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BANGALORE

Salesforce CRM – Scope of Work - Academics

REVA
UNIVERSITY

Presented To:

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Head of Department | ICT

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Version History

Date	Version	Author	Role	Notes
3rd November 2021	1.0	Ms. Shalini	Pre Sales Consultant	Version 1
24th January 2022	1.1	Ms. Shalini	Pre Sales Consultant	Version 1.1
30th Jan 2022	1.2	Ms Shalini	Pre Sales consultant	Added Integration with Placement Module & 4th Payment Gateway Integration
2nd Feb 2022	1.3	Ms Shalini	Pre Sales consultant	Added more Details
8th Feb 2022	1.4	Ms. Shalini	Pre Sales consultant	COPO Requirement Added

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INTRODUCTION

ABOUT THE ORGANIZATION:

- REVA is a private university in Kattigenahalli, Yelahanka, Bengaluru. It was established under the Government of Karnataka Act 80 of 2012. It is managed by the Rukmini Educational Charitable Trust.
- The University currently offers UG, PG and several certificate/diploma level programs in engineering, architecture, science & technology, commerce, management, law, & arts.
- The University also facilitates research leading to doctoral degrees in all disciplines.
- The Scope of this work is for the Faculty of Engineering and Technology. The Same can be broad-based to all other Faculties. In This Scope only one process has been considered across all Faculties.

Business Objectives of this Implementation:

- Be the single system that would manage end to end on the Academics Cycle.
- Improve Business Process and increase Efficiency.
- Make the System easy to use.

IMPLEMENTATION - SCOPE OF WORK

Based on the detailed discussions the Scope of work has been derived and has been elaborated below. The Scope of work is broken into the below Modules:

1. Masters Creation.
2. Student Onboarding.
3. Section, Class and Electives.
4. Faculty 360.
5. Student 360
6. Time-Table
7. Assessments
8. Student Portal
9. Case management
10. Surveys and feedback.
11. Alumni (Standard SOW as per eP)
12. COPO

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MASTERS CONFIGURATION:

Areas	Topic	Description
	Configuration of Masters on rules.	• Creation of Masters Like: o The hierarchy of Reva University's Programs and Sub Programs. o Academic Year o The ability to enter Scholarships and the Discounts Offered both in % and in value. o Change of course by counsellors post admissions. o The Program fee amount linked to the Program / Sub Program. o Creation/Edition/Deletion of the Fee Masters post the Upfront Payment Amount for the Fee.(Edition/Deletion Rights to be with Admin). o Provision to add Premium Fees manually. o Admissions cancellation module with 3 tier Approval (Tier-1- Counsellor (Initiator), Tier2- Admissions head/Admin, Tier 3-Registrar/VC. o Student admissions cancellation with refund initiation and notifications. (No refund process in Salesforce) o Creation of the Student Account. o Ability to add the hostel details manually, ability to add the details of Transport Manually. o Role and Profiles: ▪ Configuring and Capturing the Role Hierarchy and the Accessibility rights for Users with different profiles. (Rights to be with Admin) **Assumptions:** o All Data of the Admission Process will come through Integration from NPF. All processes of Admission will be done in NPF. o Scholarship Process is in NPF, The data for the same comes into Salesforce. A maximum of 40 hours has been factored towards the Scholarship Process Custom Build in Salesforce. o Refund for Admissions will be done outside Salesforce. o Hostel Module is not a Part of the SOW and Only Details Limited to entry of Room if Required and Payment of Transportation would be Captured through Payment Gateway. o Transportation module is not a Part of the SOW and Only Details Limited Payment of Transportation would be Captured through Payment Gateway. o In the Plan Forward, the Reva Mobile App Integration with Salesforce. (Central System). This has not been Scoped in this SOW. Will be taken up when required and requested by Reva. o Log in credential from website to Salesforce. This needs to be probed Further, especially for Communities and the Details to be shared. If additional effort is required the same will be flagged off. This to be checked for Customer Communities.

Custom	Access Rights and Role Profiles	• Creation of Role Profiles for Faculty, Management , Admin and Students. • Mapping the Roles across the Organization.

STUDENT ONBOARDING:

Areas	Topic	Description
Standard	Flow for Student Onboarding	o Once the Payment from Applicant (Seat Blocking Amount) is received for the Year / Stipulated amount, the Application number would be entered in Salesforce and the Student record will come through NFP and would be created in Salesforce. ▪ Seat Blocking Amount post the Admission Process will be paid in NPF. ▪ Once Payment is confirmed in NPF, Student Data (All Data in NPF) will come to Salesforce Through Integration. This would include the scholarship and the Fee structure for the first Semester. o Creation of the Student ▪ Create the Possible email Id (NPF Application No @reva.edu.in ▪ Integrate with the Active Directory. ▪ Student Submission of Documents on the Portal. o List of Applications who have completed the Initial payment will be finalized (via a Report from Salesforce), onboarded on Salesforce and sent to the CRO office. o Before a Roll Number is generated, the below two aspects to happen: ▪ Document Verification : this is a process where physically a checklist would be verified for every Student. This process would be done in Salesforce. ▪ Section Assignment: Two aspects have been factored here: • This is when basis a Logic on the number of students in a class for a course and the round Robin Logic of Assignment: (This would be custom Built Logic). Any other logic may have additional Scope. • Manually select the students and Assign to the Section. • Manual Override for Assignment would always be an Option. ▪ CRO office to Issue the Roll Number: Basis the details shared the Unique Identification number of the student. • Automation of SRN generation will be done basis the Logic Provided by REVA. • Welcome Kit to be provided by REVA and will be shared in Onboarding Mail

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		(A Template will be created). This will go as a Mail. Standard Limitations of 3000 automated mails a day would be applicable. All communications beyond this would need be sent to students via Chatter. • The provision to Mass Upload the SN Number would also be available. **Assumption:** - Integration with National Academics Depository (NAD) (For the Verification of the Marks Documents of the Student) – Verification. this Possibility to be checked. (Is currently not Costed as part of SOW). - Adobe Integration for Forms, This Possibility to be checked. - NPF may not take the entire Admissions, Basis the Same, Post Defining the Used Case, ePeople would be able to Take the Piece up post the Current Implementation. This effort has not been costed in the Current Scope of Work.
	Creation of email and Salesforce Community Login.	• Basis a Student being Created in the system, various onboarding activities to be created. o Issue of the email Id: Salesforce would recommend an email id basis the logic shared by Reva. ▪ This would be sent to the Active Directory to create the email Id as well as create the Single Sign on for the Student. ▪ The Email Id would be checked by Active directory and issued. In case of duplication, the Id would be manually entered. ▪ The details would come back to Salesforce. o Issuing the Student Portal Id : ▪ Once email Id is confirmed: manually (Bulk Upload) the Id's of the Students will be created in Salesforce. Automation of this can be explored basis the flow of Data any automation to the tune of 10 hours would be considered. ▪ The Standard Process of Accessing the User Id's would be available. No Customizations on this has been factored into the Scope of Work. **Assumption:** - The Student Login is desktop enabled. - No Part of the Admissions process has been considered. The Scope of works starts only from the Student Onboarding. In Cases certain processes need to come in, we would get into the Used Case of the same and share it. - It is assumed, once the Payment is completed in NPF, Data from NPF to transfer to Salesforce. - Only two processes for the auto generation of the email Id and the Student portal have been considered. No Other factor has been considered. - The Active Directory should have the ability to take a request and

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		create the same eMail Id passed from Salesforce.
	Program Enrollment for a Student	• Once the Student is Onboarded, they would be enrolled into the Course: o Creation at the Student Record Level, the process of Fees, Semester is important. o The ability to change the Program enrollment, which would automatically Change all elements of fee, semester etc. This may be Partially Automated and details of the same to be explored.
	Fees Capture	• The ability to Capture the Fees per Semester for a Student. • The ability to Publish the same to the Student Semester Wise. • Ability for the Student to make the Payment for the Same. • Both online and Offline Payments have been captured. Offline Payments to be manually entered in Salesforce by Finance. Else through Integration with Tally. • Ability to get Receipt and Details of Payment Made. (A Challan and a Receipt would be the outputs for the Student). **Note:** - The Challans for Hostel and Other Modules is not generated in Salesforce, however they can be manually entered or Uploaded.

