



Terms of Reference (ToR) For Hiring Software Company for Institutions of SKS Enterprise

Background:

SKS Foundation is a national non-government organization working for reducing the vulnerability of pro-poor people. SKS facilitates multi-faceted development programs covering the poor & marginalized focusing women & children. The Organization has running different social business under named SKS Enterprises in the area of Quality Education, Healthcare services, Printing/digital Media and Human Resource Centre/Hotel/Resort.

Objectives:

To drive operational efficiency, automate repetitive tasks, and centralize data. By digitizing workflows, organizations empower better decision-making and reduce long-term costs. Eliminates manual data entry, minimizes human error, and frees employees to focus on high-level strategic tasks. Consolidates organizational data to generate real-time analytics, dashboards, and reports. Unifies communication and allows remote teams to share, access, and manage documents seamlessly. Customer Relationship Management (CRM) and Ensure Risk & Compliance Management.

Scope of Work:

SKS Foundation invited to participate in hiring process of software. Interested Renown Software Companies having legal rights to do business in Bangladesh are invited developing and providing software services to SKS Foundation's institutions. SKS will sign a Service Agreement for currently established scope as below.

Table -1: Services and Institutions

Service Name	Name of Institutions	Remarks
School Management Software	1. SKS School & College 2. SKS Notunkuri Bidyapith Location: Gaibandha	Main Features and requirements are stated in below pages.
Hospital Management Software	1. SKS Hospital 2. SKS Eye Hospital Location: Gaibandha	
Hotel and Resort Management Software	SKS Inn Resort Location: Gaibandha	
Online Digital News Portal	Madhukar. News: Location: Gaibandha	

Table -2: RFP Schedule and Events

RFP Published	June 02, 2026
Pre-Proposal Vendor Teleconference With FAQ	June 07, 2026, Follow Zoom Link: https://zoom.us/j/96276900128 Time: 3:00 PM-5:00PM
Proposal Submission Deadline	June 14, 2026 by 5:00 PM
Notification to Shortlisted Vendors	June 18, 2026
Vendor Demonstrations (In person)	TBD (Will inform to shortlisted vendors)

Interested and bona fide vendors (software companies) are invited to participate in this Request for Proposal (RFP) by accessing and downloading the tender documents/TOR at the following weblink: **www.sks-bd.org** in

Tender Submission: Separate technical and financial proposals must be submitted under a package for each institution. Only PDF/SCAN copies along with the required documents sent to the Email IDs: **procurement@sks-bd.org**

Note: SKS reserves the right to accept or reject all/part bids without assigning any reason whatsoever. This bid will also form a part of the contract and will be binding upon the tenderer.



School Management Software (SKS School & College and SKS Notunkuri Bidyapith)

The main features of a comprehensive school management system are include following but not limited:

Features	Requirements
Student Admission & Registration	* Online admission forms *Student enrollment *Document upload and verification *Admission tracking *Student ID generation
Student Profile Management	*Personal information * Guardian/parent details * Academic history * Medical and emergency information * Photo and document storage.
Digital Attendance	Daily attendance (Student, Teacher & Staff) * Biometric/RFID attendance * SMS or app notifications to parents * Attendance reports.
Academic Module	* Subject and course setup * Class and section management * Teacher assignment * Academic calendar.
Exam Management:	Manages exams and generate mark sheet. Student performance analysis
Student Payment Module	Tuition fee collection * Online payment gateway * Due tracking * Invoice and receipt generation * Scholarship/discount
Routine & Scheduling	* Class routine * Exam routine * Teacher schedules * Room allocation * Duty rosters.
Online Student & Parents Portal	*View attendance *Check results *Fee payment status *Notices and announcements *Communication with teachers.
Communication System	*SMS notifications * Email alerts * Push notifications * Notice board management.
Library Management	Manages library resources and operations
Hostel & Transport Management	*Hostel room allocation *Bus route and tracking * Transport fee management.
HR Payroll	*Processes employee salaries and payroll *Leave management * Performance tracking.
Internal School Accounts	Manages school finance & accounting and generate reports
Employee Database Management	Manages employee records and information
SMS & Email Campaign System	*Admission reminders *Promotional campaigns *Result notifications.
Website & Landing Page Integration	*Admission announcements *Dynamic forms *SEO-friendly pages.
Social Media Lead Integration	*Facebook * Google Ads integration *Student inquiry collection.
Inventory Management Procurement & Maintenance	Inventory Management, Store, Purchase, Vendor List, and equipment's maintenance.



