

MEMORANDUM OF UNDERSTANDING

BETWEEN

**UTTAR PRADESH RAJARSHI TANDON OPEN
UNIVERSITY, PRAYAGRAJ**

AND

**SAMARTH (represented by Institute of Informatics
Communication, University of Delhi)**

**For Implementation of SAMARTH Digital Public Initiative
of Ministry of Education, Government of India,**



This MEMORANDUM OF AGREEMENT is made on this 20th April of 2024 at Dr. APJ Abdul Kalam Technical University, Lucknow.

Uttar Pradesh Rajarshi Tandon Open University, Prayagraj (HEIs), represented by its Registrar having its registered office at Uttar Pradesh Rajarshi Tandon Open University, Prayagraj the terms and expression of which shall mean and include, unless repugnant to the context, its successors, assignees, administrators, of the FIRST PART;

AND

SAMARTH project of Ministry of Education coordinated by Institute of Informatics & Communication, University of Delhi, New Delhi, represented by its **Principal Investigator, Prof. Sanjeev Singh** (hereinafter referred to as 'SAMARTH'), having its registered office, Institute of Informatics and Communication, University of Delhi South Campus, Delhi-110021, India and which term and expression shall mean and include, unless repugnant to the context, its successors, assignees, administrators, of the SECOND PART;

WHEREAS, recognizing the critical role of higher education in the advancement of our society, economy, and global competitiveness;

WHEREAS, understanding the need for efficient, transparent, and data-driven governance within HEIs;

WHEREAS, acknowledging the transformative potential of technology to streamline administrative processes and improve service delivery to students, faculty, and staff;

WHEREAS, inspired by the vision to foster innovation, collaboration, and standardization in the higher education sector;

WHEREAS, Samarth is an initiative of Ministry of Education, Govt. of India under which a Higher Education ERP system is provided to HEIs and State Higher Education departments (HEDs). Samarth ERP integrates diverse campus functions into a cohesive automation system, empowering universities and HEIs with a digital framework for planning, management, delivery, and monitoring of operations and services, to support NEP goals.

WHEREAS, University of Delhi (DU) is the development and implementation partner of Ministry of Education for Samarth Initiative.

WHEREAS, appreciating the valuable expertise and experience of Samarth Initiative of Ministry of Education, Govt. of India.

NOW, THEREFORE, in pursuit of the shared objective to revolutionize higher education governance and management, and to collaboratively enhance the growth and efficiency through e-governance, the following Memorandum of Understanding (MoU) is established between Dr. APJ Abdul Kalam Technical University, Lucknow and **SAMARTH**.

1. Objectives and Scope of the MoU

The MOU seeks to create an environment that encourages innovation in higher education through extension of Samarth initiative of Govt. of India to the states of the country. The



objective is to establish a long-term partnership between the state and Samarth (DU), fostering sustainable growth by encouraging technology innovation.

The primary objectives of this MOU are as follows:

- A. **Adoption and Implementation of Samarth ERP** : The Department agrees to adopt Samarth's ERP system for governance and management of HEIs to streamline administrative processes, enhance data-driven decision-making, and improve service delivery to stakeholders. SAMARTH agrees to provide Samarth ERP system for state's department of higher education for onboarding of State HEIs.
- B. **The objectives of Samarth Implementation shall be :**
- i. **Enhancing Administrative Efficiency:** Leverage the automation and data management capabilities of Samarth ERP to improve overall efficiency of administrative processes within State HEIs.
 - ii. **Streamlining Service Delivery:** Enhance service delivery to students, faculty, and staff through Samarth's user-friendly interface and self-service options for various academic and administrative functions.
 - iii. **Promoting Standardization:** Address the automation needs of Higher Education as a whole in accordance with standard policies of State and Govt. of India through a cohesive plan avoiding disjoint efforts.
 - iv. **Driving Data-Driven Decision-Making:** Promote informed decision-making, by utilizing Samarth's advanced analytics tools to obtain real-time Key Performance Indicators (KPIs) and insights to support policy and governance.
 - v. **Facilitating Monitoring and Compliance:** Utilize Samarth's centralized data management to monitor institutional performance and ensure compliance with regulatory requirements.
 - vi. **Unifying Higher Education Services:** Integrate Samarth with existing and upcoming higher education initiatives led by the state, promoting interoperability and a unified ecosystem for effective knowledge sharing and service delivery.
 - vii. **Achieving NEP Goals :** The National Education Policy (NEP) 2020 aims to bring about transformative changes in the Indian Education system, addressing various aspects of learning, research, and governance. Samarth will be instrumental in achieving goals of Holistic and Multidisciplinary Education, Technology Integration, inclusivity and equitable access to education services, Flexible Academic Curricula, Facilitating Credit Transfer and Academic Bank of Credits (ABC), Transparency and Accountability and Quality Assessment and Accreditation.

