ul>

<b>Library Management</b>	
<b>Library Types and Settings:</b> <ul style="list-style-type: none"> <li>• Option of creating Multiple Central libraries/or One Parent central and multiple Department libraries</li> </ul>	<b>Library Catalog and Holding:</b> <ul style="list-style-type: none"> <li>• Maintain Catalog (Excel upload and front end)</li> <li>• Maintain Holding(Excel upload and front end)</li> </ul>

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Library Management	
<ul style="list-style-type: none"> <li>Option of Single /Multiple membership</li> <li>Item type creation</li> <li>Membership category creation</li> <li>Issue period and Library fine management</li> <li>Individual Issue ,renewal and reservation rules and aggregate rules for all libraries</li> <li>Author, publisher, editor and vendor master management</li> <li>User defined classification schemes- Library classification, division, subjects ,index</li> <li>Housekeeping</li> </ul>	<ul style="list-style-type: none"> <li>Maintain Suggestion</li> <li>Bulk holding addition from front end</li> <li>Bar-code/Accession Number/Call Number Generation Configuration for holding</li> <li>Bar-code and Spine Label Printing</li> <li>Book Binding process</li> <li>Generating Binding Pass</li> </ul>
<b>Member and Circulation Control:</b> <ul style="list-style-type: none"> <li>Maintain Membership</li> <li>Bulk /individual membership creation</li> <li>Single window transaction screen</li> <li>Bar code enabled check-in/checkout of holdings</li> <li>Check Out of Library Items</li> <li>Check In/Renewal of Library Items</li> <li>Checkin and Checkout with or without Slip</li> <li>Book Reservation tracking</li> <li>Holding transfer between libraries</li> <li>Stock Verification</li> </ul>	<b>Library Classification:</b> <ul style="list-style-type: none"> <li>Maintain Classification Scheme</li> <li>Maintain Subject Index</li> </ul>
<b>Circulation and Fine Rule:</b> <ul style="list-style-type: none"> <li>Consolidation Transaction View Screen</li> <li>Due Date and Fine Edit</li> </ul>	

Fees, Fine and Scholarship	
<b>Fees:</b> <ul style="list-style-type: none"> <li>Fee groups and Fee categories creation</li> <li>Configure fee heads (Fee head to fee group mapping, Fee head to FNA ledger account mapping)</li> <li>Configure Fee Collection Pattern</li> <li>Configure Fee structures</li> <li>Fee Schedule creation</li> <li>Fee Exemptions and Exclusions rule set up</li> <li>Late Fee and Refund rules</li> <li>Document sequences definition at site and organization level for Fee/Refund/Fine receipt</li> <li>Fee Collection (Due , Advance, Miscellaneous)</li> <li>Student Receivable Account (In case of Accrual accounting)</li> <li>Cash / Accrual Mode for Accounting</li> <li>Employee Pay Deduction Schedule and its Editing</li> <li>Advance Collection as a liability</li> <li>Normal Fee edit, Bulk Fee Edit through excel, Transaction edit</li> <li>Adhoc Fee Generation for unscheduled fee collection</li> <li>Fee group wise separate receipts</li> <li>Instant and Scheduled Refund</li> <li>Reversal of transaction - Cheque bounce, wrong entry</li> <li>Cheque bounce penalty charges configuration</li> <li>Fund transfer between fee heads</li> <li>Registration/Prospectus fee and integration with eforms</li> <li>Fee Schedule preview excel for all applicable fee categories for a batch</li> <li>Pro-rata calculation of Fee heads /Fee structure</li> <li>Transport and Hostel Calendar for Fee Generation</li> <li>Advice for refund transaction</li> <li>Imprest Deposit configuration</li> <li>On line payment gateway configuration-self service quick link for students/parents</li> <li>Convenience charges for payment gateway</li> <li>Uploading fee collection transactions: scheduled/historical</li> <li>Fee due template upload for opening balances</li> <li>Backdated transaction</li> </ul>	<b>Fine:</b> <ul style="list-style-type: none"> <li>Configure Fine heads</li> <li>Configure Fine Collection Pattern (Time slab / Amount slab)</li> <li>Apply student fine, fine collection</li> <li>Mapping of Fine with Ledger Accounts</li> <li>Bulk Fine application through excel upload</li> </ul>



  
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<b>Fees, Fine and Scholarship</b>	
<ul style="list-style-type: none"> <li>Option for defining miscellaneous fee heads, Fee head/Fine head collection priority at organization level</li> <li>Option of user defined collection buttons for fee collection</li> <li>View collection and refunded transactions details, and previous transaction history of students</li> <li>Duplicate receipt generation(individual and Bulk)</li> <li>Customization of fee receipts through Letter template</li> </ul>	
<b>Scholarship Management:</b> <ul style="list-style-type: none"> <li>Scholarship Configuration .As fee edit, From an account, Direct payment</li> <li>Maintain Student Scholarship Record</li> <li>Scholarship Approval</li> <li>Applying variable amount of scholarship</li> </ul>	<b>Alumni Management:</b> <ul style="list-style-type: none"> <li>Student Separation Process</li> <li>Refund rules</li> <li>Integration of refund and student no dues</li> <li>Bulk separation</li> </ul>

<b>Hostel Management</b>	
<b>Hostel Setup:</b> <ul style="list-style-type: none"> <li>Blocks/Buildings Details /Multiple Hostel set up</li> <li>Room Generation</li> <li>Room Details</li> <li>Categorization of hostels</li> <li>Categorization of Leave Type</li> <li>Charges configuration</li> </ul>	<b>Student Hostel Allocation:</b> <ul style="list-style-type: none"> <li>Room Allocation Details</li> <li>Apply for Room Allocation</li> <li>Track Status</li> <li>Hostel Attendance</li> <li>Barring of hostel on account of disciplinary actions</li> <li>Warden assignment for a hostel</li> <li>Warden assignment for hostel leave approval</li> <li>Auto-allocation of hostel rooms</li> <li>List of co-occupants</li> <li>Bulk Request and Allocation</li> <li>Room change</li> <li>Room Check-in/Checkout</li> <li>Disciplinary Details</li> </ul>
<b>Bills &amp; Collection:</b> <ul style="list-style-type: none"> <li>Hostel Fees and Services charges Setup</li> <li>Hostel fee /services schedule generation</li> <li>Hostel Fees Collection</li> </ul>	

<b>Transport Management</b>
<ul style="list-style-type: none"> <li>Vehicle Management, Managing Vehicle Capacity</li> <li>Route Management</li> <li>Agency Management</li> <li>Vehicle Maintenance</li> <li>Vehicle Logbook</li> <li>Vehicle Condemnation</li> <li>Define transport charges</li> <li>Integration of transport charges with routes/stoppages</li> <li>Request and cancellation for transport</li> <li>Assign transport facility to student/faculty</li> <li>Adjustment of Employee charges in Payroll Solution</li> <li>Vehicle fitness, permit, Insurance details of Vehicle</li> <li>Excel upload for transport request and bulk allocation</li> </ul>

<b>Student's 360 degree View</b>
<ul style="list-style-type: none"> <li>Transport History</li> <li>Hostel History</li> <li>Library Issuance History</li> <li>Fee Schedule</li> <li>Fee Summary</li> <li>Fee Edit History</li> <li>Scholarship details</li> </ul>

<b>Student Self Service</b>	
<b>Student:</b> <ul style="list-style-type: none"> <li>Student Document Upload</li> </ul>	<b>Fee:</b> <ul style="list-style-type: none"> <li>View My Fee Schedule</li> <li>View My Fee Due as on Date</li> <li>View My Fines Due as on Date</li> </ul>

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<b>Student Self Service</b>	
	<ul style="list-style-type: none"> <li>View My Payment Summary</li> <li>Online Fee Payment</li> </ul>
<b>Library:</b> <ul style="list-style-type: none"> <li>View My Circulation History</li> <li>Search Catalog</li> <li>Suggestion</li> <li>Reservation</li> <li>View New Arrivals</li> </ul>	<b>Hostel:</b> <ul style="list-style-type: none"> <li>View Room Allocation Detail</li> <li>View Resource Type</li> <li>Hostel Application</li> <li>Initiate Checkout</li> <li>View Hostel attendance</li> </ul>
<b>Transport:</b> <ul style="list-style-type: none"> <li>Request for Transport Facility</li> <li>View Route Details</li> <li>Track Transport Request</li> </ul>	

<b>Faculty Self Service</b>
<b>Transport:</b> <ul style="list-style-type: none"> <li>Request for Transport Facility</li> <li>View Route Details</li> <li>Track Transport Request</li> </ul>

<b>TCS ION Self Service Solution</b>	
<b>Widgets</b> <ul style="list-style-type: none"> <li>Informative Widgets</li> <li>Actionable Widgets</li> <li>Analytical Widgets</li> </ul>	<b>Access Level:</b> <ul style="list-style-type: none"> <li>Profile Based</li> <li>User group Based</li> </ul>
<b>Quick Links</b> <ul style="list-style-type: none"> <li>Solutions most used functionalities</li> <li>Student Profile</li> </ul>	

<b>Reports</b>	
<b>Fee:</b> <ul style="list-style-type: none"> <li>Fee Due as on Date</li> <li>Fee Collection Summary as on Date</li> <li>Collection Deposit Summary For Bank Report</li> <li>Daily Fee Collection</li> <li>Fee Edit Log Report</li> <li>Outstanding Summary Report</li> <li>Track Reverse Transaction</li> <li>Outstanding Detailed Report</li> <li>Fee Schedule for a Student</li> <li>Duplicate Receipt Report</li> <li>Cheque Bounce List</li> <li>Fine Due -As on Date</li> <li>Fee Structure for a Batch in a Academic Year</li> <li>Fee Collection As On Date – Detailed</li> <li>Month wise Fee Collection Report for the Year</li> <li>Detailed Fee Collection Report</li> <li>Fee Refund Details</li> <li>Fee Summary Report</li> <li>Outstanding Fee Report</li> <li>Student Dues Details</li> <li>Student Ledger Report</li> </ul>	<b>Transport:</b> <ul style="list-style-type: none"> <li>List of Routes along with Stoppages applicable at a particular Site</li> <li>List of Vehicles along with the Driver associated and Route mapped for a date range</li> <li>Vehicle Log Book within a date range</li> <li>Vehicle Maintenance Report</li> <li>Transport Charge</li> <li>List of Students Availing Transport Services for a Site along with from date and to date</li> <li>List of Students who have stopped transport services between a date range</li> </ul>
<b>Hostel:</b> <ul style="list-style-type: none"> <li>List of Resource Groups for a particular Physical Site</li> <li>Gate Register within a date range</li> <li>List of Resource Groups for a particular Location Site</li> <li>Attendance Register within a date range</li> <li>Allotment Report - Per Student - with the details of resource / service allotted</li> <li>Resource Availability Report - A list of available Resources for booking</li> <li>Hostel Allocation Details</li> </ul>	<b>CMS – On Demand Reports:</b> <ul style="list-style-type: none"> <li>Fee Due As On Date ODR</li> <li>Library Catalog Details</li> <li>Library Holding Details</li> <li>Library Transaction Details</li> <li>Library Reservation ODR</li> <li>Library Suggestion ODR</li> <li>List of students admitted in university Faculty/Program wise</li> <li>Scheduled Fee Due Report</li> <li>Student Fee Detail Report</li> <li>Student Complete Details ODR</li> <li>Separation ODR</li> <li>Student fee collection</li> </ul>

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<b>Reports</b>	
	<ul style="list-style-type: none"> <li>• Student Fee detail with history</li> <li>• Student fee summary session wise fee head wise</li> <li>• Transport Allocation Report</li> <li>• Transport Vehicle Capacity</li> <li>• List of Stoppages Along a Route</li> <li>• Library Monthly Issue Report</li> <li>• Library Weekly Issue Report</li> <li>• Library Stock Verification Details</li> <li>• Hostel Allotment Details</li> <li>• Hostel Attendance Register Report</li> <li>• Hostel Request Allocation Report</li> <li>• Hostel Request Details</li> <li>• Hostel Room Capacity Report</li> </ul>

### **TCS iON Admission Solution**

**iON Admissions module is offered as Implementation Services .**

TCS will provide the following applications:

- TCS iON EForm solution
  - Application Management
  - Template Management
- TCS iON Sysadmin Solution
  - Organization – Site Management
- TCS iON Human Resource Management Solution
  - Upload employee data
- TCS iON Campus Management Solution
  - Fee (Partial functionality)
  - Admission (Complete)
  - Academics (Basic Configurations)
  - Letter
- TCS iON Reports and Communication solution
- TCS iON Self Service solution

### **Scope of Services**

#### **• Provisioning and Configuration**

TCS will provision and configure the iON Solution including:\*\*

- Online Form
- Ranking Logic
- Admission Process
- Admission Fee Structure
- Letters(including ID card)
- Admission Charges
- Site creation, Batch creation, creation of login ids(Student/Parent/Employee as relevant) is also done as part of configuration.

