Mysoftheaven (BD) Ltd

(A complete IT Solution)

Proposal for Development of Enterprise Resource Planning (ERP) System.

1. Hospital & Diagnostic centre Management system.

2. Inventory management system.

3. Accounts management system

4. Attendance Management systems

5. Human resource management system

Project title	ERP software Development
Prepared By	Mysoft Heaven (BD Ltd.
Date	21-09-2011

Client Information :

Company Name	**Diabetics Hospital Lalmonirhat**.
Address	Latmonir hat .
Country	Bangladesh
Contact person	Md. Saiful Islam

Company Information :

Company Name	**Mysoft Heaven (BD) Ltd**
Address	15/10,Block #C, 3rd Floor, Tajmahal Road, Mohammadpur, Dhaka-1207., Dhaka.
Country	Bangladesh

Part-1

Technical

1.About Us

Mysoftheaven (BD) Ltd is a leading business and Software consultancy firm and reputed company involved in wide variety of computer business in Bangladesh established in 2003 .Early In the 2003 **Mysoftheaven (BD) Ltd** steeped into wide variety of activities, which included Project Development, Data Analysis , Data Processing and Data entry activities ,call Center service provider and training center. With more than 7 years Software implementation experience **Mysoftheaven (BD) Ltd** has developed best practices that ensure the success of business and technology initiatives of its customers.

2.Our Mission

To ensure client's interest as our top most priority. To provide cost effective Software Development, website designing and development services, network & Hardware service and achieve mutual growth for our clients, employees, vendors and the organization at large.

3.Our Vision

Mysoftheaven (BD) Ltd as a **Professional Application Development Company** has a clear vision to commit ourselves for Development and Maintenance of Software Development ,Networking and Multimedia and Web Enabled Solutions and provide dedicated services to our clients in their respective business spectrum. We want to inculcate high responsive attitude towards the immediate needs of our clients and surpass their expectations and deliver the best in the IT industry. Using our in depth domain knowledge and vast industry experience, we want to provide our clients with latest Software Development, Web Developments and render the best designing and development services to solve complex business issues and mutually benefit the business for continuous growth.

4. Organization Structure

Mysoftheaven (BD) Ltd   Employees within the areas of management, system architects, software engineers, quality assurance etc. The Management setup is illustrated below:
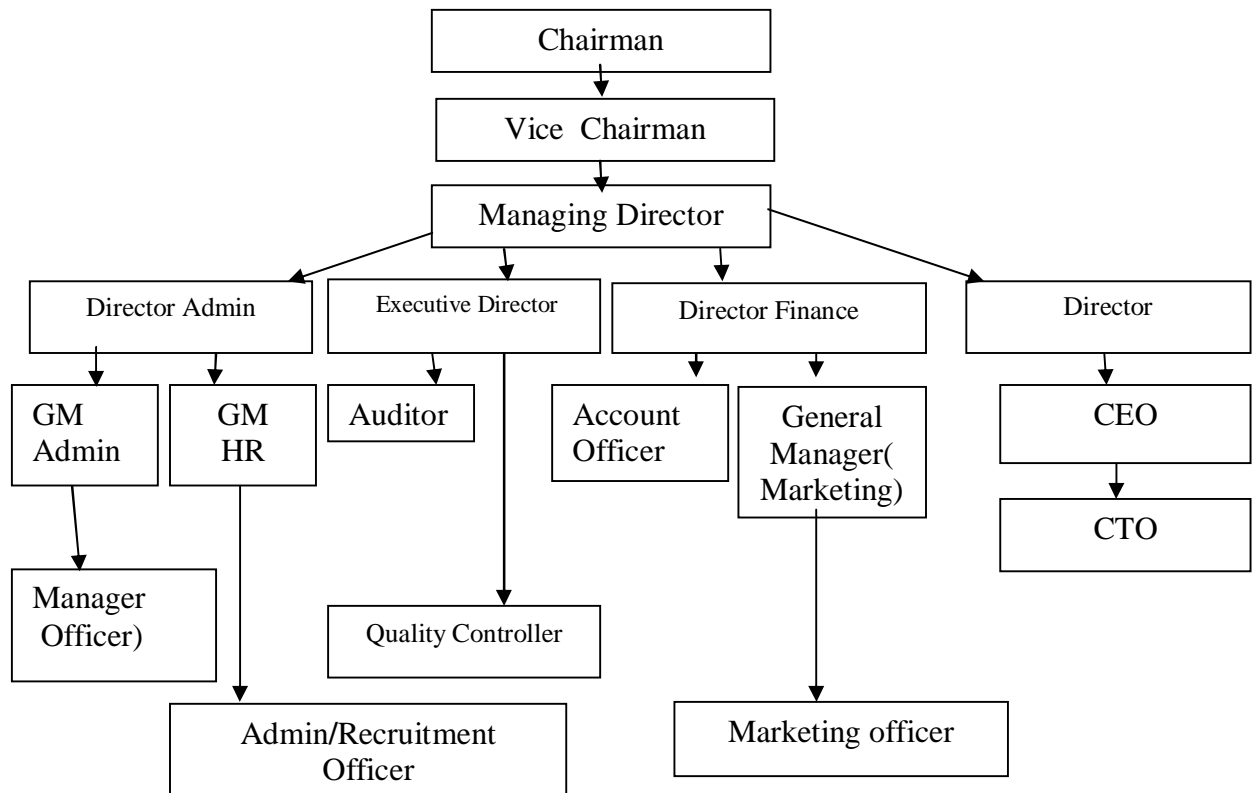
```
                        ┌──────────────┐
                        │   Chairman   │
                        └──────┬───────┘
                        ┌──────▼───────┐
                        │ Vice Chairman│
                        └──────┬───────┘
                        ┌──────▼───────────┐
                        │ Managing Director│
                        └──────────────────┘
```

