



ಗಣಕ ಕೇಂದ್ರ (ಪರೀಕ್ಷಾ)
ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯ,
ಧಾರವಾಡ

Computer Centre (Exam)
Karnatak University,
Dharwad-580003

No.KU/Exam/Comp/449

Date: 09/03/2021

ಗೆ,

ಮೆ.ಆರಜೇಸ್ ಬಿಸ್ನೆಸ್ ಸಲ್ಯೂಷನ್ಸ್,
201 ಫೆಸಿಫಿಕ್ ಸಫಾಯರ್ ಅಪಾರ್ಟ್‌ಮೆಂಟ್,
ಪ್ರಭಾತ ಕಾಲನಿ, ವಿದ್ಯಾನಗರ,
ಹುಬ್ಬಳ್ಳಿ-31

ವಿಷಯ: ಪರೀಕ್ಷಾ ವಿಭಾಗದಲ್ಲಿ ಪರೀಕ್ಷೆಗಳಿಗೆ ಸಂಬಂಧಿಸಿದ ಸಾಫ್ಟ್‌ವೇರ್‌ಗಳಿಗೆ ಒಂದೇ ವಾರ್ಷಿಕ ನಿರ್ವಹಣೆ ಕುರಿತು.

ಉಲ್ಲೇಖ:1.ದಿನಾಂಕ:29/01/2021ರಂದು ನಡೆದ ಸಭೆಯ ಗೊತ್ತುವಳಿ.

2.ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶ ದಿನಾಂಕ:06/03/2021.

ಮೇಲ್ಕಾಣಿಸಿದ ವಿಷಯ ಹಾಗೂ ಉಲ್ಲೇಖಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ತಮಗೆ ಈ ಮೂಲಕ ತಿಳಿಸುವುದೆಂದರೆ ಪರೀಕ್ಷಾ ವಿಭಾಗದಲ್ಲಿ ತಮ್ಮ ಕಂಪನಿಯಿಂದ ಈ ಕೆಳಗಿನ ನಾಲ್ಕು ತರಹದ ಸಾಫ್ಟ್‌ವೇರ್‌ಗಳನ್ನು ಅಳವಡಿಸಿದ್ದು ಇರುತ್ತದೆ.

Sl.No	Details of Softwares
1	Examination Student data Processing & Result declaration of (UG & PG)
2	Online Application Software (UG & PG)
3	Inviting Application for RV & CV
4	Declaration of RV & CV Results

ಈ ಮೇಲಿನ ನಾಲ್ಕು ಸಾಫ್ಟ್‌ವೇರ್‌ಗಳಿಗೆ ಈ ಹಿಂದೆ ಬೇರೆ ಬೇರೆ ವಾರ್ಷಿಕ ನಿರ್ವಹಣೆಯನ್ನು ನೀಡುತ್ತಿದ್ದನ್ನು ಗಮನಿಸಿ ಉಲ್ಲೇಖ 1 ರ ಸಭೆಯ ಗೊತ್ತುವಳಿಯಂತೆ ಹಾಗೂ ಉಲ್ಲೇಖ 2 ರ ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶದ ಮೇರೆಗೆ ಇನ್ನು ಮುಂದೆ 01/01/2021 ರಿಂದ 31/12/2021 ರ ವರೆಗಿನ ಒಂದೇ ವಾರ್ಷಿಕ ನಿರ್ವಹಣೆಯನ್ನು ನೀಡಲು ಅನುಮತಿಸಲಾಗಿದೆ.

ಆದ್ದರಿಂದ ವಾರ್ಷಿಕ ನಿರ್ವಹಣೆ ಕುರಿತು Agreement ನ್ನು ರೂ.100/- ರ ಛಾಪಾ ಕಾಗದದಲ್ಲಿ ಮಾಡಿಕೊಳ್ಳಲು ತಿಳಿಸಲಾಗಿದೆ. Agreement ಹಾಗೂ ಅದಕ್ಕೆ ಷರತ್ತುಗಳನ್ನು ನಮೂದಿಸಿ ಒಪ್ಪಿಗೆ ಪಡೆಯಬೇಕೆಂದು ತಿಳಿಸಲಾಗಿದೆ.