The configuration would be based on the process inputs and data provided by the customer, which may include and not be limited to the following\*\*

- Admission Form requirement
- Data in predefined templates on:
  - Admission process/work-flow
  - Fee Structure details for all batches
  - Award, Course and Program Structure
  - Execution pattern of programs offered
  - Roll Number/Registration Number/Provisional pattern
  - Batch details and structure of all the offered programs
  - Sanctioned capacity admission category wise for all new batches

#### **• Post Configuration, Customer will run the following transactions .**

- Collect applicant data (online)
- Collect admission fee
- Perform student admission including document scrutiny

#### **• Post configuration, setup and completion of transactions, the following will be available as output:**

- Generate Student Fee Receipt and report
- Generate Admission Letters
- Generate Seat Matrix Allocation
- Generate Print Ready ID Cards (in PDF format)

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Admission Process	
1	<p><b>Eforms Configuration</b></p> <p>Various ways to capture applicant data            Ability to define application form using eforms            Configure fields required to be captured in eform            Configure validations required for the eform            Ability to capture scanned image copies of photographs, signatures, thumb impression, marksheet etc.            Ability to capture documents in PDF format for Challan, marksheets, resume and any such documents            Ability to integrate with Payment Gateways enabling online payment mode for application through netbanking, debit card or credit card            Ability to configure success / summary page after form submission            Ability to generate login ID and password, and unique application ID for the applicant for the tenant            Ability to configure notifications for different application events. Example : Form Submission            Ability to configure enquiry process            Ability to configure Applications for recruitment to be integrated with HRMS            Ability to configure Applications for Assessment / Answersheet / Evaluation process            Ability to configure Registration Forms            Ability to configure Email and Mobile Number validation on registration            Ability to check duplicate application submission            Ability to configure Change password feature</p> <p><b>Online Application Form for Applicants</b></p> <p>Apply online using digitized form available on official website            Register online using digitized form and complete form submission in parts (Partial form submission using save and next feature)            Submit / Upload scanned image copies and documents for Photographs, signature, thumb impression, Challan, resume etc            Make payment for application online using scratchcard mode of payment            Make payment for application online using Online mode of payment (Netbanking / Credit Card/ Debit Card)            Make payment for application online using Challan mode of payment            Make payment for application online using Demand Draft mode of payment            Receive userid and password / notification on submission of application through Mail or SMS            Ability to Login into submitted application to view summary of submitted application            Ability to Edit submitted application            Ability to Change Password            Recover password            Download configured PDF from summary page</p>

### TCS iON Exam and Grade Management Solution

iON Exam and Grade Management module is offered as Implementation Services.

TCS will provide the following applications:

- TCS iON Campus Management Solution (as per the scope below)
- TCS iON Human Resource Management Solution
- TCS iON Self Service Solution
- TCS iON Reports and Communication Solution

#### Scope Of Service and Solution

##### • Provisioning, and Configuration

TCS will provision and configure the iON Solution including:

- Upload of Student details
- Student Subject Enrolment
- Exam Setup including faculty mapping
- Grade Card format and attributes
- Score Capture template
- Site creation, Batch creation, creation of login ids(Student/Parent/Employee as relevant) is also done as part of configuration.

The configuration would be based on the process inputs and data provided by the customer, which may include and not be limited to the following:

Data in templates including:

- Student details
- Eligibility Rules, Scores Normalization Rules, Absence Rules
- Batch details
- Subjects
- Exam details and structure
- Grading schemes
- Progress Report Format / attributes

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- Score Processing & Promotion Rules
- Progress Report Format/ attributes

Post configuration, Customer will run the following transactions:

- Upload Score
- Process Score
- Edit processed score/Re-evaluation/Apply grace marks
- Publish and Freeze the score
- Generate Report Cards
- Generate Student Promotion List

Post configuration, setup and completion of transactions, the following will be available as output:

- Exam wise captured and processed scores and overall result in excel sheets
- Pass/Fail details of subjects of all exams set up across various batches
- Promotion list of the academic session with exam status(Regular, PWG, PWCP) and subject status (Clear, Repeat exam) for all the students as per the subjects enrolled(PWG: Pass with grace, PWCP: Passed with carry papers)
- PDF progress report card for the academic session or the term exams
- 360 degree view for students for processed/overall score view, promotion history, subject enrollment including backlogs through self service
- Self-service quick link for students to download pdf report card, view captured and processed score
- Result reports and widgets (from admin perspective)

The solution scope includes:

Assessment Pattern Setup	
<b>1</b>	<b>Subject Categorization and grouping</b>
Process	Create subjects as per the curriculum and group them into subject groups applicable for every session of a batch. Define applicability of subjects for each academic session of a batch. Define the credits for each subject of an academic session if applicable. Define subject selection rule in terms of minimum and maximum subjects per subject category and minimum and maximum credit points group wise or consolidated if applicable.
Features	Group subjects of one academic session. Tag subject group to academic session. Tag subject selection rule. Define credits per subject.
<b>2</b>	<b>Exam Details and Exam Hierarchy Creation</b>
Process	Create grades and grade category. Create exam details: Type of examinations taken in academic session (for eg. Internal, External, Half Yearly, Unit Test, Final Exam). Create exam tree: Hierarchical pattern depicting parent child relationship between different examinations conducted in an academic session.
Features	View pass/ fail types of grades. View number of assessment components- exam details. Visualize exam pattern- tree leaf and parent node relation.
<b>3</b>	<b>Grades Categorization, Grading Schemes Creation and Rules Setup</b>
Process	Create all the applicable grades like A, A1, B, B1, Good, Excellent and group them into various grade categories as per the requirement. Define the required grading schemes-Consolidated and Non Consolidated: Qualitative (GPA) or Quantitative (Percentage or GPA). Configure Consolidated Grading schemes to process the score at ED (Exam level)/EP level(top most node). Define marks (fixed) range or percentage range with upper and lower limit for each grade in case of quantitative Percentage Grading Scheme. Define Start and end of grade point in case of quantitative GPA and define equivalent grade points for every grade. Define % of students falling in particular range in a grading scheme if curve fitting OR Letter Grade is required while processing the score at any Exam tree node.
Feature	Grouping grades into grade categories can be used for better analysis. Apply consolidated/non-consolidated Grading scheme at different nodes of the exam tree. Ability to provision curve fitting and Grade letter in an exam.

Rules Applicability	
<b>1</b>	<b>Define / Tagging Rules</b>
Process	Create customized normalization classes if required i.e. Any specific condition OR logic required for processing the scores. Create Absent type and Absence rules specific to actions on absenteeism. Define rule for applying grace marks. Define rule for submission of marks. Create customized classes (logic) for promotion. Creation of customized classes (logic) for exam eligibility

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Feature	Calculate deviation and normalize the deviations in scores obtained Take action on absent type. Apply grace marks if applicable. Modify and update SGPA, CGPA. Generate and modify promotion list as per the applied logic. Generate eligible student list as per the applied logic
<b>Registration, Evaluation and Score Management</b>	
<b>1</b>	<b>Subject Registration</b>
Process	Define the registration window for students to register for subjects as per the subject selection rule applicable in the academic session. Take request for registration from students and apply registration charges per subject or All subject if applicable.
Feature	Restrict time period for registration: Batch wise and session wise. Accept registration requests. Display list of subjects for registration for an academic session.
<b>2</b>	<b>Subject Enrollment</b>
Process	View and approve registration requests Directly enroll students to specific subject group
Feature	Generate the list of enrolled students per subject. Generate the fee and enroll or direct enroll.
<b>3</b>	<b>Faculty Exam mapping</b>
Process	Creation of faculty in HRMS as employee. Map faculty with an Activity and subject-Activity Subject mapping. Allocate faculty to one or multiple class-Faculty class allocation. Assign faculty to subject and exam node (i.e. restriction of nodes to capture score).
Feature	Provision to attach faculty to exam detail and subject combination. Define the number of faculties who may evaluate one paper. Map different faculty to different class of an academic session. Ability of faculty to capture score against its subject through self service quick link. Faculty to define marks submission rule if more than one faculty evaluates the same paper.
<b>4</b>	<b>Capture Score/ Process Score/Edit Processed Score</b>
Process	Capture marks/ grades at different exam tree nodes for each applicable subject. Process the scores based on Exam rules set up, weight-age and grading scheme of each exam node. Edit the processed score in various ways when required: Fresh Entry, Update, During revaluation.
Feature	Edit captured scores. Edit processed scores. Provision for faculties to capture score as per faculty exam mapping done Calculate SGPA/ CGPA in case of GPA scheme and overall percentage in case of percentage
<b>5</b>	<b>Publish/ Freeze Scores</b>
Process	Publish processed scores to be viewed by faculty, student and parent Freeze scores – making it read only for users
Feature	Ability to edit score before freezing. Verify results. Inability to edit scores after 'freeze scores'.

<b>Exam Report Configuration, Results and ODR</b>	
<b>1</b>	<b>Creation of promotion/detained/backlog list</b>
Process	Generate promotion list of students Generate promotion list with/without backlog. Generate list of detained students.
Feature	Register again in case of backlog Edit rule applicable and regenerate the list.
<b>2</b>	<b>Progress Report configuration through PDF and front end</b>
Process	Report card configuration by using Exam and Grading Meta Attributes and General Information of students and batch Design the required transcript/report card in PDF format and map the PDF attribute keys to system attributes IDs to fetch static and dynamic values from the system to PDF report format.
<b>3</b>	<b>Fetch reports and ODR</b>
Process	Generate on demand reports as per attributes required by selecting filters and criteria. Fetch pre-configured reports to have analysis of exams conducted in a session.
<b>4</b>	<b>Self Service View</b>
Process	View/verification of results from Self Service, download current session PDF report card Capture score by faculty
Feature	View captured and processed scores session wise from student and parent login. Download current session PDF/report card by student/parent, if configured. Capture scores from faculty login as per access mapping done through faculty exam mapping.





## TCS ION PAYROLL Solution

ION Payroll solution will be offered as Implementation Services.