| Director Admin | Executive Director | Director Finance | Director |

| GM Admin | GM HR | Auditor | Account Officer | General Manager(Marketing) | CEO |

CTO

| Manager Officer) | Quality Controller | Marketing officer |

Admin/Recruitment Officer

Figure: Organization Structure.

5.Mysoftheaven (BD) Ltd Expertise

Mysoftheaven (BD) Ltd professionals are skilled in various technologies. The following is a shortened list of the technologies more widely used:

Design Methodologies	UML, SSADM 4. M
Development Tools	Visual Studio, Developer X.X .
RDBMS	Oracle, MS SQL Server, DB2, My SQL.
Web Servers	Domino Server, Microsoft IIS, Apache Web Server, Web Sphere, Tomcat, Web logic.
Web Development Tools	Visual Studio.NET, C#.Net, VB.NET, ASP.NET, ASP, PHP, XML, PERL, CGI, Java, JSP, EJB, WAP, WML, WML Script, HTML, DHTML, Java Script. VBScript, CSS, Ajax.
Distributed Computing	CORBA, COM, DCOM.
Operating System	Windows 9x/NT/200X, Linux, OS/400, SCO Unix, Linix
Languages	Java, C, C++, RPG, C#, Visual Basic,PHP
Document Management	Lotus Notes & Domino Server.
Other Tools	Dream Weaver, Visual Interdev, Cold Fusion, Microsoft Front page Express
Multimedia	Macromedia Director, Macromedia Flash, Macromedia Author Ware, Adobe Premiere, 3D Studio Max.

6. Areas of expertise:

01.	**B2B** and **B2C** Internet/Intranet Applications
02.	**E**RP solutions for small , medium and Large scale Industries
03.	**H**uman Resource Management System
04.	**CRM / S**ales and Distribution System
05.	**PDA** based systems
06.	**M**obile based systems
07.	**E**lectronic **F**und **T**ransfer **S**ystem
08.	**D**ynamic Report Designer
09.	**F**inancial Accounting Package
10.	**B**ranch Banking Solutions
11.	**I**nventory Control System
12.	**P**rocess **A**utomation System
13.	**P**roduction Control System
14.	**MIS** of various types
15.	**D**ecision Support Systems
16.	Banking Core Systems.
17.	Iphone Application.
18.	Mobile Application.
19.	Network Troubleshooting.
20.	Call Center.
21.	Web Application .
22.	Website Development.
22.	Graphics Designing.
23.	Data Entry +Data Processing.
24.	Search Engine Optimization.
25.	Software Maintenance.

7.Software Resource

Windows XP,LINUX Operating System

Windows NT

Windows 98/2000

Oracle8 RDBMS with Developer/2000 & Designer/2000 ,Office 97 Suite

 Developer Studio (Visual Basic 6, Visual C++, Visual J++ and Visual FoxPro 5)

 (All other popular Software for assisting Corporate Training)