Recd
15/03/21

9/3/21
ಪ್ರೊ.ರವೀಂದ್ರನಾಥ. ಎಸ್. ಕದಮ್
ಕುಲಸಚಿವರು(ಮೌಲ್ಯಮಾಪನ)

o/c

9/3/21



15
AarGees
Business Solutions

*A Complete Software Solution
for Educational Institutes*

Date: 22-06-2021

To,
The Registrar (Evaluation)
Karnatak University Dharwad
Dharwad

Sir,

Sub: Requesting for the AMC payment of the "Examination Software".

(AMC Period January 2021 to December 2021)

ref no: NO.KU/EXAM/COMP/449 Dated: 10-03-2021

20/28-6-21
OS Computer
System.
20/28-6-21
20/28-6-21
20/28-6-21
As per the specifications mentioned in the order bearing number no NO.KU/EXAM/COMP/449 Dated: 10-03-2021 as well as in the Agreement made between KUD and AarGees Business Solutions on 08-06-2021, with subject to terms and conditions we are supporting examination section Examination Student Data Processing & Result Declaration of (UG & PG), Online application Software, Inviting RV application and declaring RV Results Softwares for the complete year 2020. Now we are requesting you to kindly make the payment for the above said software AMC.

Here with we have attached the consolidated bill with latest agreement made between KUD and AarGees.

Rs. 6,96,200 (Rupees Six Lakh Ninety-Six Thousand Two Hundred Only), including GST (18%). (Bill No 57 Dated: 22-06-2021)

Thanking you,

Yours faithfully,

For AarGees Business Solutions, Hubli.

Guru Angadi



M: +91 9880766013/14

GST: 29AALFA9130C1ZK

HUBLI: #201, Pacific Sapphire Apartment
Prabath Colony, Vidyanagar, Hubli - 31.
Ph: 0836-4255123.

BENGALURU: G-5, Ground Floor, Swastik Manandi Arcade,
Opp. Police Station, Sheshadripuram,
Bengaluru - 560020. Karnataka

HS

INVOICE / BILL

Ref : Ref No. NO.KU/EXAM/COMP/449 Dated: 10-03-2021

Customer

Name The Registrar Evaluation
Address Karnatak University
City Dharwad

INV No. 57
DATE : 22-06-2021
TIN NO.: 29800489713
GST No.: 29AALFA9130C1ZK
PAN AALFA9130C

Qty	Description	Unit Price	TOTAL
1	Examination Student Data Processing & Result Declaration of (UG & PG)	300000.00	300000.00
1	Online Application Software (UG & PG)	250000.00	250000.00
1	Inviting Application for RV & CV	20000.00	20000.00
1	Declaration of RV & CV Results	20000.00	20000.00
	(AMC for the period of January 2021 to Decmber 2021)		

In Words:	Rupees Six Lakh Ninety Six Thousand Two Hundred Only	SubTotal	590000.00
		CGST(9%)	53100.00
		SGST(9%)	53100.00
		TOTAL	696200.00

Our Bank Details

State Bank of India, Shirur Park, Vidya Nagar
Hubli-580031
Current Account No. : 64047701245
IFSC / RTGS / NEFT Code : SBIN0040650



AarGees Business Solutions

M: +91 9880786013/14

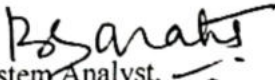
GST : 29AALFA9130C1ZK

HUBLI: #201, Pacific Sapphire Apartment
Prabath Colony, Vidyanagar, Hubli - 31.
Ph: 0836-4255123.

BENGALURU: G-5, Ground Floor, Swastik Manandi Arcade,
Opp. Police Station, Sheshadripuram,
Bengaluru - 560020. Karnataka

CERTIFICATE

This is to certify that, Examination Students Data Processing & Result Declaration of (UG & PG), Online application Software (UG & PG), Inviting Application for RV & CV, and Declaration of RV & CV Results of Annual Maintenance Contract given to M/s. Aargees Business Solutions, Hubli for the period from 01-01-2021 to 31-12-2021. The service provided by the firm is satisfactory. Hence the bill of Rs.6,96,200/- (Six Lakhs Ninety Six Thousand Two Hundred Only) may be passed for payment to the Said firm.


System Analyst, -


Registrar(Evaluation)

M/s AARGEES BUSINESS SOLUTIONS, HUBLI here in after referred to as the COMPANY, which expression shall include wherever the context permits its assigns and successors-in-interest, represented by its authorized representative and Mr. Guru Angadi, Director, AarGees business Solutions, Hubli
SECOND PART.

With reference to the order from Karnatak University Dharwad, bearing ref no: NO.KU/EXAM/COMP/44
Dated: 10-03-2021 related to Annual Maintenance Contract for Examination Software Support.

NOW, THEREFORE THIS AGREEMENT WITNESS AND THE PARTIES HERETO RECORD
HEREUNDER THE SAID TERMS AND CONDITIONS.

The COMPANY shall provide the Annual Maintenance Services for the following Software: -

S.No	Details of Software
1	Examination Student Data Processing & Result Declaration of (UG & PG)
2	Online Application Software (UG & PG)
3	inviting Application for RV & CV
4	Declaration of RV & CV Results

Services: Software support for every semester for UG & PG as below

1. Examination Student Data Processing & Result Declaration of (UG & PG)

- Support to manage the student data processing and result declaration software which are currently working in the computer center.
- Provide the services depending on the problems, in various modes as below:
 - Sending patches through internet.
 - Providing CD to update the existing Software.
 - Guiding through phone to solve any problem.
 - Tech support Engineer or Programmer visit to Computer Centre Examination Section.
- Provide support to conversation of data received from Online Applications.
- Make customization of existing software as per the requirements.
- UNIVERSITY shall provide the necessary hardware and infrastructure for the smooth implementation of the software.
- In case of hardware breakdown, assist the UNIVERSITY to shift the software to another server.
- Assist the UNIVERSITY while planning for the total computerization of exam section.
- Payment Terms: The total payment to be Paid by University against the certification of the System Analyst, Computer Centre, & Deputy Registrar R.V. Cell, Exam Section Karnatak University, Dharwad.

2. Online Application Software (UG & PG)

- To host the student's examination online Application, downloading & Practical marks entry.
- Provide the services depending on the problems, in various modes:
 - Sending patches through internet.
 - Support from Team viewer to update the existing Software.
 - Guiding through phone to solve any problem.
 - Online server support for online databases.
- Provide support to Upload Applications for students.
- Provide option for students to download the applications.
- Provide support to upload practical marks entry to the colleges.
- UNIVERSITY shall provide the necessary data and infrastructure for the smooth implementation of the software.
- Assist the UNIVERSITY while planning for the other online application activities.

26

Payment Terms: The total payment to be paid by the university against the certification of the System Analyst, Computer Centre, & Deputy Registrar R.V.Cell, Examination Section Karnatak university, Dharwad.

Inviting Application for RV & CV & 4. Declaration of RV & CV Results

- Provide the support to export results to online for Revaluation
- Provide the facility for entry dates & Fees
- Course wise Subject wise Fees.
- Course wise Subject wise dates.
- Support for Photo Copy /retotaling
- Support from Team viewer to update the existing Software.
- Guiding through phone to solve any problem
- Online server support for online databases
- Provide support to Upload Applications for students.
- Provide option for students to download the applications.
- Provide support to download database.
- Update data to main examination software
- University shall provide the necessary data and infrastructure for the smooth implementation of the software.
- Assist the University while planning for the online application activates.
- Payment Terms: The total payment to be paid by the university against the certification of the System Analyst, Computer Centre, & Deputy Registrar R.V.Cell, Examination Section Karnatak University, Dharwad.

