



SHRI SAIBABA SANSTHAN TRUST SHIRDI

Information Technology Department

**Document for procurement of
Cloud base Educational Management System (EMS)**

INFORMATION TECHNOLOGY DEPARTMENT

Po. Shirdi, Tal. Rahata, Dist. Ahmednagar.

Phone No. (02423)-258953

Website: - www.sai.org.in email- it.office@sai.org.in



Notice

SHRI SAIBABA SANSTHAN TRUST
INFORMATION TECHNOLOGY DEPARTMENT
Po. Shirdi, Tal. Rahata, Dist. Ahmednagar.
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Educational Management System (EMS)

Quotations are invited for the Procurement & Implementation of **Web based Educational Management System (EMS)** from authorized OEM/Partners/Dealers. The detailed scope of work is mentioned below as well as available on the website of Sansthan <https://www.sai.org.in> under tender menu.

1.0 Quotation submission.

Last date of submission of Quotation :05/09/2022.

Quotation must be submitted in sealed envelope as “**Quotation for Web based Educational Management System (EMS)**” on following address –

Chief Executive Officer

Shri Saibaba Sansthan Trust, Shirdi
Po. Shirdi, Tal. Rahat, Dist. Ahmednagar
MS, Pin – 423 109.

For any of the technical queries; interested bidder can call 02423-258953 or mail the queries to it.office@sai.org.in

Validity Period:

The offer of the bidder shall remain valid for 120 days from the date of opening of quotations.

1.1 Tender Cost, Earnest Money Deposit & Security Deposit:

- Earnest Money Deposit (EMD):** Rs: 5,500 (Five Thousands Five hundred Only)
- Security Deposit (SD):** Successful bidder has to deposit **3%** amount of awarded cost as security deposit within 15 days from acceptance of work order. This SD amount will be refunded after tenure.
- No interest will be paid on the EMD and Security Deposit.
- EMD should be submitted in the form of Demand Draft in favor of “Chief Executive Officer, Shri Saibaba Sansthan Shirdi” Payable at Shirdi”

Note:

- The amount of EMD will be refunded back to all bidders (except L1 bidder) after issuing work order to L1 bidder.
- L1 bidder’s EMD amount will be refunded after receiving Security Deposit.

2. Scope of Web base Educational Management System

2.1 Introduction:

Shri Saibaba Sansthan Trust (SSST) willing to have Information Technology integration in Educational institute for improving the efficiency of delivery of its services to all its stakeholders. The project is intended to have an integrated Management Solution addressing the various academic and administrative functions in the Educational Institute. The objectives for implementation of such applications are:

- End-to-end integrated Cloud base ERP Application Software that would automate all the processes of the Campus
- To create a robust system to manage key processes of the Educational Institute.

- To facilitate proper and accurate report generation through Management Information System (MIS) to the senior administrative staff for monitoring and quick decision making.

2.2 Scope of the Work

Bidder would be responsible for the following scope of services:

- a) Cloud Base Development/Customization of software, Implementation, testing and training of the Educational Management System to all stakeholders, meeting the requirements specified in following section of this document.
- b) Supply of documentation of the system, deployed including requirement specification, administration details, manuals etc.
- c) Migration of concerned data from some of the existing applications (that are to be discontinued) and Excel, to the new solution.
- d) Necessary manpower for operations, support and maintenance.
- e) Providing hands-on training to SSST staff.

2.3 Tasks to be performed is as below.

S.N.	Task	Scope of Work
1.	Plans & Scheduling	Prepare a project-plan with detailed activity schedule and a time-bound action plan for the implementation of the integrated system and associated software.
2	Business Process	The SI shall study the existing functionalities of all the business processes in detail & submit the document detailing the functionalities, problem areas & expectations. Identify the process/procedure that needs to be modified / introduced to meet the needs of the proposed system.
3	Supply/ Development, Configuration and Installation of the Software	Cloud Base Software and Mobile App Development, Customization, Implementation, Testing and Training of the Educational Management System
4	Integrated System	Integration with third party software systems such as Online Payment Gateway, WhatsApp API, RFID/Bar Code Scanner, Biometric Devices, Oracle ERP etc. Development of reports and forms. Design & prepare test data, quality control, and trial run and arrange acceptance testing of all modules, including a full load and stress test.
5	Data Migration	Identification of Data Migration requirements Collection and migration of user and master data from existing application and Excel Sheets.
6	Change Management & Training	Documentation, training, simulation. Conduct onsite workshops for process stakeholders and highlight the benefits of this new environment.
7	Go-Live and Stabilization	Go-Live of all modules of the solution with real-time data at all locations, stabilization of the system and mobile application after Go-Live.
7	Support	Manpower to assist training, operations, support and maintenance of EMS Application.