SECTION, CLASSES AND ELECTIVES:

Areas	Topic	Description
	Section And Class Structure	- Ability to Create the Section and the Classes for every set of courses offered. - Assignment of Sections to Classes and Faculty. - Rules for the Elective Courses and the Class Assignment Logic. - Assignment of Faculty to the various Sections.
	Courses: Electives and University Electives	- Department Heads would Identify and Upload the Subjects applicable for a Semester. - Section wise Subject Wise Faculty will be Identified. - Mandatory Subjects and Electives. (Logic for the two will vary) o **Mandatory Subjects:** Sections would be created. On Creation of Sections, Students will be assigned to these Sections basis a Logic and the Courses would apply. o **Elective Subject:** ▪ Creation of the elective subject with Sections and Faculty. Publishing it to the Students enrolled. This publishing can happen at the Course Level, Semester Level or for all Students. o **The Types of Electives:** ▪ General Electives: • When Electives are Offered, The ability for the Student to opt for an Elective. • An Approval Process would be Triggered to the Electives. Only post Approval would the

		Seat Allocated. This would be a Parallel Approval. • The Closure of the elective by the system when the Max Number of Students are Reached. • The Checking from the Student Standpoint on the min / max number of electives they can take. ▪ Interdisciplinary Course : the Process for the same. ▪ Open Elective Case, where an Open Elective is offered across the University: • Faculty name offering the course. • Minimum and Maximum student capacity for the elective course. When the maximum Capacity is reached, registration Should close automatically. o Registration process: ▪ The ability of the student to register for a course This to be taken care of in Salesforce. ▪ Once's a Student Registers, it would go for an Approval to a group of individuals, post Approval. ▪ This would be on a First Come First Serve Basis where once the Seats are full, the Registration is Closed. o Every Course to have the Subjects and the Topics for that Subject. ▪ Topics to be linked to the Time-Table. o Flexibility to ensure that for One Subject , there are multiple Sections. To every Section there is a Faculty Linked. **Assumption:** o Mandatory Subject Assignment: Students will be assigned basis a singular logic which would take a maximum of 5 Days to build. In case the Logic is more complex, The same would be costed for Separately. o Enrollments to an elective is only basis the No of Seats, No Criterial, CGPA criteria has been factored into the SOW. o Any Override of the electives no Custom UI has been factored in. This activity can be done by the Admin Through Standard Salesforce process. o No Seat Management / Masters is in Salesforce on basis the maximum number of Seats.
	Section / Course Wise calendar	- A calendar to be published for a Section / Course. All individuals in that section, would have access to the calendar. **Assumption:** - The Standard Time Table View would be Used for the Time Table. Would be utilized with a record type. When an event is Published for a Section. All Individuals who are Part of the Section would be given Visibility to the time Table.

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FACULTY 360:

Areas	Topic	Description

Standard	Faculty Details	- Capture all Details of the Faculty for easy Access. Aspects such as the Qualification, Participations, Projects etc.
		  o Student to have access to limited Profile of Faculty (Basic Details/ Publications / Project / Achievements)
		- Tagging Faculties to mandatory and to Core Subjects and Sections.
		- Visibility Rights to the Faculty.
		- The Faculty 360 would have the Following:
		  o Project Details.
		  o Courses / Subjects / Sections.
		  o Topic, Lesson Plans, Assignments
		  o Time Table
		  o Attendance Marking.
		  o Mentor mentee
		  o Survey
		
		Assumptions:
		- HR Aspects of Leave, Attendance for a Faculty would be Part of empower HCM .

	Course Plan
	Lesson Plan
		- Course Plan/Lesson Plan: A lesson plan is a teacher's detailed description of the course of instruction for a lesson. Details will vary depending on the preference of the teacher, subject being covered, and the needs of the students. There may be requirements mandated by the school system regarding the plan. A lesson plan is the teacher's guide for running a particular lesson, and it includes the goal (what the students are supposed to learn), how the goal will be reached (the method, procedure) and a way of measuring how well the goal was reached (test, worksheet, homework etc.)
		- Format of Course Plan:
		  o Course Title, Course Type, Course Code, Class, Sem, Hours, etc
		  o Course Objective
		  o Course Outcomes (COs) – Text Field
		  o Course Articulation Matrix
		  o Course Assessment
		  o Course Content, reference and text books, additional topics beyond the syllabus, self-learning topics, pedagogy, assignments, etc
		- Lesson Plan – Session No, Topic Covered, Important Points
		  o Course Material
		  o Assessments (Integration with Logisys, Automations)

Custom	Time Table: Attendance	- Faculty has to mark the attendance on or before the working hours or within the freeze time. They have to have a Simple Interface to mark Attendance. Access Right to Mark Attendance to be established. - Should have all the options to mark the attendance as per the below scenarios: o Marking the attendance when faculties take same subject for different section.

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		o Marking the attendance when faculties take continuous slots. o Should have the option to delegate to other faculties in his/her absence. o Should provide the remarks option when there are any other events conducted in the particular slots and should mark the student's presents o Should have the option to view the attendance reports / time table for section. To be put into the Page.
Standard	Mentor Mentee (Advisory link)	o Visibility on Mentees. o Ability to call for a Scheduled meeting with the Mentee. o Ability to record the Interactions with the mentee. **Assumption:** - No customs Build Required and would follow the Standard Process as showcased in the Demo.

STUDENT 360

Areas	Topic	Description
Standard	Creation of a Student 360	- Ability to see all aspects in the Org reflected at an individual Student Level. - Students cannot change any Data, Only they can submit a Request for Change. - The Request to go to OTRS and OTRS would revert back with Updates. (Recommend Using Salesforce's case Management). **Assumption:** - The 360 view would be Limited to the functionalities in Salesforce Scoped. - If the case is approved, the same will manually be Updated in Salesforce.
Custom	Student Promotions	- Ability to Create a Rule engine for Criteria for Promotion based on differed Courses. - The ability of Salesforce to Check the rule Criteria and then allow for the movement of the Student from 1 Semester to another. - The entry can be at two levels: o Ability to mass promote students of a Semester. o Ability to Promote Individually. - The Rule Override option to be provided to the admin to bypass the rule with an Approval process.
Payment Gateway Link	Payment Gateway Linkage	- Payment Gateway Link to 4 Systems to be enabled on the portal. - Payment Details and Receipt to be Created. - Post Successful Payment of Application Fees: o Output of Receipt and Acknowledgement to be shared with the Candidate. - This is for all Subsequent Payments. **Notes:** - Reva would want a complete Integrated System like Amazon's page

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		for the Payment Gateway. At the Relevant point, need to Flag to Reva for Identifying the vendor to deliver this. Easier Options would also be provided by ePeople. - The details of how the Integration would need to be Detailed and the Possibility of Hostel and any other Fee payment to be confirmed.

TIME TABLE

Areas	Topic	Description
Standard	Design of Time Table.	- Creating the Core structure of the time Table and Linkage to the Section, Subject, Topic and Faculty.
Custom	Attendance Process	- Timetable will be created/uploaded section wise for each course on the UI with subjects and faculty allocation slot wise as per the scheduled time. - Timetable created in one section can be replicated to the other sections with subjects and faculty allocation. - Timetable slots should be mapped with the infrastructure. - Conflicts Management: o When the same faculty is allocated for the second time, application will display a pop- up message with the conflict message. o When the same infra is mapped again, application will display a pop- up message with the conflict message. - Slots Adjustment: o Rescheduling of classes o Class swapping – Cancel and Create o Delegating class – Delegate a Class Process o Cancelling class - SMS and notifications to faculties about their class details.
	Attendance Automations	- Attendance automation. o Ability to add all students to the class when the Time table is scheduled. This is for any Subject. o Ability to swap, cancel a class. - The Attendance will have two key elements: o The ability to Upload the attendance (XL Based upload as showcased). This upload will need linkage to faculty, else a clear rule for Faculty Selection. ▪ Error will be thrown in case of clash in Faculty Timing. o When the Faculty Conducts class, He is expected to update the Time table with the Topics Covered as well as the Attendance. - The Faculty Log in will have Mass update Option Of Attendance as showcased in the Demo. - Student will have visibility of Subject Wise Attendance.
Custom	Time Table Generation	- Ability for the User to generate a Time Table with Visibility on aspects like Faculty Time and Class Availability.

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		- This Module is a Complete custom Build. **Assumption:** - As presently no visibility on the logic of the build for the Time Table, the assumption for this Module is a Maximum of 60 days. Effort across all Aspects of Testing etc. has been Considered. In case post the Design, this exceeds the amount, it would have a Commercial Implication.

ASSESSMENTS

Areas	Topic	Description
Standard	Internal Assessments / Quiz etc.	- Post taking the test, marks to come from Logisys through Integration or ability for the Faculty to Upload the marks in Salesforce. - The Marks to reflect against the Student. - The Marks to also flow back to Logisys. Assumption : No Calculation of Marks would be done in Salesforce
Custom	Integration with Logisys	- Ability to Integrate with Logisys in Two Aspects: o Marks Uploaded in Salesforce to flow to Logisys or vice versa. o The Final Grade / Score for the Student to flow back into Salesforce. **Assumptions:** - No Custom Automations in Salesforce have been Factored in for this Build. - No Integration with any other system apart from Logisys.
Custom	Rules	- Visibility to all Students on the Student portal on all Assignment Shared. - Visibility on Marks received. **Assumption:** - No Logic for Marks Calculation would be done in salesforce. However, Marks can be altered and the revised marks flow back to Logitex.

