

REQUEST FOR PROPOSALS (RFP)

University Management System (UMS)



University of Education, Lahore

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This document is compiled to provide necessary information to the potential bidders about the organization that is requesting for proposals, its functions, circumstances that necessitate the assignment and how the whole process of award of work will be handled. The primary objective is to help the prospective bidders understand the pertinent needs and enable them to devise solutions that are capable of serving the purpose.

1 Introduction

University of Education, Lahore was established in September 2002, with a mission to provide dynamic leaders and practitioners in teaching, research and management having content excellence, pedagogical, competence, commitment and integrity at school, college and

University level. Among other related objectives set before the UE, some are:

- To study and practice contemporary theories, methods, technologies and mediums of teaching/learning and to prepare personnel for a variety of professional roles in the field of education.
- To develop adaptations of the latest knowledge to local environment in terms of economy, culture, religion, languages or any other relevant parameters and at the same time conduct indigenous research in order to effectively contribute to the body of knowledge in the areas related with educational needs, practices and issues.
- To participate in and contribute to the matters like educational policy, curriculum design & development, teaching/learning materials development, educational attainment standards, education delivery mechanisms and development of educational organizations etc.
- To develop collaborative linkages with and provide support to local, provincial, national and international agencies mandated with provision, regulation and/or promotion of education and related services.

University of Education, has nine campuses, three divisions and more than 42 affiliated institutes are situated in the Punjab Province. Presently 29000 students are enrolled in post graduate, graduate and under graduate programs with the University. UE intends to utilize technology in teaching and learning process. UE intends to encourage, support and foster systematic integration of technology to automate its business processes related to human resource, finance, faculty, student, academics, examinations, admissions, learning and curriculum. It is the only teacher Education University in Pakistan. Head office of UE situated at College Road, Township, Lahore.

2 Background of the Proposed Assignment

Presently, University has very limited automation with respect to information management system. Most of the work is carried out manually. Manual processing of data makes it hard to force standards and improve the quality of the services across various units of the University. Processing data of thousands of students in traditional way is very time

consuming and has very poor accuracy. With head office situated in Lahore, students from other cities have to travel to Lahore to obtain degrees, result cards, verifications, NOCs and other related matters. It is very difficult to collaborate and communicate between head office and its campuses/divisions/affiliated colleges to utilize the resources efficiently. With these limitation, to provide high quality education with the help of Technology, University, desires to develop a complete **University Management System (UMS)** that has the capability to automate its processes in order to improve the quality of its services.

Thus, University desires to assign the task of providing a well customized system that caters to the pertinent needs detailed in the Scope of Work or Design & Develop a system to meet these requirements to a qualifying firm interested in and capable of providing such a system.

The interested firms are advised to carefully read the Scope of Work and other sections of this document to understand the technical as well procedural requirements and submit proposals that are not only complete in all respects but are also compliant with the relevant procedures and regulations.

3 Scope of Work

The scope of **University Management System (UMS)** comprises on the following major components:

- i. Subscription of a web based UMS, either off-the-shelf or designed & developed from scratch, that fulfills the requirements outlined in this document,
- ii. Software implementation, configuration and customization according to the University requirements
- iii. Technical consultancy, advisory, training of the staff and necessary troubleshooting to ensure smooth transition from manual to completely MIS/ERP assisted operations.

To explain the requirements further, the above main components are further divided into various modules and sub-modules. The purpose of these details is to lay down the requirements of University in as much detail as possible and to clear any ambiguities; however, in some instances the automation may require creation of new processes or re-engineering of the existing ones to facilitate the transition. The central objective would be to facilitate the University to automate its operations and business processes to increase efficiency, productivity, transparency, ease of reporting and facilitation to the stakeholders that include University administration, campuses, faculty, staff, students and society at large. These services must be capable to provide uninterrupted access to a large number of users especially during the admissions and results announcement. Initially, the software requirements are divided into two phases according to the job priority. Phase-I requirements are required to be completed in 90 days or less mentioned Annex-V.

4 Deliverables

In addition to the actual development/deployment/implementation of the desired solution following deliverables are expected from this project:

- i. Detailed plan for the project execution
- ii. Requirements Specification Document(s) and their Design Document(s) based on Requirements Specification
- iii. Installation, configuration, customization, and integration covering the scope of the project System's documentation in the form of installation and configuration guides, user and administration manuals etc.