TCS will provide the following applications:

- TCS ION Payroll Solution (as per scope below)

### Scope Of Service and Solution

#### • Provisioning, and Configuration

TCS will provision and configure the ION Solution including:\*\*

- Upload of employee details
- Upload of employee financial details
- Site creation, Batch creation, creation of employee login ids as relevant

The configuration would be based on the process inputs and data provided by the customer, which may include and not be limited to the following:

Data in templates including:

- Employee details
- Employee financial details
- Savings and income tax details as relevant
- Payroll reports

Post configuration, Customer will run the following transactions: \*\*

- Payroll transactions

Post configuration, setup and completion of transactions, the following will be available as output:

- Payslip
- Result reports and widgets (from admin perspective)

The solution scope includes:

<b>TCS ION Payroll Solution</b>	
<b>Master Maintenance:</b> <ul style="list-style-type: none"><li>• Maintaining employee particulars</li><li>• Maintaining all Statutory parameters</li><li>• Maintaining pay-account codes</li><li>• Maintaining Loan Interest Rates</li><li>• Configuring Grade Base or Employee Specific Pay Codes</li></ul>	<b>Monthly Payroll:</b> <ul style="list-style-type: none"><li>• Configuring payroll system</li><li>• Computing payroll</li><li>• Generating payroll transaction details</li><li>• Undoing Payroll</li></ul>
<b>Miscellaneous Payments and Recovery:</b> <ul style="list-style-type: none"><li>• Maintain Direct Payroll Transactions</li><li>• Adhoc Payments and Recoveries</li></ul>	<b>Month-end Processing:</b> <ul style="list-style-type: none"><li>• Generating salary voucher</li><li>• Updating monthly data</li><li>• Post Salary details to F&amp;A</li></ul>
<b>Savings and Income Tax Details:</b> <ul style="list-style-type: none"><li>• Generating yearly income forms</li><li>• Projecting income tax liabilities</li><li>• Maintaining tax savings – Internal and External</li><li>• Detailed employee wise Income tax calculation</li></ul>	<b>PF / Final Settlement:</b> <ul style="list-style-type: none"><li>• Maintain PF Details for the current financial year</li><li>• Full and Final Settlement along with Gratuity and Leave Encashment</li></ul>
<b>Reports – ODR:</b> <ul style="list-style-type: none"><li>• PF Monthly</li><li>• Consolidated PF Monthly</li><li>• Salary Statement</li><li>• Variance Report</li><li>• ESIC Monthly</li><li>• P. Tax Report - State wise</li><li>• Professional Tax Monthly</li><li>• Bonus</li><li>• Direct Payroll screen Report</li><li>• Generalized payslip for Admin</li><li>• External Savings Details</li><li>• Internal Savings Details</li></ul>	<b>Reports:</b> <ul style="list-style-type: none"><li>• Pay Slip</li><li>• Form 16</li><li>• Form 12BA</li><li>• ESIC Challan</li><li>• ESIC Form 1</li><li>• ESIC-Form-5</li><li>• ESIC-Form-7</li><li>• Form-27A</li><li>• PT-Form-5A</li><li>• PT-Form-9A</li><li>• Form-3A</li><li>• Form 6A</li><li>• Form-12A</li><li>• PF-Combined-Challan</li><li>• PF-Form-10</li><li>• PF-Form-11</li><li>• PF-Form-2 (Revised)</li></ul>

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<b>TCS iON Payroll Solution</b>	
	<ul style="list-style-type: none"> <li>• PF-Form-5</li> <li>• TDS Challan</li> <li>• Salary Register</li> <li>• Salary Register Form-23</li> <li>• Salary Statement</li> <li>• Variance Report</li> <li>• P. Tax Report - State wise</li> <li>• Professional Tax Monthly</li> <li>• PF Monthly</li> <li>• Employee CTC Report</li> <li>• Employee Financial Details Report</li> <li>• eTDS Annexure Report</li> <li>• ETDS Report</li> </ul>

### **TCS iON eLearning Exchange Solution (LX)**

iON Learning Exchange Solution would be offered as Self Services

<b>TCS iON Learning Exchange(Professional Virtual Community) Solution</b>		
<b>Organization Admin</b> <ul style="list-style-type: none"> <li>• Create Community</li> <li>• Public Community</li> <li>• Private Community</li> <li>• Users</li> <li>• Users - Assign Profile</li> <li>• Admin &amp; Moderator</li> <li>• Allocate Components</li> <li>• Manage Profile</li> <li>• View Invitations</li> <li>• Change Admin</li> <li>• View Organization Logs</li> <li>• View Organization Level Statistics</li> </ul> <b>Integration with iON CMS</b>	<b>Community Admin</b> <ul style="list-style-type: none"> <li>• Profile</li> <li>• Profile - Add / Remove</li> <li>• Components</li> <li>• Profile - Define Profile</li> <li>• Profile - Copy Profile</li> <li>• Profile - Assigned Users</li> <li>• Manage Users</li> <li>• Manage User Groups</li> <li>• View Community Level Logs</li> <li>• User Activity Logs</li> <li>• Manage Abused Posts</li> </ul>	<b>Community Design</b> <ul style="list-style-type: none"> <li>• Detailed Member Profile</li> <li>• Configurable Landing Page</li> <li>• Community Banner</li> <li>• Community Profile</li> <li>• Custom Menus</li> <li>• Static Widget</li> </ul> <b>Enabler Listing</b> <ul style="list-style-type: none"> <li>• Featured</li> <li>• Highest Rated</li> <li>• Most Favourited</li> <li>• Most Viewed</li> </ul>
<b>My Stuff</b> <ul style="list-style-type: none"> <li>• My Communities</li> <li>• My Posts</li> <li>• My Calendar</li> <li>• My Favorites</li> <li>• History of My Activities</li> </ul>	<b>Collaboration Enablers</b> <ul style="list-style-type: none"> <li>• Create Blog post</li> <li>• Create Byte</li> <li>• Upload Media</li> <li>• Ask a Question</li> <li>• Post an Idea</li> <li>• Schedule an Event</li> <li>• Start a Debate</li> <li>• Add Wiki</li> <li>• Add User Poll</li> <li>• Conduct Survey</li> </ul> <b>Enabler Features</b> <ul style="list-style-type: none"> <li>• Permalink</li> <li>• Add to favourite</li> <li>• Add a Comment</li> <li>• Vote a Comment</li> <li>• Feature a post</li> <li>• Share via email</li> <li>• Share with roles</li> </ul>	<b>Invitations</b> <ul style="list-style-type: none"> <li>• Criteria</li> <li>• Assign Criteria</li> <li>• Invite Users</li> </ul> <b>Message Box</b> <ul style="list-style-type: none"> <li>• Invitations</li> <li>• Requests</li> </ul>

<b>TCS iON Learning Exchange(Learning Management System) Solution</b>		
<b>Administration</b> <ul style="list-style-type: none"> <li>• Course Templates Management</li> <li>• Course Batches Management</li> <li>• Granular Roles &amp; Permission Module</li> <li>• Manage Roles</li> </ul>	<b>Course Design</b> <ul style="list-style-type: none"> <li>• Course Summary</li> <li>• Syllabus</li> <li>• Course Content</li> <li>• Course Attendance</li> <li>• Grades and Reports</li> <li>• Collaboration within Course</li> </ul>	<b>Participant Items</b> <ul style="list-style-type: none"> <li>• Course Dashboard</li> <li>• Course Content Player</li> <li>• My Report Card</li> </ul>

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TCS iON Learning Exchange(Learning Management System) Solution		
<ul style="list-style-type: none"> <li>- Faculty</li> <li>- Student</li> <li>- Course Admin</li> <li>• Student Enrollment</li> <li>• Faculty Management</li> <li>• Course Catalogue</li> <li>• View Course Statistics</li> <li>• User Activity Logs</li> </ul>	<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Assessments</li> </ul> <p><b>Course Content</b></p> <ul style="list-style-type: none"> <li>• Manage Syllabus</li> <li>• Create Webpage/File/Text based Content</li> <li>• Upload SCORM based Content</li> </ul> <p><b>Course Delivery Control</b></p> <ul style="list-style-type: none"> <li>• Schedule Content</li> <li>• Schedule Assignments</li> <li>• Schedule Assessments</li> <li>• Notify Members via email</li> </ul>	

**Service levels:**

Service availability rate at data center	98% based on quarterly review
Business Hours Support	Mon – Sun between 7.00 – 23.00 hours

**Exclusions:**

The calculation of the SLA excludes events such as:

- The event has occurred as a result of a Force Majeure or during the implementation of any disaster recovery procedure.
- Any activities and/or outages mutually agreed upon by the parties (planned scheduled downtime).
- The last mile access (Network that connects customer location and Network Service Provider's Point of Presence) or broadband access that is not provided or managed by TCS or its authorized agents.
- The failure of a customer's application, equipment or facilities including any third party equipment.
- Trouble Tickets associated with new installations or upgrades.
- An interruption where the customer elects not to release the service for testing and repair and continues to use it on an impaired basis.
- Interruptions during any period where TCS or its agents are not allowed access to the Customer premises where the access lines are terminated.

**Out of Scope:**

TCS is not responsible for any software not provided by TCS  
Touch Services is out of scope

**Support:**

TCS will ensure break-fix support to the applications mentioned in scope of services. Any change request will be administered separately. TCS Support desk can be reached by any of the following:

Toll Free Number	1-800-209-6030
E-mail	ion.servicedesk@tcs.com

**Training:**

- For Implementation and Self Services
  - TCS iON follows a train-the-trainer approach. A few users of the solution (selected by Customer) will be provided web-based training or training by the locally based iON Consultants for free. Duration of this will be up to 3 days at one common location. These users are expected to train others on the solutions, including any ongoing/ repeat training need. Training will be conducted for not more than 8 hours per day and the exact dates will be mutually agreed upon.
  - TCS can also provide instructor led training in a classroom environment. The location of the training can be either customer or TCS premise. Any travelling and lodging expenses incurred by our consultants for the training will be borne by the customer
  - The 1st training is free (excluding travelling and lodging expenses). Subsequent trainings will be at ₹ 25,000 for a batch of 5 users (for upto 3 days), and ₹ 40,000 for a batch of 10 users (for upto 3 days). This is exclusive of the travelling and lodging expenses
  - The training package also includes an online documentation of solutions, and context sensitive Help Assistant for hosted solution and help manuals for On-premise solution

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**Data Migration:**

- Transaction Data migration from existing system of Customer to TCS system is out of scope and will be charged additional and can be taken up on mutual agreement between TCS and Customer.
- However Master data can be uploaded into the new system if customer can provide the data in the format of data templates provided by TCS or TCS can open the system to the customer prior to go-live to enter the master data.

**I. TCS Designated locations:**

TCS will host its applications from TCS Data Centre.

**II. Customer designated locations:**

None

**III. 3<sup>rd</sup> party software incorporated in TCS Application System:**

None

**IV. 3<sup>rd</sup> party software (if any) obtained specifically for the Customer and to be used by Customer even after termination of Agreement:**

None

**V. Authorized Users:**

The employees (including temporary and contract employees) of the Customer that have been duly designated and authorized to use the TCS Application System

TCS point of contact: Mr. Manivannan Ranganathan ([manivannan.ranganathan@tcs.com](mailto:manivannan.ranganathan@tcs.com))

**Customer Change Champion:**

Name: CS (Dr.) Bhushan K. Sharma

Contact #: 91 96460 02816

Email: [bhushan2816@yahoo.com](mailto:bhushan2816@yahoo.com)

**Customer Single Point of Contact:**

Name: Mr. Naveen Dalal

Contact #: 91 98146 06066

Email: [naveen.dalal@ggdsd.ac.in](mailto:naveen.dalal@ggdsd.ac.in)

**VI. Target Environment:**

**1. Services Environment**

**a) Hosting Environment :**

TCS will perform all necessary maintenance and support the operation of the Hosting Environment and the TCS Application System and to provide the Services in accordance with the agreed service levels. TCS will promptly investigate and will make all commercially reasonable efforts to remedy any failure of the Services, Hosting Environment, TCS Application System and/or the TCS Link (defined hereinafter) to operate in good working order in accordance with the provisions of the Agreement

**b) TCS Link:**

Not Applicable

**c) Equipments:**

Not Applicable

**2. Computing Environment**

TCS recommends the following as minimum configuration to be able to run the TCS application:

- Desktop System with 1 nos. of Intel processor – Dual Core/Core 2 Duo
- Windows XP Professional / Windows 2003 / Windows 7 Professional (32-bit version) Operating System
- Minimum 1 GB RAM
- At least 80 GB SATA disk
- 17-inch monitor
- Standard keyboard and mouse.
- MS Office in the desktops of for key users
- The supported browsers are Internet Explorer 8, Firefox 23 and Chrome 28\*.

