Medical Attendance Scheme (MAS)  
Aligarh Muslim University

Notice Inviting Tender (NIT)

Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh Muslim University (AMU), Aligarh invites sealed tender in two bid system i.e. Technical and Financial in separate sealed envelope for “Software Based Solution for Services at Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh, (UP)” from vendors who have the prior experience of developing such kind of software for Hospitals/ Dispensaries/Diagnostic Centres.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Date of publishing tender: 30th April, 2019</td>
</tr>
<tr>
<td>2.</td>
<td>Pre-Bid Meeting: 15th May, 2019 (2:00 pm)</td>
</tr>
<tr>
<td>3.</td>
<td>Submission of Bids: 28th May, 2019 till 12:00 noon.</td>
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<td>5.</td>
<td>Technical Bid Opening &amp; Presentations: 28th May 2019 (after opening of pre-qualification bid)</td>
</tr>
<tr>
<td>6.</td>
<td>Financial Bid Opening of qualified bidders: 4th June 2019 (11:00 am)</td>
</tr>
</tbody>
</table>

Venue: Office of the Director, Medical Attendance Scheme, Aligarh Muslim University, Aligarh

Interested bidders may submit completed tender document. Copies of the tender document can be downloaded Purchase and Tenders Section of Aligarh Muslim University website (http://www.amu.ac.in) or http://eprocure.gov.in

Bidders are advised to visit again (http://www.amu.ac.in) or http://eprocure.gov.in at least 04 days prior closing dated of submission of tender for any update/corrugendum/amendment.

For any queries before submission of the bid, kindly regarding this tender, kindly email at: director.mas@amu.ac.in

Prof. Hammad Usmani  
Director, MAS

Dr. Mohammad Salman Shah  
Deputy Director, MAS

NIT for Software Based Solution for Services at MAS, AMU, Aligarh
TENDER DOCUMENT

for

Software Based Solution for Services

at

Medical Attendance Scheme (MAS)

Aligarh Muslim University, Aligarh, (UP)
Instructions to bidders

1.0. General:

1.1. Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh (UP), has approximately 15000 (Fifteen Thousand) employees and 5000 (Five Thousand) pensioners. The total beneficiaries (employees, pensioners and dependents) is approximately 90000 (Ninety Thousand). Moreover, the Out-Patients Department consists of Three (03) Medical Officers (Doctors) who cater to an average of 400 patients/day. At present the System is largely Manual & Ledger based. The LAN network is available at MAS. The requirement is for the comprehensive software solution that will automate the manual process currently operational at Medical Attendance (MAS) and that includes:

SCOPE OF WORK

1.1.1 Electronic Database development of existing Beneficiaries of Medical Attendance Scheme
1.1.2 Electronic Registration System for patients reporting at OPDs.
1.1.3 e- Drug Dispensary
1.1.4 e- Drug Store Inventory
1.1.5 Option for printing details on existing MAS Health booklets as well as other reports.
1.1.6 MAS Beneficiary e-Charter for Claims Management
1.1.7 Software should support Client Server Operations with adequate Security Measures.
1.1.8 Hands-on Training for end users.

1.2 Comprehensive Annual Maintenance Contract (CAMC) for five years (Year wise).

1.3 Bidders are advised to study the tender document thoroughly. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

1.4 It will be imperative on each bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract. No request for the change of price or time schedule of delivery of services shall be entertained, on account of any local condition or factor once the offer is accepted by the University.
1.5 Bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of Bids.

2.0 Schedule of Tender:

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Venue: Office of the Director, Medical Attendance Scheme, Aligarh Muslim University, Aligarh

The Technical Presentation should contain at least the following components:

- Concrete plan for automation of the existing manual system at Medical Attendance Scheme (MAS)
- The Solution Architecture details
- Software Development Life Cycle Plan (SDLC)
- Milestones Plan
- The Resources Required [Configuration such as Memory, Storage, OS (Operating System), Processor etc.] for deploying the solution.
- Snapshots / GUI (Graphical User Interface) of the proposed software.

Representatives of the bidders are advised to be present at their own expenses during technical and well as financial bid opening.