AMC payment details as below:

SI No	AMC Particular	Amount	GST 18%	Amount
1	Examination Student Data Processing & Result Declaration of (UG & PG)	300000	54000	354000
2	Online Application Software (UG & PG)	250000	45000	295000
3	Inviting Application for RV & CV	20000	3600	23600
4	Declaration of RV & CV Results	20000	3600	23600
Total				696200

DEFINITIONS

The following words and expressions used in this Agreement shall have the following meaning

- 1.1 "Software" Shall mean the Application Software System as delivered and implemented by the Company, for the Customer as listed in Schedule I to VI to this Agreement.
- 1.2 "One Support Year" means as defined in the Agreement title or the date of renewal of the same;
- 1.3 "Support Services" means the Maintenance and Technical Support Services provided under this Agreement Schedule III;
- 1.4 "User" means the person, persons or Organization that operates or interacts directly with the software and its purpose.

5. CUSTOMER'S AND USER'S LIAISON OFFICER :

Customer and User are to appoint authorized personnel's(s) who will be the contact person and person(s) responsible for the Software, hardware and Communications as per Schedule. Such individual shall secure from Customer any authority required by Company for its performance under the contract to issue, execute, grant or provide any approval, waiver, request, notice or other communications required hereunder or requested by Company.

6. ARBITRATION:

- a. In the event of any dispute between these two parties, (Registrar (Evaluation and the Company) touching the meaning and interpretation of any words/clauses of this agreement, they shall resolve the same by mutual consent, within 30 days of their notification (Notification of existence of such dispute)-with the assistance of the Vice-chancellor of this University, if necessary.
- b. If not resolved as stated above (6.a) parties to this Agreement shall submit such dispute to an Arbitrator-designated by the parties by mutual consent-whose decision shall be final. Further the Arbitration proceedings shall be governed by the provisions of the Arbitration Act.
- c. Arbitrator shall be at liberty to take assistance of two independent Assessors-one each being designated by a party each to this Agreement.
- d. All such Arbitral Expenses shall be borne by the parties to this Agreement in equal proportion.

7. TERMINATION :

- a. The parties shall have the right to terminate this Agreement upon 30 days written notice upon:
 - i. Violation or breach by the parties or their employees of any fundamental provision of this agreement, including, but not limited to confidentiality and payment.
 - b. In the above circumstances this Agreement shall be automatically terminated with no further obligations on the part of the parties.
 - c. In the event of such termination the parties shall mutually agree to settle their respective accounts.
- notwithstanding the foregoing all provisions hereof relating to confidentiality shall survive the termination of this Agreement.

8. NOTICE:

Any notice, request, demand, approval, consent or other communication provided or permitted hereunder shall be in writing and given by personal delivery or sent by registered mail or by ordinary mail, postage prepaid or telefax addressed to the party for which it is intended.

9. AMENDMENTS TO AGREEMENT:

No amendment to this Agreement shall be effective unless it is in writing and duly signed by authorized representative of both parties

1. TERMS OF AGREEMENT:

- This Agreement shall be effective when signed by both parties and shall remain valid, period of up to 12 months subject to performance in accordance with the obligations of both parties to it.
- 10% of hike on AMC amount every year from 2022

2. SUPPORT SERVICES

The list of Maintenance, Technical Support Services as mentioned above and the nature of Support Services rendered will also include the following activities.