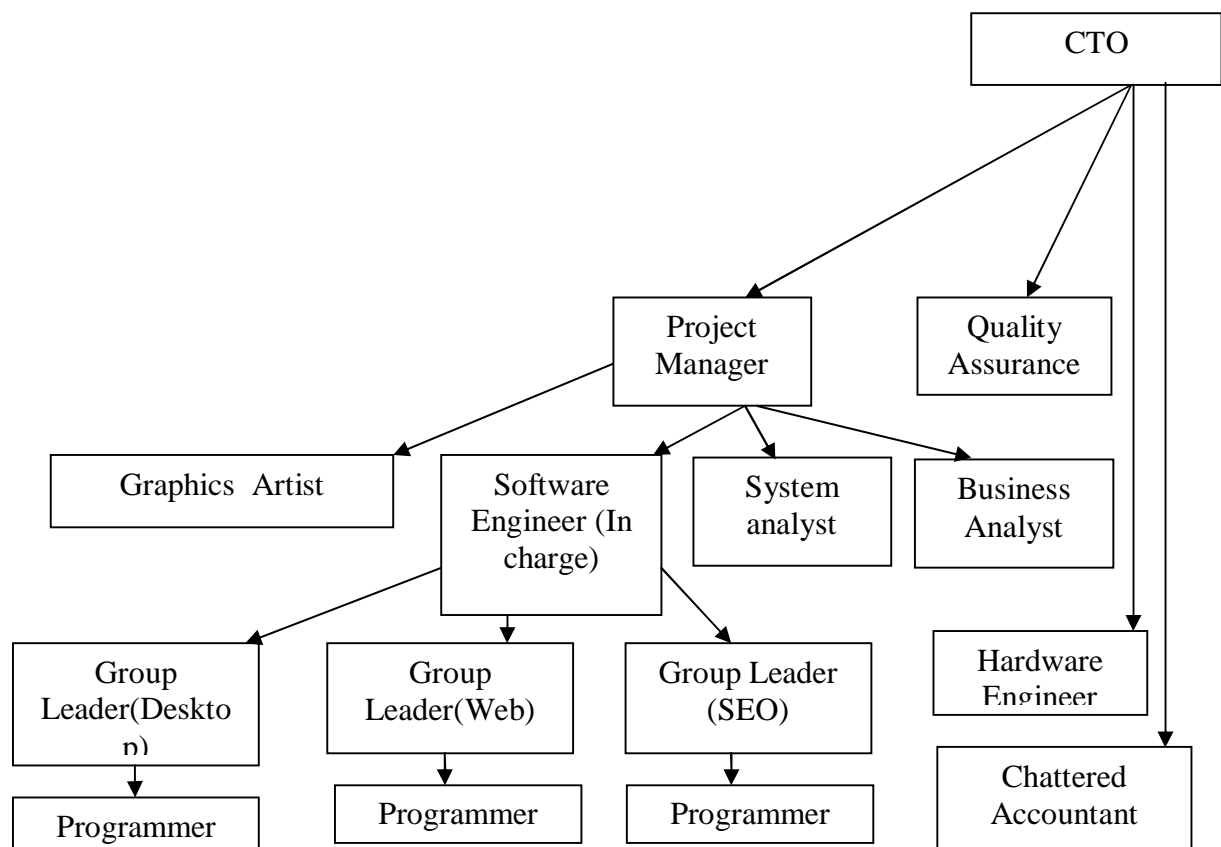**8. Mysoftheaven (BD) Ltd Technical Team Structure:**

Figure: Mysoftheaven (BD) Ltd Technical   Structure.

9.0 Scope of Work:

9.1 Client

Diabetics Hospital Lalmonirhat., Bangladesh

9.2 Business Overview

Diabetics Hospital Lalmonirhat. Is a Hospital and diagnostic centre . They wish to automate Full ERP system of overall management is improved.

9.3 Business Flow

Diabetics Hospital Lalmonirhat. ERP software Development..

9.4 Overview of the Proposed System

The purpose of the proposed system is to manage and automate the Full systems of **Diabetics Hospital Lalmonirhat**. using A complete Enterprise Resource Planning (ERP) System

9.5 Risk Management

Schedule Risk: The schedule is very tight and resource is limited so there are chances to miss the deadlines. To minimize the Schedule Risk and to achieve the dead line of the project the Team Leader and the project Manager will monitor the progress of jobs very closely and if needed additional resource will be engaged.

Human Risk: As the project is very tightly scheduled leaving of any team member will result on missing deadlines. If new team member is engaged it will not be possible to train him/her so quickly. To overcome this risk, team members should be encouraged to share their tasks with other members in weekly session. Design and codes should be documented properly.

Domain Knowledge Risk: The domain of this software is basically in client side so there is a risk of communication gap in gathering domain knowledge. To overcome this risk detail requirement documentation should asked from client side. Weekly meeting, teleconference, mail will be arranged. Regular email communication should be continued and without an active participation of SCB IT in laying out the "BDDB Dumb " text file and mapping of the database with field would be a serious project risk.

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9.6 Change Control

The Project Manager will be responsible for maintaining 'Project File', Approving Changes and Monitoring overall activities of the software. Business Analyst will be responsible to control business requirements, Team leader will be responsible to control the source and PM will be responsible to monitor change request status & will maintain following documents

- CR(Change Request) Form
- RTM (Requirement Traceability Matrix)
- Complexity Based Estimation

9.7 Requirements Management

Requirements form the basis of project planning and management and all the activities performed in a software project. For successful project execution, it is necessary to ensure that the requirements are managed effectively and that all project activities are based on agreed and signed‑off requirements.

