

SVT/Quotation/2025-26/407

Date: 18<sup>th</sup> August, 2025

Subject: Quotation from Agencies for Providing a Technical Resource under College Fund for Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status) SNDT Women's University, Sir Vithaldas Vidvavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai.

Madam / Sir,

Sealed quotation is invited from authorized vendors/distributors for providing a technical resource under College Fund for Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status) SNDT Women's University, Sir Vithaldas Vidyavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai. The quotations are invited in two parts under three envelope system. Technical Bid shall be enclosed and sealed in Envelope No.1. Commercial bid shall be enclosed in Envelope No.2. Both the sealed envelopes shall be enclosed in Envelope No.3. Vendors are requested to fill up the Technical Bid carefully. Failure to furnish all the information mentioned under technical commercial bid and qualifying Criteria may result in the rejection of the quotation. The rejected bid will not be considered for Commercial / Financial Bid.

The College reserves the right to reject the quotation in whole assigning any reason thereof. Quotation should be submitted to The Principal, Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status), SNDT Women's University, Sir Vithaldas Vidyavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai on or before Date: -30<sup>th</sup> August, 2025 (before 4.00 PM). The onsite inspection will be permitted to the bidders only on prior appointment.

### Terms and Conditions

1. Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status), SNDT Women's University, Santacruz (West), Mumbai reserves the right to reject any or all quotations without assigning any reasons thereof.
2. Previous experience of working with the institution would be considered.
3. The contract will be valid for 3 years' period subject to a six-month performance review, and if deemed unsatisfactory, your contract may be terminated.
4. The decision of the College Management will be final.

  
Mrs. Manjiri Bhalerao  
(Principal - Additional Charge)

You are invited to submit your most competitive quotation for the following services: -

1. On demand availability of onsite software developer for development, customization, maintenance & support of inhouse software solutions.
2. Comprehensive support to all the stakeholders i.e. management, teachers, students, parents and liaison with multiple other government and private third parties.
3. Maintain our cloud server, secure the data, manage Google suite and do proper reporting
4. Strategic Consulting - Advising on process improvements and technological advancements.
5. Data Backup and Recovery
6. Technological training - Train our teachers, non-teaching staff members and students on latest / important technological advancements in the industry
7. Appointing an individual having ten plus years of experience in software development as well as training teachers/students/non-teaching staff members and who can also manage all of the above, to be available on demand.



Mrs. Manjiri Bhalerao  
(Principal - Additional Charge)

**ANNEXURE -A**  
**TECHNICAL BID (Envelope 1)**

**QUOTATION FORMAT**  
**(ON THE LETTER HEAD OF SUPPLIER)**

To,  
The Principal  
Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status),  
S.N.D.T. Women's University,  
Sir Vithaldas Vidyavihar, Juhu Tara Road,  
Santacruz (West), Mumbai - 400 049.

1.	Name of the Company /firm service provider	
2.	Head /Regd. Office address a. Postal b. Fax no. c. Tel.no. d. Email address e. Website address	
3.	Former name of the company (if any)	
4.	Type of Organization (i.e. whether sole Proprietor or partnership firm or a company or Govt. Deptt. Or Public Sector Organization)	
5.	a. Year of establishment b. Year in which computer software development, Maintenance Services & training were started	
6.	Details of software development services + maintenance + training handled during 3 years (Attach certificates / invoices from contractors)	
7.	Name, address and Mobile and Phone no. (office and residence) of the authorized signatory contact person of this website notification	
8.	PAN number (attach copy of PAN Card / GST)	
9.	Self-declaration of non-black listing / no complaint / vigilance injury in any govt. Deptt./PSU	
10.	Criteria for Quality of Service checks of the Organizations - Acknowledgement response time - Turn around time for data requests - Turn around time for software change requests	
11.	Profile of person who will be supporting the institute	

NOTE: - Enclose company profile with the application.

Name:

Address:

Telephone No:

Signature of the supplier with stamp

**ANNEXURE - B**  
**Commercial / Financial Bid (Envelope 2)**

**QUOTATION FORMAT**  
**(ON THE LETTER HEAD OF SUPPLIER)**

To,  
Principal  
Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status),  
S.N.D.T. Women's University,  
Sir Vithaldas Vidyavihar, Juhu Tara Road,  
Santacruz (West), Mumbai - 400 049.

