

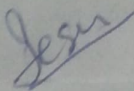
## Software Service Contract renewal

This Annual Renewal Contract (the "Agreement") is renewed for the period 1st February 2018 to 31<sup>st</sup> January 2019

**BETWEEN** St. Joseph's College of Arts and Science for women, Hosur (SJCHSR) is administered by the Franciscan Sisters of the Presentation of Mary.

**AND** BOSCO SOFT TECHNOLOGIES PVT LTD ("**BOSCO**"), an organization existing under the laws of the Republic of India, with its branch office located at: Vaniyambadi Road, Tirupattur, Vellore Dt, Tamil Nadu, India 635 601.

1. This Contract is made for the purpose of extending the present Contract which ended.
2. This Extension binds and benefits both Parties and any successors or assigns.
3. BOSCO will provide the following services
  - a. College Management system with Academics, Admission, Students, Staff, Student attendance, Staff attendance, CIA, Fee, NME Registration, Fee Management, Transport management.
  - b. Web-portal for the students and parents
  - c. Mobile app for student attendance
  - d. FREE Onsite support. Travel and conveyance should be paid by SJCHSR.
  - e. FREE On line support anytime to manage the software
4. The Annual renewal price is 20% of the product value that is Rs. 60,000. On failure of renewing the AMC all services mentioned in 3 will expire.
5. Addition of new modules or services will incur additional cost.
6. BOSCO is not responsible for not using any module or services offered. No refund of money for not using any of the services provided.
7. The Payment should be made during the signing of this contract.



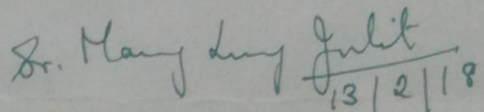
Rev. Fr. Jesu Manickam SDB

Director

For and on behalf of

Bosco Soft Technologies Pvt Ltd

Date: 02-02-2018



Rev. Sr. Mary Lucy Juliet  
SECRETARY

ST. JOSEPH'S COLLEGE OF ARTS & SCIENCE

Secretary  
St. Joseph's College of Arts and Science  
for women, Hosur  
HOSUR-635126

Date: 02-02-2018

## Software Service Contract renewal

This Annual Renewal Contract (the "Agreement") is renewed for the period 1st February 2019 to 31st January 2020

**BETWEEN** St. Joseph's College of Arts and Science for women, Hosur (SJCHSR) is administered by the Franciscan Sisters of the Presentation of Mary.

**AND** BOSCO SOFT TECHNOLOGIES PVT LTD ("**BOSCO**"), an organization existing under the laws of the Republic of India, with its branch office located at: Vaniyambadi Road, Tirupattur, Vellore Dt, Tamilnadu, India 635 601.

1. This Contract is made for the purpose of extending the present Contract which ended.
2. This Extension binds and benefits both Parties and any successors or assigns.
3. The AMC covers the following
  - a. College Management Software
  - b. Library Management Software
  - c. College Website
4. FREE Online support and FREE Onsite support. For onsite visit no service charges will be collected but travel and conveyance should be paid by SJCHSR.
5. The AMC for 2019-20 is Rs. 75,000. GST Additional.
6. On failure of renewing the AMC all services mentioned in 3 will expire.
7. Addition of new modules or services will incur additional cost.
8. BOSCO is not responsible for not using any module or services offered. No refund of money for not using any of the services provided.
9. The Payment should be made during the signing of this contract.

  
Rev. Dr. Thaddeus SDB

Managing Director

Bosco Soft Technologies Pvt Ltd

  
Mr. George Joseph

Project Manager

Boscosoft Technologies Pvt Ltd

  
Rev. Dr. Sr. Arockia Rani

Principal & Secretary

St. Joseph's College of Arts and Science for

women, Hosur

**Registered Office**

**BOSCO SOFT TECHNOLOGIES PRIVATE LIMITED**

No: 231/77, Sacred Heart College Shopping Complex, Vaniyambadi Road, Tirupattur.  
Vellore Dt, Tamilnadu - 635601 | Phone : + 91 96 26 800 800



## Software Service Contract renewal

This Annual Renewal Contract (the "Agreement") is renewed for the period 1st February 2020 to 31st January 2021

**BETWEEN** St. Joseph's College of Arts and Science for women, Hosur (**SJCHSR**) is administered by the Franciscan Sisters of the Presentation of Mary.

