



BHARATIYA VIDYA BHAVANS
SARDAR PATEL INSTITUTE OF TECHNOLOGY
Bhavan's Campus, Munshi Nagar, Andheri (West), Mumbai

Experiment 2

Group Members:

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Topic: Project Proposal

EXECUTIVE SUMMARY

S.S. Enterprises, is a software development and customer support company based in Mumbai, Maharashtra, that produces high quality, value-added, feature enriched, user-friendly software and delivers real-time customer support. We are in business to develop software for general purposes and for specific purposes to our various clients. We have in place training services and we also offer technical support in line with our business.

We are in business to not only make profit but to also compete favorably against other software development companies in the industry and attain our vision of being the preferred software development company for clients all over India. We intend to ensure that we demonstrate fair business ethics in every point of our business. We hold ourselves accountable for our high standards and ensure that all our employees are not only attuned to but display these standards at all times in order to positively promote the company. As a result of this, we are willing to go the extra mile by putting in structures, processes and plans in place to ensure that we get the best professionals who not only have the expertise but are also competent and know how to take our company from where we are to where we intend to be.

We offer excellent customer services that have been known to retain a high number of our clients. All our customer service executives have been trained to know how to respond to customers and are also updated as regards the industry trends in order to ensure that reliable information is passed to our clients.

TECHNICAL SECTION (SOW)

Specific Objectives:

- Create a module that accepts and cancels reservations - The system is capable of storing information for reservations on specified dates and times in which the user can also cancel depending on the customer's availability.
- Create a module that identifies room availability - The system shows the occupied and unoccupied rooms. With this the management does not have to physically check every room or the papers.
- Create a module that will automatically calculate bills - Upon the customers' checkout the system automatically calculates the bills depending on the length of the customers' stay. The system user can also add bills for food and extra persons and damages.
- Create a module that will manage activities - The system is capable of managing all activities in the resort like spa, restaurant, gym etc.

Main Modules & Features:

1. Reservation : Room bookings, Collection of e-payments, Management of room inventory and allocation, Reservation emails
2. Front-desk operations: Status and up-to-date information about all reservations, both current and upcoming. It allocates rooms automatically and facilitates a room change and also includes management of electronic key cards, processing payments and issuing receipts to guests.
3. Channel management: Connects directly to a central reservation system that holds information about the availability and cost of hotel rooms, sharing this information via the distribution channels.
4. Revenue management: Enables dynamic pricing
5. Housekeeping: Makes a list of tasks to assign, and housekeepers can update room status
6. Customer Relations Management and Customer data management: Integrates with the front desk and reservation system, collecting all guest information and helps store guest data and provides a database in an accessible format.
7. Back-office management: Inventory analysis, Sales and management of promotional campaigns
8. Reports and analytics: To generate night audit reports, room and tax reports, shift audit reports, departure/arrival reports, housekeeping reports, or other ongoing reports for hotels to rely on analytics Point-of-sale services: Mini-bar items, TV, or Wi-Fi, in-room services Restaurant, Spa and activities, Guest experience management: Membership programs reward certain transactions through the PMS with points that can be used on special services in a hotel

COST AND PAYMENT SECTION

<i>Name</i>	<i>Approximate Price</i>
Software License	Rs 8000.00
Server License	Rs 2000.00
Database License	Rs 5000.00
Machines	Rs 20000.00
Development Consultant	Rs 30000.00
Project Management	Rs 10000.00
Training	Rs 4000.00
Total	Rs 79000.00

LEGAL SECTION

The Company reserves the right to change, alter or modify the Services from time to time, for any reason, and notice, including the right to terminate the services offered by the Company. The Company further reserves the right to change, alter or modify without prior notice the present Terms of Use.

Grant Of License : S.S. Enterprises offers Licensee a non-exclusive, non-transferable license to utilize the resort management application, subject to the terms and limitations of the Agreement.

Consideration To S.S. Enterprises : Licensee shall pay, upon delivery of the Licensed application.