2. SAMARTH ERP ARCHITECTURE AND SERVICES

Samarth's core architecture is enabled by Open source and open standard technologies. The Cloud based, scalable Software as a Service (SaaS) deployment allows Samarth to be performant and flexible to accommodate Higher Education Institutions (HEIs) of different types and size. SAMARTH ERP is provisioned on MeitY empanelled Cloud Service Providers (CSPs) in accordance with Cloud Guidelines laid down by MeitY for security, disaster recovery and service Levels.

Various modules provided in SAMARTH are classified in four broadgroups, each catering to a specific domain of an HEI's business and operations namely, (1) Academics and Student Lifecycle, (2) Employee Lifecycle, (3) Finance and Accounts, and (4) Other essential services



and governance modules. Modules and their functionalities within each group are compiled in ANNEXURE-1: SAMARTH MODULES.

3. ROLES AND RESPONSIBILITIES OF UNIVERSITY:

- a. **Implementation Roadmap:** Develop a clear and feasible plan for adopting SAMARTH, including timelines and milestones. Follow the detailed roadmap for implementation, including a phased rollout plan.
- b. **Infrastructure Readiness:** Ensure that the necessary infrastructure is in place to support the adoption of SAMARTH (e.g., adequate internet bandwidth and devices with browser to access SAMARTH).
- c. **Data Migration and Management:** Oversee the migration of data from legacy systems to SAMARTH and ensure ongoing data management and integrity.
- d. **Local Training Initiatives:** Conduct local training initiatives tailored to the specific needs of the institution's staff and users.
- e. **Feedback Loop:** Develop a systematic approach for collecting and analysing feedback from users to inform improvements to Department for assessment and further communication to SAMARTH.
- f. **Process Re-engineering and Change Control:** Implement process re-engineering strategies to control customizations and assist users in the transition to SAMARTH.
- g. **Data Backup and Maintenance:** On Cloud Storage and/or Local Backups: Utilize cloud storage services approved by MeitY to maintain backups of your data from SAMARTH. Perform regular local backups on local infrastructure to have ready access to the data in case of disruptions. Establish disaster recovery plans for your backups that include scenarios for data corruption, loss, or cyber-attacks. Ensure that backups are synchronized with the SAMARTH's live database at regular intervals while maintaining data integrity and security. Regularly audit the data backup processes to ensure compliance with national standards and policies.
- h. **Promote Accountability and institutional capacity building:**
 - i. Setup Steering Group/Committee or Project Monitoring Unit (PMU) comprising of university leadership, to provide strategic direction and monitor transformation by measuring Key Performance Indicators (KPIs)
 - ii. Constitute an Implementation Task Force comprising of functional heads and operators responsible for the day-to-day functioning across the university. Assign the following responsibilities with university personnel:
 - Project Coordinator/Manager: To oversee the entire implementation, coordinate among teams, manage the organizational transition to SAMARTH and report to the Steering Committee.
 - Module Implementation Teams: Separate teams for each module group, such as academics and student services, employee services, finance control, and governance.

4. ROLES AND RESPONSIBILITIES OF DR APJ ABDUL KALAM TECHNICAL UNIVERSITY, LUCKNOW :

- a. Assign Nodal Officer for Implementation Coordination. Roles and Responsibilities of of Nodal officer explained in ANNEXURE 2: ROLES AND RESPONSIBILITIES OF NODAL OFFICER FOR THE STATE DEPARTMENT
- b. The Department shall provide necessary support and resources to facilitate the seamless adoption and implementation of Samarth across HEIs within the State.
- c. The Department will ensure compliance with regulatory requirements and data security standards while using Samarth.