**AND** **BOSCO SOFT TECHNOLOGIES PVT LTD ("BOSCO")**, an organization existing under the laws of the Republic of India, with its branch office located at: Vaniyambadi Road, Tirupattur, Vellore Dt, Tamilnadu, India 635 601.

1. This Contract is made for the purpose of extending the present Contract which ended.
2. This service is rendered in SaaS model and on failing to renew all the services will expire.
3. This Extension binds and benefits both Parties and any successors or assigns.
4. The AMC covers the following
  - a. College Management Software (60,000)
  - b. Library Management Software (5,000)
  - c. College Website (10,000)
5. FREE Online support and FREE Onsite support. For onsite visit no service charges will be collected but travel and conveyance should be paid by SJCHSR.
6. The AMC for 2019-20 is Rs. 75,000. GST Additional.
7. Addition of new modules or services will incur additional cost.
8. BOSCO is not responsible for not using any module or services offered. No refund of money for not using any of the services provided.
9. The Payment should be made during the signing of this contract.



**Rev. Fr. Arun SDB**

Assistant Director

Bosco Soft Technologies Pvt Ltd



**Mr. George Joseph**

Project Manager

Boscosoft Technologies Pvt Ltd



**Rev. Dr. Sr. Arockia Rani**

Principal & Secretary

St. Joseph's College of Arts and Science for women, Hosur



Service Level  
Agreement of  
HiGrade  
to  
**St. Joseph's  
College, Hosur**

No: 231/77, Sacred Heart College  
Shopping Complex  
Vaniyambadi Road, Tirupattur – 635601,  
Tamil Nadu

[www.boscosofttech.com](http://www.boscosofttech.com) | 96 26 800 800



**HIGRA<sup>+</sup>DE**

This agreement has been made on 30<sup>th</sup> August 2022 for a period of three years from 01<sup>st</sup> August 2022 till 30<sup>th</sup> July 2025.

**BETWEEN** St. Joseph's College of Arts & Science for Women, ("**STJCWH**")  
Mookandapalli, SIPCOT, Hosur (Po), Krishnagiri – 635 126, Tamil Nadu.

**AND**

**BOSCO SOFT TECHNOLOGIES PVT LTD** ("**BOSCO**"), a software company existing under the laws of the Republic of India, with its branch office located at # 231/77 SHC Complex, Vaniyambadi Road, Tirupattur Dt, Tamilnadu, India 635 601.

### **Scope**

BOSCO shall provide complete HiGrade ERP software to St. Joseph's College of Arts & Science for Women (**STJCWH**). It is a proven solution for any of the Indian curriculum. This software is a centralized system which manages all the operations of the College and also connects the management, staff, parents and students with the following modules.

#### **Offered modules to STJCWH:**

- |                       |                    |
|-----------------------|--------------------|
| 1. Institution        | 15. Examination    |
| 2. Academics          | 16. Time Table     |
| 3. Student            | 17. Add-on program |
| 4. Student Attendance | 18. Alumni         |
| 5. Staff              | 19. Certificate    |
| 6. Staff Attendance   |                    |
| 7. Online Admission   |                    |
| 8. Fee Management     |                    |
| 9. Communication      |                    |
| 10. Transport         |                    |
| 11. Front Office      |                    |
| 12. Assessment        |                    |
| 13. Feedback          |                    |
| 14. Admin (Settings)  |                    |

#### **Additional Packages**

- **Library Management**
- **Website Management**



## Services Covered

- HiGrade ERP Package (All the above-mentioned modules only)
- Development and Maintenance of the website if part of the contract
- Customization of Certificates as per the college need
- Communication **(SMS Credits 50K included)**
- Online training
- Online Support
- Free version updates
- Online customer support (8 am to 8 pm on all working days)

## The modules and major features of the software are:

### 1. Institution

- 1.1 Units and Groups (Faculty, Departments, Disciplines, Clubs, Groups)
  - Maintain the list of departments, Faculty, Discipline, Clubs, and groups.
- 1.2 Organization Chart - Generate a Chart for the Organization.
- 1.3 Member Assignment - Assign the members (coordinators, Hod, Animators) for the Groups, Departments, Clubs.