- Assist in the identification of cause of errors/bugs, i.e., Hardware, Operating System, Software.
- Necessary hardware will be provided from the University for processing results.
- Analysis of Software error messages and taking remedial actions (and preventive measures).
- Assist in Software Recovery in Case of major system crash and database media (disk error)
- To review table space usage, indexes, backup procedures and advise on necessary actions to be taken if any, every six months.
- Provide cost estimates and time frame with regard to enhancements and modifications as requested by Customer.
- For the purposes of consistency, Company will establish the severity of a reported Problem encountered by User in using the Software according to the following definitions:
 - Catastrophic problem-Software/System I down, User is unable to function or complete work. This includes a non-isolated, consistently reproducible problem resulting in system crash.
 - Major problem – This cover problems which must be corrected but do not prevent progress from being made, and/or problems which do not require immediate attention. These include:
 - Isolated, consistently reproducible problem resulting in a system crash;
 - Failure of a significant function of the software.
 - Minor problem-I problem which does not have a major impact on operation of development or for which an adequate workaround exists.
 - Non-reproducible error-A reported which Company cannot reproduce.

Company reserves the right to re-classify a reported problem as more information becomes available.

Company will call back User within two hours of initial receipt of a reported problem by User. Company will inform User of the severity level assigned to the problem.

Based on the severity level of the problem Company will call User back with either:

- Solution
- workaround
- The determination that further research is required,

The call back time after the assessment of the severity level of the problem is as follows:

Severity Level	Call Back Time after the initial call back
Catastrophic	Within 4 working hours
Major	Within 12 working hours
Minor	Within 48 working hours
Non-reproducible	Within 72 working hours

Company will continue to keep User informed of the problem report resolutions progress.

- In the event that Company determines that a problem notified by User has been caused by abuse or misuse of the Software and modules, or by modifications, addition and deletion to the said

(23)

software by some other party (not Company) or by bringing change to the pro-
environment then;

- i. Company, on request of Customer and/or User, shall advise Customer and/or User when Company can correct or assist in resolving such problem and the terms under which Company shall undertake same, and on written acceptance by the Customer and/or User, Company shall correct or assist in resolving the problem in accordance with such terms.

3. CUSTOMER AND USER OBLIGATIONS:

- a. Customer and User shall give full access to the location, the Software and equipment to enable Company to provide the Support Services and Customer and User shall make available information, facilities and services reasonably required by Company for the performance of its obligations under this Agreement.
- b. Software, or any part thereof, shall not be in any way added, altered, updated, upgraded moved nor deleted without the prior written consent of User/Customer.
- c. Customer and/or User shall be deemed to have made provisions for all necessary backups (hardware, software and data) and alternative communications facilities for use during a recovery operation in the event of an emergency.

4. CONFIDENTIAL INFORMATION :

- a. The parties acknowledge that by reason of their relationship to each other hereunder, each will have access to certain information and materials concerning the other's technology and data that is confidential and of substantial value to that party, which value would be impaired if such information were disclosed to third parties ("Confidential Information").
- b. Each party agrees that it will not use in any way, except as provided herein, nor disclose to any third party, any such confidential information revealed to it by the other party. Each party will take every reasonable precaution to protect the confidentiality of such Confidential Information. Each party shall not divulge or use in any manner any confidential information unless written consent from the party concerned has been obtained.
- c. Without prejudice to the generality of paragraphs 4.a and 4.b all confidential information which the Customer and/or user may have imparted and may from time to time impart and the Company.
 - a. Agrees that it shall use the same solely in accordance with the provisions of this Agreement and that it shall not at any time during or after expiry or termination of this Agreement disclose the same whether directly or indirectly to any third party without the Customer/s and/or User's prior written consent; and
 - b. Shall, forthwith after the expiry or termination of this Agreement, return all such confidential information (including any copy which may have been made) to the Customer and/or User together with a list of same.
- d. The Company undertakes that every of its employee and/or its agent required by its to perform its duties under this Agreement shall sign a non-disclosure agreement in aspect of every Confidential Information which the employee and/or agent may come across during the discharge of their duties and this agreement; failing which the Company shall be liable to damages.
- e. The foregoing provisions shall not prevent the disclosure or use by either party of any Confidential Information to the extent permitted by law.