Note:- The software Solution to be deployed should have modular design with scope of scalability.

3.0 University’s right to accept any Bid and to reject any or all bids: The University reserves the right to accept any bid, and to annul the bid process and reject all bids at any time, prior to placement of supply order/ signing of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the University’s action.

4.0 Bidder Pre-Qualification: The “Bidder” as used in the tender document shall mean the one who has signed the Bid Form (Annexure-A) and should have relevant
experience of end to end software development in a similar setting for Hospitals/Dispensaries/Diagnostic Centres.

The Bidder should have studied the existing workflow at Medical Attendance Scheme (MAS). A certificate to this effect stating that the manual system of working at MAS has been studied by the prospective bidder duly endorsed by the Director, Medical Attendance Scheme (MAS) is mandatory to be enclosed along with bank draft of Rs 10,000 payable at AMU, Aligarh in favour of Finance Officer, AMU towards EMD and The Bidders who pass the Pre-Qualification stage shall be eligible for Technical BID.

5.0 Period of Validity of Bids: Bids shall remain valid for 06 (six) calendar months from the date of Bid opening. A bid valid for a shorter period may be rejected by the University as non-responsive.

6.0 Registration with Tax Department: The bidders should have their firm registered with the Tax Department, with respect to GST, and shall furnish copies of the same with their Technical Bid.

7.0 Bid Requirement:

7.1 All the bidders participating in the Tender must submit a list of their owners, partners, etc. and a certificate to the effect that the firm is neither blacklisted by any Government Department nor any Criminal Case is registered against the firm or its owner or partners or directors anywhere in India.

7.2 Bidder should have executed jobs of a similar nature in developing such kind of software for Hospitals/Dispensaries/Diagnostic Centres. Conditional bids, Telex/Fax bids and incomplete bids will be summarily rejected.

7.3 The bid shall contain no interlineations, errors or overwriting and all pages of the Bid must be signed and sequentially numbered by the Bidder.

8.0 BID PRICES:

8.1 The Price Bid shall be submitted in the format prescribed in (ANNEXURE F) attached to this tender document, duly signed and stamped by the authorized signatory of the Bidder. All applicable taxes should be clearly specified.

8.2 The price quoted should be without any ambiguity.

9.0 Earnest Money Deposit (EMD)

Bid Security (EMD) Rs. 10,000/- (Ten Thousand Only) (refundable) against NIT should be deposited along with quotations, in the form of DD, in favour of “Finance
Officer, Aligarh Muslim University, Aligarh”. Tenders submitted without EMD shall not be considered.

The EMD of unsuccessful bidders will be released after two weeks of the award of the tender. The EMD of successful Bidders shall be released after the completion of the work (award of completion certificate) and submission of Bank Guarantee valid until the period of warranty support.

The EMD will be forfeited by the University, if the Bidder withdraws the tender or fails to execute the work undertaken. The University shall reserve the right to recover any dues payable to the University from the EMD or any other dues payable to the successful bidder.

Note: Bidders registered with MSME (Micro, Small and Medium Enterprises) / NSIC (National Small Industries Corporation) and enclosing attested copy of certificate of registration (valid for at least 6-months from tender opening date) with quotations would be exempted from payment of EMD (see Rule 170 of GFRs 2017).

10.0 Content of the Bid

10(a) Prequalification Bid comprising of
(i) Letter endorsed by Director MAS stating that the survey of existing Manual system at MAS has been done.
(ii) Earnest Money Deposit (DD)
(iii) Bidders Particulars (Annexure-A)

10 (b) Technical Bid comprising the following and to be filled on the format sheets provided in the Tender Document. This is mandatory:

(i) Bid Form along with list of projects executed (Annexure-B)
(ii) Schedule of Work (Annexure C)
(iii) All technical brochures/documents relevant to the Bid
(iv) Self Attested Copy of GST Registration (permanent registration certificate)
(v) Self Attested Copy of Registration with CPO, AMU/ MSME/NSIC/Gem (if any)
(vi) Duly signed Terms and Conditions (Annexure D)
(vii) Bid Letter (Annexure E)