### 2. Academics

- 2.1 Programs of Study
- 2.2 Courses
- 2.3 Course Registration

Following are the available features in Admin:

- a. **General Settings:** define the basic details to register NME courses.
- b. **Course Allocation:** allocate the courses for each department.
- c. **Student Registration:** register student course wise and class wise.
- d. **Reports:** generate reports based on the course registration.

#### 2.4 Timetable

Following are the available features in Admin:

- a. **Settings:** define the time duration, number of days and number of hours for each shift, number of hours for each staff, block wise room allocation, class room allocation and daily attendance operator allocation.
- b. **Manual Allotment:** allot hours/periods for each staff manually based on the course and day order.
- c. **Timetable Viewer:** view the timetable for all the classes by day order, once the manual allotment is completed.
- d. **Online Monitor:** view timetable online.

- e. **Generate Timetable:** download the timetable template and upload back for each class
- f. **Substitute Staff:** substitute staff for the classes.
- g. **Reports:** generate reports.

## 2.5 Continuous Assessment

**Internal Marks:** Maintain the Internal marks for the components of every course by the concerned Course Teacher.

**Reports:** generate reports based on the internal assessment mark entry.

## 3. Student

Definitions of courses, programmes, classes in a well-defined hierarchy with the standard Student

Following are the available features in Student:

- a. **Student List:** add student's personal details.
- b. **Dashboard:** view the number of students based on the year and gender.
- c. **Number Generation:** generate roll no, register no and admission no for the students
- d. **Verify Photos:** verify and update the student's profile photo.
- e. **Communication Settings:** maintain the contact details of student and staff.
- f. **Student Leaving:** maintain the students' details who are left and discontinued from the college.
- g. **Personal Updation:** make changes in student's personal details.
- h. **Promotion:** promote the students to the next academic year.
- i. **Reports:** generate reports based on the student details.

## 4. Student Attendance

Following are the available features in Student Attendance:

- 1. **Settings:** define the student attendance settings
- 2. **Dashboard:** view the student attendance statistics of the day
- 3. **Absentees:** make student absentees entry.
- 4. **Absentees Approval Log:** approve the student absentees' details.
- 5. **Pending Attendance:** view pending approval attendance details
- 6. **Reports:** generate reports based on the student attendance details.

## 5. Staff

Following are the available features in Staff:

1. **Staff List:** view all the available staff in the college.
2. **Dashboard:** view the statistics of teaching and non-teaching staff of the college.
3. **Counseling:** maintain counseling details of the staff.
4. **Update Staff Order:** update staff order.
5. **Verify Photos:** verify and update the staff profile photo.
6. **Exit Staff:** maintain the staff details who exits from the college.
7. **Personal Updation:** update the personal details of the staff.
8. **Reports:** generate reports based on the available staff details.

## 6. Staff Attendance

Following are the available features in Staff Attendance:

1. **Biometric Logs:** maintain biometric logs.
2. **Settings:** define staff attendance settings.
3. **Dashboard:** view the staff attendance details.
4. **Leave Register:** maintain staff leave register.
5. **Permission Register:** maintain staff permission register.
6. **On-Register:** maintain staff on-duty register.
7. **Reports:** generate reports-based staff attendance details.