10. RENEWAL OF AGREEMENT:

This agreement is for a maximum period of one year as from the date of signing of same and will be renewed for further periods of one year each subject to both parties hereto executing an agreement for same.

11. Any dispute arising be settled through mutual consultations and Agreements However, the decision of Vice-Chancellor of the University shall be binding on the parties to this agreement
12. This agreement is subject to the jurisdiction of the courts in Dharwad.

IN WITNESS WHEREOF the parties herein have hereunto set their hands on the day month and year first above-mentioned in the presence of the following witnesses.

Signed, sealed and delivered by the UNIVERSITY represented by the authorized representative and the Registrar (Evaluation) Karnatak University, Dharwad.

Signed, sealed and delivered by the company, represented by the authorized representatives Sri. Guru Angadi.


Director
AarGees Business Solutions, Hubli

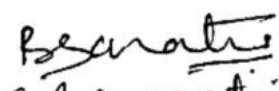




Registrar (Evaluation)
Karnatak University, Dharwad

WITNESS:
AarGees Business Solutions

Karnatak University, Dharwad

1. 

1. 
(Bharati S. Nene)

2. 
(Shrutikunari. R. Angadi)

2.

Scheduled-I

Examination Result Declaration Software support for complete process

- Provision for creation master like course, subjects, subject marks settings, college, terms.
- Exporting pre printed application data [For online hosting].
- Exporting data for IA Marks entry [For online hosting].
- Exporting Hall Ticket Data [For online hosting].
- Exporting Appearing student's data for practical marks entry and absentee entry [For online hosting].
- Importing application data [which is entered online].
- Provision for entering exam timetable.
- Generating QP slips and QP check Lists.
- Generating other pre exam reporting college wise strength, subject wise strength and many more.
- Importing exempted marks of candidate from previous terms
- Importing Lower passing marks from previous term for final year candidates.
- Importing IA Marks [which is entered online].
- Decoding process of register no mapping against the packet sl no.
- Importing Practical Marks [which is entered online].
- Importing Theory Marks [which is entered at the valuation centre].
- OMR Paper Valuation, by importing scanned OMR data and auto valuating the papers based on predefined key answers.
- Error report generation to assure accurate results.
- Result Processing.
- Auto NCL Clearing.
- Generating various result reports like marks ledger and summary reports.

Scheduled-II

Online Application Software (UG & PG) Scope and Support

- Preparation of eligible student's data importing from examination center
- Provision given for all the colleges to access and feed the data
- Data entry allowing and blocking authority given to Admin
- College wise username & passwords
- Online portal given to all the colleges for accessing.
- Pre-Printed Online Exam Application Hosting & Downloading
- Application Entry.
- Pre-Exam Reporting like candidates list, fees collected details.
- Hall Ticket with timetable Downloading.
- IA marks entry and freezing.
- Practical Batch Creation and Freezing.
- Practical Marks Entry and Freezing.
- Unfreezing and restriction by admin
- Onscreen notification display
- Downloading Applications entered by the colleges
- Importing data from the backup to main examination software by the admin.
- Attending all the queries related to the process.

Requirements for on-line submission of applications for revaluation of All U Courses

Setp-1: A new portal is to be created.

Step- 2: All the information related to Reg. no., Category, fees Subjects offered by the candidate etc are to be available to apply for revaluation.

Step -3: Restrictions to not more than two subjects for revaluation.

Step- 4: Practical Papers and compulsory papers like Indian Constitution/Personality Development etc. are not allowed for revaluation. Hence, they may be blocked to opt.

Step- 5: Some of the Subjects may have more than one paper, which is to be displayed. In the opted subject for revaluation, all these papers are compulsory for revaluation.

Step- 6: There is fee for each paper which is to be displayed. Papers may be more than two, but subjects must not be more than two for revaluation.

Step- 7: Challan is to be created with fees structure. There may be a provision to pay fees to University directly on line or by down loading the challan fees maybe remitted to University.