The Requirements Management process ensures that proposals and contracts are based on gathered and approved requirements and that these requirements form the basis for all planning and execution activities of the project. It establishes the Requirements Traceability Matrix with bi‑directional traceability with the initial requirements and defines the Project RM Plan. The Requirements Management process uses this Project RM Plan, along with the Software Engineering Lifecycle process and the Project's Process, to manage requirements and maintain bi directional traceability throughout project execution.

9.8 Review Process

The purposes of the work are:

- Product reviews is to ensure that work

- products/ outputs of various processes in software projects meet the specifications and relevant standards. For example:

  • Project Proposals

  • Project Management Plans and other project planning documents

- Risk Management Plan

        o Project CM (Configuration Management) Plan

        o Project MAA (Measurement and Analysis) Plan

9.9 Risk Management

Schedule Risk: The schedule is very tight and resource is limited so there are chances to miss the deadlines. To minimize the Schedule Risk and to achieve the dead line of the project the Team Leader and the project Manager will monitor the progress of jobs very closely and if needed additional resource will be engaged.

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9.11 Quality Assurance

Serial No	MSL Quality Policy Statements	Reference
01	A SQA shall be assigned to every project at the start of the project. SQA shall not have a direct reporting relationship to the Project Manager or the Group Manager of the project in which he/she is the assigned SQA. For Project QA activities, the SQA shall report to the SQAM/ QAM.	Project Initiation Note
02	A Project QA Plan shall be prepared and used to objectively evaluate work products and processes of projects.	SQA Plan & Tracker
03	Results of the evaluation shall be reported to relevant stakeholders and escalated as required.	SQA Plan & Tracker
04	Actions to resolve the identified issues shall be tracked to closure.	SQA Plan & Tracker

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9.12 Standards

The purpose of Quality Assurance is to provide an objective evaluation of processes and work‑products of software projects. A Software Quality Analyst (SQA) who is independent of the project carries out the Quality Assurance activities for a project. The SQA provides Chief Operation Officer (COO) with appropriate visibility into and feedback on the processes and work products of projects.

9.13 Responsibilities:

Phase	Responsibility
Planning& Documentation	Project Manager, Domain Expert, Technical Lead, Software platform Architect, Network consultant, Story board writer, Developers, Technical Writer, Trainee
Requirement Analysis	Project Manager, Domain Expert, Technical Lead, Requirement Analysis Software platform Architect, Network consultant, **Client rep**
Requirement review	Project Manager, Domain Expert, Technical Lead, Requirement review Software platform Architect, Network consultant, Story board writer, Developers, **Client rep**
Making all Policies	Making all Policies Project Manager, Domain Expert, Technical Lead, **Client rep.**
Design	Project Manager, Domain Expert, Technical Lead, Design Software platform Architect, Network consultant, Story board writer, Developers, **Client rep**
Development	Development Domain Expert, Technical Lead, Developer, Animation artist, Graphic Designer, Client rep
Prepare Test case	Project Manager, QA Manager**, Client rep**
Testing	TestingProject Manager, QA, Manager, Tester, Domain Expert from Client reply.

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9.14 Assumptions and project Environment

Diabetics Hospital Lalmonirhat shall provide complete and detailed information of the ERP. Deploy dedicated and authorized personnel to sign the requirement document and User acceptance Test (UAT) documents.

9.15   Project Environment

Development Environment

UI Interface

1.PHP/ASP

2.Windows UI

Web Application Programming

1.HTML

2.CSS

3.JavaScript

4.ASP/PHP

Database Design for SQL server

1.MY SQL x.x

Intermediate Database (if required)