Ownership : The original and any copies of the Licensed application, made by Licensee, including translations, compilations, partial copies, modifications, and updates, are the property of S.S. Enterprises. The company has the ownership of the software developed, it reserves the right to impose penalty for third party involvement in utilization without agreement with the company.

Proprietary Rights : Licensee agrees not to provide or to otherwise make available in any form the Licensed Programs, or any portion thereof, to any person other than employees of Licensee without the prior written consent of S.S. Enterprises

Maintenance Support: S.S. Enterprises will provide to Licensee the following support with respect to the Software:

1. If during the 1st year of this Agreement, Licensee notifies S.S. Enterprises of a

substantial application error respecting the Software, or S.S. Enterprises have reason to believe that error exists in the Software and so notifies Licensee, S.S. Enterprises shall at its expense verify and attempt to correct such errors within 30 working days after the date of notification. If Licensee is not satisfied with the correction, then Licensee may terminate this Agreement, but without refund of any amount paid to S.S. Enterprises or release of any amounts due S.S. Enterprises at the time of termination.

2. In the case that Licensee has technical questions in the use of the Software during the 1st year of this Agreement, Licensee may submit those questions to S.S. Enterprises. Licensor shall provide consulting to answer such questions without charge to Licensee up to a maximum of 16 hours for each licensed application.
3. If Licensee desires to continue the Software support specified in this section, Licensee shall pay to S.S. Enterprises the maintenance fees

TERM: The license granted hereunder shall continue unless and until terminated

MANAGEMENT/QUALIFICATIONS SECTION

S.S. Enterprises have 10 years experience in working with clients and users to create management applications. Our employees have welfare packages that are currently amongst the best in the whole industry amongst similar start-ups such as ours. We have also provided a conducive environment for all our employees in order to ensure that they remain productive at all times in order to improve the bottom line of the company. We have a customer facing team that takes in constant feedback, so we can iteratively improve our systems

We offer excellent customer services that have been known to retain a high quality

Chief Executive Officer

- Develop overall policies that would provide the right direction for the company
- Ensures that strategies are implemented and weak strategies are removed
- Meets and negotiate with high powered clients on behalf of the company

Software Development Manager

- Ensures that new software is developed and tested for bugs before being released to the public leading an excellent team of professionals experienced in software development.
- Develops new software for existing software so that clients can upgrade without running into hitches
- Carries out constant tests on software released to find out weak points and work on it.

Business Development Manager

- Researches on new businesses that will generate more revenue for the company
- Reviews company's current products and services and decides how to make them better

- Works with the software development manager to give feedback on what the market trends are

Accountant

- Prepares the budget on behalf of the firm and liaises with the owners to ensure that budget is reviewed and correctly implemented
- Prepares all the financial information and statement on behalf of the firm
- Ensures that tax is prepared and filed correctly to the correct authorities
- Ensures that the company's books balances with that of the bank at the end of every month and accounting period

Human Resources and Admin Manager

- Ensures that the right employees are recruited on behalf of the company
- Carries out orientation and ensures that employees are assigned the right tasks for their responsibilities
- Ensures that all the administrative functions of the company are performed smoothly without any hitches

Customer Service Executives

- Ensures that all customers enquiries as well as complaints are well attended to and promptly resolved
- Keeps an accurate customer database on behalf of the company and ensures that it is regularly updated
- Carries out other duties as determined by the human resources and admin manager

Marketing Executives

- Conducts a marketing research on the software development industry to identify new markets for Doodle Tech Inc.
- Drafts strategies and reviews weak strategies to ensure that ineffective ones are removed
- Conducts direct marketing on behalf of the firm
- Meets and negotiates with high level clients on behalf of the firm

Questions:

1. How are various project proposals compared? Explain process of selection or rejection of any project proposal.

Ans. Project Selection Focuses on Viability

To maximize available resources, and avoid potential failures, project proposals must be

evaluated and selected on the basis of overall viability. In a business sense, project viability is the degree to which a given project will provide the expected return on investment. Viability can be measured by three key variables:

- Value: The project must provide measurable benefit to the organization, in terms of revenue, cost reduction, productivity, or some other desired result.
- Alignment: The project must be consistent with, and supportive of, overall business goals and objectives (including technology goals).
- Probability of Success: The project must present a realistic opportunity for success, relating to outcome and process, and as can be measured by business, project management, and technology standards.