10 (c) Financial Bid comprising the following and to be filled in accordance with that formats provided in the Tender Document:

(i) Price Schedule (Annexure F) &
(ii) CAMC Rates (Annexure-G), for 5 years (year wise)
11.0 Procedure for Submission of Bids:

11.1 It is proposed to have a Three-Cover System for this tender, as summarized below:

**Envelop-1:** Prequalification Bid in one cover superscribing “Prequalification Bid: Tender for Software Based Solution for Services at Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh”
(a) Certificate issued by the Director, MAS endorsing that the Survey of the manual process has been done prior to submission of the bid to be enclosed along with Prequalification Bid envelope.

(b) Bid Security of Rs.10,000 (Ten Thousand Indian Rupees) (Refundable) in favour of Finance Officer, Aligarh Muslim University should be submitted in the Prequalification Envelope.

**Envelop-2:** Technical Bid in one cover superscribing “Technical Bid: Tender for Software Based Solution for Services at Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh” and bidder’s Name & Address. Please note that prices should not be indicated in the Technical Bid.

**Envelop-3:** Financial Bid in one cover superscribing “Financial Bid: Tender for Software Based Solution for Services at Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh” and bidder’s Name & Address.

11.2 The Prequalification Bid cover, Technical Bid cover and Financial Bid cover prepared as above are to be kept in a single sealed cover superscribed with “Tender for Software Based Solution for Services at Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh” along with bidder’s Name & Address.

12. **DELIVERABLES OF THE PROJECT**

The following Deliverables must be handed over to the University as a part of this project

(a) Software Solution as per relevant conditions mentioned in this tender document.

(b) User Guide with Operating Procedures including backups & restore

(c) Complete Source Code with final solution with Inline Documentation on secondary media

(d) System design Documentation

(e) Training of Manpower
13. Award of Contract:

13.1 Prior to the expiry of the period of bid validity, the University will notify the finally selected Bidder and place the supply order thereafter. If a need for extension of the bid validity period arises, it could be extended. The notification of award/placement of supply order will constitute the formation of the Contract.

13.2 At the time of placement of the Purchase and Installation order, the finally selected Bidder shall sign the contract with the University and submit Bank Guarantee (prior to release of EMD).

14. Payment Schedule:

14.1 All payments shall be made only after obtaining completion certificate.

14.2 For bidders whose proposal is technically rejected, the EMD shall be returned immediately.

14.3 For unsuccessful bidders whose financial bid is opened, EMD shall be refunded two-weeks after award of work.

14.4 For successful bidder, EMD shall be returned after submission of appropriate bank guarantee.

15. Inspection /Tests

15.1 After successful installation of the software in accordance with the requirements as mentioned in contract, on request of the bidder/contractor, final inspection will be conducted by the University. If found OK, this date shall be deemed to be the date of successful installation/commissioning of the setup.

15.2 The testing solution after fixing the defects if any shall be under observation. During the observation period, a list of all issues faced shall be maintained by the end users in a log book. The same will be passed on to the solution provider for remedial measures with the acknowledgement of the users.

15.3 The system will be considered as installed and accepted only after successful uninterrupted operation of the entire system at site for a period of minimum 30 days.

15.4 After successful, trouble free & uninterrupted 30 days of operation period after the software solution deployment & end-to-end operationalization at MAS, work completion certificate (handing over and final acceptance) may be issued by the university.
15.5 The procedure for the payments shall be done only after the handing over and final acceptance by the University.

15.6 A document comprising of the technical problems faced during installation, testing and commissioning period and their solutions shall be submitted by the Bidder at the time of handling over the completed works to the University.

15.7 Before the Software is taken over by the University, the Bidder shall ensure all deliverables as per section-12 of this tender document.

15.8 Copyrights and Trade Marks: The source code, text, design, trademarks, photos and graphics in editable mode, including any other artwork furnished in the installed software shall be owned by ALIGARH MUSLIM UNIVERSITY ALIGARH upon completion of the successful implementation of Software solution by bidder.