\* Any change in browser version to be used will be communicated to the customer by the TCS.



  
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The network bandwidth sizing at customer site for accessing the TCS Solutions is expected to be approx 400Kbps for 20 concurrent users. The customer has confirmed that an existing Internet link at the site will be used. The customer will upgrade the network bandwidth as per growth in concurrent users.

VII. **Data availability at the various layers:**

- a. **Hardware Availability:** State of the art hardware (servers, storage, networking elements) configured in Active-Active or Active-Hot Standby mode ensures High Availability (HA) of our infrastructure elements.
- b. **Application Availability:** All application components (Web, Application, Database) are configured in Active-Active mode. This ensures that the application, as well as data is available to the customers with high availability.
- c. **Data Availability:** The deployment architecture ensures that the same data is available on multiple servers. In the event of data issues, data can be recreated with no data loss from the other servers.
- d. **Backups:** Backups are taken every day and retained for varying periods of time (daily, weekly and yearly). Backed-up data is available off-site. Backup recovery tests are performed at regular intervals to ensure integrity of backups.
- e. **Data Format:** In the event of termination of the contract TCS shall give the customer data in either CSV or XLS format in CD or through file transfer.
- f. **Disaster Recovery:** A Disaster Recovery Data Center is in operation. Data from the primary data center is mirrored onto the DR Data Center near real-time. Operations will shift to the DR data center in the event of a catastrophic failure of the primary data center. In addition, customers have the ability to, at their convenience, login to the DR data center and verify data availability



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### SCHEDULE 3

#### Licensing Terms for TCS Application System

#### APPENDIX- I to Schedule 3

#### USE TERMS for TCS Application System (TCS proprietary)

These Use Terms will govern the Use by Customer of TCS Application System (more specifically described in Schedule 2), during the Contract Term of the Agreement for Services effective 01.04.2015 ("Agreement") signed between Customer named herein below and Tata Consultancy Services Limited ("TCS"),

#### 1. DEFINITIONS

The following capitalized terms shall have the meaning set forth below for all purposes of this Use Terms:

"**Target Environment**" shall mean Services Environment or Customer Environment, as specified in the Schedule 2 with respect to each component of the TCS Application System. "**Services Environment**" has the meaning ascribed to it in the Agreement. "**Customer Environment**" has the meaning ascribed to it in the Agreement. "**Use**" means using and/or accessing the TCS Application System by the Authorized Users, whether it is installed on Customer Environment or on the Services Environment, for the purposes of executing, processing, transmitting, transferring, loading and storing of data in connection with the Services rendered by the TCS under this Agreement, in terms of this Use Terms. All other capitalized terms used herein but not defined above, shall have the meaning ascribed to them in the Agreement.

#### 2. USAGE RIGHTS AND RESTRICTIONS

2.1 **Usage rights.** (i) Subject to the terms and conditions set forth in this Use Terms, effective upon the installation of the TCS Application System by TCS or upon TCS permitting access to Customer of the TCS Application System through any means, TCS hereby grants to Customer the right to Use as specifically permitted under this Use Terms and to permit Authorized Users to Use the TCS Application System during the Agreement for Contract Term. The forgoing does not (a) authorize installation of the TCS Application System other than on Target Environment, (b) permit Use of the TCS Application System for any purpose other than as permitted under this Use Terms, or (c) permit Use of the TCS Application System to any Person other than Authorized User. Any extension or change of the contractual use of the TCS Application System requires TCS' prior written consent and authorization. Customer is responsible to ensure compliance with all usage restrictions and other applicable terms and conditions of this Use Terms by each Authorized User. Any breach or non-compliance of the terms and conditions of this Use Terms by any Authorized User shall be deemed to be a breach or non-compliance by Customer. Customer will indemnify and defend the TCS in respect of any breach of this Use Terms to the extent that such breach arises from any act (or failure to act) by the Authorized Users. (ii) The usage rights granted herein and the provisions of this Use Terms do not grant or convey to Customer any ownership rights and interest or title in or to the TCS Application System any Intellectual Property Rights therein nor do they permit Customer to make derivative works or to make copies of the TCS Application System. To the extent that TCS Application System consists of any software codes, such material, when delivered to Customer pursuant to this Use Terms, shall be delivered by TCS in Object Code form only and Customer shall not have any right or license with respect to the Source Code or data base design of the TCS Application System.

2.2 **Proprietary and Confidentiality Markings or Notices.** Customer shall retain all of TCS's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on the TCS Application System. Customer shall not, permit any Authorized Users or other persons to, remove, alter or otherwise render illegible any of TCS's Logo, Trademark, Copyright notice or other proprietary or confidentiality markings that may be placed on the TCS Application System or components thereof provided to Customer hereunder. Customer shall not remove or alter TCS's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on all copies of the TCS Application System or any part thereof including the documentation.

2.3 **Restrictions on Copying.** Copying of the TCS Application System is prohibited except with TCS's prior written consent and authorization. Neither Customer nor any Authorized User is authorized to sell, license, sublicense, distribute, assign, transfer or distribute or timeshare the TCS Application System or otherwise grant any right under this Use Terms to any third party (other than Authorized Users). Any attempted sale, licensing, sublicensing, distribution, marketing, assignment or time sharing including by interactive cable or remote processing services or otherwise shall be null and void. Customer is not entitled to, and shall not make or permit others to, reverse engineer, disassemble, de-compile, recreate, enhance or modify the TCS Application System or any part thereof or to create enhancements to or derivative works of the TCS Application System or any portions thereof.

2.4 **Trademarks.** Customer will have no rights in any trademarks or service marks or trade names adopted by the TCS and/or its licensors for the TCS Application System or any part thereof.

2.5 **Breach.** Should the TCS Application System be Used beyond the Use rights by Authorized Users as set out in this Section 2, TCS shall notify Customer in writing requiring Customer to cure the breach of Use Terms and if Customer does not cure such breach within 10 days (or such other period that the TCS may permit upon Customer's request), of receipt of written notice from TCS then TCS shall be entitled to terminate the Use rights granted hereunder in respect of such TCS Application System, without prejudice to any other rights or remedies TCS may have under this Use Terms or otherwise.

#### 3. OWNERSHIP AND PROPRIETARY RIGHTS

Customer acknowledges and agrees that TCS does and will continue to own all Intellectual Properties and Intellectual Property Rights in or attached to the TCS Application System, including without limitation, in or attached to any enhancement and upgrades and any derivative works thereof even if made for, by or on behalf of Customer. Nothing contained herein shall be construed as a transfer, assignment or conveyance by TCS to Customer of the ownership or title to the Intellectual Property or Intellectual Property Rights in or attached to the TCS Application System or any enhancements, upgrades or derivative works thereof.



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4. MISCELLANEOUS

In the event of any conflict between the provisions of this Use Terms and those in the Agreement for Services or the Agreement, notwithstanding any contrary provision anywhere else, Customer and TCS specifically agree and acknowledge that the provision of this Use Terms will prevail with respect to the TCS Application System.

GGDSD College Society

By: Mr Sharma

Name: Opkar Krishan Sharma

Title: President

President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

Tata Consultancy Services Limited

By: [Signature] 13/3/15

Name: Venguswamy Ramaswamy  
Global Head - Small and Medium Business

Title: \_\_\_\_\_



**SCHEDULE 4**  
**FEES FOR SERVICES**

Solutions	Minimum Users	Users	Frequency
TCS iON Admissions Solution	2000	Admitted Student	Annually
TCS iON Academics Solution	5000	Students	Monthly
TCS iON Exam Grade Management Solution	5000	Students	Monthly
TCS iON HRMS Solution	300	Employee	Monthly
TCS iON Administrative Services Solution	5000	Students	Monthly
TCS iON Learning Exchange Solution (LX)	5000	Students	Monthly
TCS iON Payroll Solution	300	Employee	Monthly
TCS iON Finance and Accounting Solution	4	Administrator	Monthly
TCS iON Procurement and Inventory Solution	4	Administrator	Monthly

**TCS iON CMS Solution**

Implementation & Self Services	Set-Up Fee	Implementation Cost	Monthly Subscription Fees
		One time Implementation Cost	Per User Monthly Price * Number of Users
Set-Up Fee	₹ 13,04,100		
Access to TCS Application Systems		₹ 150,000	₹ 309,963

**TCS iON Learning Exchange Solution**

Implementation & Self Services	Annual Subscription Fees (Inclusive of Annual Price Hike)		
	Year 1	Year 2	Year 3
Set-Up Fee			
Access to TCS Application Systems	₹ 5,00,000	₹ 5,25,000	₹ 5,51,250

**Contract Signing Amount:** ₹ 19,54,100/- ( Invoice of Year 1 for Learning Exchange Solution is included)

- All the mentioned charges are exclusive of taxes and duties.
- Invoicing will start from Contract Effective Date.
- The Customer will make the payment within 30 days from the date of invoice. TCS prefers electronic mode of payment.
- For Learning Exchange Solution, Invoicing will be annually in advance.**
- These prices are applicable for locations in India only and for a single instance in the data center.
- The price quoted is applicable for the version contracted for. All future versions delivered during the Contract Term are included in the price.
- For invoice generation purposes, the customer authorizes TCS to query customer data for the user count or any other billing parameter applicable as per the fee schedule.
- The number of sites and user base served may grow during the service term. The customer will share with TCS the expected growth plans, to allow TCS sufficient lead time to plan for additional capacity and deployment. Any growth beyond the numbers stated above becomes billable from the quarter in which the systems capture either master or transaction data for the increased user base. TCS will also charge a Set-up fee for each such increase, as per the fee schedule. Instead of 4 month subscription cost, for additional users it will be 2 month subscription cost which will be taken as Set Up fee.
- Customer is responsible for any 3rd-party costs for integration items in scope. For example, if SMS integration is in scope, customer is responsible for the cost of subscribing to an SMS package from an authorized telecom provider.
- Any report that needs to be developed specifically for the customer will be charged at ₹ 25,000 per report. Existing reports are listed on [www.tcsiion.com](http://www.tcsiion.com).

(TCS Proprietary and Confidential)

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 President  
 Goswami Ganesh Dutta Sanatan  
 Dharam College Society  
 Sector 32-C, Chandigarh



- TCS can make available a trained iON data management executive to support customer's data migration, data entry, operating basic functions in iON at a cost of ₹ 25,000 per month. The management and monitoring of this executive will be done by the customer
- For additional users during the Contract Term, Customer will provide a duly signed Purchase Order (PO) to TCS. This PO will be on the Customer's letter head and can be emailed in PDF format to the contact person of TCS.
- On Customer request, if non-local Specialist Consultants have to travel to any of the Customer locations, Customer will provide to and fro airfare from TCS location to that location, boarding and lodging expenses for the duration of deputation as well as local transportation facility (one or all of the expenses, as applicable). These expenses will be claimed on the basis of reports submitted by TCS accounts department to the Customer.
- Data Upload, Data Management for Learning Exchange Solution will be Customer responsibility.