2.4 Non-Functional Requirements of Proposed Web Based EMS:

- a) **Browser Independent:** The Application Software should be web enabled so that the same can be accessed from anywhere, anytime. The software should be compatible with all popularly used browsers.
- b) **Software Platform:** The centralized web based Application Software should be developed using proven technology. The software should be compatible for deployment in three tier architecture environment.
- c) The software should have user friendly Graphical User Interface (GUI) and should enable role based access rights to each user. The interfaces need to be developed for the users.

2.5 Design, Development, Implementation and Training of Application

1. Organization Setup:

This module would cover the following functions/features:

- Staff data
- Library data
- Account Heads for fees Collection.
- Subject and details
- Transport Data
- Class/Semester and Subjects
- Vehicle data with driver and helpers
- Student and Parents data.

2. Academics Basic

- Student Enrollment
- Time Table
- Teacher Management
- Student Lifecycle
- Attendance Automation
- Offline & Online Examinations
- Homework, Assignment, Syllabus, and Study Material.

Personalized Portal for Student, Parents and Teacher

3. Reception Desk Module

- Admission Book
- Website Enquiry Form
- Visitor Management
- Call Logs
- Complaint Tracking

4. Finance Module

- Fees Types
- Fees Plan Creation
- Day Sheet Reports
- Online Payment Gateway
- Fees Reminder Alerts
- Customized Fees Receipts
- Integration to Oracle ERP.

4. Administration Module

- Human Resource.

- User Roles & Permissions.
- Communication.
 - a) Announcements.
 - b) Class Diary.
 - c) Assignments.
 - d) Chat.
 - e) Photo Gallery.
 - f) SMS and Email, Voice SMS.
- Custom Fields
- Certificate Generation
- Website Management
- Alumni Management

5. Transport

- Route Management
- Bus Stop and fees assignment
- Fees Collection and Reports.

6. Inventory.

- Asset and inventory Management

7. Library.

- Entire Library Management.

8. Mobile Apps

- Parent App
- Teacher App
- School Admin App
- Accountant App
- Front Office App

9. Integrations

- SMS & Payment gateways.
- WhatsApp API integration.
- RFID and GPS Barcode Scanners
- Sansthan Oracle ERP

3.0 Qualification Criteria:

- 1) Bidder should be the authorized OEM, Partner or Dealer of Software. The company is being bidding in this tender should have authorized office/authorized agency in Maharashtra.
- 2) Central / State Government or government corporation, statutory Institute, should not blacklist the bidder.
- 3) Bidder must have implemented the Software in minimum 5 Educational institutions. Successful completion certificate from Educational institute management is must. Submit Name and Contact person detail of each Educational institute.

3.1 Technical Bid

Copy of following documents must include with technical-bid.

1. Certificate of firm registration, GST Registration and PAN.
2. Authorized Partner/Dealer Documents/Letter from Company.
3. Letter stating that the Firm/Company is not blacklisted by Central / State Government, Government Corporation, statutory Institute.
4. Letter on company/Firm letterhead Stating that "Company/Firm have read all terms and conditions and agree with them"

5. Bidder should have completed 5 successful installations in Educational institute. Completion certification form Educational institute is must.
6. Bidder need to Share Educational name, Address, Contact person and contact details where the software are installed.

3.2 Commercial Bid

Price of all items should be Exclusive of Tax.

3.3 Bid Submission:

Technical & Commercial bid should be inserted in separate envelop and both envelops should combine in single, to be submitted on following address.

“Quotation for Cloud base Educational Management System (EMS)”

Chief Executive Officer,

Shri Saibaba Sansthan Trust, Shirdi
Po. Shirdi, Tal. Rahata, Dist. Ahmednagar,
Maharashtra, Pin 423 109.

3.4 Warranty Period:

Post Implementation Support/Warranty:

The Bidder shall be responsible for installation, administration and maintenance of the Software and Mobile App for a **period of 3 year** after successful implementation.