**Subject: Quotation from Agencies for On-Premises software developer for development, customization, maintenance & support of inhouse software solutions, Technological training and Strategic Consulting support Under College Fund for Sir Vithaldas Thackersey College of Home Science (Empowered Autonomous Status) SNDT Women's University, Sir Vithaldas Vidvavihar Campus, Juhu Tara Road, Santacruz (West), Mumbai.**

Dear Sir/Madam,  
As per your requirement, we are glad to submit you our most reasonable and competitive rates asunder.

Sr. No.	ITEMS	TOTAL PRICE PER YEAR
	The vendors is expected to provide the following services through the manpower required	
1.	On premise Software developer helping us with: development, customization, maintenance & support of inhouse software solutions	
2.	Comprehensive support to all the stakeholders	
3.	Maintain our cloud server, data, Google suite	
4.	Strategic Consulting	
5.	Data Backup and Recovery	
6.	Technological training	

We agree to provide all of the above services in the accordance with the technical specification for a total contract price of Rs. \_\_\_\_\_ (Amount in figures) (Rs. \_\_\_\_\_ amount in words) per month within the period specified in the invitation for quotation.

We hereby certify that we have taken steps to ensure that no person acting for us or on behalf will engage in bribery or collusive agreements with competition.

Name:

Address:

Telephone No:

Signature of the supplier with stamp

### Annexure - C

We comply with the following Criteria as required in this engagement:

Sr. No	Qualifying Criteria	Enclosed and attested (Y/N)	Enclosed Document Page No (1, 2 etc.)
1	Should hold a valid PAN.		
2	Should have valid GST Number.		
3	Declaration on the company letter head if GST is not applicable.		
4	Company should be operational for more than 5 years		
5	Profile of an individual person having 10+ years of experience in software development as well as training, who will be deployed on college premise to support us		

I hereby acknowledge that the information provided above is correct.

Signature:

Date:

Designation :

Name:

Address:

Telephone No:

Signature of the supplier with stamp

**Annexure D**  
**Software Modules to be maintained & improved**

**1. Admissions Module:**

Implement a dynamic online application portal with real-time status updates. We require a user-friendly, responsive online application portal that provides applicants with up-to-date information on their application status, document submission requirements, and deadlines.

Develop a robust merit list generation algorithm that accommodates diverse criteria for aided programs. The algorithm must be flexible enough to handle various merit criteria, including academic performance, entrance exam scores, and other relevant factors, ensuring transparency and fairness in the admission process.

Create a flexible interview scheduling system with automated reminders and feedback collection. The system should allow for efficient scheduling of interviews, automated reminders to both interviewers and applicants, and a streamlined process for collecting and analyzing interview feedback.

Integrate secure online payment gateways and automated reconciliation with bank statements. The payment gateway should be secure, reliable, and integrated with our existing banking systems, enabling automated reconciliation of admission-related payments.

Implement student document management with digital verification. The system should allow students to upload documents, and allow administrators to digitally verify these documents.

Provide detailed reports for admission statistics. The system must generate reports on admissions statistics, to allow for analysis of trends.

**2. Accounting Module:**

Develop custom dashboards with drill-down capabilities for granular financial analysis. The dashboards should provide real-time insights into key financial metrics, with drill-down capabilities to allow for detailed analysis of underlying data.

Implement automated bank reconciliation with tolerance settings and exception handling. The system should automate the bank reconciliation process, with tolerance settings to handle minor discrepancies and exception handling for more significant issues.

Enhance reporting capabilities for audit trails and compliance requirements. The reporting system must provide comprehensive audit trails and ensure compliance with all relevant financial regulations.

Integrate with Tally ERP if required. If required the system must be able to integrate with Tally ERP.

**3. Inventory Management:**

Develop customizable inventory reports with filtering and sorting options. The system should generate customizable inventory reports with various filtering and sorting options to meet the needs of different departments.

Implement automated stock level alerts and reorder notifications. The system should provide automated alerts when stock levels fall below predefined thresholds and generate reorder notifications.

Develop a system to manage asset depreciation. The system should be able to manage the depreciation of assets.