#### TERMS AND CONDITIONS FOR IMPLEMENTATION AND SELF SERVICES ONLY

- TCS Education solutions are priced at enterprise capacity requirement. The licensed user base is defined as the total of all enrolled students, academic, support, administrative and management staff.
- Set-Up Fee will be due at the time of signing the contract and is non-refundable. Customer Set-Up includes a) CPE, datacenter and solution provisioning and b) training. If additional users are added during the contract Term, Set-Up Fees for the new users will be charged. Instead of 4 month subscription cost, for additional users it will be 2 month subscription cost which will be taken as Set Up fee. Invoicing will be from Contract Effective Date.
- TCS will raise a Monthly invoice of the subscription fees for all the users. User count cannot be reduced during the term of the contract.
- Full invoicing will commence from the first month of subscription.
- During the Contract Term (3 years) Monthly Recurring Fees shall be increased by 5% of the existing price on second anniversary of the Agreement.
- The Customer will make the payment within 30 days from the date of Invoice (other than Set-Up Fee). TCS prefers electronic mode of payment.

  
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 Sector 32-C, Chandigarh



**SCHEDULE 5**  
**CHANGE CONTROL PROCEDURE**

Either Party may request a change in the scope of Services or deliverables but no such change shall be effective and binding unless such changes are documented in a change control document in the format described in Annexure A below ("Change Control Document") and signed by both parties.

If Customer desires to propose a change in Scope of Services, Customer shall deliver to TCS a change request in writing, describing the changes proposed. Promptly following TCS' receipt of Customer's change request, TCS shall submit a written change order proposal to Customer. If TCS desires to propose any change, TCS shall submit to the Customer a written description of the change in the form of a proposed change order for Customer's review and approval. Any change order document prepared by the parties shall include, among other items, an estimate of additional charges to Customer, if applicable, for the modified Services, any additional software or other material required to implement the change and any expected impact on the time schedule or service levels under the Schedule 2.

On Customer's written approval of the change order document submitted by TCS the parties shall sign the Change Control Document whereupon the Scope of Services in Schedule 2 and any other relevant Schedule(s) shall be deemed to have been amended by the change order.

No change to any Scope of Services shall be binding on the Parties unless the Change Control Document has been signed by authorized representatives of each party.

**Annexure A to Schedule 5**

Change Request No.: \_\_\_\_\_

Date Initiated: \_\_\_\_\_ Date Approved: \_\_\_\_\_

Project: \_\_\_\_\_

**Description of Change:**

Following are the changes/additions agreed to:

- a) Schedule 1
- b) Schedule 2
- c) Schedule 4

Approved with Changes

Tata Consultancy Services Limited

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date

Customer

*Mr. Shama*  
\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date

President  
Goswami Ganesh Datta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

(TCS Proprietary and Confidential)



HDM  
Mr. Vinay Kumar 300  
By  
25/5/18

**AGREEMENT FOR SERVICES**

THIS AGREEMENT FOR SERVICES is made effective as of the Effective Date (specified in Schedule 1) by and between **Tata Consultancy Services Limited**, a company incorporated under the Companies Act 1956, with its corporate office located at TCS House, Raveline Street, 21 D. S. Marg, Fort, Mumbai 400001, herein after referred as 'TCS' (which expression shall include its successors and assigns) and the Customer entity named in the signature block below, with other details thereof set out in Schedule 1- Contract Details, herein after referred as a 'Customer' (which expressions shall, unless the context requires otherwise, includes its successor in business and permitted assigns). In this Agreement, TCS and Customer are collectively referred as 'Parties' and individually as a 'Party'.

WHEREAS TCS has developed a proprietary business concept titled as 'IT-as-a-Service' aimed at delivering an integrated suite of end-to-end business solutions and cloud services to small and medium businesses (SMB), involves use of shared software applications owned or licensed and hosted by TCS at a centralized TCS facilities and/or deployed at Customer facilities. AND WHEREAS Customer who has been introduced to TCS by the entity/person named in Schedule 1, desires to avail of certain services of TCS as more fully described in Schedule 2 and TCS agrees to provide such services in accordance with the terms and conditions set out in this Agreement.

**NOW THIS AGREEMENT WITNESSETH:**

**1. Definitions :**

All capitalized terms used in this Agreement or any attachment thereof, unless the context specifically requires otherwise, shall have the meaning assigned to each of the terms given in Exhibit A hereto.

**2. Scope of Services:**

**2.1 Services:** The scope of **Services** to be provided by TCS to Customer is as described in **Schedule 2**. TCS will host on TCS's **Services Environment** at TCS designated location(s), and/or deploy on designated Customer systems at Customer designated location(s) identified in **Schedule 2**, the **TCS Application System**, for provision of such **Services**. TCS reserves the right to modify the **Services Environment** without impacting the **Services**. The **Services** may commence on the **Service Commencement Date** identified in **Schedule 1**, unless the Parties otherwise agree. If the Parties desire to modify the **Scope of Services** in **Schedule 2** in any manner, the Parties agree that such change, to **Schedule 2** and its corresponding change to other **Schedules** hereto shall be implemented in accordance with the **Change Control Procedure** defined in **Schedule 5** hereto.

**2.2 Permitted Use of Services:** Customer's use of TCS **Applications System** shall always be subject to the **Licensing Conditions** stipulated in **Schedule 3**. In case the **TCS Application System** includes a third party software (identified in **Schedule 2**), and where such third party licensor requires Customer to sign a license agreement, the Customer agrees to execute such third party software license agreement, which shall prevail upon any conflicting provisions herein. Such third party software license agreement shall become a part of this Agreement.

**3. Obligations of Customer:**

Customer undertakes to comply with all the access authorization and access controls for the Customer's access to the **Services Environment** as may be prescribed by TCS. Customer shall limit the access to **Services Environment** only to the **Authorized Users**. Each **Authorized Users** shall follow the security policies and rules as have been notified by TCS. Customer acknowledges that the **Services** offered by TCS under this Agreement are not the data processing services but are in the nature of information technology infrastructure and application services for Customer's own data processing and business use only and agrees that the Customer shall not, in any way, commercially exploit the **Services** otherwise. Customer shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the **Service**, including those related to data privacy, international communications and the transmission of technical or personal data. The Customer shall notify TCS immediately of any unauthorized use of the **Services** or **Services Environment**. Customer undertakes that all **Customer Data** will not infringe the intellectual property rights of any third party.

**4. Proprietary Rights**

All rights, title and interests in and to the **Services Environment**, **TCS Application System** and any other material used in the provision of the **Services** shall exclusively belong to TCS and its licensors ('**TCS Proprietary Material**'). Any and all intellectual

**Property Rights** with respect to the **Services** and the **TCS Proprietary Material** and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to TCS or its licensors and the Customer shall not be entitled to claim any rights therein. Customer agrees that TCS shall have the right to list Customer name in its marketing material and use Customer logo with respect to such listing and for reference purposes. The Customer acknowledges that the provision of the **Services** hereunder by TCS shall be on a non-exclusive basis and TCS shall be free at all times to provide the services or perform obligations same or similar to the **Services** and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude TCS from providing such services or performing such obligations to its other clients.

**5. Compensation**

In consideration of the **Services** hereunder, the Customer shall pay TCS the fees and expenses ('**Charges**') as specified in **Schedule 4**. All amounts payable to TCS are exclusive of any Taxes. Customer shall be entitled to deduct from applicable payments to TCS, any tax on TCS' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide TCS with evidence or certificate of payment of such tax to the taxing authorities. TCS shall submit invoice to Customer in accordance with the payment schedule in **Schedule 4**. Customer shall remit payment to TCS within thirty (30) days from the date of invoice. TCS shall invoice and Customer shall make payment, in advance, in accordance with the billing period specified in **Schedule 4**. If any invoice remains unpaid after the aforesaid period, TCS shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the **Services**.

**6. Representations And Warranties**

TCS warrants that the **Services** will be provided in a skilful and workman like manner and in conformity with the scope described in **Schedule 2**. Notwithstanding the aforesaid, any **Services** which are provided by TCS free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party. EXCEPT AS SET FORTH IN THIS CLAUSE, TCS MAKES NO WARRANTIES TO CUSTOMER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER OR UNDER SCOPE OF WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY TCS.



*[Handwritten signature]*

President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

H.D.F.C. Bank, 17/01/71, Fort Branch  
25/5/18  
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Customer warrants that, it shall provide all information, material, data and other assistance (including knowledge transition) required by TCS to enable TCS to provide Services to the Customer in accordance with this Agreement. Customer warrants that it shall limit the access to TCS Application System and Hosting Environment only to the Authorized Personnel. Further, Customer warrants that each Authorized Personnel shall follow the security policies and rules as have been notified by TCS. Customer further warrants that the Services are for Customer's own business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise.

Customer warrants to TCS that the materials, data, information and other assistance (Customer Materials) supplied to TCS or uploaded by Customer on TCS Application System for the purpose of execution of the terms of the Agreement are either Customer owned properties or are properties obtained by Customer under proper intellectual property licenses. Customer further warrants that the said Customer Material provided by Customer or uploaded by the Customer on TCS Application System shall not infringe any intellectual property rights or proprietary rights of any party. Customer further warrants to TCS that Customer Material supplied to TCS or uploaded by Customer on TCS Application System shall not violate any applicable laws and regulations. If the Customer Materials supplied by Customer or uploaded by Customer on TCS Application System are found to infringe the intellectual property rights of any party or is in violation of any law or regulation, then Customer shall defend TCS and its directors, officers and employees from and against any such suit, claim, proceeding and indemnify and hold TCS harmless against all judgment, damages, costs, fine, penalty and expenses (including, reasonable attorney fees). This clause shall survive the termination of this Agreement. However Parties agree that, TCS shall have the right and license to use the Customer Materials for support, testing and enhancement

#### 7. Limitation of Liability

Neither Party shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the amount paid to TCS by the Customer for the Service that gives rise to such liability during the twelve month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; and (ii) breach of the license conditions and obligations in respect of use of TCS Application System. TCS shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of Customer to perform any of Customer's obligations. In such event, TCS shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge the Customer for additional costs incurred, if any, as may be mutually agreed upon between the Parties. With respect to Managed Services, it is agreed between the Parties that TCS shall not be liable for any operational losses sustained or incurred by the Customer.

#### 8. Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own confidential proprietary information of a similar nature, which shall not be less than a reasonable standard of care, and (ii) shall not use

the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause 8. The provisions of this Clause 8 respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

#### 9. Processing Norms

Both Parties acknowledge and agree that the provision of certain Services under this Agreement may require TCS to interact with the clients and suppliers of Customer relating to the Services as special agent for and on behalf of the Customer and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by Customer and agreed by the Parties. TCS shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and TCS shall incur no liability for claims, loss or damages arising as a result of TCS's compliance with the Processing Norms. Customer agrees to indemnify, defend and hold TCS and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from TCS' compliance with Processing Norms and the Customer's liability arising out of this Clause shall be outside of the liability cap provided in Clause 7. Further, Customer shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data

#### 10. Term And Termination

10.1 Term. The term of this Agreement shall commence on the Effective Date and continue for Contract Term specified in Schedule 1, unless terminated earlier in accordance with the provisions herein. The Agreement may be renewed for further term(s) on mutual agreement between the Parties.

10.2 Termination for Material Breach. Either Party may terminate this Agreement immediately by a written notice to the other Party (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other Party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.

10.3 Effect of termination. In the event of termination or expiry of this Agreement, (A) Customer shall (i) forthwith cease to access and/or use any of TCS Application Systems and Services Environment; (ii) return to TCS any of TCS confidential and



President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

proprietary information and material in its possession; and (iii) purchase Equipment at the then market value or the written down book value in TCS books whichever is higher; and (B) TCS shall (i) return to Customer all confidential and proprietary information of Customer; (ii) if a third party software license is obtained specifically for the Customer under this Agreement and allows Customer to use such software after termination of this Agreement (as specifically identified in Schedule 2), then TCS shall transfer such third party software to Customer on an 'AS IS' basis. Any additional fee if applicable for such transfer shall be borne by the Customer.