16.0 Comprehensive Annual Maintenance Contract (CAMC)

16.1 Upon successful completion, a CAMC will have to be signed by the bidder, in the prescribed format of University, detailing the specific parameters and SLAs applicable for the period of CAMC. Firm prices for 5-years of CAMC shall be quoted by bidder. However, CAMC shall be awarded for 1-year (initially) extendable annually, on the basis of successful performance of services during preceding year.

16.2 The CAMC shall commence immediately on signing of CAMC contract with AMU, Aligarh after issue of completion certificate by the University for the Software Solution Operationalized at MAS.

16.3 CAMC shall cover spot breakdown maintenance, preventive maintenance, Minimum of 2 (Two) versions upgrade/year, Bug fixation(s) etc.

16.4 The bidder shall be responsible for the comprehensive on-site maintenance of the System, at a price so quoted, for a period of five years.

16.5 The payment towards CAMC shall be made quarterly, as per payment terms and to be detailed in CAMC document.

16.6 During the term of CAMC the service/repair calls will have to be attended by the Bidder within twenty four hours from the time of such calls.

NIT for Software Based Solution for Services at MAS, AMU, Aligarh
17.0 Training

17.1 The scope of work envisages that the Bidder shall undertake to train Medical Attendance Scheme (MAS) Staff in all the aspects of system management, operation & administration.

18.0 Saving Clause

In respect of any matter for which no provisions have been made in this contract the provisions contained in the general instructions of the Government on the subject shall apply.

19.0 Resolution of Disputes: In the case of any dispute or difference arising between the University and the Bidder relating to any matter connected with this work, the same shall be dealt with as per University rules. All disputes related to this tender shall be referred to sole arbitrator to be appointed by the Vice Chancellor, AMU whose decision shall be binding on both parties. All disputes arising out of this tender shall be subject to jurisdiction of Courts at Aligarh Only.
Annexure A

(to be enclosed with Pre-Qualification BID: Envelop-1)

BIDDER PARTICULARS
(Enclose with Technical Bid)

1. NAME OF THE BIDDING FIRM:

Website URL:

2. ADDRESS: REGD. OFFICE:

STD CODE ......... Landline Phone No:............... No:......................
Primary Cell Phone No: ......... Alternate Cell Phone No:......................

Official E-MAIL ID:......................

GST No: PAN NO:

Registration No. (Central Purchase Office, AMU) Yes/No:______, If yes, Regn No.___________ (copy enclosed)

Registered with GeM: Yes/No:______, If yes, Regn No.___________ (copy enclosed)

Registered with MSME: Yes/No:______, If yes, Regn No.___________ (copy enclosed)

Registered with NSIC: Yes/No:______, If yes, Regn No.___________ (copy enclosed)

DD No. .................................................. DD Date _____________________________

Name of the Bank____________________________

Amount____________________________

Signature of bidder (with stamp)

NIT for Software Based Solution for Services at MAS, AMU, Aligarh
ANNEXURE-B

(to be enclosed with Technical BID: Envelop-2)

To
Director
Medical Attendance Scheme
Aligarh Muslim University,
Aligarh (UP)

Sir,

Having examined the Tender Document of TENDER NO._________ Dated_________

We, __________________________, (Name of the Firm) offer to confirm that we have relevant experience ___________________ and shall develop, install & operationalize software solution as per scope of work defined in this tender document.

We shall abide by the terms & conditions of this tender document.

We also confirm that the bidding firm/partners/owner(s) have never been blacklisted/penalized.

List of projects executed is accordingly enclosed.

(Name and Signature of Authorized Signatory with seal)

Date:

NIT for Software Based Solution for Services at MAS, AMU, Aligarh
# ANNEXURE C

**Project Schedule**

*(to be enclosed with Technical BID: Envelop-2)*

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Planned Schedule (in weeks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td></td>
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<td>Hands-on Training for end users.</td>
<td></td>
</tr>
</tbody>
</table>

**Overall Project Schedule (months)**

(Signature of Bidder with Stamp)
ANNEXURE-D
(to be enclosed with Technical BID: Envelop-2)

INSTRUCTIONS TO BIDDERS/TERMS & CONDITIONS

1- Quotations/Tenders must be properly sealed in envelop/cover and addresses to the – Director, Medical Attendance Scheme (MAS), AMU Aligarh. The sealed envelope must have the name of work mentioned on it.