Alternatively students may submit the revaluation forms to Principal and in turn college will up-load the information of each student on-line (like the present practice of up-loading examination form and paying the total fees collected by all students to university)

Step- 8: All up-loded information must be linked to existing portal and information can be down-load by the RV cell directly which will have the concerned code numbers of the papers.

Step- 9: All the above information is to be provided in the on-line marks car of the candidate.

Following shall be the schedule to be mentioned.

Step- 10: Day one: date of declaration of the result.

Step-11: Day Ten: last date to apply for revaluation.

Step-12: Day twelve: last date to up-load the students' information regarding revaluation and to remit the fees to University on-line.

Step-13: Day fourteen: last date to submit the hard copies of applications along with Statement of the fees collected by the students.

Step- 14: Any other information if necessary, can be had from System Analyst, Exam Section, KU Dharwad

The existing software upgraded with the following requirement:

1. Wherever the optional subjects are having 02 or more than 02 papers, the marks obtained in each paper shall be displayed in on-line marks list.
Ex. B.A and B. Sc. V and VI semesters have 02 or more than 02 papers in each optional subject and optional Mathematics in B.Sc. I to IV semester have 02 papers, a student shall apply for revaluation/challenge valuation to the maximum of 02 papers in the same optional subject or one each from different optional subjects but not exceeding two papers overall in a semester.
2. Further, the papers/ subjects applied for Revaluation must be different from those subjects opted for challenge valuation.
3. Revaluation/challenge valuation is permitted for theory papers / subjects only. It is not applicable for dissertation, practical, project work, OMR etc.
4. The candidates may opt for Photo copy / re-totaling of marks obtained in any number of theory papers including papers /subjects applied for revaluation /challenge valuation. However, there is no provision for Photo copy / re-totaling of marks for dissertation, practical, project work and OMR.

Scheduled-V

29

The COMPANY has provided the following Services for Online Revaluation Cell Software:-

1. Provide the support to export results to online for Revaluation
2. Provide the facility for entry dates & Fees
 - a. Course wise Subject wise Fees.
 - b. Course wise Subject wise dates.
 - c. Support for Photo Copy /retotaling
 - d. Support from Team viewer to update the existing Software.
 - e. Guiding through phone to solve any problem
 - f. Online server support for online databases
3. Provide support to Upload Applications for students.
4. Provide option for students to download the applications.
5. Provide support to Download database.
6. Update data to main examination software
7. University shall provide the necessary data and infrastructure for the smooth implementation of the software.
8. Assist the University while planning for the online application activities.
9. Payment Terms: The total AMC payment to be made Rs. 40000 for the year 2019.
10. Any dispute arising be settled through mutual consultations and agreements. However, the decision of the Vice Chancellor of the University shall be binding on the parties to this agreement.
11. This agreement is subject to the jurisdiction of the courts in Dharwad.
12. Taxes extra as applicable.

Scheduled-VI

30

Authorized Personnel

Responsible for Customer Department (CUSTOMER LIAISON OFFICER)

Full Name : Guru Angadi
National ID Number : --
Designation, Department : Partner
Telephone & Facsimile : 9880766014

Responsible for User Department (USER LIAISON OFFICER)

Full Name : Guru Angadi
National ID Number : --
Designation, Department : Partner
Telephone & Facsimile : 9880766014

Responsible for User Department, Software (USER LIAISON OFFICER)

Full Name : Guru Angadi
National ID Number : --
Designation, Department : Partner
Telephone & Facsimile : 9880766014

Responsible for all Hardware, System Software, Backup, Restore, Housekeeping and Communications facilities (SYSTEM ADMINISTRATOR)

Full Name
National ID Number
Designation, Department
Telephone & Facsimile

Responsible for Company, Liaison with User and Customer (DIRECTOR / MANAGER)

Full Name
National ID Number
Designation, Department
Telephone & Facsimile

Responsible for Software from Company (MANAGER/PROJECT LEADER)

Full Name
National ID Number
Designation, Department
Telephone & Facsimile