**4. Attendance Module:**

Integrate with multiple biometric devices and attendance systems. The system should be compatible with a wide range of biometric devices and attendance systems.

Develop a mobile friendly interface for attendance tracking and leave applications. The mobile app should enable students and staff to track their attendance and submit leave applications from their mobile devices.

Implement automated leave approvals and notifications. The system should automate the leave approval process and provide timely notifications to applicants and approvers.

Generate customizable attendance reports for various stakeholders. The system should generate customizable attendance reports for faculty, administrators, and other stakeholders.

Develop a system to handle proxy attendance. The system should be able to detect and handle proxy attendance.

**5. Examination Module:**

Generate digital degree certificates, diplomas with QR codes and digital signatures.

Implement end to end examination management solution which supports both the NEP as well as previous examination system.

Integrate with DigiLocker system.

**6. Health System Integration:**

Develop a secure portal for students to access their health records. The portal should provide students with secure access to their health records.

**7. CLO and PLO Implementation:**

Develop a user-friendly interface for faculty to input and track CLO and PLO data. The interface should be intuitive and easy to use, minimizing the burden on faculty.

Generate comprehensive reports for program evaluation and accreditation purposes. The reports should provide detailed insights into CLO and PLO attainment levels.

Implement automated calculation of attainment levels. The system should automatically calculate attainment levels.

**8. NAAC MBGL Changes:**

Thoroughly analyze the NAAC MBGL framework and identify necessary system modifications. A thorough analysis of the NAAC MBGL framework is crucial to identify all necessary modifications to the ERP system.

Develop and implement changes to ensure compliance and accurate data reporting. The changes must be implemented in a timely and efficient manner, ensuring compliance with the framework.

Provide documentation of changes. Comprehensive documentation of all changes is essential for maintaining system integrity and facilitating future updates.

**9. Student Query Resolution:**

Implement a multi-channel support system (e.g., whatsapp, email). The system should provide multiple channels for students to submit queries and receive support.

Develop a knowledge base for common student queries. The knowledge base should provide students with self-service resources to resolve common queries.

Track and monitor query resolution times and student satisfaction. The system should track query resolution times and student satisfaction to ensure high-quality support.



## Annexure E Support Requirements

### Data Management and Reporting:

- **Dedicated Data Analyst:** The vendor must assign a dedicated data analyst as the primary point of contact for all data-related requests. This analyst should possess a strong understanding of database management, data extraction techniques (SQL, etc.), and reporting tools. They will be responsible for understanding our specific data requirements, creating custom reports, and ensuring data accuracy. The analyst should be available for regular communication and consultation.
- **Custom Report Generation:** We require the ability to generate a wide variety of custom reports tailored to the specific needs of different departments and stakeholders. This includes:
  - Ad-hoc reports for immediate data analysis.
  - Scheduled reports for regular monitoring and tracking.
  - Graphical reports and dashboards for data visualization.
  - Reports that conform to various file formats (CSV, Excel, PDF, etc.).
  - Reports that combine data from multiple modules of the ERP.
  - The reporting system should allow for flexible filtering, sorting, and aggregation of data.
- **Data Extraction and Export:**
  - The vendor must provide tools and processes for efficient data extraction and export in various formats. This includes:
    - Bulk data exports for data migration and analysis.
    - API access for real-time data integration with external systems.
    - Secure data transfer protocols to ensure data confidentiality.
  - The vendor will be responsible for ensuring that all data extractions are compliant with data privacy regulations.
- **Automated Report Scheduling and Delivery:**
  - The reporting system must support automated scheduling and delivery of reports to designated recipients. This includes:
    - Scheduling reports to be generated and delivered at specific times or intervals.