## 7. e-Admission System

Following are the available features in Admission:

1. **Settings:** Define settings like: application type, admission schedule, advantage marks, HSS subjects, admission category, quota disbursement, maximum intake, seat allotment.
2. **Admission Statistics:** view the admission statistics.
3. **Issue Application:** maintain the issued application details which are issued to the students.
4. **Receive Application:** maintain the application details which are received from the students.
5. **Selection Process:** select the students for admission in the college.
6. **Waiting List:** maintain the students' list who are under the waiting list for the admission.
7. **Shortlist Candidates:** select the students for admission in the college.
8. **Admit Students:** maintain the student's details who are admitted to the college.



9. **Update Application:** update the students' details once the application is received from the student.
10. **Reports:** generate report-based admission details.

## **8. Fee Management**

Following are the available features in Fee Management:

1. **Settings:** define fee settings.
2. **Frequency:** maintain the frequency by month and term.
3. **Fee Head:** define and manage different types of fee for the students.
4. **Group Head:** group the heads into the main group.
5. **Create Challan:** create challan for fee.
6. **Term wise fee structure:** define fee structure based on term and semester.
7. **Dashboard:** display fee amount of each class based on department.
8. **Fee structure:** define fee based on semester and month
9. **Reports:** generate various list and summary reports.

## **9. Communication**

Following are the available features in Communication:

1. **Send SMS:** send SMS (Text messages or Voice Calls -as preferred by college) to the students and staff.
2. **Send Items:** view the messages which are sent to the students and staff.
3. **Template Creation:** create SMS templates to send message to the parents and staff. (Need to get the templates approved from TRAI for the SMS)
4. **Manage Thoughts:** maintain the thoughts which are sent parents and staff via SMS.
5. **Manage Groups:** group the staff based on Non – teaching Staff, Teaching Staff, HOD and Office Staff.
6. **Settings:** define the basic settings to send SMS to the Parents and Staff.
7. **Reports:** generate reports.

## **10. Transport**

Following are the available features in Transport:

1. **Boarding Places:** maintain the boarding places and record the distance between the boarding place and the college.
2. **Routes:** fix routes for the boarding places

3. **Vehicles:** maintain the vehicles details of the college.
4. **Trip Information:** maintain the trip details for routes.
5. **Passenger Info:** allot the passengers for boarding places.
6. **Vehicle Services:** maintain the vehicle service details.
7. **Fitness Certificate:** maintain the fitness certificate details of the vehicle.
8. **Vehicle Tax:** maintain the tax details of the vehicle.
9. **Fuel Consumption:** maintain fuel consumption details of the vehicle.
10. **Reports:** generate reports.

### 11. Front Office

Following are the available features in Front Office:

1. **View Call Register:** record incoming and outgoing call details.
2. **Visitor Log:** record visitor details in the college.
3. **Appointment Settings:** record appointments of meeting and send SMS or Email to the staff about the meeting appointments.
4. **View Complaints:** record complaints given by the staff and students.
5. **Received Packages:** Facility to record about the packages received to the organization.
6. **Sent Packages:** record about the packages which are sent from the organization.
7. **Gate Pass Automation:** generate gate pass when the students go out from the college.

### 12. Internal Assessment

1. **Publish Results:** Publish results allow you to download template to make entry of semester results and upload it back.
2. **Review & Publish:** Once the marks are uploaded review and publish it

### 13. Feedback

1. **Settings:** define feedback settings for the staff and students.
2. **Objectives:** define objectives for feedback questions.
3. **Questions:** prepare feedback questions based on the settings defined.

4. **Manual Staff Selection:** select staff manually for evaluation based on the settings defined.
5. **Reports:** generate reports.

#### 14. Admin (Settings)

Following are the available features in Admin (Settings):

1. **Annual Settings:** maintain shift, academic year, calendar, events and holiday details.
2. **Configuration:** Defining general settings, series settings and certificate settings
3. **Users:** maintain users, user roles & rights and password of the users
4. **Spreadsheet Support:** Provision download the empty templates of academic details to insert new records and upload back.
5. **Support Data:** maintain masters of support data of HiGrade application.
6. **Archive:** maintain the deleted details and retrieve it whenever we need.

