

MPO / BD / 12696

Bhopal, Date 28.03.2023

प्रति,
कुलसचिव,
मप्र भोज (मुक्त) विश्वविद्यालय
भोपाल

विषय:-एमपीऑनलाइन एवं मप्र भोज मुक्त विवि. के मध्य किये गये अनुबंध का नवीनीकरण करने बाबत।

महोदय,

उपरोक्त विषयांतर्गत लेख है कि एमपीऑनलाइन पोर्टल के माध्यम से मप्र भोज मुक्त विवि. की सेवाएं ऑनलाइन प्रदान की जा रही हैं। इस हेतु एमपीऑनलाइन एवं एवं मप्र भोज मुक्त विवि. के मध्य अनुबंध किया गया था, जिसकी अवधि 30 मार्च, 2023 को समाप्त हो रही है। उक्त अनुबंध का नवीनीकरण किया जाना है। इस हेतु अनुबंध की प्रति पत्र के साथ संलग्न कर आपको प्रेषित की जा रही है।

अतः आपसे निवेदन है कि उक्त अनुबंध का अवलोकन कर अनुबंध प्रक्रिया पूर्ण करने का कष्ट करें। अनुबंध की अवधि दिनांक 31 मार्च, 2023 से दिनांक 30 मार्च, 2026 (तीन वर्ष) तक रहेगी।

2024 (मुक्त वर्ष)

धन्यवाद सहित।

अमय कर्ण
बिजनेस हेड





Registration and Stamp Department

Madhya Pradesh

Certificate of Stamp Duty

E-Stamp Details

E-Stamp Code 01010524032023012285
Total E-Stamp Amount 500
Govt Stamp Duty (Rs.) 500 Municipality Duty (Rs.) 0
Janpad Duty (Rs.) 0 Upkar Amount (Rs.) 0
Exempted Amount (Rs.) 0
E-Stamp Type NON-JUDICIAL
Issue Date & Time 24/03/2023 15:47:11
Service Provider or Issuer Details RAKESH GUPTA/SP010541706201500081
SP/SRO/DRO/HO Details SHOP NO 8 CHETAK COMPLEX ZONE 2 MP NAGAR BHOPAL 462011 HUZUR BHOPAL

Deed Details

Deed Type Agreement or Memorandum of an agreement
Deed Instrument If not otherwise provided for- Five hundred rupees
Purpose THIS STAMP PAPER IS NOT FOR USE OF ANY MOVABLE/IMMOVABLE SALE PURCHASE AGREEMENT CONSENT DEED AND ANY POWER OF ATTORNEY

First Party Details

Organization Name MPONLINE LIMITED
Address OFFICE AT - 4TH FLOOR, D.B. CITY MALL, M.P. NAGAR BHOPAL Madhya Pradesh
INDIA
Number of Persons 1

Second Party Details

Organization Name MADHYA PRADESH BHOJ OPEN UNIVERSITY
Address KOLAR ROAD, NEAR SWARN JAYANTI PARK, YASHODA VIHAR COLONY CHUNA BHATTI, BHOPAL Madhya Pradesh INDIA
Number of Persons 1

Agreement Deed Attached Herewith

Digitally signed by RAKESH GUPTA
Date: 2023.03.24 15:47:14
IST



SERVICE LEVEL AGREEMENT
FOR
ONLINE SERVICES FOR UNIVERSITY

Between

**Madhya Pradesh Bhoj (Open) University,
Bhopal (MPBOU)**

and

MPOnline Limited, Bhopal



A handwritten signature in blue ink, located in the bottom right corner of the page. The signature is cursive and appears to be a single name.

Table of Contents

1. Confidentiality Statement	3
2. Parties and Timeline.....	3
3. Service Catalogue.....	3
4. Commercial.....	4
5. Training and Support.....	5
6. Nodal Officer.....	5
7. Intellectual Property Rights.....	5
8. SLA Termination.....	6
9. Other Important Points.....	6
10. Signatures.....	7
11. APPENDIX A – Modules.....	8



1. Confidentiality Statement

This document contains confidential and proprietary information of **Madhya Pradesh Bhoj (Open) University, Bhopal (MPBOU)** and **MPOnline Limited (MPO)**. Duplication or use other than for evaluation purposes in connection with negotiating and implementing a definitive written agreement for the provision of application maintenance outsourcing services is prohibited. This document must be returned to the MPO in the event such an agreement is not enacted.

2. Parties and Timeline

This service level agreement (SLA) is between the **Madhya Pradesh Bhoj (Open) University, Bhopal (MPBOU)** and **MPOnline Limited (MPO)** for the ~~Three~~ ^{ONE} Years starting 31st March 2023.

- This SLA between MPO and MPBOU may be reviewed quarterly or as may be needed to determine if any modifications or amendments are needed to in the services.
- The purpose of this service level agreement is also to document the list of service delivery of the Online Counselling System (Services listed in the Service Catalogue below).
- SLA can be renewed before the expiry date in the absence of which the services will be stopped on the SLA expiry date.

