NOTICE

Invitation for sealed quotations from reputed ERP vendors for providing ERP system to Indian Sailors Home Society(ISHS) Mumbai, as per the scope of work mentioned below.

Sealed quotations are hereby invited from reputed ERP vendors for providing ERP system to Indian Sailors Home Society (ISHS) Mumbai, as per the scope of work defined below.

Interested parties are requested to submit their proposal in a sealed envelope addressed to The Resident Manager, Indian Sailors Home Society from **5th January 2026 till 19th January 2026**. The Last date of submission of quotations is 11.00 hrs. of 19th January. The sealed envelopes will be opened on **19th January 2026 at 12.30 hrs**. Vendors should drop sealed offers in Drop Box.

Binoy Nakulan. V
(Resident Manager)

Scope of Work (SOW) for ERP Implementation

1. Project Overview and General Requirements

1.1 Goal

The primary goal is the seamless implementation of a centralized, integrated ERP system to replace disparate legacy software (Tally, FoxPro) and manual registers, achieving full automation across Operations, Finance, HR, Stores, Procurement, and Administration.

Service Provider has to develop a robust customized Enterprise Resource Planning (ERP) Software suite to digitally transform key operational functions across the organization. The ERP software must have a fully integrated solution, based on Open-source Technology designed with a central database. The web based interface with front- end developed on the latest stack connecting database which provides complete flexibility to tap the Open-Source models.

ERP to integrate Document Management, Financial Accounting, and Stores & Inventory systems, Payroll Management Information System (PMIS) to promote operational efficiency, transparency, and compliance.

1.2 ERP System Characteristics (Mandatory)

- **Architecture:** Must be a unified, single-platform solution, not a collection of disconnected modules.

- **Scalability:** Must support the current user base and provide scalability for 5-year growth projections.

- **Security:** Role-Based Access Control (RBAC) must be granular down to transaction level (e.g., Maker vs. Checker). Also it should provide Multi-Factor Authentication (MFA) for user access.

- **Compliance:** Must adhere to Indian statutory requirements (TDS, GST, PF, ESIC, Income Tax).

- **Deployment:** On-premise deployment for data security or Secured cloud deployment with DPDD compliance.

- **Data backup:** Data backup and recovery protocols and data backup should be automated.

- **Traceability:** Audit trail and change logs should be captured across all functions and transactions.

- **Document management:** Digital document processing and attaching facility of all important transactions and file.

2. Functional Scope and Module Requirements

2.1 Finance & Accounting Module

Requirement Category	Specific Functionality (Mandatory)	Mapping Reference
Accounting	Full migration and management of 600+ existing Tally ledgers. Support for General Ledger (GL), Accounts Payable (AP), and Accounts Receivable (AR).	Tally replacement
Revenue Assurance	Implementation of a **Maker-Checker** approval workflow for daily revenue entries pushed from the Booking Portal.	Revenue: Cash counter entries to accounting books
Bank Reconciliation	Automated Bank Reconciliation module with the capability to import standard bank statements (MT940/CSV) for auto-matching transactions.	Bank Reconciliation
Donor Management	Dedicated sub-module to manage 200+ registered donors, track donation history, and automatically generate receipts upon bank credit matching.	Revenue: Donations
TDS Compliance	Capability to calculate TDS liability on vendor payments and export data in a "Ready-to-File" format compatible with **Sensys Easy TDS Enterprise**.	TDS Filing
Payments	System-generated payment advice, automated NEFT file generation, and integrated Cheque printing capability.	Manual Payments Process
Audit Logs	Audit Logs are captured in the system etc. as	Not Present.

	mandated by Companies Act, 2013	
Integration with other functions	Revenue, purchase, store, Payroll Module, Human Resource Management Module, document management Module with interface for Approvals	Not Present