#### 15. Examination

1. **Semester Exam** - Maintain the university results
2. **Configure Exam** - Maintain the list of university exams conducted.

#### 16. Time Table

1. **Creation** – Provision to create Class wise time table
2. **Substitution** – Easily Allocate substitution for the class
3. **Reports** – Provision to generate class wise, faculty wise time table

#### 17. Add-On Programme

1. **Certificate Course** – Provision to conduct certificate course
2. **Work Log** – Provision to update the worklog of each class
3. **Reports** – Provision to generate reports

#### 18. Certificate

1. **Certificates**– Provision to generate any kind of agreed certificates like Bonafide, Conduct Certificate, TC etc...

#### 19. Alumni

1. **Alumni Registration** – Provision to convert the students as Alumni
2. **Profile** – Provision to manage the alumni profile with experience
3. **Contribution** – Provision for contribution



## ❖ Implementation Steps

After the signing of contract, a detail study of the existing system is done and a deployment team is dedicated to the college. Same team carries out the entire implementation right from initiation till the final implementation. Gap analysis is done by the team to study the differences in the present system and the HiGrade. Customization within the scope of HiGrade is agreed with timeframe and done. Below table lists the implementation steps of HiGrade.

#	Items	Responsible
1	Signing of Contract	STJCWH
2	System study and samples collection	STJCWH
3	Data migration if feasible and agreed	Boscosoft
4	Gap Analysis	Boscosoft
5	Prepare implementation schedule	Boscosoft
6	Signing of implementation schedule	STJCWH
7	Customization of HiGrade	Boscosoft
8	Delivery of features as per schedule	Boscosoft
9	Review of the delivery at each stage	STJCWH
10	Acceptance of the delivery	STJCWH
11	Follow up and Maintenance	STJCWH

## ❖ Disaster Recovery Plan

In case of any disaster **STJCWH** can call up to the BOSCO Technical Lead and He will help to recover the data from the automated backup location or from the slave machine and restore the data to a new environment or the corrected environment within 24 hours.

## ❖ Communication Protocols

- Project Coordinator from **STJCWH** communicate to the customer care team for any issues related to software. For serious issues he can directly contact Project Manager - BOSCO.

- Any new requirement or enhancement will be agreed with the Project Manager and BOSCO will ensure the timely delivery based on the agreement.

#	Communication	Responsible	Designation	Contact Info
1	Major Conflicts	Fr. Arun Malayappan	Director	812482416 <a href="mailto:arun@boscosofttech.com">arun@boscosofttech.com</a>
2	Software Major Problems/Clarifications	Yesuraja Arockiasamy	Product Support Manager	8344216791 <a href="mailto:higrade@boscosofttech.com">higrade@boscosofttech.com</a>
3	Regular Support/issues	Imran	Support Executive	82489 97344 <a href="mailto:imran@boscosofttech.com">imran@boscosofttech.com</a>