3. Service Catalogue

The MPO will provide the following services to the MPNRC:

Services	Description
Sub-domain	MPO will Create/maintain a separate sub domain for Madhya Pradesh Bhoj (Open) University, Bhopal (MPBOU) (Example= https://mpbou.mponline.gov.in)
Other	Edit Module, Pay-unpaid/View Receipt, SMS Facility, Email Facility, Various MIS Reports/Data Repository, Candidate Status
Online Fee Payment Facilities	Online fee payment facilities will be provide by MPOOnline.

4. Commercial

- **Portal Charge** MPO will charge the following portal fee, which will be borne by the candidates while availing the services online.

S.No.	Type of Application	Portal Charge (In Rs.) *excluding taxes
1	Admission cum Exam form/ ATKT Exam Form/ Convocation Form/ Special Foundation/ PHD Course Work	50
2	Exam Form/Counter Base App./Degree Data Edit/ BEd/DIEd Entrance Edit/ Various Fee Collection /Revaluation Retotling	30
3	BEd/DIEd Entrance App./ SEDE-BEd Spl Entrance (Online Assessment for entrance exam)	510
4	Admission Form cum Broucher	56
5	New college Affiliation	500
6	Registration cum choice filling/ Spl BEd Admission Fee	200
7	Bed Ded Fee Deposit	100
8	Edit Fee Refund/ Fee Refund	5

The above portal charge will be given by the students for the applications.

The amount collected on behalf of MPBOU shall be deposited in the Bank Account of the MPBOU by MPOnline Ltd. at T+1 (transaction + 1 working day) excluding Sundays and State Govt. and Bank Holidays.



5. Training and Support

MPOnline shall provide instructor for the centralised training (if so required) on the related services & operations to the Nodal officer and representatives from department at a MPBOU venue in Bhopal. MPOnline shall provide technical / functional support to the portal users through customer care facility at MPOnline. Customer support at MPOnline, Bhopal is available from 8:30AM to 07:30PM all working days and 10:00AM to 5:00PM on Holidays. If required troubleshooting beyond office hours MPO and MPBOU shall provide the contact Telephone numbers of service owners having the required knowledge.

6. Nodal Officers

MPBOU will appoint a Nodal Officer who with his team will have sufficient experience on functions and services of the departments. Similarly, MPO will also assign SPOC (single point of contact). Their responsibilities are as below:

- Facilitate/liaise with MPOnline on the university services.
- Provide all related information as required for the services.
- Changes/updates of departmental information on portal (time to time).
- Ensure sufficient time to deliver/develop new services and freeze the functionality of the process with the university and then inform the same to MPOnline for the development.
- All the information to be provided by MPBOU shall be in the form of softcopy (editable/updatable).
- All IT policy must be followed by both parties.

7. Intellectual property rights

The Intellectual Property Rights (IPR) of the system being developed, ownership of tools, technology and methodology used in the project shall remain with MPO. However all the output reports and data maintained in the system shall belong to Madhya Pradesh Bhoj (Open) University, Bhopal (MPBOU).



8. SLA Termination

The current system is being developed is under current agreement for 3 years during which it cannot be terminated without completing at least one full academic year. However, subsequently this Agreement may be terminated-

- By either party by giving the other party not less than 30 (thirty) days written notice of termination;
- Forthwith if either party commits any material breach of any term of this Agreement and which in the case of a breach capable of being remedied, shall not have been remedied within 30 working days of written notice to remedy the same;
- Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- Forthwith on the expiry or earlier termination of this Agreement, each party shall, return to the other party all documents and materials, if any, belonging to the other party with regard to this agreement or shall, at the option of the disclosing party, destroy underwritten certification all documents or materials in connection with this agreement in a manner that its subsequent retrieval by whatever means is rendered impossible.

9. Other Important points to be implemented:

- Data ownership will remain with the department of MPBOU.
- MPO will provide with different kinds of reports needed by the MPBOU.
- SSL Certificates, Portal Safety measures, Server Load balancers and all services related to portal will be provided by MPO. MPO must ensure 99.99% server up time.
- Transaction failed or any double payment shall be returned to particular student.
- This SLA duration could be extend on the basis of the mentioned criteria, if needed.

The MPO and the MPNRC agree to the service levels and terms outlined in this agreement.

For the MPO Online (MPO)

For the Madhya Pradesh Bhoj (Open) University,
Bhopal (MPBOU)

Signature: _____

Signature: _____

Name: Arun Panchal

Name: कुलसचिव
म.प्र. भोज (मुक्त) विश्वविद्यालय
भोपाल

Designation: Chief Operating Officer

Designation: Registrar

Date: _____

Date: _____

Place: Bhopal, M.P.

Place: Bhopal, M.P.

In presence of :

Signature: _____

Signature: _____

Name: Abhay Kumar Karn

Name: KISHOR JHOTA

Designation: Business Head

Designation: Registrar



APPENDIX – 1

The services provided to following level for Madhya Pradesh Bhoj (Open) University, Bhopal (MPBOU):-

S.No.	Services Related to	Nos. of Count
01	Student Level	4
02	RD/College Level	31
03	University Level including various sections of University	136

