

Website Development Proposal

School Book Ordering & Distribution Management System

Prepared for: [Client name]

Prepared by: [Vendor name]

Date: 28 October 2026

Valid until: 18 November 2026

1. The requirement in one page

You need one website where three groups work together:

- **Parents** choose their child's school, register with the school enrollment ID, see the correct syllabus book list, pay online, and track delivery.
- **Schools** upload and maintain their book lists, send them for retail approval, and see delivery status for their own students.
- **Branches / shops** manage schools, staff, prices, stock, approvals, orders, refunds, and couriers.

The part that makes this more than an online shop is the approval chain:

A book list created by a school is **not visible to parents** until the retail branch approves it, sets the price, and confirms stock.

This proposal covers that complete flow, not just the storefront.

2. What we will build

2.1 Parents / users

- School selection before login, with only active schools shown.
- Registration using full name, mobile, email, password, and student enrollment IDs.
- Login with mobile **or** email.
- Multiple children on one account, each mapped to school, class, academic year, and syllabus.
- Book catalogue filtered to the selected child, with price, publisher, edition, and availability.
- Add individual books or the full syllabus set in one click.
- Cart, delivery address, order summary, online payment, and receipt.
- Order history, delivery tracking with courier and AWB, profile, and children details.

2.2 School administration

- Secure accounts created by the branch — no public school registration.
- Temporary password with a forced change at first login.
- Dashboard with book counts, pending approvals, and recent activity.
- Excel template, upload, validation, and row-level error report.
- Book list mapped to class, subject, syllabus, and academic year.
- Submit new lists or changes for approval; track pending, approved, rejected, and revision-requested status.
- View the approved list, availability, and applicable prices for its own school only.
- Activity history for every import, submission, and change.

2.3 Branch / shop administration

- Manage schools, branches, branch users, school admins, and parent accounts.

- Assign users to schools and branches with defined permissions.
- Import books, manage the catalogue, and set price and stock.
- Review school submissions with a before/after comparison; approve, reject, or request changes with comments.
- Publish approved lists to parents; withdraw a book when needed.
- View and filter orders, verify payment, pack, dispatch, and update delivery status.
- Record courier, AWB, and dispatch date; maintain a tracking timeline.
- Handle cancellations, refunds, and delivery exceptions.
- Reports for sales, stock, low stock, and payment reconciliation.
- Audit history for approvals, price changes, stock changes, refunds, and user management.

2.4 Access control and security

- Four roles: super admin, branch admin, school admin, parent.
 - No public registration for any administrative role.
 - School-level and branch-level data separation, tested against tampering.
 - Secure password storage, session handling, logout, and rate limiting.
 - Forced password change for temporary accounts.
 - Audit log for every privileged action.
 - Payment gateway integration with server-side verification; card data never touches the server.
 - HTTPS, encrypted backups, monitoring, and a tested restore procedure.
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3. How the system works

Branch creates school + school admin



School imports book list → submits for approval



Branch reviews → approves / rejects / requests changes



Approved list appears to parents of that school



Parent registers → adds child → selects books → pays



Branch reserves stock → packs → dispatches → updates courier



Parent and school see the delivery status

Two rules are built into the system, not left to staff discipline:

1. **Nothing is purchasable without approval.**
 2. **An order is paid only after the payment gateway confirms it to our server.**
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4. Scope summary

Area	Included
Screens	35 core screens across four roles, responsive on mobile, tablet, and desktop
Excel	Template, validation, preview, row errors, batch history
Workflow	Versioned lists, diff, comments, approve/reject/revision, publish/withdraw
Orders	Cart, checkout, stock reservation, fulfilment, cancellation, refund
Payments	One gateway, hosted checkout, verified webhooks, receipts, reconciliation

Area	Included
Delivery	Manual courier entry with AWB and tracking timeline; one API integration if available
Notifications	Email + SMS for the agreed events
Reports	Sales by school, stock, low stock, orders, payment reconciliation, exports
Security	Role-based access, tenant isolation, audit log, backups, monitoring
Handover	Deployment, data import support, training, documentation, source code

The full item-by-item scope is in the accompanying **Scope & Acceptance Checklist** (98 items). That checklist is the definition of “done”.

Not included

- Native Android/iOS apps.
- School ERP or student information system integration.
- Automatic enrollment verification against an external database.
- WhatsApp notifications, multilingual UI, loyalty, or coupons.
- Accounting/Tally/Zoho integration beyond a tax-invoice PDF.
- Content entry, book data cleaning, and day-to-day catalogue maintenance.
- Hosting, domain, SMS, payment gateway, and courier charges (paid directly by you).

These can be quoted separately.