1.MY – SQL

MY SQL Server x.x

Documentation

1.Microsoft Word (Office 2000) for update Artifact

2.Microsoft Office project 2003 for WBS

3.Microsoft Excel

Application Browser

1.Microsoft Internet Explorer > 5x

2.Mozila fire fox

3.Opera

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O/S for Client

1.Microsoft Windows 98,XP,2000x

O/S for Web Server

1.Windows 200x Advance Server or

2.Linux Server

O/S for Synchronization Tool

1.Microsoft Windows 98,XP,2000x

O/S for Database Application

1.Linux x.x iMac

10.0 Target Implementation Environment

Software

Web Application Hosting area

1.   O/S for Web Server

-Windows 2000x Advance Server or

-Linux

-Web Server

-Apache

-Or XAMP

2.   O/S for mySQL Database Server

-Windows 2000x Advance Server

-Linux

3.   Database

-MS SQL X.X

Data Migration and Synchronization Tool

1.O/S -Windows XP,2000x

2.O/S

for Database Server

-Windows 2000x Advance Server or

-Linux

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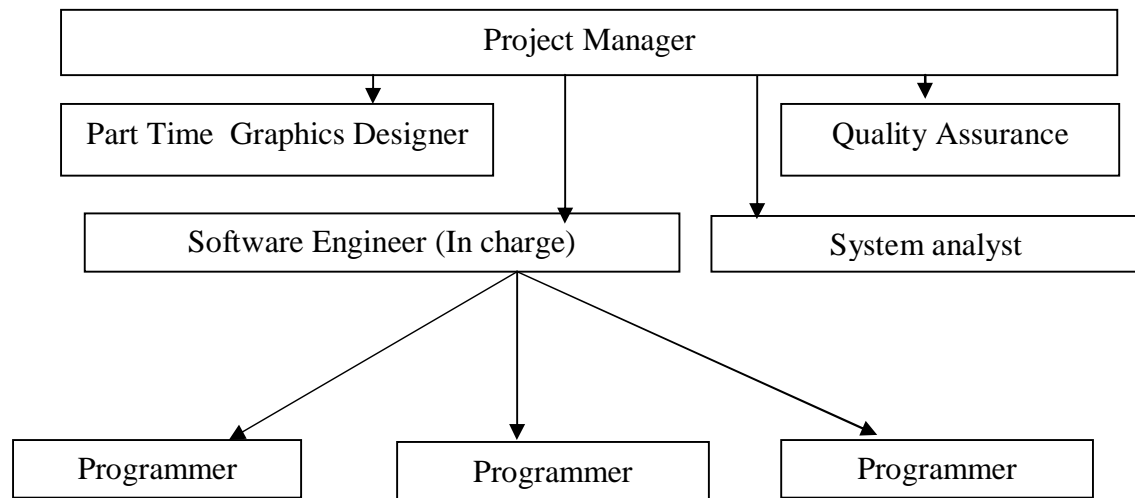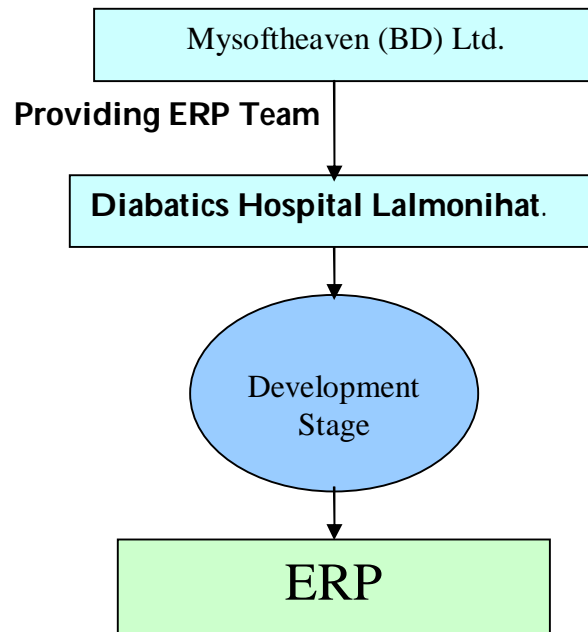**10.1 Proposed Team to Implementation the Full ERP.**

```
                        ┌─────────────────────────────────┐
                        │         Project Manager          │
                        └─────────────────────────────────┘
              ┌────────────────┐                   ┌──────────────────┐
              │ Part Time  Graphics Designer │     │ Quality Assurance │
              └────────────────┘                   └──────────────────┘
           ┌────────────────────────────┐       ┌──────────────────┐
           │ Software Engineer (In charge) │     │  System analyst  │
           └────────────────────────────┘       └──────────────────┘
    ┌──────────────┐      ┌──────────────┐      ┌──────────────┐
    │  Programmer   │      │  Programmer   │      │  Programmer   │
    └──────────────┘      └──────────────┘      └──────────────┘
```

Figure: Proposed Team   Structure.

10.1.1 Timing and working style.

Figure: Timing and working style.