2- Software will be supplied in the name of the Director, Medical Attendance Scheme, Aligarh Muslim University, Aligarh.

3- The conditional quotation are likely to be rejected.

4- The rates quoted by the firm shall be inclusive of all taxes as instructed in the tender notice/form.

5- All disputes will be settled in Aligarh court only.

6- The quotations/Tender will be accepted from only those suppliers who have valid GST Number.

7- Quotations/Tenders shall be received in the Medical Attendance Scheme Office, AMU Aligarh.

8- Quotations/Tenders shall be opened in Office of the Director, AMU Aligarh in the presence of the tender/representatives of the firm.

9- The University reserves the right to accept or reject all or any of the quotations/tenders.

10- The implementation of the Software is to be completed within 06 months.

11- Failure to execute the job within stipulated time period may lead to black listing/financial penalty.

12- Any increase in the rate (except for the statutory levies & taxes) during the course of supply shall not be acceptable.

13- Payment process shall be taken-up after successful completion of work and submission of performance bank guarantee.

14- After Successful Implementation, the software solution deployed shall have warrantee period of 1-year (12-months).

(Sd/-)

Director, Medical Attendance Scheme (MAS),
AMU Aligarh

I certify that I have read the instructions/terms and conditions carefully and agreed.

(Bidder)
To
Director
Medical Attendance Scheme
Aligarh Muslim University,
Aligarh (UP)

Ref: Tender for Software Based Solution for Services at Medical Attendance Scheme (MAS),
Aligarh Muslim University, Aligarh, (UP)

Sir,

We declare:
1- We hereby offer to provide complete software solution as specified in the tender document
   at the prices and rates mentioned in the Financial Bid.
2- Period of Delivery: We do hereby undertake that in the event of acceptance of our bid we
   shall provide and operationalize the complete software solution within stipulated period
   from the date of Award of Purchase Order (PO).
3- The prices quoted are inclusive of all charges.
4- We enclose herewith the complete Financial Bid in the prescribed format.
5- We have carefully read and understood the terms and conditions of the tender and the terms
   and conditions applicable to the tender and we do hereby undertake to supply as per these
   terms and conditions.
6- We shall abide by the Service Level Agreement (SLA) in the event of acceptance of our bid.
7- Certified that all the components in the software solution are genuine and authentic and there
   is no hidden cost of licenses for AMU.

Dated:
Name & Signature of the Bidder with Seal

Details of enclosures:

Full address:
Telephone
Fax No.
Mobile No.
Email address:
ANNEXURE F

(to be enclosed with Financial BID: Envelop-3)

Price Bid Format

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Price Quoted</th>
<th>Taxes</th>
<th>Total</th>
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</table>

All applicable Taxes must be clearly specified

Dated:

Name & Signature of the Bidder with Seal
ANNEXURE G

(to be enclosed with Financial BID: Envelop-3)

Format for Financial Bid for Comprehensive Annual Maintenance Contract (CAMC) for “Software Based Solution for Services at Medical Attendance Scheme (MAS), Aligarh Muslim University, Aligarh, (UP)”

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Amount (INR) without Taxes</th>
<th>Taxes (INR)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year-1 (after completion of warranty period)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Year-2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Year-3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Year-4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Year-5</td>
<td></td>
<td></td>
<td></td>
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</table>

1. We agree to carry out the Work at the rate quoted above. We understand that AMU, Aligarh is not bound to accept the lowest or any other offer and reserves the right to accept or reject any or all the offers either in full or in part.

2. We understand that CAMC shall require SLA (Service Level Agreement) to be signed with AMU and be extended annually, on the basis of SLA-performance at the rate(s) detailed above.

3. SLA-Performance Bank Guarantee may be sought by AMU for processing of CAMC payments, annually

Dated:

Name & Signature of the Bidder with Seal:

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NIT for Software Based Solution for Services at MAS, AMU, Aligarh