5. Delivery plan

Phase	Weeks	Outcome
Discovery	1	Requirements, decisions, and scope signed
Design & architecture	2–3	Approved screens and technical design
Core platform	3–5	Login, roles, schools, branches, catalogue, Excel, approvals
Parent portal	5–7	Registration, children, catalogue, cart, checkout
Payments & delivery	7–8	Online payment, orders, courier, notifications
Testing & UAT	9–10	Your team tests the real flows; defects fixed
Launch	11	Production site, data import, training
Hypercare	12	Stabilisation and handover

Estimated duration: 12 weeks from kickoff, advance payment, and the inputs listed in §8. The plan is sequenced so the approval workflow is proven before payment work starts.

6. Investment

Recommended — Option B, full system

Development fee	₹5,00,000
GST (18%)	₹90,000
Total	₹5,90,000
Timeline	12 weeks
Warranty	90 days

Other options

Option	Scope	Fee
A — Essential MVP	Core three portals, single-level approval, manual courier, email only	₹3,00,000 + GST

Option	Scope	Fee
B — Full system	Complete workflow, multi-school cart, refunds, SMS, reports, audit	₹5,00,000 + GST
C — Advanced	B plus live courier API, WhatsApp, multi-warehouse, advanced analytics	₹7,60,000 + GST

Payment schedule (Option B)

Milestone	%	Amount
Kickoff	30%	₹1,50,000
Design and architecture approval	20%	₹1,00,000
Core modules demonstrated	25%	₹1,25,000
UAT sign-off	15%	₹75,000
Go-live and handover	10%	₹50,000
Total	100%	₹5,00,000

Running costs (paid directly by you, indicative)

Item	Estimate
Hosting, database, backups	₹10,000–18,000 / month
Domain and email	₹1,000–3,000 / month
SMS	~₹0.20 per message
Payment gateway	~2% + GST per transaction
Courier	Per shipment, as per your contract
Total at launch	₹12,000–25,000 / month plus transaction fees

Optional annual maintenance after warranty: **₹75,000/year**, including 10 support hours per month.

7. Commercial terms

- **Validity:** 21 days from the date of this proposal.
- **Taxes:** GST at 18% extra.
- **Payment:** milestone-based, 7 working days per invoice.
- **Warranty:** 90 days of defect fixing after go-live, within the approved scope.
- **Changes:** new or changed requirements are quoted at ₹4,000/day before work begins.
- **Ownership:** delivered source code transfers to you on full payment.
- **Third-party accounts:** held in your name; you pay the providers directly.
- **Support hours:** 10:00–18:00 IST, Monday–Saturday.
- **Acceptance:** 10 working days of UAT after staging is ready.

8. What we need from you

#	Item	Needed by
1	One decision-maker who can approve scope and design	Week 1
2	Confirmation of the 12 business decisions in the clarification tracker	Week 1
3	Sample school roster and one real book list (Excel)	Week 3
4	Payment gateway account and KYC started	Week 2
5	Courier account or a decision to start with manual AWB	Week 5
6	SMS sender ID and DLT template approval	Week 7
7	Terms, privacy, refund, and shipping policy text	Week 6
8	3–5 UAT users from parent, school, and branch teams	Week 9
9	Domain and hosting access	Week 10
10	Feedback within 3 working days per review round	Ongoing

Late inputs move the launch date day for day. This is the single biggest schedule risk on projects of this type, and it is worth saying plainly.

9. What makes this proposal different

1. **The approval gate is treated as the core product**, not an afterthought.
 2. **Enrollment IDs are verified against the school roster**, so the catalogue cannot be bought by the wrong parent.
 3. **Stock and payment are built for failure** — expired reservations, replayed webhooks, reconciliation — because those are the defects that cost real money.
 4. **The scope is a 98-item checklist**, so progress and acceptance are measurable rather than a matter of opinion.
 5. **The school sees delivery status, not parent spending**. Data exposure is designed down, not patched later.
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10. Next steps

1. Review this proposal and the accompanying checklist.
2. Book a 60-minute workshop to settle the 12 decisions.
3. Sign the SRS, checklist, and quotation.
4. Pay the 30% advance.
5. Kickoff in the same week.

Estimated time from approval to kickoff: 3–5 working days.

Documents in this pack

Document	What it covers
Requirement understanding	Detailed flows, business rules, and resolutions to ambiguities
Scope & acceptance checklist	98 measurable items that define completion
Roadmap	Phases, gates, team, dependencies, risks
TRP	Architecture, data model, security, testing, non-functional targets
Quotation	Options, line items, milestones, terms
Clarification tracker	Questions to answer before the fixed price is confirmed

This proposal is an estimate based on the written requirement. It becomes a fixed-price commitment only after the SRS, checklist, and decisions are signed. It is not legal advice; the final agreement governs.