- Delivery of reports via email, secure file transfer, or other methods.
  - Notifications for report delivery status.
- The system should allow for the customization of report delivery schedules and recipients.
- **Data Quality and Validation:**
  - The vendor must implement data quality checks and validation processes to ensure the accuracy and reliability of data.
  - This includes data cleansing, data standardization, and data validation rules.
  - The vendor will be responsible for providing data quality reports and addressing data quality issues.
- **Data Security and Compliance:**
  - All data management and reporting processes must comply with relevant data privacy regulations (e.g., local regulations).
  - The vendor must implement appropriate security measures to protect data from unauthorized access, modification, or disclosure.
  - This includes access control, data encryption, and audit trails.
- **Data Backup and Recovery:**
  - The vendor must implement a comprehensive data backup and recovery plan to ensure data availability in the event of system failures or disasters.
  - This includes regular data backups, off-site data storage, and disaster recovery procedures.
- **Student Support:**
  - We demand student support during college working hours, accessible through multiple channels, including a ticketing system, live chat, and email. This comprehensive support structure is vital to ensure that students can receive assistance whenever they encounter technical issues or have questions regarding the ERP system. We require the vendor to establish a clear Service Level Agreement (SLA) outlining guaranteed response and resolution times, ensuring that student queries are addressed promptly and effectively. Additionally, we expect the vendor to provide thorough training for our student support staff, equipping them with the knowledge and skills necessary to resolve common issues and provide excellent customer service.

- **Feedback Collection:**

- We expect the vendor to develop and implement online survey platforms with customizable templates, enabling us to gather feedback from students on various aspects of their educational experience. This platform should facilitate automated survey distribution and response tracking, ensuring a high response rate and efficient data collection. Moreover, we require the vendor to generate detailed reports with comprehensive data analysis and visualization, providing actionable insights into student feedback. We require a 90% feedback collection rate.

- **Optional Course Selection and Payment:**

The vendor must integrate the ERP system with multiple secure payment gateways, enabling students to conveniently pay for optional value-added courses online. We require automated fee collection and reconciliation processes, ensuring accurate and efficient management of financial transactions. Additionally, the system should generate detailed reports on optional course enrolment and payment, providing valuable data for program management and financial analysis.

## **Annexure F**

### **Strategic Consulting**

- **Process Improvement Recommendations:**
  1. The vendor is expected to conduct thorough assessments of our existing workflows and business processes related to the ERP system. This includes analyzing departmental operations, identifying bottlenecks, and pinpointing areas for enhanced efficiency.
  2. The vendor must provide concrete, actionable recommendations for streamlining processes, reducing redundancies, and optimizing resource utilization. These recommendations should be supported by data analysis and best practices within the educational sector.
  3. The vendor should assist in the development and implementation of revised processes, including the creation of standard operating procedures (SOPs) and training materials.
  
- **Technological Advancement Suggestions:**
  1. The vendor must stay abreast of emerging technologies and industry trends relevant to ERP systems in higher education.
  2. They are expected to proactively suggest technological advancements that can enhance the functionality, performance, and security of our ERP solution. This includes recommendations for:
    - Integration with cutting-edge technologies (e.g., AI, machine learning, cloud computing).
    - Implementation of mobile-friendly solutions and applications.
    - Enhancements to data analytics and reporting capabilities.
    - Strengthening cybersecurity measures.
  3. The vendor should provide detailed evaluations of the potential benefits and costs of proposed technological advancements.
  4. They should also provide roadmaps for implementing new technology.

- **System Audits and Performance Reviews:**
  1. The vendor must conduct regular system audits and performance reviews to assess the health and efficiency of the ERP solution.
  2. These audits should include:
    - Performance monitoring and analysis.
    - Security vulnerability assessments.
    - Data integrity checks.
    - System usage analysis.
  3. The vendor must provide comprehensive reports detailing audit findings and recommendations for optimization.
  
- **Best Practice Implementation:**
  1. The vendor should have a deep understanding of industry best practices related to ERP implementation, maintenance, and support in the educational sector.
  2. They are expected to apply these best practices to our ERP solution, ensuring that it aligns with industry standards and regulatory requirements.
  3. This includes guidance on data governance, security protocols, and compliance procedures.
  
- **Change Management Expertise:**
  1. The vendor should provide expertise in change management, assisting us in the smooth transition to new processes and technologies.
  2. This includes:
    - Developing communication plans.
    - Providing training and support to users.
    - Addressing resistance to change.
    - Documenting all changes.
  
- **Long-Term Strategic Planning:**
  1. The vendor is expected to collaborate with our institution in developing a long-term strategic plan for the ERP system.
  2. This plan should align with our institutional goals and objectives, ensuring that the ERP solution continues to meet our evolving needs.
  3. The vendor should provide guidance on scalability, sustainability, and future upgrades.