STUDENT PORTAL CONFIGURATION

Areas	Topic	Description
Standard	Standard Configurations	• Each student will have access to their profile which can be updated by them. • Student Groups on chatter will be created. • Every semester, the student will have the ability to select / opt in for various Electives. • Once this has been selected by the student, Validations on this will be written to ensure that no possible duplication exists.
Standard	Student Portal	• Once the Student Login is Created. Configuring all aspects for the Student portal. • Parent Portal will also be issued with the same functionality of the Student Portal.

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		• The below have been covered in this SOW: o Calendar (Overall and Section Wise (Covered in Time Table). o Chatter. o Academics: ▪ Electives opt in. ▪ Time Table Visibility. ▪ Academic Results. All Assignments and Exams. o Attendance Subject Wise o Fees Due o Ability To Raise Queries. ▪ E.g: request for Certificates, Receipts etc. o Mentor Mentee Functionalities. o Single Sign on with the LMS System and Logisys.
Custom	Integration with the Financial System (Tally)	• When the Approval is completed by Finance on a Fee line item. • Once the Financial system Raises the Invoice and share details of the Invoice number back from the Financial system the payment Link is generated in Salesforce and shared with the Student. • On Raising the Invoice in the Financial System, The details of the Invoice will be passed back to Salesforce and will be reflected in the Student Portal. • Payments Received against an Invoice will be captured in Salesforce and sent to the Financial System and Vice Versa.
	Single Sign on with the LMS	• Create a Single sign on with the LMS to ensure students have a single system to work with. This would be seamless and would be as per the implementations done in other Implementations. • Assumption: o The Active Directory is used.

CASE MANAGEMENT

Areas	Topic	Description
Standard	Creation of a Query / Case	- The Student / Lead to Create a Case either through the Portal or through email. - Case Assigned to a Queue comprising of Various Individuals. - Once an individual takes up the case, All communication and Resolution of the Case. - Standard Escalation Matrix for the Case. - Reports and dashboards. - Visibility in the Portal of All Cases raised by the Individual Student. **Assumption:** - No Customizations have been factored in for Case Management. All Standard Configurations.

SURVEYS / FEEDBACK

Areas	Topic	Description

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Standard	Creation of a Survey	- Ability to create the survey and the Questions on Salesforce. - Ability to Publish the same via Portal, chatter, Email to various Groups of Individuals. - The Survey Scores to come back into Salesforce for Analytics. **Assumption:** This would be done through Survey Force (Standard App not through Surveys License Type. A maximum Customization of 15 Days has been Factored in. All Standard Functionalities as Offered by the Survey would be deployed. No Custom Build has been factored in.

ALUMNI PORTAL:

Areas	Topic	Description
Standard	Database Creation	• Creation of the detailed database for the Alumni. • Ability to segment the Database on an ongoing basis. • Add Segmented database to a campaign linked to a fund.
	Creation of Funds	• Creation of funds for various Causes. • Linking campaigns to the fund. • 360 Degree Analytics for the fund. (Doners linked to the fund, average Donation Received, Campaigns Run etc).
	Donor / Alumni 360	• The visibility of the Alumni e.g: No of Campaigns he has been sent, Number of Donations he has made etc.
Custom	Integration with Payment Gateway	• When an email is received for a Fund, The donor will have the link of the Reva Website where he can Donate for the cause. • Once the payment is remitted, the Details of Payment will come into Salesforce from the Payment Gateway via Integration.
	Integration with website	• A live Integration between Salesforce and website will be created for the below: o Fund created in Salesforce can be published on the website. o A fund when closed in Salesforce can be removed from the website. o When a donor makes a donation, the fund statistics to automatically update, basis payment confirmation via Integration.
	Receipt Generation	o On Receipt of Payment, Generation of a Receipt. ▪ Details of the Receipt to Integrate with the website. ▪ Email to go out to the Donor with the Receipt. ▪ SMS To go to the Donor
	SMS Integration	o Basis various Interactions, there would be SMS

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		Triggers at various points. ▪ Details of Receipt. ▪ Thank you for Donation. ▪ New fund Creation etc.
Standard	Account Management	• Detailed Account Mapping. Like what is the potential Wealth and capacity to contribute. • 360 Degree view of Account. • History of engagement with the Account / Logging of Activities. • Uploading of Proposal Draft. (This will be created outside of SFDC, if it follows the standard Quote Template, the same can be configured in Salesforce). • On Closure of Proposal, creation of Milestones for the Cash Flow with Probability. • Alerts and Reminders for follow-up. • Reports on Closed proposals. o Predicted Cash flow with Probabilities o Proposal yet to be finalized with Clients. o Closed Lost Proposals.
Custom	Few Automations for Account Management	• This is in terms of Roll ups, Analytics and Creation of milestones.

COPO MODULE

The Objective of the COPO Module is to ensure that the Objectives for particular Course and Program are Established and the Performance of the Students reflect the COPO Attainment. Works like a Target Vs Achievements.

The High level Scope of Work has been Detailed below:

Areas	Topic	Description
Custom	Establishing the Course Outcomes and the Program Outcomes.	• There are Four Key Parameters: o PEOs, POs, PSOs & COs • Program Outcomes and Program Specific Outcomes o Program Outcomes are around 10-12 per program. o Program Specific Outcomes may be 10. o They Remain Constant for a Batch. (6 Years) o They may change from Batch to Batch. • Course Outcomes: o These are defined at a Subject Level(in range of 4-6). o They may vary at the start of every Course. • A Program is B.Tech – Computer Science. • A Course is a Subject. • Multiple Subjects would form Part of a Program. • At the Start of a Program. The Program Objectives would be Established. This is done for every Year. **Assumptions** - The PEO's Process will be taken up in a Later Scope as it would be

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done post 2 Years of exit of the Student.

Setting the Attainment Level

- The Attainment level is in terms of a Percentage that is established. This percentage is Required at every level of Analysis.
- This is a Singular Figure like 60%. This is the Target level for all PO's and Can Change from Batch to Batch.
- Attainment has two Components :
    - Direct Attainment : Attainments that are accomplished via Examinations, Seminar, Labs.
    - Indirect Attainment

Mapping of Course to Program Objectives

- This is for both mandatory and Elective Courses
- At a Course Level, there would be a mapping of the CO to the PO as shared Below:

CO/PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3
CO1	3	2	3	1	1	3	2	1
CO2	2	3	3	2	1	2	3	3
CO3	2	3	1	3	3	1	3	2
CO4	3	3	2	2	3	1	2	3

- The Scale of Importance is reflected by the 3,2,1 where 3 - High Importance, 2 - Medium importance, 3 - Low Importance.

This Mapping would be Inputed at a Course Level by a Designated Faculty for every Course (Subject)

- All Sections would follow the same Matrix and will not Vary from Section to Section.

Assumption:

1. This is not to be displayed to the Students on their Login.
2. This is a Separate Module (App) for Faculty.

Assessments Flagging

- On every Course the Details of all Assessments which will be considered towards the COPO will be identified .
- These could cover Projects, Labs or any Other Aspect.
- The Faculty to have a single screen for entry of Questions/PO Mapping/CO Mapping/Max Marks)
- Data can come from 2 Points :
    - Integration with PEXA.
    - Manual Upload.
- Integration with PEXA:
    - Question Level Data to come in from PEXA.
    - Total Student Score to come in from PEXA
- Details of the Total Score when Received from PEXA will be pushed to Logisys from Salesforce.

Note:

- For External Assessments, A flag for the same to be provisioned in Logisys.
- Details of Question level complexities like "either or" etc. have not been factored in this Scope of work and PEXA should send only those

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answers which it considered in TOTAL Marks Computation. There may be challenges on this which require a work around. Salesforce would not be doing the Total Marks Computation as this already exists in PEXA. The total Marks Received will be pushed to Logisys.

COPO Mapping to the Assessment

- Once an Assessment Is flagged as a COPO, a Flow will be Created on the Assessment to enter a Custom page where by the Matrix for Questions Mapping to CO and PO Parameters is Established.

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
PO No.	PO1, PO3, PSO1	PO2, PO3, PSO2, PSO3	PO1, PO3, PSO1	PO2, PO3, PSO2, PSO3	PO2, PO4, PSO2	PO2, PO5, PSO3
CO No.	CO1	CO2	CO1	CO2	CO3	CO4
[illegible]	5	5	5	5	5	5

Assessment Data Upload

- The Marks for the Assessment Question Wise will be Uploaded into Salesforce Against a Particular Assessment->Student wise-> Question wise.
- Else this will come in from PEXA. A flag to be marked in PEXA for all data that will come in. (As only data limited to COPO will be taken.)

Assumption:

- Data can be uploaded through Data Loader and no Custom Build for the same is Required. If a custom build is required it will be scoped for separately.
- PEXA to identify a flag for the Internal Assessment which are part of COPO. Only those details to come into Salesforce. All Assessments will not flow into Salesforce.

Assignment Level (Direct Level) CO Calculation

- Calculation at the CO Level of the Attainment.
- Against a COPO marked Assignments, The Achievement of the CO level Numbers will be Captured.
- Calculations Detailing will be done in The Requirement gathering Phase. Snapshot has been Given Below:

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
PO No.	PO1, PO3, PSO1	PO2, PO3, PSO2, PSO3	PO1, PO3, PSO1	PO2, PO3, PSO2, PSO3	PO2, PO4, PSO2	PO2, PO5, PSO3
CO No.	CO1	CO2	CO1	CO2	CO3	CO4
[illegible]	5	5	5	5	5	5
S1	NA	2	4	NA	5	4
S2	2	NA	4	NA	4	3
S3	1	NA	3	NA	2	5
S4	1	5	5	2	NA	3
S5	4	3	3	3	NA	2
S6	NA	4	2	1	4	1
S7	4	2	1	2	4	NA
S8	3	1	3	4	3	3
S9	2	NA	4	2	1	2
S10	NA	5	5	2	4	1
No of students attempted	8	7	10	7	8	9
No of students who got >60%	4	5	8	2	6	6
%students who got >60%	50%	71.4%	80%	28.6	75%	66.6

- Overall Attainment would be a Simple Average of all CO's. (Not a weighted Average)
- The Basic Percentage of Students who have secured marks equal to or Greater than Attainment Mark . This is Basis the Attempts made not basis the no of Students who have written the Test.
- This as an Output to be available.

- No Action Plan is required at the Level of an Assignment.

Assignment Level (Direct Level) PO Calculation

- Similarly, basis the Mapping, The PO level Attainment is Captured.
- This is essentially the Average (Attainment level of the CO's Numbers Tagged to a PO).
- Method – 2 logic will be adopted:
    - The percentage received above will be converted on a 3 point Scale.
    - And Multiplied by the value on the CO PO Matrix.
    - The average across all the CO's will be the Attainment (In terms of Percentage as well as Theoretical Score)

CO\PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3
CO1	3x2.06	2x2.06	3x2.06	1x2.06	1x2.06	3x2.06	2x2.06	1x2.06
CO2	2x1.27	3x1 27	3x1 27	2x1.27	1x1.27	2x1 27	3x1.27	3x1 27
CO3	2x2.25	3x2.25	1x2.25	3x2.25	3x2.25	1x2.25	3x2.25	2x2.25
CO4	1x1.98	3x1.98	2x1 98	2x1.98	3x1.98	1x1.98	2x1 98	3x1 98
	15.2/8=1.9=63.3	20.62/11=1.87=62.33	16.56/9=1.84	15.66/8=1.96	16.14/8=2.02	13.08/7=1.87	19.11/10=1.91	16.89/9=1.88

Level 3 indicates highly relevant. Level 2 – medium relevant Level 1 – Low relevant

- This will also be Captured and Reflected at the Assignment Level.

Indirect CO and PO Capture at Course Level

- Directly at a Course Level, The CO and PO Indirect Methodology capture sheet will be provided.

Assumption:

- The process, Templates and formats remain the Same as Direct Methodology.
- This would be a manual Upload methodology. No Automations for Capture of Data in the Indirect Method has been Factored for. No Linkages to the surveys, Forms has been factored in. Feasibility of the same to be explored.

Attainment across CO and PO's at a Course Level

- At the Course Level. The details of the CO Parameters and the PO Parameters and the Attainment averages will be captured on 2 Areas:
    - Internal Assessment
    - External Assessment
- The Final Attainment is a weighted Average Between the Internal and External Evaluation.
- The calculation Snapshot:

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Program

Term - 1

Subject - 1

		PO1	PO2
Direct Attainment	IA - 1	1.9	
	IA - 2	1.8	
	Seminar	2	
	Lab	2.4	
	SEE	3	
	Avearge for Subject - 1	2.22	
	Weighted Average (80%)	1.44	
Indirect Attainmnet	Indirect Attainmnet	3	
	Weighted Average for indirect Attainmnet	0.6	
Total Attainment	Total Attainmnet	2.04	
	Required Attainmnet (60% on a scale of 3)	1.8	

Subject - 2

	Attainment at a PO Level	• At a PO level the Simple Average Across all Courses PO will become the Attainment at the PO Level. • This would not Compute the CO, PO at a Student level.

APPROACH TAKEN FOR COPO:

This would be a Custom Build and has three Parts

Three Parts:

- Calculations : Automations at 3 Levels, (at each level we are assuming 3 – 4 Automations would be required)
  - Assignment : Calculation of the Individual CO's Attainment, Course Level Attainment, Individual PO level Attainment. (Both for Direct and Indirect, with weighted average for Direct and Indirect)
  - Course: At a Course Level, Calculation at a CO's Level Across All Assignment (Direct and Indirect)
  - Program
- Integrations: 3 API's with Automation. (Data Sets may cross 50K)
- Lightening UI's – 8 Nos.
  - 2 Pages for Question Creation
  - 2 Pages for Matrix Creation
  - 2 Pages for capturing the CO and PO.

COPO POINTS TO NOTE:

- Note:
  - Live Integration (Synchronous process) would lead to certain constraints; therefore, this would be an Asynchronous process. (Not a Live Integration, may have a batch Integration).
    - Towards this PEXA and e-People to understand the best methodology for the Integration and work closely together.
  - As Lightening components will be used, pages would not be a single page entry and may have a few clicks. UI's as per Salesforce Best Practices will be shared.
  - This Implementation will be Iterative as every piece once build will require a sign off as it has a waterfall effect. And one build sits on another.

Data Storage to be discussed and any limitations with respect to the Data Volume still to be confirmed.

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INTEGRATION SCOPED:

Currently Integration with 9 Systems have been scoped. An Increase on the same may have a Commercial Implication.

INTEGRATION WITH TALLY:

- This is for the Fee Generation and Receipt.
- This does not Include other Payments that are to be received.

INTEGRATION WITH NPF:

- Integration with NPF to bring in Data from Applicants to the Student Object once the Student Data is Uploaded.

WHATSAPP AND CHATBOT (SAME VENDOR):

- This is assuming that Digital Engagement is being Subscribed to by Reva.
- All trigger points for Whatsapp Msg will be identified and Messages Triggered.

PAYMENT GATEWAY:

- On the Login Portal of the Candidate, the ability to make payment from integrated 4 Payment gateways.

BACKEND LOGITEX:

-Integration with Logisys for the Marks. This would be a Two Way Integration where Details entered in Salesforce would flow to Logisys and Vice Versa. This is at a consolidated Level and not at a detailed Question Level.

INTEGRATION WITH PEXA:

- All COPO Questions to be Flagged in PEXA.
- All Question Level Marks will come into Salesforce via Integration. This may be a Two Step Integration.
- Details of the Same will be explored when we do a deep dive.
- The Consolidated Data (Summary of Marks), will be received from PEXA and shared with Logysis. (No calculation of marks will be done in Salesforce).

INTEGRATION WITH SMS:

- SMS would be sent separately from the SMS Vendor.
- Integration details would need to be discussed for Campaigns and the best method for Integration Identified.

SINGLE SIGN ON WITH LMS AND LOGISYS:

- This is to enable the Students to access the LMS Portal directly from Salesforce.
- Create a Single sign on with the LMS to ensure students have a single system to work with. This would be seamless and would be as per the implementations done in other Implementations.

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INTEGRATION WITH PLACEMENTS SOFTWARE:

- One API to push the Student Information to Placement Software has been scoped

METHODOLOGY OF INTEGRATION:

- The Integration Scope document to be shared with ePeople and a sign off on the same provided by the Client. (ePeople would share the Format)
- The methodology of Integration that is being recommended for each of the Systems would be Called out and can be either SOAP or REST. Salesforce would look at Integration through the WSDL API Format through Web Services only.
- Cut off dates for the historical data would be mutually agreed upon.

ePeople Responsibility:

- Based on the detailed scope, mapping out the format and the details of the integration will be completed in the discovery process along with the third Party/ Client representative.
- Integration/technical representative from ePeople end would facilitate the testing phase for the integration.
- Post the same, the live integration would be rolled out.
- If any backend coding / queries to be written on other Systems, after presentation and clearance of the same from the client, client to execute the same.
- There would be two levels of testing before it is pushed into the live environment of Salesforce.

Assumptions from Client:

- Data Sizing and API's would be in line with Salesforce Capabilities. We understand that this has been addressed.
- The Third Party Coding and details would be taken care of by the Client. They would need to anchor the following aspects of:
    - Being clear on the Table Structures and the exchange of data from the Third Party System.
    - Doing Coding/ Configuration on the third party system if required to consolidate and send data.

ASSUMPTIONS:

- The Standard Features and UI of SFDC: We are assuming standard Functionalities and UI of SFDC will be used. All Admin Tasks and Set up will be the responsibility of ePeople.
    - Custom UI's have been factors for all custom modules of Time Table, COPO, Attendance. The Standard modules on HEDA would have Standard UI's.
- A maximum of 8 System Integrations have been factored in.
- User Training:
    - 11 Days of training to be provide to different sets of users has been factored in.
- Data Upload:
    - It is assumed that Data would be provided in the Format shared by ePeople. Responsibility to validate the data would be the client responsibility.
    - Data only for the current Students will be uploaded. Historical Data will not be taken up

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in this Scope of Work.