10.2 ERP Modules :

1. Hospital Management system.
2. Inventory management system.
3. Accounts management system
4. Attendance Management systems
5. Human resource management system

And any others module if needed as per requirement.
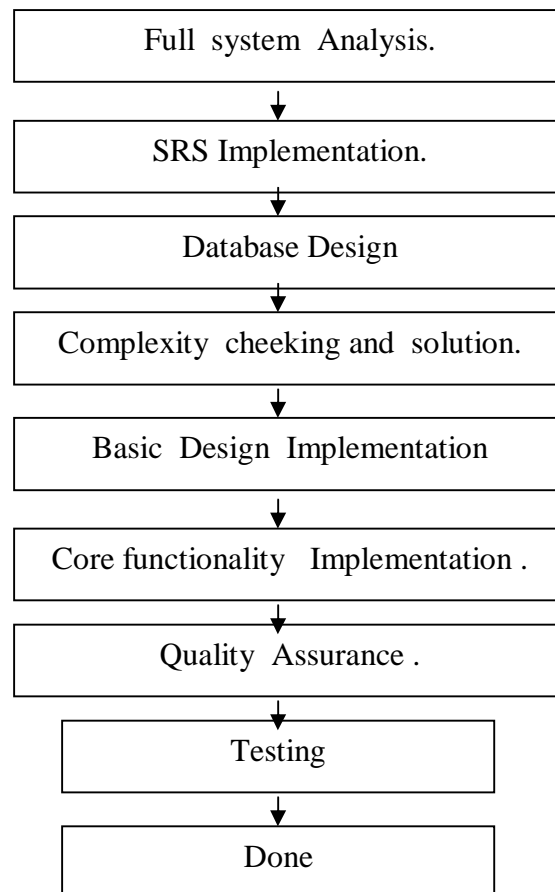
10.3 ERP Implementation step :

```
┌─────────────────────────────────────┐
│        Full system Analysis.         │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│        SRS Implementation.           │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│          Database Design             │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│  Complexity cheeking and solution.   │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│      Basic Design Implementation     │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│  Core functionality Implementation . │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│        Quality Assurance .           │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│             Testing                  │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│              Done                    │
└─────────────────────────────────────┘
```

Figure: Implementation step.

10.4 Overall solution diagram
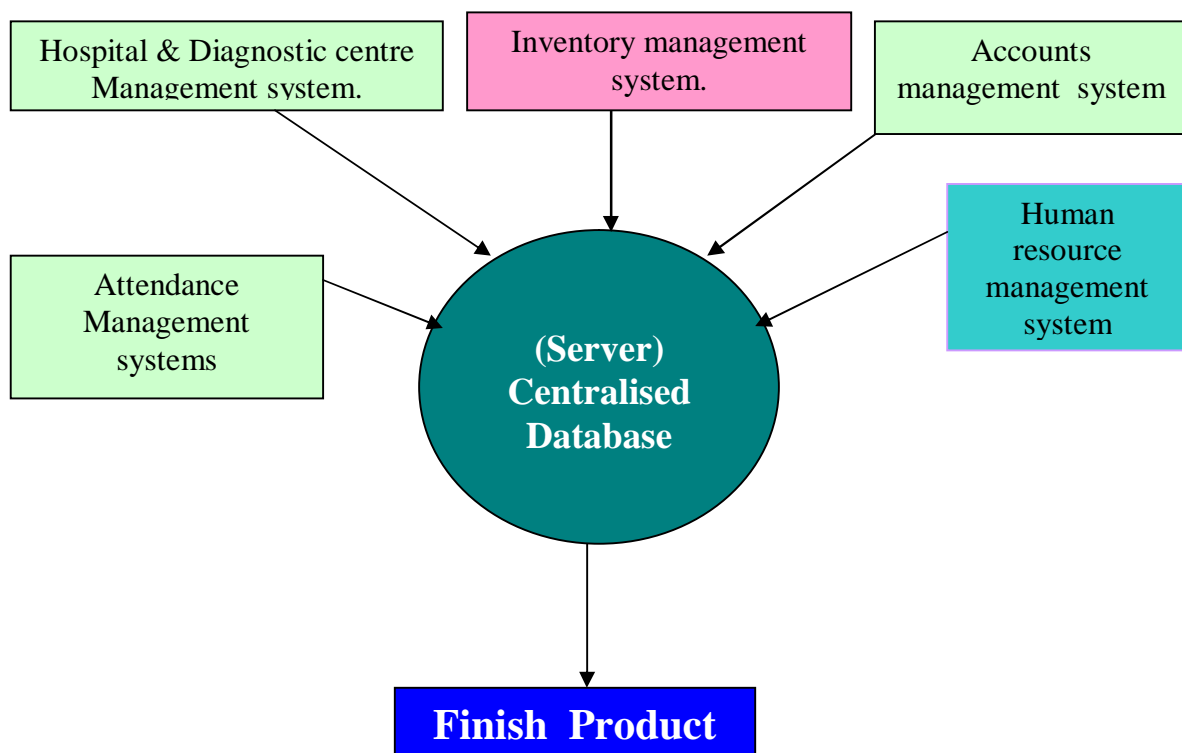
Figure : **Overall solution diagram**.

10.5 Development Methodology Proposed

Requirements Analysis			
Inputs	1. Accepted Proposal/ Signed contract and working papers 2. Requirements Traceability Matrix (RTM)	**Entry Criteria**	Acceptance of the Proposal or Signing of a Contract
Outputs	1. Business Requirements document (BRD) 2. System Requirements Specification (SRS) 3. User Acceptance Test (UAT) Plan 4. User Acceptance Test (UAT) Cases	**Exit Criteria**	1. Successful completion of internal reviews, external reviews and sign offs of BRD,

