Somaiya Vidyavihar Group of Educational Institutions Mumbai

Expression Of Interest (EOI)

1. **CALL FOR INVITATION**

Somaiya Group of Educational Institutions is committed in enhancing their student experience and operational efficiency by undertaking a comprehensive digital transformation for all its institutes. To further this commitment, we are seeking expressions of interest from qualified vendors to assist in implementing a comprehensive digital transformation across our institutions.

The vendor is expected to read and examine all the terms and conditions, specifications and instructions in the EoI Document with full understanding of its implications. The vendor is required to furnish all information as mentioned in EoI document required for showcasing interest.

a) While every effort has been made to provide comprehensive and accurate background information and requirements, vendors must form their own conclusions about the solution needed to meet the requirements.
b) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Somaiya Group.

2. **BACKGROUND**

Somaiya Vidyavihar was established with the vision of providing high-quality education and fostering the overall development of students. We encompass a diverse array of educational institutions, including schools, colleges, and specialized research centers. Currently, we serve over 40,000 students and employ more than 4000 staff members.

Our existing IT setup, while functional, has several limitations. We use a mix of traditional and digital tools, which includes in-house and 3rd party applications. These disparate systems result in inefficiencies and data silos, hindering our ability to deliver a seamless educational experience. This digital transformation project aims to address these challenges and position Somaiya Vidyavihar as a leader in educational innovation.

3. **SCOPE OF DIGITAL TRANSFORMATION**

The digital transformation project for the Somaiya Vidyavihar group of educational institutions encompasses a comprehensive overhaul of our existing systems, with the aim of integrating advanced digital solutions across all facets of our operations. The scope of work includes the following coverage:

A. **Stage 1: Digital Implementation**

The scope of the digital implementation modules will cover the following areas:

Academic and Student Management (ASM)

- Academic Management
- Examination Management
- Student Services
- Student Finance

Learning Management System (LMS)

- Content Management
- Online learning Management
- Gamifications
- Communication tools
- LTI
- Mobile App

Enterprise Resource Planning (ERP)

- Finance and Payroll Management
- Human Resources Management
- Purchase Management
- Supply Chain Management

Customer Relationship Management (CRM)

- Lead Management
- Admission Management
- Alumni Management

Research Management System (RMS)

- Research proposal management
- Grant Management
- Industry collaborations

Administration Management (AM)

- Facilities Management
- Library Management
- Reporting and Analytics
- Other peripheral modules

The high level sub-modules across the above areas are specified below:

Admissions Management	Student Finance	Academics Mgmt.	Student Services	Examination Management		Learning Mgmt. System	Research Management
Marketing & campaigning	Fee structure	Calendar management	Placement services	Assessment planning	Online examination	Content Management	Research Enrolment
Lead Generation	Fee generation & invoicing	Master data – Program course configuration	Service request	Question Bank Management	Examination registration	Virtual classrooms	Proposal Management
Enquiry handling	Financial Aids and Scholarship	Credit equivalence	Extracurriculars	Outcome based evaluation	Backlogs & re-evaluation	Assignments	Grant Management
Online application management	Payment, receipt	Course registration - CBCS	Health and Well being	Internal assessments	Grading & result processing	Assessments & quiz	Research Output tracking
Eligibility & merit list	Refunds/Cancellation	Syllabus and lesson planning, tracking	Feedback	Exam scheduling	Certification	Gamification	Research collaborations
		Timetable management	Notice boards and circulars	Paper generation and distribution	Marksheet & transcript	Communication tools	
		Attendance marking	Student record mgmt.	Seating Plan & Attendance		Plagiarism Management	
				Invigilator Assignment & Proctoring		LTI	
						Mobile app	

Somaiya Group of Educational Institutions

Administration	Alumni Management	Finance Management	Human Resources Management	Procurement	Supply Chain Management	Reporting and Analytics
Event Management	Alumni Registration	Planning, Budgeting and Forecasting	Recruitment and Selection	PR requestioning	Vendor Management	Business intelligence and reporting
Library Management	Alumni Event Management	General Ledger	Employee Profile Management	Purchase processing	Assets Management	Survey and Feedback Management
Security Management	Donation and Fundraising	Accounts Receivables and Payables	Employee Training Management	Sourcing and Tendering	Contract Management	Accreditation and Compliance Reporting
Transport Management	Alumni connect portal.	Tax reporting and compliance	Employee Performance Mgmt.	GRN and Invoice processing	Project Management	
Hostel Management	Alumni request	Financial Reporting	Attendance Management		Warehouse/Store Management	
Canteen Management		Donation Management	Transfers and Deputations			
Reservation Management System			Employee Services			
Helpdesk / Service Requests			Exit & FFS Management			
Identity card management			Payroll			
Communication tools						

The **detailed functional and non-functional requirements related to the above set of modules will be shared only with the qualified vendors** after the initial level of validation.