5 Bid Submission Requirements

The objective of this part of the RFP is to provide bidders with the guidelines to enable them to submit their bids according to the specifications, format, order and manner compliant with the relevant regulations. Therefore, all the bidders must follow the below requirements while preparing and submitting their proposals.

- i. The responses to this RFP will be accepted in accordance with the PPRA's Rule 36(b) "Single Stage - Two Envelope" procedure of open competitive bidding;
- ii. Two separate envelopes, one containing Technical Proposal and the other containing Financial Proposal, and clearly marked as such; further enclosed/sealed in a Single Envelope labeled with the name, address and contact number of the Bidder, and Title of the Assignment for which the bid is being submitted;
- iii. Bidders shall submit Three (03) copies (both hard and soft) of Technical Proposal and one copy of Financial Proposal.
- iv. Bidders shall submit a signed letter bearing their Official Stamp as per the format given in Annex I as a cover letter to the Bid/Proposal enclosed in the Technical proposal envelope. Bid/Proposal submitted without this cover letter shall be liable to rejection.
- v. Technical proposals shall contain Company profile, location of branch offices, company experience in related field, technical staff details, projects completed & firm's references as per the format given in Annex II, equipment's technical details (brochures, etc.) mentioning compliance and properly highlighted all the compliance specification.
- vi. Bidders are required to follow professional way of submission of both Technical and Financial Proposals, for example, pagination of overall Technical proposal, tagging of various sections aligned with the RFP, strictly following the format defined in the RFP, table of contents, etc.;
- vii. Bidders are required to fill and sign the Annex V "Scope of Work", as provided in this RFP and must submit it along with Technical Proposal;
- viii. Bidders shall provide all the information in context as well as in sequence as set forth in Annex III "Technical Evaluation Criteria". Bidders must also provide filled Technical Evaluation Criteria as self-assessment (not binding on UE) and provide

references to page numbers of the proposal proving the claim of scores. Bids not following the format and sequence defined in this RFP are likely to be rejected.

- ix. The bidder must provide project execution plan complete with timelines in the Technical Proposal.
- x. Bidders are required to submit their financial proposals in Pak Rupees (PKR) only, no variations in exchange rates (of any foreign currency) shall be permissible for any of the components/modules of the assignment.
- xi. A CDR of Rs. 250,000/- must accompany the financial proposal as earnest money drawn in favor of Treasurer, University of Education.
- xii. A bidder must quote for complete solution as given in the Annex V "Scope of Work", partial quotations or missed out items may lead to rejection of bid.
- xiii. Total cost for the development and maintenance for the complete solution must be calculated over the period of ten years.
- xiv. Product warranties, support services and post-deployment support must be quoted as per project requirements.

6 Selection Procedure

The objective of this section is to define the steps and procedures that shall be adopted for the award of the tender to the Selected Bidder. Following procedures will be followed for the Selection of the successful bidder.

- i. In the first stage, only Technical Proposals will be opened in the presence of the bidders' representatives who choose to attend.
- ii. Technical evaluation of the bids shall be based on the information provided in the respective Technical Proposals.
- iii. As a part of technical evaluation, bidders will be asked to conduct, on a prescheduled time, a Presentation/Demonstration/Proof of Concept.
- iv. On the basis of technical evaluation, the Financial Proposal of only technically responsive bidders (qualified bidders) will be opened in the presence of their representatives if they choose to attend.
- v. For the overall evaluation the weightage of Technical and Financial proposals shall be 70% and 30% respectively.
- vi. In order to qualify on Technical responsiveness, bidders must fulfill all the requirements as laid down in the Technical Evaluation Criteria and secure at least 70% of the overall weightage assigned to the Technical Proposal (a minimum of 49 points).
- vii. From amongst the "Technically Responsive" bids the one found highest scorer for the cumulative value of both Technical and Financial scores (Score on Technical Evaluation + Score on Financial Evaluation), will qualify for the award of tender.
- viii. After the "Award of Tender" is approved, a Contract on the stamp paper (the worth of stamp paper shall be determined as per the relevant rules) shall be executed between the University and the Selected Bidder.

- ix. For ordering purpose the price evaluation will be done against complete/whole items including optional items of the bid.

7 Terms of Payment

- i. The earnest money of the successful bidder will be returned after the signing of the contract within 30 days.
- ii. Bidders are required to define the assignment milestones and the magnitude of work involved in a milestone against the total work. This will form the basis for payments schedule to be decided with mutual agreement.
- iii. Payments against the Product Warranty Support shall be made after expiry of first year of any such warrantee.
- iv. The successful Bidder will provide a performance security equal to 10% of the total cost of the solution in form of Bank Guarantee valid for at least one (01) year.
- v. All payments shall be made through cross cheque in the Pakistan Rupees (PKR).
- vi. Taxes will be deducted at source as per government rules at the time of payment.