#### 11. Non Solicitation

Neither Party will, without the consent of the other Party, employ or offer to employ directly or indirectly any person engaged or previously engaged by the other in any capacity in relation to the project, during the subsistence of this Agreement and until a period of 24 months has expired after the termination or expiry of this Agreement.

#### 12. Miscellaneous Provisions

**12.1 Independent Contractors and assignment.** Each Party to this contract is an independent contracting entity and shall not be deemed an agent, legal representative, joint venture partner or partner of the other. Neither Party is authorized to bind the other to any third person. Customer shall not assign or transfer this Agreement or any obligations hereunder to any third party, without the prior written consent of TCS.

**12.2 Governing Law and Dispute Resolution.** This Agreement shall be governed by and interpreted in accordance with the laws of India. All disputes or differences whatsoever arising between the Parties, out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof, shall be settled amicably. If, however, the Parties are not able to resolve such dispute or difference amicably, the same shall be referred for Arbitration to a sole Arbitrator to be mutually agreed upon, and failing such agreement to an Arbitration tribunal consisting of three arbitrators. Each Party will nominate an arbitrator and these two arbitrators by mutual agreement will appoint the third arbitrator to constitute the Arbitration tribunal. The Arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act 1996. The Arbitration proceedings will be carried out at Mumbai and the award made in pursuance thereof shall be binding on the Parties.

**12.3 Entire Agreement.** This Agreement sets forth the entire understanding of the Parties and supersedes all prior or simultaneous representations, discussions, negotiations, letters, proposals, purchase order's, agreements and understandings between the Parties hereto, with respect to the subject matter hereof. Each Party acknowledges that it has not relied on or been induced to enter into this Agreement by, and to the extent permitted by applicable law, a Party is not liable to another Party in contract or tort or in any other way for, a representation or warranty that is not set out in this Agreement. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. If any provision of this Agreement be held invalid or unenforceable by a competent court, such provision shall be modified to the extent necessary to make it valid and enforceable whilst preserving the intent of the Parties and all other provisions of this Agreement shall remain fully valid and enforceable unless otherwise agreed between the Parties. No provision of this Agreement nor any breach thereof will be considered waived by either Party, unless such waiver is in writing signed on behalf of that Party and no such waiver will constitute a waiver of, or excuse for any other or subsequent breach of this Agreement. Certain provisions of this Agreement which by their very nature ought to survive, shall so survive the termination of this Agreement.

**12.4 Force Majeure.** Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

**12.5 TATA Code Of Conduct.** The activities of all TCS employees are governed by the Tata Code of Conduct, a copy of which is available at link <http://www.tata.com/aboutus/articles/inside.aspx?articleid=NyGtinLHkaAc>. Customer agrees to make good faith efforts to notify TCS designated executives of any breach of the Tata Code of Conduct by any TCS personnel relating to this Agreement. TCS in turn, undertakes that it will maintain confidentiality of all communication received.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives on the date(s) mentioned below, effective as of the Effective Date.

<p>GGDSD College Society ("Customer")</p> <p>By: <u>MRS Shale</u></p> <p>Name: <u>Sh. Upendra Kishan Jemrana</u></p> <p>Title: <u>President</u></p> <p>Date: <u>28/04/2018</u></p>	<p>Tata Consultancy Services Ltd. ("TCS")</p> <p>By: <u>[Signature]</u></p> <p>Name: <u>Venguswamy Ramaswamy</u></p> <p>Title: <u>Global Head - TCS ION</u></p> <p>Date: <u>15/05/2018</u></p>
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President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh



**EXHIBIT A**  
**DEFINITIONS**

"**Agreement**" means the Agreement for Services to which this Exhibit is attached, signed between the Parties hereto, and shall include all Exhibits, Schedules, and other attachments attached thereto or referenced therein.

"**Authorized Users**" means only those individuals working for and on behalf of Customer, or for Customer's clients, or individual clients of Customer identified in **Schedule 2**, who have a bona fide need to have access to TCS Application System in connection with the use of Services by Customer under this Agreement.

"**Customer Data**" means all applicable information, data and materials furnished or made available to TCS and/or introduced in the Services Environment by or on behalf of Customer, using the TCS Application System and/or Services.

"**Confidential Information**" means and include all business strategies, plans and procedures, proprietary information, software program, documentation, tools, processes, methodologies, data and trade secrets, information relating to customers, employees, or business partners, and any other designated confidential or proprietary information and materials of the Disclosing Party, its affiliates, clients or suppliers, that may be received or obtained by the Receiving Party as a result of this Agreement. The terms "Disclosing Party" and "Receiving Party" shall have the meaning assigned to each of them in Clause 8.

"**Contract Term**" means the period of contract specified in **Schedule 1**.

"**Computing Environment**" shall mean Customer's computer, hardware, software and operating environment as identified in **Schedule 2**, on which the TCS Application System or component thereof shall be installed for Customer's use in accordance with the Use Terms in **Schedule 3**.

"**Effective Date**" means the date on which this Agreement has come into effect, as identified in **Schedule 1**.

"**Equipment**" means certain hardware/software (including networking hardware (MPLS) and software) items identified, if any, in **Schedule 2**, to be supplied or made available by or on behalf of TCS, outside the Hosting Environment, for use by Customer's Authorized Users strictly for accessing TCS Application System for the purpose of availing of the Services hereunder.

"**Hosting Environment**" means TCS's servers within the facilities and environment managed and utilized by TCS to provide the Services to Customer, including all software, servers, hardware, networks, equipment, and telecommunications facilities and the technology installed within such environment and as described **Schedule 2**.

"**Intellectual Property Rights**" means any and all intellectual property rights and industrial rights of any kind, including without limitation, copyrights, patents, trademarks, design rights and trade secrets and any other form of related protection, statutory or otherwise, wherever in the world subsisting, whether registered or not.

"**Licensing Conditions**" means the terms and conditions applicable for use of the respective items of TCS Application System or third party software, as identified in **Schedule 3**.

"**Services**" means the services to be performed by or on behalf of TCS under this Agreement as specified in scope of Services in **Schedule 2**.

"**Services Commencement Date**" means the date as notified in writing by TCS to the Customer on which the Services are agreed to be commenced.

"**Services Environment**" means collectively or severally (as the context may require) the Hosting Environment, TCS Link and Equipment.

"**Taxes**" means any sales, use, value added tax, service tax or any other taxes of similar nature or any similar, additional or replacement duty, levy or tax applicable to or in connection with the charges payable or Services rendered under this Agreement, other than tax based on TCS's income.

"**TCS Application System**" means the specific software applications/solutions whether owned or licensed by TCS identified in **Schedule 2**, which TCS will either host on its Services Environment and/or install on the Customer Environment for the provision of Services under this Agreement. TCS Application System includes, without limitation, proprietary software programs, processes, algorithms, user interfaces, know-how, techniques and other tangible and intangible technical material or information and the technology installed within TCS Application System.

"**TCS Link**" means a link either by way of a link located at a URL or a physical port prescribed by the TCS in **Schedule 2** established, provided and maintained by TCS, as part of the Services, for connecting to TCS Application System.



President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh



(TCS Proprietary and Confidential)

SCHEDULE 1  
CONTRACT DETAILS

A. The details of the Customer are as follows:

In case of a company registered under the Companies Act, 1956

Company Name	Registered office address	Details of Contact person
GGDSD College Society	Sector32-C, Chandigarh- 160030	Name: Sh. Upkar Krishan Sharma Title: President Email: upkarsdc@ggdsd.ac.in Contact: 9872011329

Contract Term	Effective Date	Service Commencement Date
3 Years from Service Commencement Date.	01-APRIL-2018	01-APRIL-2018



A handwritten signature in black ink, appearing to be 'MR'.

President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

## SCHEDULE 2

### I. TCS Application systems

TCS will provide the following applications.

#### Implementation Services

TCS ION Admission Solution  
 TCS ION Academics Solution  
 TCS ION Exam and Grading Solution  
 TCS ION Administrative Services Solution  
 TCS ION Support Services Solution  
 TCS ION Smart Identity Management Solution  
 TCS ION Digital Learning

Under implementation services, TCS will do the initial configuration and get the system ready for use and will train customer ION administration team on how to configure for future Contract Term. Customer shall carry out future configurations and end user transactions.

### II. Scope Of Services

#### Cloud Services

In a Cloud Services environment, business applications as part of the IT-as-a-Service will be hosted, managed and run at TCS Data centers in a secure environment. The customer can access their applications at the Data Centre through a network connection. These applications will be continuously updated by TCS to address the changing technology, business & market needs.

The scope lists the capabilities of the Solution(s). Together with Activation, Customer needs to agree on the capabilities relevant to its business which needs to be finalized.

Sr No.	Solution Name	Hyperlink
1	TCS ION Admission Solution	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Admission_Module.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Admission_Module.pdf</a>
2	TCS ION Academics Solution	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Academics_Module.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Academics_Module.pdf</a>
3	TCS ION Exam and Grading Solution	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Exam_and_Grade_Management_Solution.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Exam_and_Grade_Management_Solution.pdf</a>
4	TCS ION Administrative Services Solution	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Administrative_Solution.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Administrative_Solution.pdf</a>
5	TCS ION Support Services Solution	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Support_Service_Solution.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/Support_Service_Solution.pdf</a>
	<b>Add Ons</b>	
1	TCS ION Smart Identity Management Solution	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/SIMS.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/SIMS.pdf</a>
2	TCS ION Digital Learning	<a href="https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/DL.pdf">https://www.tcsion.com/dotcom/TCSSMB/downloads/solutionscope/DL.pdf</a>

### Roles and Responsibilities

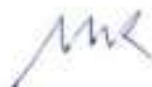
#### Roles and Responsibility

The following table lists the division of responsibility between customer and TCS during the implementation phase.

DELIVERY MODE	SERVICE DELIVERY MILESTONES			
	Configuration	Data Upload	Transaction	Deliver Output
Implementation Services	TCS	Customer (provide data) TCS (upload data)	Customer's End User	Customer's End User

Prior to go-live of the system, customer will be trained on doing any needed system configuration. Post Go-Live, customer will be responsible to create additional configuration in each semester / year (e.g. uploading timetables, adding students etc.). TCS will provide support to resolve any defects reported.

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Detailed customer responsibilities during Implementation Phase

	Detailed Process Study	System Config and Implementation Readiness	STAGES		
			Data Loading and Acceptance Testing	Training	Maintenance of App, Modules
Customer	To provide the existing process flow knowledge, workflow and approval mechanism, key entities, organization structure and policies	To provide master data, rules, and validation clauses and confirm on the set up. Prior to go-live of the system, customer will be trained on doing any needed system configuration. Post Go-Live, customer will be responsible to create additional configuration in each semester / year (e.g. uploading timetables, adding students etc.)	To provide master data, rules, and validation clauses and confirm on the set up. Prior to go-live of the system, customer will be trained on doing any needed system configuration. Post Go-Live, customer will be responsible to create additional configuration in each semester / year (e.g. uploading timetables, adding students etc.)	The first training to all end users once the configuration is ready. After the go live phase additional trainings will be chargeable	Ongoing, Planned release, Ticket Support

**Service levels:**

Service availability rate at data center	98% based on quarterly review
Business Hours Support	Mon – Sun between 7:00 – 23:00 hours

**Exclusions:**

The calculation of the SLA excludes events such as:

- The event has occurred as a result of a Force Majeure or during the implementation of any disaster recovery procedure.
- Any activities and/or outages mutually agreed upon by the parties (planned scheduled downtime)
- The last mile access (Network that connects customer location and Network Service Provider's Point of Presence) or broadband access that is not provided or managed by TCS or its authorized agents.
- The failure of a customer's application, equipment or facilities including any third party equipment.
- Trouble Tickets associated with new installations or upgrades.
- An interruption where the customer elects not to release the service for testing and repair and continues to use it on an impaired basis.
- Interruptions during any period where TCS or its agents are not allowed access to the Customer premises where the access lines are terminated.