- Reports and Dashboards:
  - A maximum of 40 reports, 3 Dashboards would be created by ePeople.
  - Training to Reva Team will be provided so that they can create their own Reports and Dashboards.
- Post go Live Support:
  - 1 months post Go live support would be offered as mentioned.
- Payment Gateway - While we appreciate Reva's interest in having a payment experience that matches Amazon's check out page, let us also understand that Amazon runs a different tech stack for their business. Apparently, Amazon has their own payment gateway for their e-commerce business. Since REVA has four payment gateways available, then for making a payment, it would be much viable to have the conventional approach of first selecting a payment gateway and then proceeding with selection of payment mode options and so on.
  Salesforce typically doesn't handle the UI/UX design of payment gateways. However, we would suggest best practices in accordance with architecture principles at a high level only.
- All Processes shared have been captured within the Scope of Work, in case of additional effort / hours for a Process, the same would be highlighted to REVA during the Implementation cycle.
- The SOW as Articulated in this Document would be held during the Implementation. In Case any Process / Point has been missed, Reva to highlight the same prior to Contract Finalization.
- Approx. Price for Standard Alumni module has been shared, detailed discussion not happened yet.
- The License Type of Communities had 10 Custom Objects. This to be kept in Mind for any additional aspects.
- SLCM and Empower HCM would be hosted in 2 separate Salesforce Orgs. Employees having both SLCM & Empower HCM logins would be able to switch between SLCM & Empower HCM seamless through SSO.

ADMIN MANAGEMENT:

APPROVAL WORKFLOWS AND ALERTS:

- All points where Approval workflows or Alerts are required from various Individuals, Signing Authorities as per the Standard Process in Salesforce would be configured by ePeople.
- These points would need to be identified and shared by REVA during the Design Phase.

TRAINING:

- Process for Training:
  - A Core team to be identified by REVA right at the Start of the Implementation Comprising of :
    - Process Champions and Admins.
  - They would be part of the Design and Understand the aspects of what is being Delivered by the system.
  - They would also be given various Trails that They would require to complete given Certain time Periods. Post completion of the Trails, they would be taken through the build as and when ePeople Completes a Process.
    - There would be close to 1 CRP (Corporate Room Presentation) in a week.
  - As ePeople would be following the agile Methodology, as and when a Module is built, this

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team would be run through the module, and would be given the Test Scenarios which have been Tested by eP.
        - Reva Team would then Test the System again to see if any Scenarios have been Missed.
    - During the Reports and Dashboards, ePeople would sit with Reva team members to build the Reports and Dashboards.
- Apart from the Above, at the end of the Period the Below trainings for users will be conducted :
    - 5 Days of Training have been scoped for the Users.
- Two day training for Admin has been scoped.
    - 4 Day Admin Training will be provided. (At the end of the complete Build, would be more a Clarification session)
    - 2 Day Reports and Dashboard Session will be provided. (Just as a Recap)

DOCUMENTATION PROVIDED:

- The Design document would be provided, which would cover:
    - *BRD(Business Requirement Document)*: basis the discussion had with Reva Team and the Information Shared, eP would Create the Business Requirement Documented for Reva. This Outlines the basic Flow and the Detailed Requirements to be created. It would also capture the best Methodology to do so. This Document to be signed off by REVA.
    - *FRD (Functional Requirement Document)* – This essentially captures the Schema of the Org with all details of Objects, Relationships, Fields, Workflows and Automations. This is the blueprint of the architecture which is Referenceable by any Salesforce Implementer.
    - *The Integration Documentation* – This outlines the Use Case, the methodology, the field Mapping and any other aspects linked to an Implementation.
    - *User Training PPTs.*

REPORTS AND DASHBOARDS

Dashboards Created:

- A maximum of 40 Reports would be created.
    - Student Dashboard: 1 Dashboards
    - Faculty Dashboard: 1 Dashboards
        - Timetable.
        - Attendance.
    - Payment Details:
        - Fees and Collection Status.
    - Course Details:
        - Details of Assessments Course Wise to come Back.
- Salesforce allows creating Reports and Dashboards without code. There are standard report structures which will be utilized.
- All Report Formats to be shared at the start of the Implementation.
- Admin will be trained on creation of Reports and Dashboards. Two training session would be created for Admin.
    - The Admin will also be supported by ePeople for the Creation of new reports.
- Reports and Dashboards are a standard functionality of Salesforce and the Partner would not be able to change any aspects of the same.
- The Export from reports would be available in the XL Format as per the Standards of Salesforce.

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Details of the same are given in the below link: Available as detailed in the Link. https://help.salesforce.com/s/articleView?id=sf.reports_export.htm&type=5

- Tableau limited to any Connect required for the SLCM Module has been considered in this SOW.

DATA MIGRATION

- Data Migration will be done through data upload (XL) for Historical Data of Leads / Accounts and Opportunities, Product and Price Books.
- In case we can Pull in any data from Integration, the same will be attempted.
- Templates for Data Upload will be shared by ePeople, Hygiene of the Data would be the responsibility of the Client.
- The same would need to be discussed in detail during implementation.
- Data Migration Limited to the Current Semesters will be done, Past / Historical data will not be taken up in this Phase.
- UAT sign off will be responsibility of both E-People and REVA Team. Epeople will be responsible to take Reva Through the Test Sheets and the way to test the UAT, Reva to come up with additional Scenarios and confirm the Functionality works.
- UAT data to be moved to Production by epeople for Go Live Post UAT sign off.

OTHER POINTS:

- No Separate Project Closure Report will be created by epeople, however we would hand over the Admin Credentials, All Updated Design Documents, Manual and Documents.
- Migration of Students from 1st Semester to 2nd Semester guidance will be provided by ePeople and we would be available for the same after Go-live.

OUT OF SCOPE ACTIVITIES

The Project out of Scope Activities covers but not limited those mentioned below:

SN	Stage	Out of Scope Activity
1	Implementation	- After the Design document (SOP) sign off, no major changes in the process. - There will be 1 Iteration on the UAT, post UAT sign off, any changes required would be treated as a Change Request. - Excludes content creation for Templates, Mailers etc. (Training for the same would be provided). - Managing the Instance post-Implementation for 1 months post goLive Training(Support Service). - Any other Task Activity not listed in the scope. Any development required in applications outside of the SOW is the responsibility of the Customer. - Data Migration based is limited to the scope defined. - Custom User Interface has not been scoped in this document - No Marketing Tool Integration has been Scoped. - Custom Build is limited to the areas mentioned in the Scope. - No Outputs have been scoped in this Flow.
2	Training	- Training based on the number of Days only would be provided.

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		- Additional Training would be at an Additional Cost.
3	Exclusions	- No Process from the Admissions has been factored into the Current SOW. - Transportation, Hostel, Finance Modules, - Tableau limited to any Connect required for the SLCM Module has been considered in this SOW. - A single API with the Placements System is provisioned in the Scope of Work. - Anything which has not been documented as part of Scope will be an Exclusion. This Scope of work is Inline with the RFP document as shared by Reva and has been confirmed on the Details in the Compliance Sheet.
4	Integration	Below 9 Integrations have been scoped: - NPF - Logitex - PEXA - Tally - Payment Gateway (4 nos) - SMS - Whatsapp - Single Sign on with LMS. - Placements API (Single)

TIMELINES FOR IMPLEMENTATION

The Estimated Calendar Time is Approx. **20-22 wks.**

The calendar would be established in the Kick off Meeting along with the Organization and the dates from both ends would need to be committed and held.

*Finalized Calendar would be shared after the Kick off Meeting, the below time chart of 10 Weeks is an Aggressive Plan.

The High Level Time Line has been Captured Below:

DELIVERY SCHEDULE - SLCM

*Please Note the Masters to be there for any Module implementation.

SN	Modules	Sub Modules	W 1	W 2	W 3	W 4	W 5	W 6	W 7	W 8	W 9	W 10	W 11	W 12	W 13	W 14	W 15	W 16	W 17	W 18	W 19	W 20	W 21	W 22
1	Design	Design Detailing																						
2	SLCM	Master Configurations:																						
		Student Onboarding																						
		Section, Classes And Electives																						
		Faculty 360																						
		Student 360																						
		Time Table and Attendance																						
		Assessments - Online and Offline																						
		Student Portal Configuration																						
		Survey (Across Faculty, Student, Parent)																						
		Admin Reports and Dashboard																						

Design Phase (Ouput of BRD and FRD)
Sign off by Client
Build Phase by ePeople
UAT to Client for Testing
Push to Production
Ready for Go Live

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STANDARD TERMONOLOGY USED:

- UAT : User Acceptance Testing: Post the build, ePeople would share all the Test Scenarios with the Client. The client would need to test the build and confirm all the business requirements have been met. Only post this would eP push the build into Production.
- CRP: Corporate Room Presentation: As and when eP completes a Build of a Module or a Sub Module, the same would be run through the Project Team of Reva for their Inputs and Feedback. This also helps the team become familiar with Salesforce.
- Change Request / Enhancements: Post the Business Requirement Sign off and the FRD Sign off by REVA, any new process would be treated as an Enhancement and any changes to the Signed off Document would be treated as a Change Request. These may have commercial implications. The same has been shared in the Pricing Section.
- Go-Live: When a Set of users have been trained and have been issued the License to starts using this is known as a GO-Live. Post this day, the 1 Month Support starts.

REVIEW AND ESCALATION:

There will be two Project Review Spaces Created:

1. Daily Review : With the Team Members.
2. Weekly Review: Project Updates will be provided weekly from ePeople stating all points which are delayed and reasons for the same. In case there is a miscommunication in Understanding, the client can revert on the same. Anchored by Project Manager eP and SPOC of REVA. The MOM of the same will be Published to all Core members.
3. Fortnightly / Monthly : Management Review:
   a. Updates / Escalations / Open Issues will be discussed in this Forum to ensure Faster Decisions and Clarifications are Received.

Escalation Process:

1. The Escalation Matrix will be defined post the Sign off and the Kick Off meeting with both Parties:
   a. ePeople will have a Two Level Escalation Process Established. Norms for Escalation would be Established on the below Parameters:
      i. No Clarity on an Issue >7Days.
      ii. Decision Pending Greater Than 7 Days.
      iii. No Revert Response by either Party Greater than 7 days.
      iv. Disputed / Difference of Opinions
2. Revert Time:
   a. As per the Calendar Plan, Epeople would have a Revert Time of 24Hours to any query raised by Reva.
   b. In case of any Changes / Additions to the deliverables, the same would reprioritized and taken in the Subsequent Sprint in Concurrence with Reva.

PROJECT TEAM

- 1 Project Manager: The Individual will be Responsible for Cadence as well as Calendar Timelines of the Project.

   - Experience: Min 7 Year Experience. Having Handled Large Implementations.
   - Management Representation: Has a management representation.

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- Salesforce Certified: Admin Certified.

- 1 Technical Head : To review the Technical Architecture and ensure the Best Practices are Adopted.

- 2 Sr. Tech Resources: Two+ teams may be required to work Parallelly given the time frame. Each team would consist of:

  - Experience: Min 7+ Years' Experience in Salesforce, having anchored over 10 Projects end to end.
  - Certification: Admin, PD – 1, PD – 2.

- 2 Program Manager:

  - Experience: 6+ Years' Experience. Having Handled a Minimum of 6 Implementations End to end.
  - Certification: Admin, Sales or Service Cloud Certification.

- 2 Functional Resources / Testing Resources. (Dedicated)

  - Experience: 2+ Years' Experience. Having worked on 3 + Projects.
  - Certification : Admin

- 4 Dev Resources.

  - Experience: 2+ Years' Experience. Having worked on 3 + Projects.
  - Certification : Admin

METHODOLOGY OF DELIVERY

- ePeople would have the Program Managers visiting the REVA and spending Time with the team during the below Phases:
  - Design Phase.
  - CRP's.
  - UAT Phase
  - Report and Dashboard Phase.
  - Training
  - Go Live – For 1 Week.
- No Onsite resources would be deployed at REVA on a Permanent Basis, However as requested by the Client eP resources would be available at REVA as and when required by the Project Team.
- All Development Activity would be done from eP Offices. For Integration, in case a Developer is Required to visit REVA, the same would be arranged.

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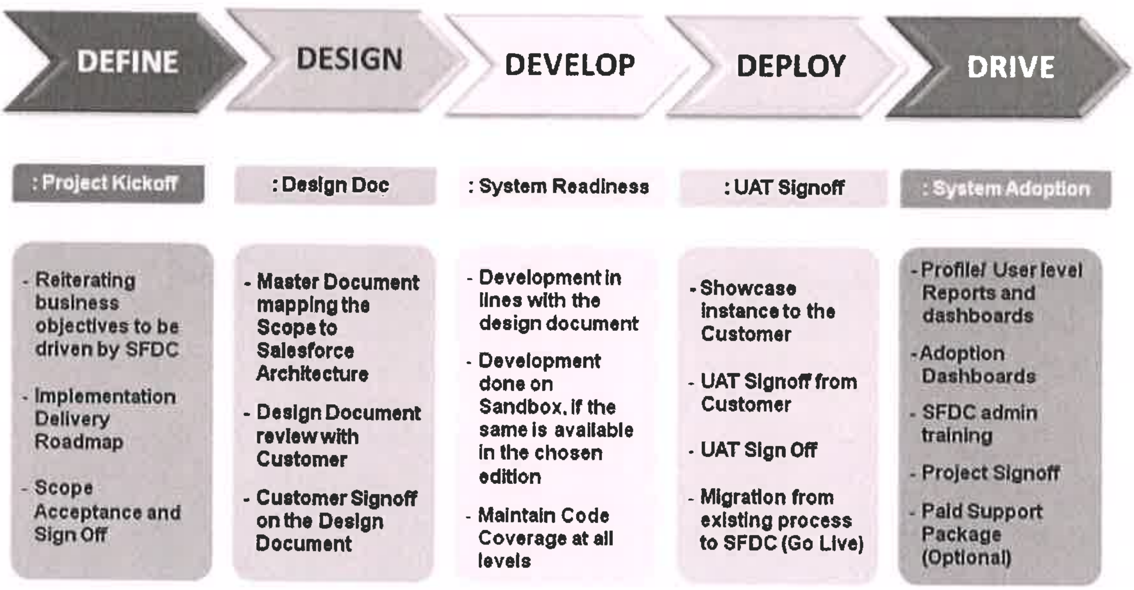
IMPLEMENTATION METHODOLOGY

ePeople's 5-D Model for SFDC Implementation



The Key Differentiators on the methodology of Implementation:

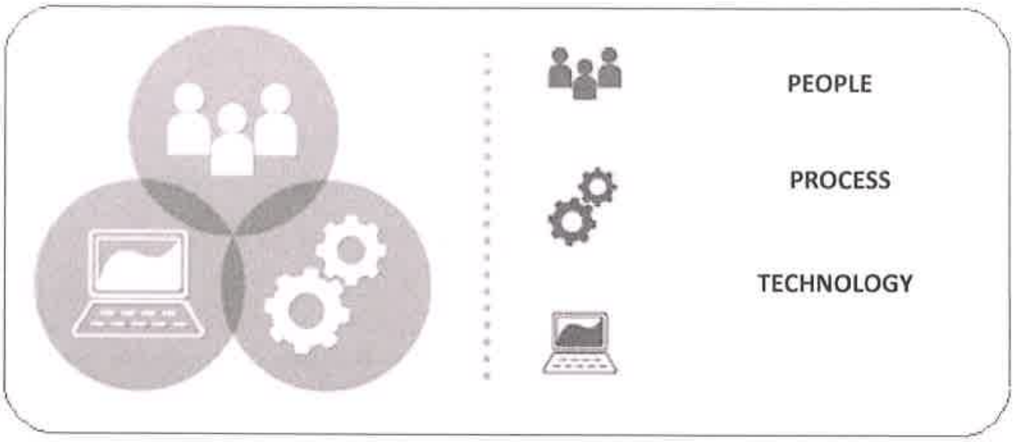
- Getting the design right which captures all elements of the organization is a strength we are able to bring forward due to the domain knowledge that we possess in this Industry.
- We believe the key success factor to any Implementation is the adoption and right training provide to the end users whereby they see value in the usage of the system.
- Analytics is enables to ensure that the ROI is delivered to the organization.

ABOUT EPEOPLE

ePeople Bespoke Consulting (P) Ltd. commenced services in 2004. We have been engaged in Consulting Services across various industries. Our uniqueness is that we work at the level of core business challenges and address the same with customized solutions. We are one of the early adopters of the concept of offering ON-DEMAND SOLUTIONS.

By 'Bespoke', we literally mean "Solutions Customized to match your Business Requirement". We understand that every business has its unique requirements and challenges. We understand the business challenges, and work with the Process, People and Technology to develop and deliver a tailor-made solution, so as to suit the organization's context and objectives. As managed consulting partner of Salesforce.com, we have more than 50 successful SFDC implementations across the various verticals.

We collaborate across the 3 key aspects of businesses **People, Process and Technology,** to deliver a desired value proposition, to create desired outcomes.



<u>OUR FOCUS</u>:

- Sales
- Customer Engagement
- Collaboration

PRICING SUMMARY AND PAYMENT SCHEDULE

ePeople will be delivering the above Project and the following table presents the summary of pricing for the Licenses with different Options:

		Costing	
SLCM	Masters Setup	₹	3,64,000
	SLCM Modules	₹	49,68,600
	Additional Requirement Cost with Discount	₹	9,56,000
	Alumni	₹	6,34,400
	COPO	₹	17,10,400
IMPLEMENTATION COST		**₹**	**86,33,000**
Final Discount Offered		**₹**	**2,23,000**
TOTAL IMPLEMENTATION COST		**₹**	**84,10,000/-**

**Taxes are additional.*

**Visit to Client Location outside Bangalore would be Reimbursed on Actuals by Client.*

**Change Request would be at the Rate of Rs. 1260/- per hour.*

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The Payment Terms for the Implementation: (Indicative, This would be Finalized at a later point post the Calendar Freezing).

Payment Milestone	*Percentage (%)*
Sign on Three Milestones: - Sign on - 30% - BRD Document - 10% - FRD Document - 10%	50%
UAT – User Acceptance Test, when Sign off Is done in the Test Environment Assuming there would be 5 UAT's: - Student Onboarding - 5% - Faculty 360 - 5% - Student Portal - 5% - Time Table - 5% - Integrations - 5%	25%
GO LIVE – Once Users have been given the Licenses Looking at a Minimum of 3 Go Lives: - Faculty - 10% - Students - 10% - Integrations - 5%	25%

TERMS & CONDITIONS

- All charges mentioned above are exclusive of Taxes and Government levies. Wherever applicable, ePeople will charge all applicable taxes like Service tax and other Government levies as on the date of invoicing.
- Any expenses such as travel, accommodation etc., incurred to deliver the services or to collect data / information by ePeople team from REVA UNIVERSITY office(s) other than Bangalore location will be extra and will be paid by REVA UNIVERSITY to ePeople at actual.
- If any module is not required the Costing towards the same would be deducted from the Billing.
- Norms of Services for execution of the Project would be shared with the Client. The SPOC would need to return a signed copy of the same. This is just a Guideline/ Expectation setting document which will help to maintain the health of the Project and will be jointly finalized and not a formal Agreement. More from the way we will execute the Project.
- REVA UNIVERSITY will arrange to pay within 30 days from the date of Invoice.
- In the event ePeople fail to perform the Services or part thereof beyond thirty (30) working days from the agreed timelines specified in the applicable SOW, REVA under the Agreement can reduce the amount payable to the extent of 1 % of the project value, per week of delay or part thereof, subject to a maximum of 5% of the total project value under the applicable SOW.

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- In the event that development is delayed due to REVA UNIVERSITY's business reasons, the amounts specified in this order will be claimed by ePeople on the stipulated project end date.
- All Delays would be Captured on a weekly Basis and Presented to Reva on the Project Reviews.
- REVA UNIVERSITY will have a single point contact for all project-management related communication. In addition, ePeople will also provide a single point of contact for all contractual / commercial communication.
- REVA UNIVERSITY will make available the required resources (end users as well as IT staff) for activities such as sharing of business processes and sign-off for the various deliverables. The organization will make available the required resources (end users as well as IT staff) for activities such as sharing of business processes and sign-off for the various deliverables.
- REVA UNIVERSITY will provide the necessary access to the applications, information, development environment, tools and literature to service provider's onsite resources. This would Include the below Prerequisites:
    - Internet Connection (4G) speed of 25MBps.
    - Printer.
    - Seating space and Conference Room Space for Meetings.
    - Projector for meetings.
    - Refreshments and basic food.
    - If a resource is required for a Onsite meeting outside the normal Schedule of key Interaction points, Transport / reimbursement for the Same.
- Subject Matter Experts and users from REVA UNIVERSITY will be available for consultation to ePeople resources for sharing the business knowledge.
- The facilities made available to the ePeople onsite coordinator would include required computing resources and equipment, office space, communication & reprographic facilities, amenities, relevant platform IDs with appropriate authorities and project specific software / tools.
- REVA UNIVERSITY will respond to the queries raised by ePeople resource and conduct the reviews and give necessary sign-offs within a reasonable timeframe. ePeople will not be responsible for any idle time resulting from delay in review, approval, clarifications or any project related information from REVA UNIVERSITY.
- In case if REVA UNIVERSITY proposes to effect any changes to the scope of services, such out of scope work will be carried out only after conducting a detailed study by ePeople and such changes shall be implemented only upon a prior written consent from both the parties. The cost incurred on these changes will be additional.
- As the first step for the assignment, REVA UNIVERSITY will issue ePeople with a Work Order.

For ePeople Bespoke Consulting Pvt Ltd.

For ePeople Bespoke Consulting Pvt. Ltd.,

By

Name : Mr. Ravishankar G

Title : Managing Director

Managing Director

For REVA University

By

Name : Dr. M Dhanamjaya

Title : Vice Chancellor

Vice-Chancellor

REVA University, Rukmini Knowledge Park

Kattigenahalli, Yelahanka, Bengaluru-560 064

ANNEXURES TO THE PROPOSAL - SLCM

Compliance to the REVA RFP:

REVA ERP Requirement Documentation			
SN	**Areas**	**Part of Scope**	**Remarks**
1	Covers only the Registrar Office and the Academics Section.		

3.2. Admission (Registrar Office)			
This complete Section comes from NPF Integration, in salesforce the Objects and Data Mapping will be created.			
SN	**Areas**	**Part of Scope**	**Remarks**
	Program Configuration	Yes	
	Fee Structure Configuration	Yes	
	Quota Configuration	Yes	
	Category Configuration	Yes	
	Admission Form Checklist	Yes	
	Application form Schedule	No	
	General Eligibility Configuration (SSC, HSC etc...)	Yes	
	Category wise Scholarship fee details	Yes	
	Provisional Offer letter configuration	No	
	Basic Registration	Yes	
	Fee Payment	Yes	
	Student Profile Entry	Yes	
	Document Verification Process Checklist and Checklist download	Yes	
	Conversion of applicant to student.	Yes	
	Admission Cancellation: Attachment Upload Option (Student Status)	Yes	
	Year Down: Process with remark option	Yes	- As per Salesforce Process. in Case of Customisation the same will be Detailed and the Effort Shared.
	CET/COMDEK Flow	No	
3.3. Analytics			
	Dashboards and Reports		- Standard functionalities as in reports and Dashboards. - Page 19: In SOW
3.5. Notifications			
	Notification		Configurable notifications in Salesforce

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3.6. Major Challenges in Current Application			
	Dashboards and Reports		As per Reports and Dashboards.
	It is very hard to export excel		Standard Functionality in Salesforce Licence
	For a Report Modification purpose, Fields Adding option is required by the admin level (Front end option).		Available
	As per end-user requirements need make to new reports within the duration.		Available
	After, exporting to excel, Details should come with perfect alignment and format. (Rework not required)		Standard as provided in Salesforce.
	Configuration Part: Reduce the lengthy configuration part.		As per Standard Salesforce Configuration Showcased.
	Same kind of data, the configuration needs to do in one short.		Standard Functionality, this is as per Standards in Salesforce, No Change to the same.
	Multi selection option is required		Standard Functionality, this is as per Standards in Salesforce, No Change to the same.
	3.6.4. Integration Issue: After pushing, need to capture all the data without fail.		
	Photo, Document missing issue.		Failure and Success Logs would be provided
	Data should be placing properly.		As per the Integration Mapping
	Integrated details data reports are required.		Logs would be provided
	3.6.5. Upload & Export Option is required.		
	Need to upload bulk student details.		Available through Data Loader or Wizard.
	Same as download. Need to download easily, if more than 10000 records also.		Available as detailed in the Link. https://help.salesforce.com/s/articleView?id=sf.reports_export.htm&type=5
	3.6.6. Data Migration		
	In Case of migration, data should be proper.		This is the Responsibility of Reva to Provide Accurate Data. The same data will be reconciled in Salesforce. Reva to sign off post data Upload.
	3.7. Stability Issue		
	System data should be stable to any period time, here, suddenly some of the data is missing in without any kind of action.		User Logs would be maintained to track the security of Data
	3.8. Quality (Should maintain the quality)		

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	Always follow the standard format. e.g.: Search options need to work properly. E.g.: Search with the application number. Some of the cases not getting.		Standard in Salesforce
	Page Loading: It should take only Minimum Processing time. But here loading time is more.		Standard in Salesforce Pls refer to https://trust.salesforce.com/en/
	Drop down selection is not user-friendly		Standard in Salesforce, showcased as per the Demo.
	3.9. Structure Change: School wise Filtration is required. E.g., B.Sc. Comp Science, Semester…		Standard in Salesforce
	3.10. Alert and Notification		
	Based on the requirement, alerts and notification should trigger to the end-user. E.g.: After admission, an approval message will pass to the		Standard in Salesforce
	3.11. Duplication (Avoid the duplication)		Standard in Salesforce Need to enable Duplication when Data is being Uploaded.
4. Academics Module:			
	Subject Master	Yes	
	Student Course Allocation	Yes	
	Faculty Course Allocation	Yes	
	Timetable	Yes	- This module would be a Complete Custom Build. Max of 60 Days effort has been Scoped.
	Student Attendance	Yes	
	Course File	Yes	
	DMS	Yes	- This is a Standard File Management in salesforce. - If Integration with Any other Data Management System is Required, would be Scoped Separately.
	Exam	Yes	- Integration with Logisis. --> If Logisis does not have ability to Integrate, the Examination Planning and Assessment online cannot be built on Salesforce. Salesforce can Integrate with any other System e.g. Mettal.
	Mentorship	Yes	
	Scholarship	Yes	
	Feedback	Yes	- This is through Survey Module mention in Proposal.