Level Design			
Inputs	1. Business Requirement Doc 2. System Requirement Specification 3. Analysis Models (optional)	**Entry Criteria**	Successful completion of internal reviews, external reviews and sign offs of BRD, SRS and the UAT Plan.
Outputs	1. High Level Design document 2. System/ Sub System Test Plan 1. Development standards	**Exit Criteria**	All outputs of this phase are successfully reviewed internally and, if applicable, external reviews and sign off are complete.

Perform Detailed Design			
Inputs	High Level Design document Development standards	**Entry Criteria**	Successful completion of High level Design phase
Outputs	Unit Specifications Unit Test Cases	**Exit Criteria**	All outputs of this phase are successfully reviewed internally and, if applicable, external reviews and sign off are complete.

Perform Coding and Unit Testing			
Inputs	1. Unit Specifications 2. Development Standards	**Entry Criteria**	Unit Specification is successfully reviewed
Outputs	1. Unit Code 2. Unit Test Pack	**Exit Criteria**	1. Code is unit tested and reviewed successfully 2. Unit Testing is internally reviewed and externally reviewed and signed off (if applicable)

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Perform Project Integration			
Inputs	1. Components to integrate 2. High Level Design document (for Project Integration Plan)	**Entry Criteria**	Components to be integrated are Available for integration. (These could be unit code/ sub systems to Integrate as sub systems/ systems. Components could also be documents)
Outputs	Integrated System/ subsystem	**Exit Criteria**	Integrated system/ sub system Delivered for appropriate testing.

Perform Sub - System and System Testing			
Inputs	1. Integrated System / Subsystem 2. Product support documents (e.g., User and Operations Manual) 3. System/ Sub system Test Plan 4. High Level Design document 5. System/Sub System Test Cases	**Entry Criteria**	1. The required sub system or system is integrated 2. Successfully reviewed System/ Sub system Test Plans
Outputs	• Modified product support documents • Test Log	**Exit Criteria**	System/ Sub System testing completed and reviewed, product support documents (such as User Documentation) are tested and

			reviewed. Applicable external reviews and sign☐offs are completed.

Perform Installation and Acceptance			
Inputs	1. System/ sub system tested code 2. User and Operations Manual 3. User Acceptance Test Plan	**Entry Criteria**	1. System/ sub system testing is completed and reviewed 2. User Acceptance Test Plan is available 3. Installation and Changeover Manual is available
Outputs	Completion letter from client	**Exit Criteria**	System goes 'live' or a decision is taken to scrap the system

10.6 Project Execution Plan

- **Project Management Structure**

- **Project Roles and Responsibilities**

Role	Responsibility
PM	PM is responsible for monitoring and executing the total project activities. He is also responsible for communicating with the client & stake holder and creating further business Development opportunity for this product.

	In the organization or outside of the organization, he is responsible for communicating with Clients, Accounts, Human Resource (HR) and Marketing department as per required. PM is also accountable for ensuring the stability of customer satisfaction. He will monitor the change request of clients and release the updated product version in each Milestone basis as per frequency defined in PMP. And he will circulate the product release report to relevant all stake holders. PM must follow the all organizational process to monitor the project. Monthly status report prepare & submit to the relevant stakeholder is PM's one of the prime responsibilities.
CC	CC will maintain the configuration items in the project. He is responsible for change control management of documents, set up access rights and maintaining VSS in the project. He must follow the organizational CM process to control the CM activity in to the project.
Requirement Analyst	Requirement Analyst is responsible for collecting requirement, analysed & document the requirement in BRD & SRS. In this project he will collect requirement from Change

	Request tracking register. He will also help to analyse the change request from client.
Architect : Technical Team Leader	Technical team leader will responsible for all engineering activities. He will train all engineering resource on relevant technology. Technical team leads also provide all kind of necessary technical support, service, and product overview and hands–on training to the client. He will also maintain the support call maintenance record.
Developer	Developer is responsible for developing the source code, writing database script and unit test. He will also document the each unit of the product
SQA	SQA is responsible for ensuring the product maintenance process quality and work products quality. SQA is provide the necessary facilitation for all kind of quality activities as per defined in organizational quality process and this plan. SQA will assist PM to prepare the product management plan.
Tester	QC is performing the test of any newly developed component, feature and look after the change impact & stability of the product.
Graphics Design	Graphics designer is responsible for attractive graphical looking & user interface of existing & newly developed component.