**Out of Scope:**

TCS is not responsible for any software not provided by TCS  
Touch Services is out of scope

**Support:**

TCS will ensure break-fix support to the applications mentioned in scope of services. Any change request will be administered separately. TCS Support desk can be reached by any of the following:

Toll Free Number	1-800-209-6030
E-mail	ion.servicedesk@tcs.com

**Training:**

- TCS will provide training to the key users on the transactions, using "train the trainer" approach.

**Data Migration:**

- Transaction Data migration from existing system of Customer to TCS system is out of scope and will be charged additional and can be taken up on mutual agreement between TCS and Customer.
- However Master data can be uploaded into the new system if customer can provide the data in the format of data templates provided by TCS or TCS can open the system to the customer prior to go-live to enter the master data.

**I. TCS Designated locations:**

TCS will host its applications from TCS Data Centre.

**II. Customer designated locations:**

None

**III. 3<sup>rd</sup> party software incorporated in TCS Application System:**

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None

IV. 3<sup>rd</sup> party software (if any) obtained specifically for the Customer and to be used by Customer even after termination of Agreement:

None

V. Authorized Users:

The employees (including temporary and contract employees) of the Customer that have been duly designated and authorized to use the TCS Application System

**TCS point of contact:**

Name: Manivannan Ranganathan  
Email: [manivannan.ranganathan@tcs.com](mailto:manivannan.ranganathan@tcs.com)

**Customer Change Champion:**

Name: Dr. Bhushan K. Sharma (Principal)  
Contact #: 9646002616  
Email: [principal@ggdsd.ac.in](mailto:principal@ggdsd.ac.in)

**Customer Single Point of Contact:**

Name: Dr. Gagandeep Sharma  
Contact #: 9872998585  
Email: [gagandeep.sharma@ggdsd.ac.in](mailto:gagandeep.sharma@ggdsd.ac.in)

VI. Target Environment:

1. **Services Environment**

a) **Hosting Environment:**

TCS will perform all necessary maintenance and support the operation of the Hosting Environment and the TCS Application System and to provide the Services in accordance with the agreed service levels. TCS will promptly investigate and will make all commercially reasonable efforts to remedy any failure of the Services, Hosting Environment, TCS Application System and/or the TCS Link (defined hereinafter) to operate in good working order in accordance with the provisions of the Agreement

b) **TCS Link:**

Not Applicable

c) **Equipments:**

Not Applicable

2. **Computing Environment**

TCS recommends the following as minimum configuration to be able to run the TCS application:

- Desktop System with 1 nos. of Intel processor – Dual Core/Core 2 Duo
- Windows XP Professional / Windows 2003 / Windows 7 Professional (32-bit version) Operating System
- Minimum 1 GB RAM
- At least 80 GB SATA disk
- 17-inch monitor
- Standard keyboard and mouse
- MS Office in the desktops of for key users
- The supported browsers are . Firefox and Chrome (latest versions).

The network bandwidth sizing at customer site for accessing the TCS Solutions is expected to be approx 400Kbps for 20 concurrent users, once solution is launched, for non-video traffic. The customer will use their own Internet link, at their own expense, to access iCN solutions. The customer will upgrade the network bandwidth as per growth in concurrent users.

VII. Data availability at the various layers:

- a. **Hardware Availability:** State of the art hardware (servers, storage, networking elements) configured in Active-Active or Active-Hot Standby mode ensures High Availability (HA) of our infrastructure elements.
- b. **Application Availability:** All application components (Web, Application, Database) are configured in Active-Active mode. This ensures that the application, as well as data is available to the customers with high availability.
- c. **Data Availability:** The deployment architecture ensures that the same data is available on multiple servers. In the event of data issues, data can be recreated with no data loss from the other servers.

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- d. **Backups:** Backups are taken every day and retained for varying periods of time (daily, weekly and yearly). Backed-up data is available off-site. Backup recovery tests are performed at regular intervals to ensure integrity of backups.
- e. **Data Format:** In the event of termination of the contract TCS shall give the customer data in either CSV or XLS format in CD or through file transfer, based on a written request by the Customer on what data is required for them within 15 days of expiry or termination of Agreement. For data to be provided by TCS, all pending invoices should have been cleared by the Customer. Customer data will be retained for a period of 90 days from expiry of Agreement. After this period of 90 days, all data will be deleted from TCS records. In case customer data has to be extracted and provided within the first year of the Agreement, additional one time data extraction charges of 25,000 will apply.
- f. **Disaster Recovery:** A Disaster Recovery Data Center is in operation. Data from the primary data center is mirrored onto the DR Data Center near real-time. Operations will shift to the DR data center in the event of a catastrophic failure of the primary data center. In addition, customers have the ability to, at their convenience, login to the DR data center and verify data availability.



MR

President (TCS Proprietary and Confidential)  
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Dharam College Society  
Sector 32-C, Gurgaon

## SCHEDULE 3

### Licensing Terms for TCS Application System

#### APPENDIX-1 to Schedule 3

#### USE TERMS for TCS Application System (TCS proprietary)

These Use Terms will govern the Use by Customer of TCS Application System (more specifically described in Schedule 2), during the Contract Term of the Agreement for Services effective 01-APRIL-2018 Agreement") signed between Customer named herein below and Tata Consultancy Services Limited ("TCS").

#### 1. DEFINITIONS

The following capitalized terms shall have the meaning set forth below for all purposes of this Use Terms:

"**Target Environment**" shall mean Services Environment or Customer Environment, as specified in the Schedule 2 with respect to each component of the TCS Application System. "**Services Environment**" has the meaning ascribed to it in the Agreement. "**Customer Environment**" has the meaning ascribed to it in the Agreement. "**Use**" means using and/or accessing the TCS Application System by the Authorized Users, whether it is installed on Customer Environment or on the Services Environment, for the purposes of executing, processing, transmitting, transferring, loading and storing of data in connection with the Services rendered by the TCS under this Agreement, in terms of this Use Terms. All other capitalized terms used herein but not defined above, shall have the meaning ascribed to them in the Agreement.

#### 2. USAGE RIGHTS AND RESTRICTIONS

2.1 Usage rights: (i) Subject to the terms and conditions set forth in this Use Terms, effective upon the installation of the TCS Application System by TCS or upon TCS permitting access to Customer of the TCS Application System through any means, TCS hereby grants to Customer the right to Use as specifically permitted under this Use Terms and to permit Authorized Users to Use the TCS Application System during the Agreement for Contract Term. The foregoing does not (a) authorize installation of the TCS Application System other than on Target Environment, (b) permit Use of the TCS Application System for any purpose other than as permitted under this Use Terms, or (c) permit Use of the TCS Application System to any Person other than Authorized User. Any extension or change of the contractual use of the TCS Application System requires TCS' prior written consent and authorization. Customer is responsible to ensure compliance with all usage restrictions and other applicable terms and conditions of this Use Terms by each Authorized User. Any breach or non-compliance of the terms and conditions of this Use Terms by any Authorized User shall be deemed to be a breach or non-compliance by Customer. Customer will indemnify and defend the TCS in respect of any breach of this Use Terms to the extent that such breach arises from any act (or failure to act) by the Authorized Users. (ii) The usage rights granted herein and the provisions of this Use Terms do not grant or convey to Customer any ownership rights and interest or title in or to the TCS Application System any Intellectual Property Rights therein nor do they permit Customer to make derivative works or to make copies of the TCS Application System. To the extent that TCS Application System consists of any software codes, such material, when delivered to Customer pursuant to this Use Terms, shall be delivered by TCS in Object Code form only and Customer shall not have any right or license with respect to the Source Code or data base design of the TCS Application System.

2.2 Proprietary and Confidentiality Markings or Notices: Customer shall retain all of TCS's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on the TCS Application System. Customer shall not, permit any Authorized Users or other persons to, remove, alter or otherwise render illegible any of TCS's Logo, Trademark, Copyright notice or other proprietary or confidentiality markings that may be placed on the TCS Application System or components thereof provided to Customer hereunder. Customer shall not remove or alter TCS's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on all copies of the TCS Application System or any part thereof including the documentation.

2.3 Restrictions on Copying: Copying of the TCS Application System is prohibited except with TCS's prior written consent and authorization. Neither Customer nor any Authorized User is authorized to sell, license, sublicense, distribute, assign, transfer or distribute or timeshare the TCS Application System or otherwise grant any right under this Use Terms to any third party (other than Authorized Users). Any attempted sale, licensing, sublicensing, distribution, marketing, assignment or time sharing including by interactive cable or remote processing services or otherwise shall be null and void. Customer is not entitled to, and shall not make or permit others to, reverse engineer, disassemble, de-compile, recreate, enhance or modify the TCS Application System or any part thereof or to create enhancements to or derivative works of the TCS Application System or any portions thereof.

2.4 Trademarks: Customer will have no rights in any trademarks or service marks or trade names adopted by the TCS and/or its licensors for the TCS Application System or any part thereof.

2.5 Breach: Should the TCS Application System be Used beyond the Use rights by Authorized Users as set out in this Section 2, TCS shall notify Customer in writing requiring Customer to cure the breach of Use Terms and if Customer does not cure such breach within 10 days (or such other period that the TCS may permit upon Customer's request), of receipt of written notice from TCS then TCS shall be entitled to terminate the Use rights granted hereunder in respect of such TCS Application System, without prejudice to any other rights or remedies TCS may have under this Use Terms or otherwise.

#### 3. OWNERSHIP AND PROPRIETARY RIGHTS

Customer acknowledges and agrees that TCS does and will continue to own all Intellectual Properties and Intellectual Property Rights in or attached to the TCS Application System, including without limitation, in or attached to any enhancement and upgrades and any derivative works thereof even if made for, by or on behalf of Customer. Nothing contained herein shall be construed as a transfer, assignment or conveyance by TCS to Customer of the ownership or title to the Intellectual Property or Intellectual Property Rights in or attached to the TCS Application System or any enhancements, upgrades or derivative works thereof.



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Sector 32-C, Chandigarh

4. MISCELLANEOUS

In the event of any conflict between the provisions of this Use Terms and those in the Agreement for Services or the Agreement, notwithstanding any contrary provision anywhere else, Customer and TCS specifically agree and acknowledge that the provision of this Use Terms will prevail with respect to the TCS Application System.