Hospital Management Software (SKS Hospital and SKS Eye Hospital)

The main features of a comprehensive Hospital Management system are including following but not limited:

Features	Requirements
Patient Registration & Appointment	*Patient registration * Token/Ticket management * Online appointment booking * Doctor schedule management *Returning patient history *SMS/email notifications.
Electronic Medical Record (EMR/EHR)	*Digital patient records *Diagnosis history * Clinical notes * Prescription management *Treatment plans *Document storage.
OPD (Outpatient Department)	*Doctor consultation workflow *Prescription generation * Follow-up scheduling *PD billing.
IPD (Inpatient Department)	*Bed and cabin management* Nursing notes*Patient monitoring * Admission/discharge/transfer (ADT) * Ward management.
Lab Management with LIS	*Test order management * Sample collection & tracking * Barcode support *Pathology reporting *Automated analyzer integration * Result delivery through SMS/email/portal.
Radiology & Imaging	*X-ray, CT scan, MRI management *Imaging workflow tracking *PACS integration * Digital image storage *Radiology reporting
Pharmacy & Inventory Management	*Tracks medication and surgical supplies in real-time. Includes automated reordering, stockouts and expiry date tracking. *Medicine inventory * Prescription dispensing* Pharmacy billing.
HR Payroll	*Processes employee salaries and payroll *Leave management * Performance tracking. Recruitment, Attendance tracking & * Shift scheduling.
Financial Management Module	*Accounting and taxation, Invoice Issuance/Billing system * Revenue cycle management *Claim processing and insurance verification automation *Health card discount Process * Cash & bank management * Financial reporting.
Report Delivery System	*Patient portal *SMS delivery *Email reports * QR code verification *Online report access.
Doctor/Consultant Management	*Referral doctor tracking *Commission calculation * Incentive reports * Payment settlement.
Operation Theater (OT) & ICU Management	*Surgery scheduling *OT resource allocation *Surgical team management * OT billing * CCU monitoring* Emergency Patient workflow * Ambulance tracking.
Blood Bank	*Donor management *Blood inventory *Cross-matching etc.
Telemedicine	*Video consultation *e-Prescription t*Remote patient support * Online payment integration.
Hospital Website & Mobile App	*Doctor profiles *Report downloads * Health packages * Patient mobile app.
Third-Party Integration	*Payment gateway *SMS gateway *Biometric devices * Diagnostic analyzers * Government health systems
Backup & Data Security	*Cloud backup *Disaster recovery *Cybersecurity monitoring * Secure data storage
CRM & Patient Relationship Management	*Patient feedback *Complaint management * Loyalty programs * Marketing campaigns
Inventory Management Procurement & Maintenance	Inventory Management, Store, Purchase, Vendor List, Asset Tracking and equipment's maintenance.



Hotel & Resort Management Software (SKS Inn Resort)

The main features of a comprehensive Hotel and Resort Management system are include following but not limited:

Features	Requirements
Property Management System (PMS)	Handles check-in/check-out, guest profile/records, and room allocation, room service, night audit, Key/card management, VIP handling, Visitor tracking.
Online Booking Engine	*Real-time room availability *Online payment gateway * Promo codes & packages *Mobile-friendly booking * Booking confirmation emails/SMS * Billing & invoicing.
Housekeeping & Maintenance	*Room status updates *Cleaning schedules *Laundry tracking *Maintenance requests & scheduling * Duty assignment
Restaurant & Point of Sale (POS) Module	Manages Multi-outlet POS-restaurant, bars, and spas, BANGQUET and others services (like swimming, cycling, etc.) allowing charges to be added to the guest's room bill or individuals. Ordering food, Kitchen order Tickets, Table reservation.
Event Management	*Event booking calendar *Hall management Package pricing * Catering management *Guest/event billing.
Recreation Module	*Gym/swimming/boating/ Cycling facilities booking *Spa/Therapist appointment booking *Other sports venue/activity bookings * Real time schedule for Recreation * Package sales * Other sports venue/activity bookings.
HR & Payroll Module	*Employee database Attendance *Shift scheduling * Payroll * Leave management * Performance tracking.
Finance & Accounting Module (NBR Approved)	*Accounting and VAT & taxation, Invoice Issuance/Billing system * Profit & loss reports * Accounts payable/receivable * Cash & bank management * Financial reporting/Dashboard
Inventory Management Procurement & Maintenance	Inventory Management, Store, Purchase, Vendor List, Food & beverage costing, Asset tracking and equipment's maintenance.
CRM & Loyalty Management	*Guest communication *Email/SMS marketing *Loyalty points * Feedback collection *Personalized offers.
Mobile App / Guest Portal	*Mobile check-in *Room service ordering *Digital key * Spa booking *Complaint/support request
Reporting & Analytics Dashboard	*Occupancy rate *Revenue reports *Staff performance * Food cost analysis * Booking trends * Forecasting.
Security & Access Control	*Role-based access * Audit logs * CCTV integration * Smart door lock integration.
Transport & Travel Desk	*Airport pickup * Vehicle scheduling * Tour management
Admin Panel Modules	*User management * Package & Rate cart control * Booking control * Backup management * Analytics dashboard * Cart of accounts control * Staff activity monitoring.



Online Digital News Portal Daily Madhukar News

The main features of a comprehensive Hospital Management system are include following but not limited:

Features	Requirements
User & Authentication Module	*User registration/login * Social login (Google/Facebook) * Password recovery * Role-based access * User profile management * Two-factor authentication (optional).
News Content Management System (CMS)	*Create/edit/delete news * Rich text editor * Draft & publish workflow * Featured news * Category & subcategory management * Scheduled publishing * Multimedia embedding * Version history.
Breaking News & Live Update Module	*Breaking news ticker * Live blog updates * Real-time notifications * Emergency headline push.
Multimedia Management Module	*Image upload/compression * Video gallery * Audio/podcast support * Media library * CDN integration
Frontend Website Module	*Homepage layout * Responsive mobile design * Dark/light mode * Trending news * Category pages * Search functionality * Infinite scroll/pagination * Related news suggestions
Mobile App Module (Optional)	*Push notifications * Offline reading * App analytics * Mobile-friendly news feed
Advertisement & Revenue Module	*Banner ad management * Google AdSense integration * Sponsored content * Video ads * Subscription/paywall * Membership plans.
SEO & Digital Marketing Module	*SEO-friendly URLs * Meta tags * XML sitemap * Schema markup *Social media sharing * Open Graph tags * AMP support (optional).
Notification System Module	*Web push notifications * Email alerts * SMS alerts * Topic subscriptions.
Analytics & Reporting Module	*Visitor analytics * Most-read news * Author performance * Traffic source tracking * Revenue reports * Google Analytics
Comment & Community Module	*News comments * Moderation system *User reporting * Like/dislike reactions * Polls & surveys.
Search Module	*Keyword search * Filter by category/date *AI-based suggestions * Trending search tracking.
Security Module	*SSL security * DDoS protection * Backup system * Access logs * Firewall integration * Anti-spam protection * Cloudflare.
API & Integration Module	*Social media auto-posting *YouTube embedding * Weather/news feeds * REST API * Mobile API support.
Admin Panel Modules	*User management * News approval workflow * Site settings * Advertisement control * Backup management * Analytics dashboard * Staff activity monitoring
Multi-language Module	Useful for Bangla + English portals. Multi-language content *RTL/LTR support * Language switcher.