2.2 Asset

Requirement Category	Specific Functionality (Mandatory)	Mapping Reference
Digital Asset Register	The system must replace the manual **Fixed Asset Register** with a centralized, digital master list for all ISHS assets.	Asset Register
Asset Tagging & Coding	The ERP must provide the functionality to define and auto-generate unique **Asset Tagging/Coding** numbers (e.g., ISHS/AC/001) for all assets. The vendor must propose a coding scheme during implementation.	Asset Register
Depreciation Calculation	The module must be capable of calculating depreciation according to Indian accounting standards (e.g., WDV, Straight Line) and posting the required monthly/annual journal entries automatically.	Asset Register
Asset Acquisition Lifecycle	Seamless integration with the Procurement module. The system must automatically convert a Purchase Order (PO) or Good Receipt Note (GRN) for a fixed asset into a capitalized asset record in the FAM module.	Asset Register
Location &	Ability to track the physical location (e.g., Room	Asset Register

Custodian Tracking	101, Office Block) and the custodian responsible for each asset.	
Asset Movement	Digital tracking and logging of inter-location or inter-custodian transfer of assets, requiring digital sign-off from both the releasing and receiving custodians.	Asset Register
Asset Disposal & Write-Of	Workflow management for asset disposal (e.g., sale, scrap) including calculation of profit or loss on disposal and necessary accounting entry generation.	Asset Register

2.3 Procurement & Tendering Module

Requirement Category	Specific Functionality (Mandatory)	Mapping Reference
P2P Workflow	End-to-end Purchase-to-Pay workflow: Purchase Requisition (PR) RFQ Quotation Comparison Quotation Workflow Approval Purchase Order (PO) Generation.	Ordering

2.4 Stores & Inventory Management Module

Requirement Category	Specific Functionality (Mandatory)	Mapping Reference
Inward Process	Generation of **Goods Receipt Notes (GRN)** linked	Stock Inward

	directly to the Purchase Order (PO) to update stock instantly.	
Outward Process	Management of **Material Issue Notes (MIN)** requiring prior managerial approval and tracking the person/department responsible for the withdrawal.	Stock Issue
Stock Tracking	Real-time Inventory Dashboard providing accurate, current stock levels of all consumables (bedsheets, stationery) across all buildings/storage locations.	Tracking
Role Support	The system must support and enforce the authority of the newly appointed **Store In-charge** in all inward/outward transactions.	Stock Issue

2.5 HR & Payroll Module

Requirement Category	Specific Functionality (Mandatory)	Mapping Reference
Attendance	Direct integration capabilities to pull logs from existing **Biometric devices**. Automated marking of attendance (Present, Absent, Late) based on time logs.	Attendance
Payroll Processing	One-click monthly payroll run with automated calculation of Income Tax, PF, ESIC, and Professional Tax, including provision for income tax exemptions.	Payroll Calc
Leave Management	Comprehensive Employee Self Service (ESS) portal for staff to request and managers to approve leave. Leave records must auto-adjust payroll calculations.	Leaves

| Statutory Reporting | Auto-generation of PF ECR files for direct upload to the government portal, and other required statutory reports (e.g., Professional Tax). | Reports |

2.6 Administration Module (DMS & Governance)

Requirement Category	Specific Functionality (Mandatory)	Mapping Reference
Document Management	**DMS Module** for generating and tracking unique Inward/Outward register numbers, including mandatory facility to **Scan & Attach** corresponding digital documents.	Document Tracking
Board Module	Dedicated module for creating Board Meeting Agendas, emailing them to Board Members, digitally recording Minutes of Meeting (MoM), and archiving the proceedings.	Board Meetings
Correspondence	Built-in **Email Integration** to send official correspondence (PO, Meeting Invites) directly from ERP transactions, ensuring a track record.	Correspondence

2.6 Reporting Module

In addition to the standard functional reports generated at individual module levels, the system shall provide a comprehensive and integrated Management Information System (MIS) reporting module. The MIS module shall enable authorized users and management to generate configurable, cross-functional, and consolidated reports based on operational, financial, and performance data captured across all modules of the system.