GGSD College Society (“Customer”)	Tata Consultancy Services Ltd (“TCS”)
By: <u>Mr. Hame</u>	By: <u>[Signature]</u>
Name: <u>Shri. Upkumar Krishna Samra</u>	Name: <u>Yenguswamy Ramaswamy</u>
Title: <u>President</u>	Title: <u>Global Head – TCS iON</u>

15/05/2018



[Signature]

President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh

**SCHEDULE 4**  
**FEEES FOR SERVICES**

Sr No.	Solution Name	Minimum Users	Type of Users	Frequency	Pump	
1	TCS ION Admission Solution	5000	Students	Annually	75	
2	TCS ION Academics Solution		Students	Monthly		
3	TCS ION Exam and Grading Solution		Students	Monthly		
4	TCS ION Administrative Services Solution		Students	Monthly		
5	TCS ION Support Services Solution		Employees	Monthly		
	<b>Add Ons</b>					
1	TCS ION Smart Identity Management Solution		Students	Monthly		
2	TCS ION Digital Learning		Students	Monthly		

- All the mentioned charges are exclusive of taxes and duties.
- The Customer will make the payment within 30 days from the date of invoice. TCS prefers electronic mode of payment.
- These prices are applicable for locations in India only and for a single instance in the data center.
- The price quoted is applicable for the version contracted for. All future versions delivered during the Contract Term are included in the price.
- For invoice generation purposes, the customer authorizes TCS to query customer data for the user count or any other billing parameter applicable as per the fee schedule. Invoicing will be done for all active users of the system. In case some users are no longer needed to be active, it is the responsibility of the Customer to de-activate any such users so that such inactive users are not billed.
- The number of sites and user base served may grow during the service term. The customer will share with TCS the expected growth plans, to allow TCS sufficient lead time to plan for additional capacity and deployment. Any growth beyond the numbers stated above becomes billable from the month in which the systems capture either master or transaction data for the increased user base. TCS will also charge a Set-up fee for each such increase, as per the fee schedule.
- Customer is responsible for any 3rd-party costs for integration items in scope. For example, if SMS integration is in scope, customer is responsible for the cost of subscribing to an SMS package from an authorized telecom provider.
- Implementation will only be on as-is capability basis. No change request will be accepted as TCS obligation as part of Contract. Non implementation of a change request cannot be the basis for non-payment of subscription invoice. Any change requested by Customer, will be analyzed for feasibility. If found feasible, the change will be done as part of product roadmap development and additional charges and timelines will be mutually agreed upon. If Customers has asked for some changes to the system and these changes were either not done or completed after some time, and this has resulted in delayed implementation of some of the capabilities, Customer cannot ask for waiver of complete or portion of the invoices citing the lack of usage of certain modules or capabilities.
- Existing reports are listed on [www.tcsion.com](http://www.tcsion.com).
- TCS can make available a trained ION data management executive to support customer's data migration, data entry, operating basic functions in ION at a cost of INR 50,000 per month. The management and monitoring of this executive will be done by the customer.
- TCS can also make available a trained ION configuration support consultant at onsite, to support ongoing configuration needs and provide first level of support, at a cost of INR 75,000 per month.
- On Customer request, if non-local Specialist Consultants have to travel to any of the Customer locations, Customer will provide to and fro airfare from TCS location to that location, boarding and lodging expenses for the duration of deputation as well as local transportation facility (one or all of the expenses, as applicable). These expenses will be claimed on the basis of reports submitted by TCS accounts department to the Customer.
- Set-Up Fee will be due at the time of signing the contract and is non-refundable. Customer Set-Up includes a) datacenter and solution provisioning and b) training. If additional users are added during the contract Term, Set-Up Fees for the new users will be charged. This will be calculated on the basis of 4 months Subscription Fees.
- TCS will raise a Monthly invoice for 100% of the Monthly Recurring Charges for all the users (number of users) based on the actual number of users in the system above the minimum number of users. User count cannot be reduced.

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Dharam Cooperative Society  
Sector 32-C, Chandigarh

during the term of the contract. Partial usage of the modules in scope will not affect subscription invoices and these will be always at 100% of the charges. Full invoicing will commence from the first month of subscription. Solution implementation is a transformation initiative. TCS recommends that customer identify a Change Champion to work closely with TCS and drive the initiative. Customer may also incur additional effort through support for providing data, undergoing training, doing transactions etc. These efforts cannot be claimed as costs from customer side and claimed as damages in the unlikely event of any termination or contract closure.

- The total contract value shall not exceed **INR 4,00,00,000** during the contract term. For any increase in the contract value Customer and TCS shall mutually agree to sign an amendment or change request.
- During the Contract Term (3 years) Monthly Recurring Fees shall be increased by 5% of the existing price on every anniversary of the Agreement.
- The Customer will make the payment within 30 days from the date of invoice (other than Set-Up Fee). TCS prefers electronic mode of payment. Payment of the monthly subscription invoices are a pre-condition for the continuation of usage of TCS Application Systems and services. If the invoices are not paid within the due dates, TCS reserves the right to suspend customer user access to the TCS Application Systems after giving an e-mail notice of 5 business days. The access to the software will be restored by TCS upon the payment of all the outstanding invoices, as per the contract terms. TCS may take at least 1 business day from the date of credit of the amounts in TCS bank accounts to restore the access back. Continued non-payment of iON invoices will lead to termination of iON services. Upon termination of services due to non-payment of invoices, customer data will be retained for 90 days, within which customer is expected to clear all the outstanding invoices and request for the data and TCS will provide the same in CSV or XLS format. TCS may start contract renewal discussions 30 days in advance of contract expiry. It is expected that TCS and Customer will agree on renewal contract terms and sign the renewal contract, before expiry of the current contract term. Non-renewal of contract may lead to suspension of iON services on expiry of current contract.
- Subscription to iON services are on a continuous basis. Customer cannot suspend usage for few months in between and ask for waiver of invoices for those months, as the data and configuration still continue to be supported to TCS even during the period of non-usage.
- Standard Rate card for technical change requests. Customer can raise a Service Request ticket for these enhancements and issue a purchase order, based on which invoicing will be done.
- Rate Card for Tech Support Tickets.

Category	Work Item	Rate Card (INR)	Notes
CMS Hooks	Normalization Class	25,000	Per normalization class
	Promotion Class	25,000	Per promotion class
Letters	Letters - Simple using Letter module	10,000	Pre-Printed stationary not supported
Payroll Config	Paycode Configuration	10,000	
Adobe Xpro work	Reports / Letters that need Adobe Xpro	25,000	Progress Reports, ID Card, Bar Code Printing
	Cheque Printing	10,000	
Custom Reports	Macro Reports - Simple	25,000	Per report
	Macro Reports - Complex	50,000	Per report, Multi tab, Combining few ODRs, Complex Logic
	Modification to Existing Reports	25,000	Modification to any report that had earlier been developed by us
Workflow	Modification to existing default workflows	10,000	Default workflows available across HRMS, Payroll, F&A, CMS Solutions. These relate to modification to the workflows
E-Forms	New Eform with existing PG	25,000	One e-form will be provisioned and customized to customer requirements as part of implementation effort. Any additional changes to this one form during implementation OR changes to the e-forms each one will be chargeable.

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System Change Requests	Simple Change	25,000	System Change Requests will be analyzed for feasibility. Where feasible, changes will be taken up as part of roadmap development on additional charges
	Complex Change	50,000	

**SCHEDULE 5  
CHANGE CONTROL PROCEDURE**

Either Party may request a change in the scope of Services or deliverables but no such change shall be effective and binding unless such changes are documented in a change control document in the format described in Annexure A below ("Change Control Document") and signed by both parties.

If Customer desires to propose a change in Scope of Services, Customer shall deliver to TCS a change request in writing, describing the changes proposed. Promptly following TCS' receipt of Customer's change request, TCS shall submit a written change order proposal to Customer. If TCS desires to propose any change, TCS shall submit to the Customer a written description of the change in the form of a proposed change order for Customer's review and approval. Any change order document prepared by the parties shall include, among other items, an estimate of additional charges to Customer, if applicable, for the modified Services, any additional software or other material required to implement the change and any expected impact on the time schedule or service levels under the Schedule 2.

On Customer's written approval of the change order document submitted by TCS the parties shall sign the Change Control Document whereupon the Scope of Services in Schedule 2 and any other relevant Schedule(s) shall be deemed to have been amended by the change order.

No change to any Scope of Services shall be binding on the Parties unless the Change Control Document has been signed by authorized representatives of each party.

**Annexure A to Schedule 5**

Change Request No: \_\_\_\_\_

Date Initiated: \_\_\_\_\_ Date Approved: \_\_\_\_\_

Project: \_\_\_\_\_

**Description of Change:**

Following are the changes/additions agreed to:

- a) Schedule 1
- b) Schedule 2
- c) Schedule 4



Approved with Changes

Tata Consultancy Services Limited

\_\_\_\_\_  
Authorized Signatory Date

Customer  
*Mr. Sharma*  
Authorized Signatory

\_\_\_\_\_  
Date

President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
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Chandigarh Administration

e-Stamp



सत्यमेव जयते

Certificate No. : IN-CH29708649270208T  
Certificate Issued Date : 05-Aug-2021 11:44 AM  
Certificate Issued By : chsakaral  
Account Reference : IMPACD (GVY)climipjpc7: E-SAN PARK SEC-32-CH-CH  
Unique Doc. Reference : SUBIN-CHCH-IMP:SI/1759269097344430T  
Initiated By : SHELLY RAJAN  
Description of Document : Article 5 Agreement or Memorandum of an agreement  
Priority Description : Not Applicable  
Consideration Price (Rs.) : 0  
(Zero)  
First Party : GGDSD COLLEGE SEC 32 CHD  
Second Party : TATA CONSULTANCY SERVICES  
Stamp Duty Paid By : GGDSD COLLEGE SEC 32 CHD  
Stamp Duty Amount(Rs.) : 100  
(One Hundred only)



AMENDMENT 1

Please write or type below this line-----

THIS AMENDMENT TO AGREEMENT FOR SERVICES DATED 01<sup>st</sup> April 2018 ("AMENDMENT 1") is made on this 7 day of August 2021

BETWEEN

GGDSD College Society, having its registered office at Sector 32-C, Chandigarh 160030, India  
hereinafter "Customer" of the ONE PART.

AND

TATA CONSULTANCY SERVICES LIMITED, a company incorporated under the Companies Act, 1956 and having its Corporate office at TCS House, Ravelina Street, 21, D S Marg, Fort, Mumbai-400001, India hereinafter referred to as "TCS" which expression shall unless repugnant to the context or meaning thereof include its successors and permitted assigns) on the OTHER PART.

KC 0005321428



President  
Goswami Ganesh Dutta Sanatan  
Dharam College Society  
Sector 32-C, Chandigarh



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For more information, visit [www.chsakaral.com](http://www.chsakaral.com) or contact us at [info@chsakaral.com](mailto:info@chsakaral.com).

WHEREAS this Amendment 1 is supplemental to and where necessary overrides the Agreement dated 01<sup>st</sup> April 2018 made between Customer and TCS, (hereinafter referred to as the "Agreement")

AND WHEREAS Customer and TCS have agreed to enter into this Amendment 1 to vary the terms of the Agreement.

IT IS HEREBY AGREED AS FOLLOWS:

1. Definitions and Interpretation

1.1 In this Amendment 1 unless the context otherwise requires and save to the extent otherwise defined herein] words and expressions defined in this Agreement shall have the same meaning and any provisions concerning matters of interpretation shall also apply in this Amendment 1

1.2 In the event of any conflict or ambiguity between the provisions of this Amendment 1 and the provisions of the Agreement, the provisions of this Amendment 1 shall prevail

1.3 Save as provided for in this Amendment 1, the provisions of this Agreement shall remain in full force and effect insofar as they remain applicable or as they remain to be performed as at the date of this Amendment

2. Amendments to the Agreement:

The following amendment shall be made to Schedule 1 of the Agreement:

2.1 For all purposes, the term of the agreement is hereby extended for a further period of 3 years from 01<sup>st</sup> April 2021 to 31<sup>st</sup> March 2024

3. Execution

3.1 This Amendment 1 may be executed in any number of counterparts all of which taken together shall constitute one and the same instrument.

3.2 The execution by a Party of one or more counterparts shall constitute execution by that Party of this Amendment 1 for all purposes.

4. All other terms and conditions of the Agreement shall remain valid and subsisting, unless otherwise amended in writing by the Parties hereto.

IN WITNESSES WHEREOF the parties have signed this Amendment 1 on this date, month and year first above written in the presence of following Witnesses:

For and behalf of GGDSD College Society

By:

  
President  
G.D.S.D. College Society  
Sector 13-C, Chandigarh

Name: Sy. UJJWAL K. SHARMA

Title: President

Date: 9<sup>th</sup> August 2021

Witnessed By:

For and behalf of Tata Consultancy Services Limited

By:



Name: Venkateshwar Kammaswamy

Title: Global Head - TCS ION

Date: 16/08/2021

Witnessed By:





Principal

Governor's Group of Institutions

Name: Dr. Anil S. Dhillon

Title: Principal

Date: 9<sup>th</sup> August 2021

Name:

Title:

Date: