



SRI BHARATHI ARTS AND SCIENCE COLLEGE FOR WOMEN

G.O.NO 226(Per) 18.07.2005

(Affiliated to Bharathidasan University)

Kaikurichi, Pudukkottai - 622 303.



MEMORANDUM OF UNDERSTANDING (MOU)

Submitted by
IQAC

SRI BHARATHI ARTS AND SCIENCE COLLEGE FOR WOMEN

Kaikurichi, Pudukkottai - 622 303.

Memorandum of Understanding

Between

Smart Technologies

*Digital Library Automation Software and Networking
No. 514, Periyar Nagar, Rajagopalapuram,
Pudukkottai – 622 003.*

And

*Sri Bharathi Arts and Science College for Women,
Kaikkurichi,
Pudukkottai – 622 303.*

1. Preamble

- 1.1 A Digital Library Automation and Networking” is library automation software designed, developed and maintained by Smart Technologies. The software is provided to the various customers as in India as per the “costing policy” approved by the competent authority in Smart Technologies.
- 1.2 As per the QMS policy, a Sri Bharathi Arts & Science College for Women is an individual or an Organization which needs IT services and / or various applications software from Smart Technologies, guided by the various customer policies of the Smart Technologies.
- 1.3 This Memorandum of Understanding is between Smart Technologies and Digital Lib customer mentioned above for the distribution, implementation, support, training and use of the DigitalLib software for their library, guided by the “costing Policy” framed by the Smart Technologies.



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1. Scope

The scope of the Memorandum of Understanding covers the implementation, training, support of the software as per the Smart Technologies policies. This also covers the responsibilities of the software provider agency i.e. Smart Technologies and the Customer.

2. Costing Policy

Smart Technologies has framed valid costing policy, approved by the competent authority, for distribution, implementation, training and support of the **Digital Lib** software.

3. Infrastructure to be Used

The complete infrastructure that includes hardware , software, LAN / Internet connectivity, Smart Technologies Database management software (MS SQL Server), etc will be provided by the customer. NIC will provide only the **Digital Lib** software on CD-ROM. For systems requirements, please see the "Annexure – B", attached with this MoU. It is also advised to use the License version of the software (OS, DBMS, etc).

4. Software Delivery

The **DigitalLib** software will be delivered on CD-ROM. All the updates will also be delivered on CD-ROM only.

5. Software License Issues

Software license policy which is compliant with Indian IT laws, As per the policy no software will be re-distributed by the customer free or on charge to other person or organization.

6. Implementation of the Software

Smart Technologies will implement the software in the customer's systems and after initial testing the system will be handed over to the customers. The implementation involves the installation of the software in client PCs, restoring database in Server PC and installation of the "WebOPAC" interface in Server PC. Also, Customer will be trained to install /implement the software her/him self so that he/she can start the use of the software.

7. Training and Support

After implementation of the software Smart Technologies will provide training to the customers as per the requirements, depending of the number of users, etc. Generally, NIC organized training programs for **Digital Lib** users regularly in the Smart Technologies, However, training programs can also be organized in the Customer's premises for a short duration to provide initial tips for use of the software. The costing of the training program is guided by the costing policy referred above.

8. Travel Expenses

This is the sole responsibility of the local customers (customer located in the same town/city where Smart Technologies cell exists) to provide means of travels for Smart Technologies officials if he/she visits the customer for implementation, training and support, etc. However, in case the customer office is located beyond the municipal corporation of the NIC implementation office, then TA/DA will also be provided to the visiting Smart Technologies Officer as per the Central Government rules.



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9. Change Management

Smart Technologies has framed a valid policy as per the *QMS (Quality Management System)* for making changes in the software suggested by the customers. The customer has to provide the change request via the form attached with the MoU, the requests will be reviewed by the Review Committee and only those changes will be accepted which is/are beneficial for all the customers.

Changes suggested by the customer and accepted by the review committee will be done immediately if these are for front end programs and not affecting the workflow/database of the existing customers. However, changes suggested / accepted for database will only be done in the next higher version of the software.

10. Data base backup

This is the sole responsibility of the customer to take regular back up of the database on CD-ROM. In case any mishap/break down of the system, Smart Technologies will not be responsible, however, Smart Technologies will help in restoring/recovering the records. Also, NIC will provide the proper training for maintaining the system in running condition.

11. Visit of Smart Technologies Official

On genuine request of the customer, CEO Officer will visit the customer and will provide the proper support, etc. However, customer has to make proper/official request for his/her visit, well in advance.

12. Up-gradation

Smart Technologies makes regular efforts to improve its products and services to suite the customer requirements, based on the feedback received, R&D output and change in Technology, as a result of this, new version of the software will be released from time to time. Whenever, new version of the software will be released, customer software will also be upgraded, without any charge.

13. General

Any dispute or difference arising in connection with this MoU, the same shall be settled by mutual discussions, failing which the decisions taken by the CEO and representative from Customer to get her will be final and binding.

This MoU signed here under shall be effective from the date of signing and will be valid for a period of ten years.


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