2. What are the different types of contracts? Explain the merits and limitations of each type of contract.

Ans. A contract is an agreement between two entities or individuals, which serves as legal protection for both parties involved in a potential business deal. There are different types of contracts, and each determines the rights and duties of both sides. A specific type of contract regulates the risks and expenses for the contractor. Two different kinds of groups of contracts are fixed price contracts and cost-reimbursement contracts. Different types of contracts, which are contained within each of these two types of groups, may be used separately or in combination with one another.

- Lump Sum or Fixed Price Contract Type

A lump sum or fixed price contract is the type of contract where all construction-related activities are regulated with a total fixed price agreement. Lump sum contracts are favored in situations when a clear scope and a defined schedule is negotiated and accepted. For example, if it is necessary to shift the liability to the builder and to prevent changes in orders for undetermined work, this type of contract is best suitable for the situation. Due to present risk, a contractor holds some percentage cost. It is essential to consider that if the lump sum contract was signed, it would be challenging to obtain any credit back for an uncompleted job.

- Cost Plus Contracts

Cost plus contracts cover:

- Actual cost
 - Purchase
 - Other expenses incurred from the construction work.
- Before the negotiations begin, a specific expense amount must be included in cost plus types of contracts. These amounts represent a percentage of the material and labor costs, which cover the continuing costs of operation and the contractor's

profit. Cost can be direct or indirect, and it must include all critical cost aspects of a contract.

- Time and Material Contracts When Scope is Not Clear

Time and materials contracts are types of contracts used in a case where:

- The capacity and quantity of time and materials is undetermined, which makes the project risky.
- The owner and the contractor are compatible with the tariff per hour or per day, including possible additional costs during construction.

Periodically, the owner can determine the duration of the project with a contractor, which must be performed to reduce the risk to a minimum. The downfall of this type of contract is that the seller can increase an indefinite or unknown expense amount, which is the cost the buyer has to pay.

- Unit Pricing Contracts

Unit price contracts are commonly called hourly rate contracts. This type of contract combines:

- Reimbursable expenses
- Fixed price type of contracts.

Unit pricing contracts can be adjusted during the process in which the owner offers certain quantities and prices for the predetermined number of items.

- Bilateral Contract

Both parties involved in a bilateral contract promise to implement certain things.

- Unilateral Contract

In a unilateral contract, one party, which is the bidder, requires performance from the other party rather than a promise. An offeree cannot be sued for:

- Abandoning the project
- Not being able to finish his or her work.

This is because he or she did not make a promise. Therefore, only the bidder is required by law to comply.

- Implied Contracts

The contract can either be implied in fact or implied in law.

- Implied in fact contract: The joint agreement creates obligations and promised intentions among the parties, where both are not expressed in words. This type of contract is not articulated directly but through facts and circumstances, which demonstrates the shared intention to achieve an agreement.

- Implied in law contract: This is known as a quasi-contract because the contract does not represent a real legal agreement.
- Express Contracts

During formation of the express contract, parties are forming conditions either orally or in writing. This offer is wholly accepted with the terms of an offeree.
- Simple Contract

A simple contract is any kind of written or oral agreement. The following are not required for a simple contract to be legally binding:

 - Witnesses
 - Signatures
 - Seals
- Contract Under Seal

According to the traditional principles, the contract represents a legal act only if stamped. The seal is a certainty that the legal consequences are conceivable.
- Unconscionable Contracts

An unconscionable contract is an unfair type of contract, made only in favor of the party that is superior in the negotiations.
- Adhesion Contracts

Adhesion contracts are created by an advantageous bargaining party. They allow the weaker side only the possibility to accept the contract or to reject it. It is also known as a "Take it or leave it" type of deal.
- Aleatory Contracts

Aleatory contracts are based on a mutual agreement of the parties involved, and its effects are activated under the circumstances of uncertain events, while one or both parties accept the risk.