B. Stage 2: Support and Maintenance

1. Ongoing Technical Support

- **Helpdesk Services:** Provide a dedicated helpdesk for addressing technical issues and user queries.
- **On-Site Support:** Offer on-site support for critical issues that cannot be resolved remotely.
- **Remote Support:** Provide remote support to quickly address and resolve issues.
- **Regular Updates:** Implement periodic software and system updates to ensure optimal performance and security.
- **Bug Fixes:** Address and resolve any software bugs or glitches.

2. Training and Development

- **Refresher Courses:** Offer periodic training sessions to keep faculty and staff updated on new features and best practices.
- **Advanced Training:** Provide advanced training for key personnel to manage and troubleshoot systems.

Interested vendors should respond to this EOI and share pertinent requested information. The same should be submitted along with their high-level summary proposal by the 23rd Aug 2024 through email (Details provided below). Please also attach a complete list of clientele where your offerings are currently deployed.

Any clarifications related to this EOI should be communicated before 16th Aug 2024.

Any questions regarding the content or intent of this EOI should be directed via email to the attention of:

[EMAIL, Name, Somaiya Group]

The vendor shall send the details to the above email with the subject **"Expression of Interest for Digital Implementation – Company name."**

Other than the designated point of contact, vendors should not contact any Somaiya group employee, past or present, regarding this EOI. This call of EOI shall not be binding on Somaiya Group in any way regarding the final choice of a deployment partner. We reserve the right to cancel this at any point in time.

4.   VENDOR CRITERIA

The below are preliminary level vendor criteria to understand the product and profile of the implementors.

A.   Pre-requisites

S.No.	Criteria	Vendor remarks
1	The Vendor shall be a company or partnership firm, or a Proprietor **registered** under the respective Indian acts (i.e. companies Act -1956, the partnership Act -1932 respectively) having their registered offices in India.	

2	The vendor or any of its partners/directors etc. should not have been **blacklisted/debarred** by any of the government agencies or department	
3	The vendor should have successful implementation record of the similar service in **academic Institution(s)**	
4	The vendor should have an **Office in Mumbai** (highly preferred) or should **deploy relevant resources** in the Somaiya Institution (as needed during implementation phase)	
5	Vendor shall be **profit making entity for at least 2 years** from last 3 years. Statutory auditor's certificate along with proof in form of excerpts of accounts.	Please attach
6	Vendor should possess the below Certifications: a) Project Management relevant certifications and b) Quality Management relevant	Please specify

B. Product and Technical Evaluation

S.No.	Criteria	Vendor remarks
Vendor/Product related		
1	How many years of experience does your company have in digital transformation for educational institutions?	
2	Can you provide case studies or references from similar projects you have completed?	
3	What is the size and composition of your project team?	
4	What is the annual turnover in the last 3 years?	
5	What is the net worth of the company in the last audited year?	
6	What educational technology products do you offer? (highlight from the Section 3 list)	
7	How customizable are your solutions to meet specific institutional needs? Give a high-level overview on changes with regards to fields, workflow, system admin configurations.	
8	Are you compliant to relevant industry standards and regulations, such as CMMI, ISO, or any other pertinent certifications?	
9	How flexible are your products to be integrated with the client's existing systems and platforms? Are there any limitations in exposing APIs?	

| 10 | What types of analytics and reporting capabilities are included in your solutions? | |

S.No.	Criteria	Vendor remarks
Technical		
1	Are any applications based on proprietary technology?	
2	Is the solution completely web-based?	
3	Is the solution provided in the 'Service Model' format?	
4	Is the application compatible with Windows, Linux, and Mac at the client level?	
5	Is the application compatible with web browsers in smartphones? Is mobile app support provided to allow certain operations/actions for appropriate modules?	
6	Is the solution a single integrated system for various modules?	
7	Can the application provide data backup at the periodicity and format as decided by the Institute?	
8	Can the application provide audit trails of at least 6 months?	
9	Do workflows and general access follow Role-Based Access Control (RBAC), allowing multiple people to play the same role and a person to play multiple roles, and does the application support configurable provisions for recommendations, approvals, and auto-escalation at various levels?	
10	Can the application expose simple Application Programming Interfaces (APIs) to other solutions that the Institute deploys to support future software systems requiring interface and data exchange?	

5.   CLARIFICATIONS ON EOI

Somaiya Group will answer vendors' questions to clarify any points in this EOI, which may not have been understood, and to determine if vendors require any additional information regarding the scope and nature of the required contractual services. Questions must be submitted no later than 1 week after receiving the EOI.

Somaiya Group will respond to questions within one week. Questions must be submitted electronically via e-mail attachment to EOI Contact.

6.   NEXT STEPS

- Based on this EoI, detailed scope of work along with requirements and vendor criteria will be published by Somaiya Group.
- All the participants will be notified as and when the requirement is published via email.