#### ❖ Suggested Server Configuration (required for Physical Server only)

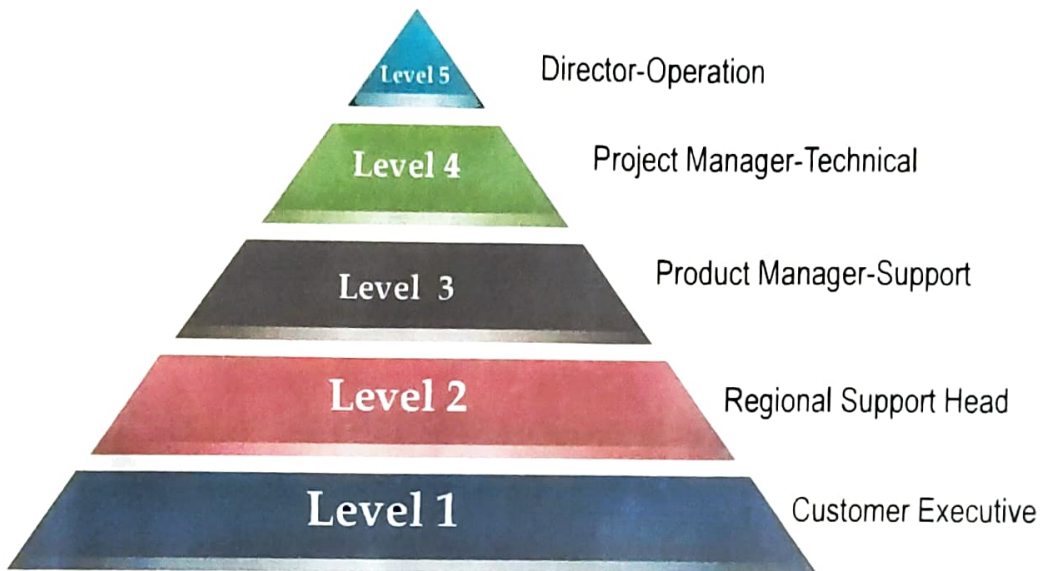
- 8 CORE Processor with 3.0 GHz Clock Speed
- At least 32 GB High Performance RAM
- 1TB Hard Disk (RAID) (SSD is recommended)
- 1Gbps Ethernet
- Ubuntu 20
- Any licensed Antivirus
- Minimum 100mbps Dedicated Internet connected to server behind Firewall
- 1 Static IP

#### ❖ Service Level Agreements

- Online support on every working day from Monday to Friday from 9.00 AM to 9.00 PM (5\*12)
- Any coding defects will be solved within 24 to 48 working hours
- BOSCO is not responsible for the defects/loss of the data from client side.
- Initial training will be given for 15 days and additional training will be given on the basis of need.

- New requirement apart from the available features will be studied carefully and given effort and timeline of delivery.

#### ❖ Escalation Matrix



Please use this escalation matrix if your raised ticket is not handled by officers in the low level (low level from 1 to high level 5)

#### ❖ Deployment and Version Update

Initial deployment will be done in the server. For further updates **STJCWH** will request the changes to BOSCO Technical Team and BOSCO will update in the cloud server and notify to the **STJCWH** through the release notes.

#### ❖ Training and Implementation

For the successful implementation of HiGrade in **STJCWH**, BOSCO will provide onsite/online support as and when needed to ensure that **STJCWH** team is in tandem with the system model of the software. During such on-site visits, BOSCO team will organize training for all categories of users. The training and on-site support schedule will be agreed by both the parties on need-basis which includes travel and conveyance and service charges to be paid by **STJCWH**.



## ❖ Commercials

BELOW IS THE PACKAGE FOR STJCWH *(exclusive for your college)*

Package	Price Per Year	Services
Student License Model in the first year	150 INR Per student <i>130</i>	All mentioned Modules of ERP, FREE Change requests within the scope.
Student License Model in the 02 <sup>nd</sup> year	130 INR Per student <i>120</i>	All mentioned Modules of ERP, FREE Change requests within the scope.
Student License Model in the 03 <sup>rd</sup> year	110 INR Per student <i>100</i>	All mentioned Modules of ERP, FREE Change requests within the scope.

Following will be the terms of payment for the project, which would be for each phase: *10.11.2022*

Installment No.	Description	Percentage
1	While signing the contract	50%
2	After deployment and user acceptance	50%

## ❖ User Acceptance

Corrections and updates will be done as per the implementation Schedule from the start of the project. On failing to get the updates done during the schedule of implementation BOSCO will treat that the project is completely accepted and completed. Any changes requested after the end of the implementation schedule will be treated as change requests as per the change request clause.

## ❖ Change Request

Addition of new modules is chargeable. Changes will be carefully studied and schedule of delivery will be agreed upon both the parties with additional cost. Changes are estimated to man hours. Man hour cost is Rs. 700 per hour for the first-year contract. However, the price may change in the following years.

### ❖ Resolution of Disputes

- a. This agreement shall take effect and be construed in accordance with the Laws of India and be subject to the jurisdiction of the courts at Chennai.
- b. When there is a dispute or difference whatsoever arises between PARTIES in relation to or in connection with this AGREEMENT, both the parties shall first try to resolve the dispute/difference amicably between them, failing which the matter shall be referred to and settled through arbitration. The arbitration proceedings shall be held in accordance with the provision of Indian Arbitration and Reconciliation ACT, 1996. The venue of arbitration shall be Chennai and Language of arbitration shall be English. The arbitrator shall be appointed in consensus with both the parties.

### ❖ Intellectual Property & Ownership

BOSCOSOFT will have sole and exclusive Intellectual Property Rights and will retain all titles including source code to the application software and related documentation. STJCWH will use unlimited number of user licenses under this proposal, only at the designated STJCWH premises.

### ❖ Data Ownership

- a. STJCWH will have sole ownership of the data which is available with the software. BOSCOSOFT software will have the data in its own format. On discontinuation of the contract data will be given to STJCWH in the format which was received from the STJCWH. On requirement of data in a different format will be charged as per the effort it takes to convert the data. However, the data will not be presented in the database format which the software is using it.
- b. If website is part of the package, then on termination of the contract the client needs to pay the domain renewal and hosting charges for the terminated year. On clearing the payment, the domain will be transferred to the client STJCWH.

### ❖ Termination

BOSCOSOFT will have the right to terminate the agreement resulting from this proposal, by giving a prior notice to the other, upon situation arising due to non-compliance by the other, of the stipulations of this proposal. The termination notice will be held valid, only if it is preceded by a corresponding non-compliance notice issued at least thirty days prior to the date of the termination notice, and if the non-compliance has continued up to the date of the termination notice. On termination of the contract annual subscription should be paid fully.

### ❖ Language and Style of Communication

The official language for communication on this assignment will be only in English, and the training would be given in English and Tamil at the end of the phase. All communication through only email to **higrade@boscosofftech.com** or letter addressed to **The Project Manager, #231/77, Vaniyambady Road, Tirupattur Dt, Tamilnadu-635 601**. All technical assistance can be acquired through the phone call made to 9626800800 during the working hours from 9:00 am to 01:00 pm and 02:00 pm to 06:00pm between Monday & Friday.

Any communications to BOSCOSOFT should be done only by the **STJCWH**'s project coordinator and it is his/her responsibility to maintain the documentation. BOSCOSOFT will acknowledge each communication within 24 to 48 hrs and communicate to **STJCWH**'s project coordinator regarding the action taken towards communication made.

### ❖ Other Terms & Conditions

1. For the first year 50% Payment of the annual license fee must be done at the time of signing of the contract. Balance to be paid after the completion of the data migration and implementation. From Second year onwards the payment should be done before start of each semester.



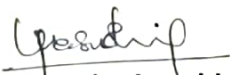
2. It is mandatory to renew the contract on or before expiry of the contract to continue the services. On failure of renewing the contract **STJCWH** will not get any support and services.
3. **STJCWH** should keep every requirement ready for the initial deployment to complete the automation in lesser days.
4. **STJCWH** should maintain the confidentiality of this document as the price is exclusive
5. This price is special price for **STJCWH** based on the agreement on yearly basis.
6. **STJCWH** should raise the ticket to the email id [higrade@boscosofttech.com](mailto:higrade@boscosofttech.com) and also can get phone support from 9626 800 800
7. Any additional changes or requirements are delivered at additional cost with the agreed price and agreed schedule.
8. Add on packages can be availed at any time with additional charges.



**Rev. Fr. Arun Malayappan SDB**  
**Director**  
Bosco Soft Technologies Pvt. Ltd



**Rev. Dr. Sr. M Helen**  
**Principal**  
St. Joseph's College of Arts & Science for  
Women, Hosur



**Mr. Yesuraja Arockiasamy**  
**Product Support Manager**  
Bosco Soft Technologies Pvt. Ltd