8 Clarifications and Amendments

Interested bidders may request, in writing, for clarification of any of the provisions of the RFP document no later than five (05) days before the last date for proposal submission. Any request for clarification must be sent in writing (by courier, facsimile, or email) to the UE's official contacts indicated below. A query will, generally, be responded using the same means through which it is received and a copy of the response (including the query but without identifying its source) will also be made available to the other interested bidders.

The address for requesting clarifications is:

Shahbaz Hassan Wasti

Assistant Professor

Email: shahbazwasti@ue.edu.pk

Phone: 042-99262218

Annex I: Proposal Submission Form

(To be submitted as Cover Letter with the Proposal)

The Registrar
University of Education, Lahore
University of Education, College Road Township, Lahore,
Pakistan

Sir

We, the undersigned, offer to provide the solution along with required services for the assignment “**Universtiy Management System**” in accordance with your Request for Proposal dated _____, and our proposal is enclosed herewith. We, hereby, submit our Proposal, which includes both the Technical and Financial proposals, sealed in separate envelopes, along with all the necessary attachments.

We understand that you are not bound to accept any of the proposals you receive and that you reserve the right to accept or reject any offer, and/or to annul the bidding process and reject all proposals without assigning any reasons or having to owe any explanation whatsoever.

We also understand that the decision of the Technical Evaluation Committee shall be final and cannot be challenged on any ground at any forum and that the said committee or the University or any office holder of the University will not be liable for any losses or damages that may be caused to this bidder as a consequence of the decision on our proposal.

Yours' sincerely

Authorized Signature:

Name and Title of the Authorized Signatory:

Name of the Firm:

Detailed Contacts:

Annex II: Firm's References

(To be filled by the bidder for each mentioned experience and to be attached with the technical proposal for evaluation)

Please provide details of the relevant Services/Assignments carried out in the past (starting from the most recent) that Best Illustrate Qualifications/Experience of your firm.

Using the format below, provide information on each reference assignment for which your firm, either individually or as a partner company within an association, was legally contracted. Please attach a copy of completion certificate issued by the referenced organization, without which the reference claim may not be considered.

| | | |
|---|----------------------------|-------------------------|
| Assignment Name: | | |
| Client's Name/Title | | |
| Client's Address | | |
| Key Professional Staff Provided by Your Firm | Name | Responsibility |
| | | |
| | | |
| | | |
| Duration of assignment | (Total Man Months): | |
| Timeframe of assignment | Start Date: | Completion Date: |
| Apprx. Value of Project | | |
| Description of Project | | |
| Description of Solution Provided | | |

Annex III: Technical Evaluation Criteria

| Part A: Mandatory Requirements | | |
|---------------------------------------|---|-----------------------------------|
| Sr. No. | Attribute | Ref. Page No. for Evidence |
| 1. | Firm must have valid income tax number | |
| 2. | Affidavit that the firm has not been blacklisted. | |
| 3. | Proof of relevant experience in Sale, Service, Implementation of University Management System in Pakistan | |
| 5. | Financial Bid covering all essential components | |
| 6. | Project Execution Plan (Timelines, Resources, Dedicated Staff, Shared Staff, etc.) | |

| Part B: Company Profile | | |
|---|-----------------------------|------------------|
| Sr. No. | Attribute | Max Score |
| 1. | Bidder's profile | 08 |
| 2. | Relevant technical staff | 06 |
| 3. | Academic projects completed | 06 |
| Maximum obtainable score in Part B | | 20 |

| Part C: Technical Strength of the Proposed Solution | | |
|--|---|------------------|
| Sr. No. | Attribute | Max Score |
| 1. | Evaluation of features of the proposed solution vs requirements | 04 |
| 2. | Security related features of the proposed solution | 03 |
| 4. | How user friendly is the proposed solution | 03 |
| Maximum obtainable score in Part C | | 10 |

| Part D: Team Strength | | |
|---|---|------------------|
| Sr. No. | Attribute | Max Score |
| 1. | Expertise and qualifications of the dedicated staff | 05 |
| 2. | Relevant experience of the dedicated staff | 05 |
| Maximum obtainable score in Part D | | 10 |

| Part E: Project Execution Plan | | |
|---|--|------------------|
| Sr. No. | Attribute | Max Score |
| 1. | Project execution plan | 05 |
| 2. | Project execution expertise & experience of team lead and team members | 05 |
| Maximum obtainable score in Part E | | 10 |

| Part F: Presentation | | |
|---|---|------------------|
| Sr. No. | Attribute | Max Score |
| 1. | Clarity and comprehension of the assignment | 05 |
| 2. | Clarity and comprehension of the proposed solution | 05 |
| 3. | Clarity and justification of the design & development methodology | 05 |
| 4. | Clarity and justification of the execution methodology | 05 |
| Maximum obtainable score in Part F | | 20 |