The MIS reporting module shall support real-time and historical data analysis with the ability to filter, group, and drill down based on multiple parameters such as time period, location, process, transaction type, performance indicators, and exception criteria. The system shall provide role-based access to reports and dashboards, ensuring appropriate visibility and data security.

3. Mandatory Integration Requirements (Prerequisites)

The ERP solution must provide robust, bi-directional API support for the following critical systems. Failure to support these integrations will lead to disqualification.

1. **Accommodation Booking Portal Integration:**

   o **Data Transfer:** Real-time API connection to receive daily **Shift Closing** entries (Revenue, Deposits, Returns).

   o **Workflow:** Data must be received as a draft entry, awaiting **Maker-Checker** approval in the Finance Module.

2. **Biometric Device Integration:**

   o **Access:** Provision of SDK or readily available API connectors to retrieve attendance logs from the existing two Biometric machines.

3. Email integration for all the users to send and receive mail for each transaction reference in the system itself.

4. **TDS Software Integration:**

   o **Output Format:** Ability to generate output files that can be successfully imported into the existing **Sensys Easy TDS Enterprise** software.

4. Implementation and Project Management

1. **Data Migration:** The vendor is responsible for migrating and validating all legacy master data, including Finance ledgers (600+), Donor records (200+), and Supplier/Debtor master data, opening ledger balances, invoice wise opening for vendors and opening stock with quantity and value..

2. **Training:** Comprehensive training must be provided to all users appropriate to their specific roles.

3. **Support:** Provision of 12 months of guaranteed post-Go-Live support, including functional and technical troubleshooting.

4. **Hardware:** The implementation proposal must include costs associated with providing two necessary barcode readers / QR code readers required for the store entry and exit of materials.

5. **Project Timeline:** This project should be completed within 8 weeks of time from the project awarded.

6. **Project Team:** Minimum 02 developers and 02 software Business Consultant are to be deployed for execution of this work. Details of software engineer and developer to be

deployed for implementation of this project need to be submitted by vendor along with quote.

7. **Project Operation:** 2 dedicated people to manage and streamline digital operation for a minimum of 24 months. These persons can be outsourced and closely work with the existing ISHS team to make ERP implementation successful and handhold the ISHS team for smooth transfer at the end of 24th month. The manpower cost of first 3 months will be covered in Development and cost for remaining period to be added in the proposal separately. Payment for resources will be reimbursed on monthly basis.

5. Payment Milestones & Release Schedule

The ERP implementation project shall be completed within **8 to 12 weeks from the date of project award.** Payments to the selected vendor shall be released against milestone completion as per the timeline below and subject to formal acceptance by ISHS.

5.1 Implementation Timeline & Payment Milestones

Milestone No.	Timeline (Week)	Project Stage / Deliverable	Acceptance Criteria	% Payment
1	Week 0	Project Award & Kick-off	Contract signing, project plan, resource deployment, kickoff meeting	15%
2	Week 1–2	Requirement Finalization & System Design	Approved BRD, FDD, finalized module scope & architecture	15%
3	Week 3–5	Core Module Development & Configuration	Finance, Procurement, Stores, HR & Payroll modules configured in test environment	20%
4	Week 6–7	Data Migration & Integrations	Successful migration of Tally data, donor data, asset & stock masters; booking portal & biometric integration validated	20%
5	Week 8–9	UAT & User Training	UAT sign-off from ISHS, completion of role-based training	10%

Milestone No.	Timeline (Week)	Project Stage / Deliverable	Acceptance Criteria	% Payment
6	Week 10	Go-Live	ERP system live across all modules without critical defects	20%

Total Payment: 100%

5.2 Payment terms and conditions

- Each milestone shall be jointly certified by ERP consultant, Concerned functional Head and Project Review Committee.

- Statutory deductions and taxes (TDS, GST) will be applied as per applicable laws.

- The final 10% payment ensures **post-Go-Live accountability**.