

	TATA INSTITUTE OF SOCIAL SCIENCES V.N. Purav Marg, Deonar, Mumbai 400 088 (A Deemed University under Section 3 of the UGC Act, 1956)
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Date : 23.10.2024

**Notice inviting “Expression of interest for Gap Analysis
of
TISS - School of Skill Education, ERP SYSTEM”.**

The School of Skill Education, Tata Institute of Social Sciences, Mumbai invites expressions of interest from reputed software companies for below mentioned purpose.

Background brief of Institute:

Kindly refer to us - www.sve.tiss.edu

Below is the scope of work to be covered under this EoI:

Sr. No.	Activity Name	Scope of work
1.	<u>Gap Analysis of TISS SSE ERP SYSTEM</u>	As mentioned in Annexure I

Need to provide the quotation in the below format:

Sr. No.	Activity Name	Scope of work	Total Cost in Rs.	GST	Grand Total in Rs.
1.	<u>Gap Analysis of TISS SSE ERP SYSTEM</u>	As mentioned in Annexure I			

Terms & Conditions with Eligibility Criteria:

- 1) Cost should be inclusive of GST.
- 2) Please provide GST number and NEFT code with bank details.
- 3) If any hidden charges, kindly specify.
- 4) Quotation will be valid for 15 days.
- 5) 30% Payment will be advance and remaining will be after completing the activity as per the defined scope.
- 6) **This activity should complete within 30 days after awarding contract.**
- 7) Selection will be based on L1 rates and the criteria of scope of work should match.
- 8) Bidder should have minimum three years of experience in software development in PHP/MySQL framework or may have performed similar activity in the past.

Required documents to be submitted:

- 1) Certificate of Registration
- 2) GST Registration Certificate
- 3) Shop & Establishment Details
- 4) Copy of PAN Card
- 5) Bank Details (Cancelled Cheque)
- 6) Atleast submits one work order or experience letter of software development in open source technology (PHP/MySQL) and one work order or experience letter of gap analysis of any open source application.

Please Note: For any queries, Please call Mr. Sameer Bhangare :- 022-25525604 (Mon-Fri, 10am-6pm).

Timelines:

The last date for submission of complete application is **30th Oct. 2024, 02:00 PM.**

Expression of Interest completed in all respects should reach by SPEED POST/REGISTERED POST/HAND DELIVERED in a sealed envelope superscribed "**Expression of interest for Gap Analysis of TISS SSE ERP SYSTEM**".

The envelope shall be addressed to the following:

Ms. Shruti Jain
Senior Project Manager – IT,
TISS-SSE.

Tata Institute of Social Sciences,
School of Skill Education,
Kaushal Kendra Building, 1st Floor,
Room No.12, Deonar Farm Road, New TISS Campus,
Deonar, Mumbai – 400 088

Annexure I

A Scope of Work for conducting a Gap Analysis of TISS SSE ERP SYSTEM

1. Objectives

To comprehensively (functionally and technically) analyze the limitations of TISS SSE existing ERP system and evaluate its impact on organization deliverables

2. Scope

- Study the current ERP, EPLUS, Admission, Exam Platform (third party services)
- Analyzing the Current Workflow of ERP EPLUS, Admission, Exam Platform (third party services) (frontend and backend both)
- Assess both technical and functional capabilities (As-Is System)
- Examine outcomes related to efficiency, productivity, user satisfaction, and cost-effectiveness
- Propose To-Be System
- Functional Areas - User experience, core modules, security, performance, etc.
- Functional Non Areas - Scalability, usability, maintainability, etc.
- Any other points as needed may be covered

3. Technology Stack as reference

3.1 ERP Technical Framework

- Frontend - Core PHP 5.6
- Backend – MySql 5.7.12

3.2 Admission & Eplus portal

- Frontend – CodeIgniter 3
- Backend – MySql 5.7.12

3.3 Exam Platform (third party application) & LMS

- .Net, ASP.Net, C#, MS-SQL, Azure-SQL

3.4 Server Hosting

- Hosted on AWS, Ubuntu Operating System for Admission, EPLUS & ERP application

3.5 API Integration

- SSE ERP is integrated with various applications eg. Exam portal, HDFC payment gateway to provide seamless services to all stakeholders.
- Cron jobs for sending various notifications

4. Methodology

- Data Collection by user feedback and input
- Gather quantitative data
- Evaluation of the current application functionality
- Analyze historical records and tickets raised by users
- Study the existing documentation available pertaining to the system.

- Study the ERP system for their various capabilities, features and functionality
- Identify critical areas for improvement
- Document the differences between the current state and the target state
- Categorize gaps by criticality (high, medium, low priority)
- Any other

5. Key Deliverables

- A detailed report with:

- Gap Analysis Report : Documentation of findings and identified gaps.
- Documentation of major challenges in the current system (functional and technical)
- As-Is and To-Be report (Comprehensive)
- Presentation to stakeholders

6. Actionable Recommendations:

- Explore solutions approaches (upgrades, add-ons, or revamp).

7. Roadmap

- A high-level action plan for closing the gaps, including timeframes, resources, and potential risks.

6. Timelines and efforts estimation

Provide an estimated timeline for each phase of the analysis:

- Initial assessment
- Data collection
- Analysis and reporting
- Final presentation

7. Roles and Responsibilities

Define the roles involved in the analysis, such as:

- Identification of Gap Analysis Team and it should be deployed onsite for smooth co-ordination.
- Point of Contact : Identify a SPOC for communication and coordination.