Availability

| | |
|--|-----------|
| Total obtainable score for Technical Proposal | 70 |
|--|-----------|

Annex IV: Financial Evaluation Criteria

Weight of the financial scoring is 30% and the score of a bidder will be calculated using the following formula.

$$\text{Bidder's Score} = \frac{\text{Value of the Lowest Bid}}{\text{Value of the Bid in Consideration}} \times 30$$

Note:

The final decision will be based on the Overall Evaluation achieved by adding the scores of Technical and Financial proposals.

Annex V: Scope of Work (details) [Phase-I]

The proposed system will have following fundamental modules and system components based on the systems already in practice through manual mechanisms. Some of the processes may need re-engineering and necessary modifications for appropriate adoption by the proposed automated system.

1. User Management

- a. Create new users with authentication method
- b. Management of password policy and expiry
- c. Management of application rights for users
- d. Management of user roles and user rights

2. Campus Management

- a. Campus information, address, contact detail etc.
- b. Campus Faculty Management
 - i. Permanent
 - ii. Visiting
 - iii. Personal Information
 - iv. Academic record
 - v. Work Experience
 - vi. Training, workshops and conferences etc.
 - vii. Publications
 - viii. Achievement and awards etc.
- c. Date sheet and examination schedule management, examination deadlines for result submission etc.
- d. Correspondence and SMS notifications to faculty
- e. Correspondence and communication with head office
- f. Faculty attendance using biometric attendance system
- g. Department Management, create and manage departments, allocate faculty to departments and HODs
- h. Scholarship and Financial Aid to students

3. Student Management System

- a. Online Student Admissions
- b. Course Registration
- c. Course Grading and Assessment
- d. Student results, semester wise transcripts, provisional transcript etc.
- e. Semester freeze/drop

- f. Correspondence and SMS notifications
- g. Disciplinary Action/Punishment
- h. Migration
- i. Credit Transfer
- j. Scholarship
- k. Fee Payment and installments etc.
- l. Alumni

4. e-Learning Management System

- a. A portal for handling electronic materials including curriculum, syllabi and teaching/learning materials to facilitate the learning process
- b. Administering and submission of assignments, quizzes and home works etc. through electronic means
- c. Possibility of discussion forums related with various training programs

5. Examination Management System

- a. Conduct and Form Section
 - i. Management of examination schedule for examination registration
 - 1. Creating new centres, keeping record of the building detail for the centres
 - 2. Appointment of Invigilation staff
 - ii. Roll Number allotment
 - 1. Printing and issuance of roll number slips
 - iii. Date sheet
- b. Paper Development and Printing Section
 - i. Establishment of Question Bank to generate question papers
- c. Result Section
 - i. Tabulation of results
 - ii. Scrutiny of results
 - iii. Declaration of results gazette
 - iv. Online result availability
 - v. Issuance of academic transcript and failure statements (affiliated colleges)
- d. Degree and Verification
 - i. Printing of degrees
 - ii. Academic transcript and degree verification
 - iii. Preparation of scroll for convocation

iv. Registration process for convocation

6. University Administration System

- a. Online human resource recruitment system
- b. Employee Profile and personal record
- c. Job placement and assignment
- d. Approved posts and vacancies record
- e. Job advertisement
- f. Leave Management
- g. Employee appraisals
- h. Employee nominations record for trainings, workshops, conferences etc.
- i. Contract employment record
- j. Curriculum Management
- k. Institute Affiliation, institute detail record with respect to affiliation criteria, detail of the program offered at affiliated institutes
- l. Student Registration Record

7. Financial Management System

- a. Double entry accrual based accounting
- b. Full general ledger processing and reporting
- c. Accounts receivable
- d. Accounts payable
- e. Chart of Accounts
- f. Budget and Receipts
- g. Payments
- h. Payroll

8. User Guidance

- i. Searchable support for multiple users
- ii. Troubleshooting requests and online support
- iii. Online help