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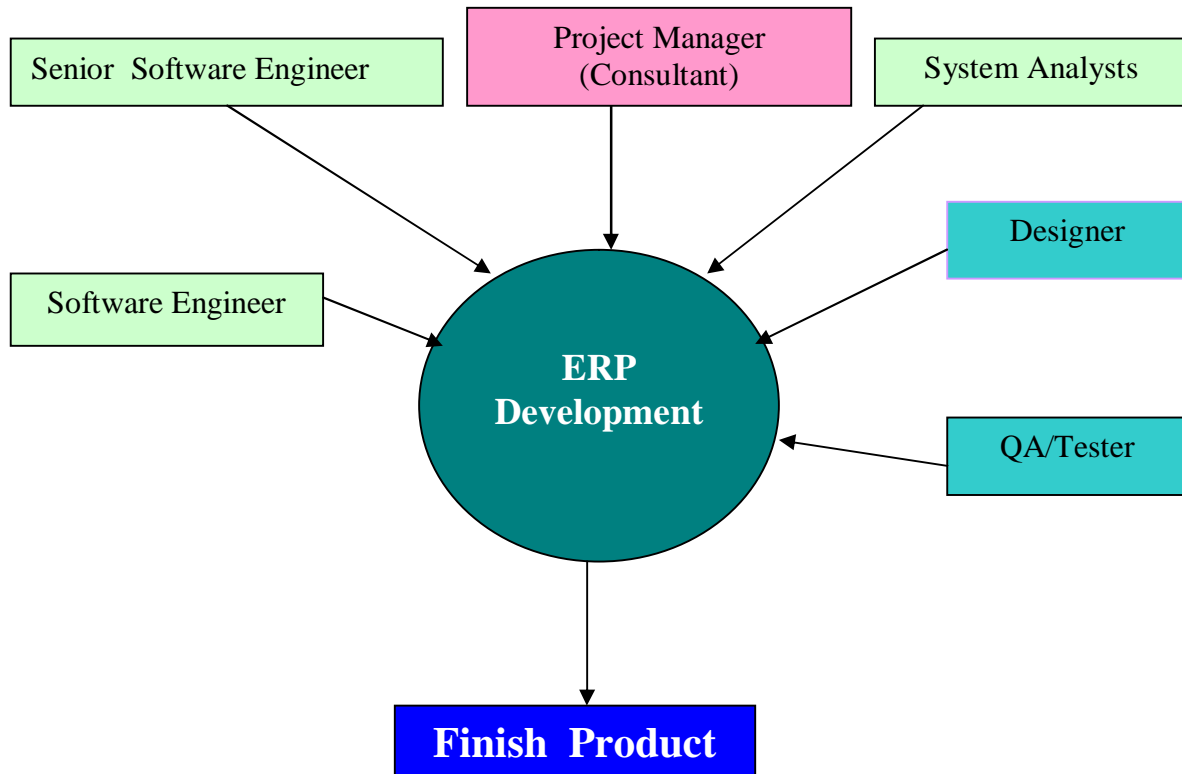Web : www.mysoftheaven.net, Email : info@mysoftheaven.net

Part-2
Financial

11.0 Manpower Selection:

Figure : Overall Project Manpower Diagram.

11.1 Estimate Pricing:

Service Item	Estimated Cost

Enterprise resource planning **(ERP)** module
 	
    1. Hospital & Diagnostic centre Management system.
    2. Inventory management system.
    3. Accounts management system
    4. Attendance Management systems
    5. Human resource management system
 	
The Module may be named as per client demand and requirement.
	5,50,000.00

Fife lac fifty thousand Taka only	5,50,000.00

11.2 Maintenance charge:

Service Item	Cost (Yearly)
15% of total Project value	15% of total

11.3 Estimate time:

Time	Working months
Competition of the project	**Minimum 4-5 Months**

11.4 Pricing Schedule:

The above pricing is effective through {start Date}. 35% of total project fee is due upon contract acceptance with remainder due upon as per project completion.

11.5 Next Steps:

To proceed with this project, **Diabetics Hospital Lalmonirhat**. is required take the following steps:

1. Accept the proposal as is or discuss desired requirement.
2. Finalize and sign contract.
3. Submit initial payment of 35% of total project fee.
4. Remaining payment   will be made as per competition of each module.

Once these steps have been completed we will begin the project with a kick off meeting to introduce relevant personnel and begin preliminary project activities.

We will be waiting for your reply and hope we can meet soon and finalize the terms. Please fell free to let us know if you have any question. / query.

Project Manager

Mysoft Heaven (BD) Ltd.