- d. The Department shall actively participate in collaborative discussions with Samarth to identify areas for improvement and future enhancements.
- e. Develop and enforce standardized implementation guidelines and protocols across all state HEIs to avoid varied customizations.
- f. Facilitate change management processes to ensure smooth adoption of the Samarth E-Gov Suite, mitigating resistance and promoting acceptance of standardized procedures.
- g. Review and approve change requests to the system, ensuring alignment with overarching state-level objectives.

5. ROLES AND RESPONSIBILITIES OF SAMARTH:

- a. Provision SAMARTH ERP instance for HEI on cloud
- b. Maintain cloud infrastructure to ensure reliable access and security.
- c. Provide technical expertise and support for the successful implementation of the ERP system in State Department of Higher Education and State HEIs.
- d. Collaborate with the DEPARTMENT to create standard technology interfaces for interacting with higher education services, as per the State's requirements.
- e. Provide user guides for all modules and features.
- f. Regularly update and maintain the system, ensuring smooth functioning and data integrity.
- g. Training and Handholding
 - i. Option for online training workshops is available. Samarth team can assist the university to plan phased implementation and trainings.
 - ii. Samarth provides periodic support and personalized remote assistance to the institution for operating key modules such as Leave Management, Payroll, Programme and course management.
 - iii. Remote assistance is provided to configure and operate important cyclic processes such as admissions and recruitments.
 - iv. The nodal officer can submit the support and service requests via email/phone to support desk
 - v. The user and admin guides for Samarth E-Gov suite are available on web on url <https://docs.samarth.ac.in>
- h. Change Management
 - i. Samarth is deployed with a minimum customization approach. Multiple configuration sets are provided with key modules such as Payroll, Recruitment, Leave, Programme, Evaluation and Grading.
 - ii. Institutions can configure the system based on their policies. Samarth provides regular support for configuring each module of the system.
 - iii. Customizations are supported when the workflow configuration options are not sufficient to cater to institution's policies and procedures. Time required for customization are estimated in consultation with the state and institutions.
 - iv. HEIs can effectively leverage SAMARTH ERP to streamline operations while minimizing the need for extensive customizations, thereby optimizing the overall implementation process and ensuring sustainable digital transformation in higher education.
 - v. SAMARTH conducts change cycles biannually (twice-a-year), aligning with academic calendars to minimize disruptions during peak academic periods.

6. TERM

This MoU shall remain in effect till **March 31st, 2026** commencing from the effective date of signing.



7. CONFIDENTIALITY

Both parties agree to maintain strict confidentiality, during the duration of this MoU and thereafter, regarding any sensitive information exchanged during the course of this collaboration.

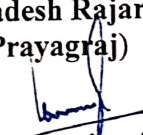

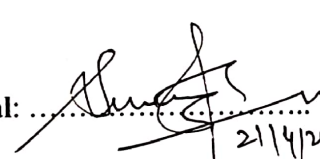
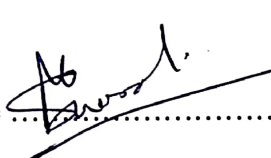
8. DISPUTE RESOLUTION

In case of any disputes or disagreements arising between the HEIs and DU, both parties agree to resolve them through amicable negotiations and discussions.

9. AMENDMENTS

Any amendments or modifications to this MoU shall be made in writing and shall require the mutual consent of both parties.

IN WITNESS whereof the Parties hereto have executed these presents the day, month and year firstthereinabove written

<p>SIGNED AND DELIVERED BY (on behalf of Uttar Pradesh Rajarshi Tandon Open University, Prayagraj)</p> <p>Signature  21/4/24</p> <p>Name & Designation Vinay Kumar, UPRTOU Registrar</p> <p>Address</p>	<p>In the presence of</p> <p>Signature </p> <p>Name & Designation D. P. Singh COE</p> <p>Address UPRTOU, Prayagraj (UP)</p>
<p>SIGNED AND DELIVERED BY (on behalf of SAMARTH)</p> <p>Signature & Seal:  21/4/24</p> <p>Name & Designation: Prof. Sanjeev Singh, Principal Investigator (PI) SAMARTH Project, MOE</p> <p>Address: Institute of Informatics & Communication University of Delhi South Campus Benito Juarez Road, New Delhi-110021</p>	<p>In the presence of</p> <p>Signature </p> <p>Name & Designation Sharad Mishra Head, Project & Technology</p> <p>Address IIC, U.D.S.C., Delhi-110021</p>