- **Documentation:**
  1. The vendor will provide detailed documentation of all strategic recommendations, system changes, and process improvements.
  2. This documentation should be clear, concise, and easily accessible to our staff.

## **Annexure G**

### **Third-Party Vendor Management**

- **Single Point of Contact:**
  - The vendor will serve as the primary point of contact for all third-party vendors related to the ERP system. This simplifies communication and coordination, reducing the burden on our internal IT staff.
  
- **Vendor Evaluation and Selection:**
  - When new third-party integrations are required, the vendor will assist in evaluating and selecting suitable vendors. This includes:
    - Conducting due diligence on potential vendors.
    - Assessing vendor capabilities and experience.
    - Negotiating contracts and service level agreements (SLAs).
  - The vendor will ensure that all third-party vendors meet our institution's security and compliance standards.
  
- **Integration Management:**
  - The vendor will manage the integration of third-party systems with our ERP solution. This includes:
    - Developing and implementing integration plans.
    - Ensuring data compatibility and seamless data flow.
    - Troubleshooting integration issues.
  - The vendor will be responsible for maintaining documentation of all third-party integrations.

## **Annexure H**

### **Technological Training**

A college seeking support for technology training and integration to ensure all stakeholders are equipped with essential digital skills and that technology seamlessly supports various college functions. This partnership can significantly enhance efficiency, improve student outcomes, and strengthen alumni engagement.

#### **Technological skill development**

The vendor's primary role will be to provide comprehensive technological training across various tools and platforms, tailored to the specific needs of different stakeholder groups.

#### **Student skill development**

This involves a structured approach to upskilling students, teachers, and non-teaching staff.

For students, the training should focus on practical, career-relevant skills. The vendor can:

Offer Foundational & Advanced Training in offline mode:

**Canva:** Design principles, creating presentations, infographics, social media graphics, posters, and other visual content for academic projects, club activities, and personal branding.

**Microsoft Excel:** Basic to advanced functionalities, including data entry, formatting, formulas (VLOOKUP, SUMIF, etc.), pivot tables, charts, data analysis, and basic VBA for automation. This is crucial for various disciplines, from business to science.

**Microsoft Word:** Advanced document formatting, mail merge, creating professional reports, academic papers, and resumes.

**AI Tools:** Introduction to popular AI tools for research (e.g., ChatGPT, Bard for brainstorming, summarization), content creation (e.g., AI image generators, text-to-speech), data analysis (e.g., basic AI-driven insights), and ethical considerations in AI usage.

**Google Suite (Workspace):** In-depth training on Gmail (advanced features, filters), Google Drive (organization, sharing, collaboration), Google Docs (real-time collaboration, version history), Google Sheets (similar to Excel but with cloud-native advantages), Google Slides, Google Forms (surveys, quizzes), Google Calendar (scheduling, event management), and Google Meet (effective online communication).

**Conduct Hands-on Workshops:** Interactive sessions with practical exercises and real-world scenarios to solidify learning.



**Provide Project-Based Learning:** Assigning projects that require the application of learned tools to solve problems or create deliverables.

**Certifications/Badges:** Explore options for students to receive certifications or digital badges upon completion of specific training modules, enhancing their resumes.

**Career-Oriented Skill Integration:** Emphasize how these skills are directly applicable in internships and future employment.

### Teachers Skill Improvement Program

For educators, the focus should be on leveraging technology for enhanced pedagogy and administrative efficiency. The vendor can:

- **Integrate Tools into Teaching:**
  - **Canva:** Creating engaging lecture slides, visual aids, assignments, and course materials.
  - **Microsoft Excel:** Managing student grades, tracking attendance, analyzing assessment data, and basic research data organization.
  - **Microsoft Word:** Creating professional syllabi, question papers, research papers, and administrative documents.
  - **AI Tools:** Exploring AI for generating teaching materials, personalized learning paths, grading assistance (where appropriate), research assistance, and understanding ethical AI use in education.
  - **Google Suite (Workspace):** Utilizing Google Classroom for assignment submission and grading, Google Forms for quizzes and feedback, Google Meet for online classes and parent-teacher meetings, and collaborative document creation with students.
- **Develop Digital Pedagogy:** Training on effective online teaching strategies, blended learning models, and using technology to foster student engagement.
- **Research & Professional Development:** Utilizing technology for academic research, presenting findings, and participating in online professional development courses.
- **Troubleshooting & Support:** Basic troubleshooting skills and understanding when to escalate technical issues.