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	Assignments Marks View	Yes	- Assignments and Marks Integration from the Exam System. No Calculation or Logic in salesforce. - Visibility on Marks at any level would be available in Salesforce.
	Quiz Marks View	Yes	- Assignments and Marks Integration from the Exam System. - Build of a Quiz module is not available in salesforce.
	COPO (Course Outcome Program outcome)	Yes	
	Internal Assessment Marks	Yes	- No Assessment in Salesforce, faculty can Individually else through Mass Upload, Upload Internal Assessment Marks. - This would then be Integrated into Logisis. - No calculation / Computation will be done in Salesforce.
	Syllabus Configuration	Yes	
	Course Configuration	Yes	
	Academic Calendar	Yes	
	Batch Management	Yes	
	Alumni	Yes	- As per Detailed Scope of Alumni in Pg: 15 - Details of the Alumni Features will be taken up in the Design / Requirement Phase. - Currently an Assumption of 500 Hours for Alumni has been Scoped.
	Announcements	Yes	- Chatter Announcements.
	Post	Yes	- Chatter Announcements.
	Reports	Yes	
	Dashboards	Yes	
	Committee	Yes	- This SOW covers Chatter Group Creation for a Community and all Detailed and Correspondences of the meeting will be posted in the Group. - There are 5000 External Licences which can be Provisioned for any users outside of Reva.
	Student Leave	Yes	- Any Request for Attendance e.g.: Attending events etc, can be applied by the Student Using Cases. This would redirect for approval to the Respective Faculty.

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	Office Docs (Student Fine, Certificate Fees)	Yes	- a Student at any Points can Request for any Documentation / Query Resolution through the Portal. This would go through the Standard Case Management in Salesforce to CRO Team. - Any Fines / Penalties can be shown in the Payable Section of the Portal. Payment gateway will be linked. - Any Payment received offline can be Updated Manually by CRO Office.
	4.1. Major Challenges in Current Application:		
	There is no proper access to report as per the organization hierarchy.		As per Reports and Dashboard
	Both minimum and maximum session options should be available while entering attendance.		Every Subject / Section will have the Min and Maximum number of Classes to be scheduled. If two Classes are Combined and a Student attend only 1 Class the same should be reflected in the Attendance.
	section wise promotion is required, if lateral entry & regular classes happen parallel		Available
	Soft core subjects mapping for multiple sections not able to map in single slot.		Custom Built, Scoped
	Swapping time table between days is not possible (Thursday/Saturday) (E.g. : If REVA follows Thursday timetable for Saturday need to copy those).		Custom Built, Scoped
	Show Attendance Entry Screen or Notification alert directly when faculty login		For Faculty Leave attendance, the same will be available on the Home Page of Faculty. For Student Attendance, Same would be available in the Timetable.
	The class adjustment during leave should be provided to individual faculty		Available
	Remedial attendance capturing for students		Adjusting the Attendance of the Student by the Faculty / Admin is Available The Faculty can call for an Extra Class, He would need to manually add students for the Class. Only

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			those students attendance will be counted.
	Open elective subjects mapping process		Available
	Copy period option is very much required for time table mapping to reduce the time		Custom Built, scoped This is the functionality that an exact copy of a Days Schedule for a Section can be replicated to another Day.
	Provide option to mark the attendance if faculty taking continuous sessions (slot 1 & 2 for the A, B ,C section) at a time.		Custom Built, Scoped
	While mapping the time table, period has to be mapped for all the sections in a single shot.		Custom Built, scoped The Faculty would have the ability to mark student Attendance in 1 Shot across 2 or more sections. This however will be marked section wise currently. The Ability to create a combined list will be explored in the Build Phase.
	Course file: Upload of files should be of any format like excel, word, pdf, etc…		Available
	Modification of course files should be permitted.		Available
	Feedback Access: No proper control in the feedback parameter.		Available
	Audit Log is required.		Available
	Administrator should be super user.		Available
	Role and Privileges should be properly configured for student, teaching, non-teaching, higher level Access, etc.		Available
	Customization option should be given for reports.		Configuration Option is available as shown in Demo, No Customisation is Possible in reports and Dashboards.
	All kinds of report should be permitted like configuration, mapping, allocation, etc…		Available as long as data is in Salesforce. Limitations as per Link.
	No pop up / alerts are generated for any errors.		Available as per Standard
	Unable to search the programs in the field properly.		Available as per Standard
	Manual intervention is more in the application.		This is based on the Design and the Requirement of the Admin.
	It is not user-friendly like "ALL" option should be provided in all the user interface.		Salesforce is User Friendly as a Product.

	DE promotion option should be given.		Custom Build needs to be scoped
	No generic resolution of issues. It is user specific.		No Such Issue in salesforce
	There is no multi selection and all option while generating the reports.		Need Clarity
	Screen Loading issue		As per the Standards in Salesforce
	IA marks upload issue.		As per Standard Upload Option in Salesforce.
	Alert / notification issue.		Available
	SMS and Email is not triggering to students and parents.		Available
	Not maintained the unique/ primary keys to avoid the duplicates like in the menu mapping, duty allocation.		Available
	Report is not aligned properly like logo is not fixed properly, extra spaces between the data.		As per Standard Reports and Dashboards.
	Fees details is not same in the receipt.		No Such Issue in salesforce
	Lateral Entry: Unable to create the lateral batch along with regular batch.		No Such Issue in salesforce (Create a Lateral semester which will follow the Same Semester Process, no extra Requirement has been shared for this SOW.)
	Unable to search with the application number.		NA
	Taking more time while generating the huge data. (Around 15-20 mins)		No Such Issue in salesforce
	Sessions are not reflecting for all the sections after faculty and student course allocation.		No Such Issue in salesforce
	Dependency is more on the vendor as we didn't receive complete user manual.		Multiple Vendors are available.

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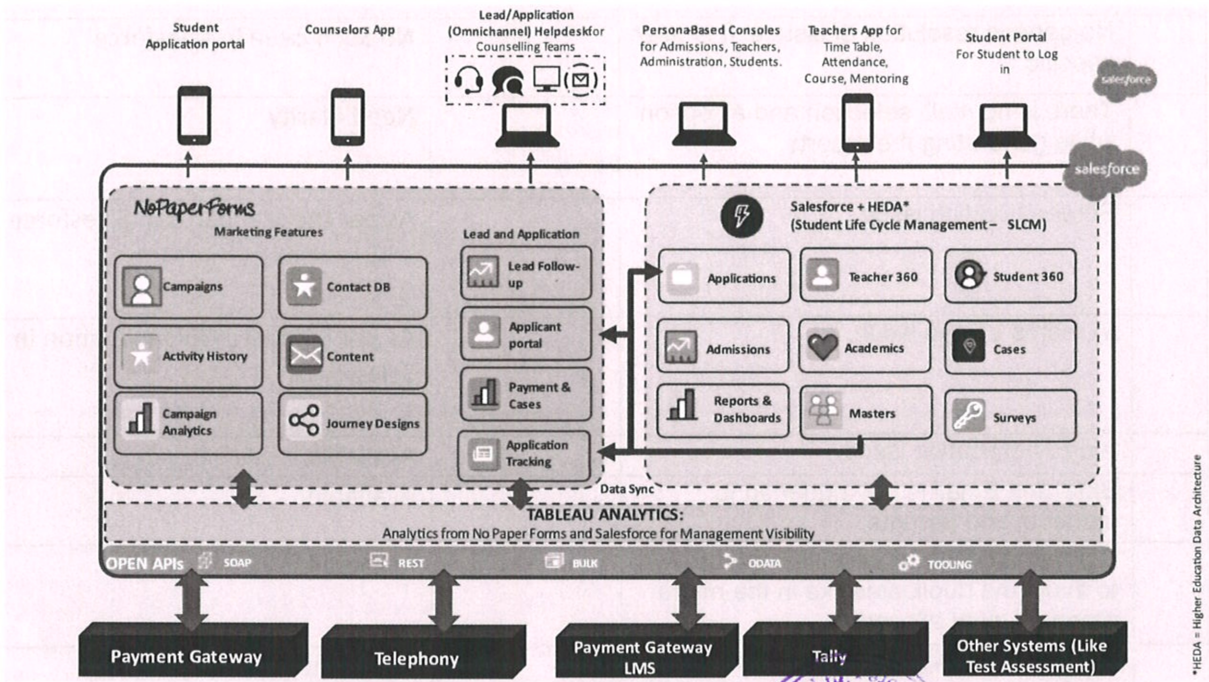
Complete HEDA Architecture:



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