- Up-gradation of Software: Any modifications and/or enhancements / upgradation required by SSST in the software during support period shall have to be incorporated by the successful bidder free of cost.
- Any call regarding Software/Mobile app issue should be resolved within 24 hrs. In case the solution requires more time, the bidder should report to the concerned SSST authority within given time frame in writing with the requisite details for approval.
- One full time person competent to handle the complete software should be deployed for the following responsibilities (Till all Module goes live):
 - He / She should be able to communicate in Marathi/English/Hindi with stakeholders.
 - He / She shall be single point of communication between SSST and bidder.
 - He / She should be responsible for coordination of application support.

3.5 Work Tenure Period:

Initial tenure will be of 3 years; depending on the performance of bidder extension will be decided.

4.0 Schedule for completion of tasks:

Sr. No.	Major Stage in application Implementation	Time Schedule
1	Deployment of necessary application on server and assigning credentials to create Master Data.	1-7 days from date of order issued.
2	Importing name and allied data from old application. (Student, Teachers, Staff, Transport, Account heads, Routes). Training to concern for Master Data Generation.	8-15 days from date of work order issued.
3	Go-live of Administrative modules like bonafide Certificate, Educational institute Leaving Certificate, Fees Receipt, reports for the same.	15-21 days from date of work order issued.
4	Remaining all modules with training to concern staff.	21-30 days from date of work order issued.

5.0 Payments, Penalty and Security Deposit:

5.1 Payments.

1. Amount finalized in financial bid/Negotiation for first 3 years will be paid quarterly. Selected company has raise the invoice after completion of the quarter.
2. One time installation Charges will be paid after completion of work schedule mention in serial no 4 above **(Schedule for completion of tasks)**
3. For additional SMS supplier have to raise separate invoice quarterly.

5.2 Security Deposit.

Detail of security deposit is mentioned in detail in 1.1 above

6.0 Terms and Conditions.

1. SSL certification or any other certification required on cloud will be bidder's responsibility.
2. Frontend Software, Backend Software, reporting tools, Antivirus licenses used on cloud will be responsibility will be of bidder.
3. Software supplier need to communicate daily on email for SMS balance. Balance should carry forwarded till it becomes null. Credential of SMS portal need to be share with Educational institute Principal.
4. Software registration (if any) should be done in the name of "Chief Executive Officer, Shri Saibaba Sansthan Trust, Shirdi".
5. Bidder have to coordinate with SI of Shri Saibaba Sansthan trust for exporting financial data to existing Oracle ERP.
6. The decision of Chief executive officer will be final and binding in case of any dispute between Trust and the bidder.
7. The bidder should study all the tender documents carefully and understand the tender contract conditions, specifications etc. before quoting. If there are any doubts, they should get clarifications in writing but this shall not be a justification for submission of late tender or extension of submission date.
8. Each of the tender documents is required to sign by the person/ persons submitting the tender.
9. Shri Saibaba Sansthan Trust reserves the rights to Accept / Reject Partial / Full Tender.
10. Transport, freight and other charges will be responsibility of supplier.
11. If ordered software is not implemented within stipulated time, then 0.5% cost will be deducted per week from security deposit up to max 10%.

7.0 Legal Agreement.

Selected bidder has to do Legal agreement (Notary) with Trust within two month of accepting work order. Fees required for the legal agreement to be borne by bidder.

(Bhagyashree Banayat I.A.S.)
Chief Executive Officer
Shri Saibaba Sansthan Trust Shirdi

ANNEXURE- A

Personal & Bank Details for RTGS
All columns are mandatory
(Submit on Company Letter Head)

Sr No	Personal Detail	
1	Name of the Firm	
2	Address	
4	Contact Person and Cell No	
5	GST umber	
6	Bank Details – Name of the Bank	
	Bank City	
	Branch Name and Code	
	Account Type	
	Account Number	
	IFSC CODE	
	MICR NO.	
7	Stamp and Signature of the agency	

BOQ format

Sr. No	Scope of Work	3 years Cost Inclusive of Taxes
1	Cloud base Educational Management Software With : 1) Cloud Hosting Charges for 3 years 2) Design, Development, Implementation, data migration, training, Security Audit, warranty support and other allied services of Integrated System as per the detailed scope of work. 3) Mobile Application 4) 1 Lakh SMS pack (Balance should carry forwarded till it becomes null.) 5) Payment gateway integration 6) POS machine integration Total students are 2200+ Cost should for 3 years	
2	AMC for 4 th Year	
3	AMC for 5 th Year	
4	One time Installation Charge if any	
5	Cost for additional SMS (Give price of 1 Lakh SMS pack) (Balance should carry forwarded till it becomes null.)	