### Non-teaching Staff Members Technological Advancement

For administrative and support staff, the training should streamline daily operations and improve communication. The vendor can:

- **Optimize Administrative Processes:**
  - **Canva:** Creating official college notices, event invitations, and internal communications.
  - **Microsoft Excel:** Managing budgets, inventory, student records, attendance, and various departmental data.
  - **Microsoft Word:** Drafting official letters, reports, memos, and policy documents.
  - **AI Tools:** Exploring AI for automating routine tasks (e.g., email drafting assistance, summarizing lengthy documents), data extraction, and generating reports.
  - **Google Suite (Workspace):** Efficient email communication (Gmail), shared drives for document management (Google Drive), collaborative document creation (Docs, Sheets), scheduling meetings (Google Calendar), and online communication (Google Meet) for inter-departmental coordination.
- **Data Management & Security:** Training on best practices for data entry, storage, retrieval, and maintaining data security and privacy.
- **Communication & Collaboration:** Enhancing internal and external communication through digital tools.
- **Workflow Automation (Basic):** Identifying opportunities to automate repetitive tasks using existing software features.

### Technology Usage in Different Committees

The vendor's role extends beyond training to actively helping committees leverage technology for enhanced efficiency and effectiveness.

- **Placements Committee:**
  - **Database Management:** Setting up and managing robust student placement databases using Excel, Google Sheets, or specialized CRM tools.
  - **Communication & Outreach:** Utilizing Google Suite for seamless communication with recruiters (Gmail, Google Meet), organizing virtual job fairs (Google Meet, Google Forms for registrations), and tracking applicant progress.
  - **Resume & Portfolio Building:** Guiding students on using Canva and Word for professional resume and portfolio creation.
  - **Interview Preparation:** Leveraging AI tools for mock interviews and feedback.
  - **Data Analytics:** Using Excel/Google Sheets to analyze placement trends, identify skill gaps, and generate reports.

- **Virtual Event Management:** Assisting with the technological setup and management of virtual campus drives and webinars.
- **Alumni Committee:**
  - **Alumni Database Management:** Helping create and maintain a comprehensive alumni database using appropriate tools (Excel, Google Sheets, or specialized alumni management software).
  - **Engagement & Communication:** Facilitating digital newsletters (Canva for design), targeted email campaigns (Gmail), and online alumni events (Google Meet, Google Forms for RSVPs).
  - **Mentorship Programs:** Utilizing online platforms for connecting alumni with current students for mentorship.
  - **Fundraising Support:** Assisting with setting up online donation platforms and tracking contributions.
  - **Networking Platforms:** Exploring and assisting with the implementation of alumni-specific networking platforms.
  - **Social Media Integration:** Advising on using technology to enhance alumni engagement on social media.
- **Other College Committees (e.g., Admissions, Examination, Research, Cultural, Sports):**
  - **Streamlining Workflows:** Identifying and implementing technological solutions to automate repetitive tasks and improve efficiency (e.g., using Google Forms for data collection, Google Sheets for tracking).
  - **Data Management & Reporting:** Assisting with the creation of structured databases and generating insightful reports for decision-making.
  - **Communication & Collaboration:** Setting up shared drives for committee documents, establishing clear communication channels (Gmail, Google Meet), and facilitating collaborative document creation.
  - **Event Management:** Providing technological support for organizing and promoting college events (Canva for promotional materials, Google Forms for registrations, Google Meet for virtual components).
  - **Research & Data Analysis:** Guiding research committees on using Excel and potentially AI tools for data analysis and visualization.

In essence, the vendor acts as a technology partner, not just a trainer. Their expertise will ensure that the college not only gains proficiency in essential digital tools but also strategically integrates technology into every facet of its operations, leading to improved outcomes for students, faculty, and staff, and a more robust, technologically advanced institution.