**Request for Proposal**

**For**

**Campus Management System**

**February 17, 2017**

**Pakistan Institute of Development Economics (PIDE),**

**Quaid-i-Azam University Campus,**

**P.O. Box. 1091, Islamabad,**

**44000, Pakistan.**

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**Detail of specifications and the terms & conditions of the tender**

Following are the detail of the specifications and the terms & conditions of the tender notice published in the newspapers on February 22, 2017.

# Introduction

Pakistan Institute of Development Economics, Pakistan (PIDE) intends to obtain an off-the-shelf Campus Management Solution to be customized and implemented for its campus located at Quaid-e-Azam University Islamabad.

For this purpose, sealed bids are invited from well reputed IT companies. The sealed bid comprising of **Technical as well as Financial proposal (both separately)** are to be submitted on or before the due date for submission of bid.

Prior to customization, the vendor will be required to compile SRS to be vetted by PIDE, giving time bound schedule for implementing the system.

# General Requirements

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | | | **Status**  **(Yes/**  **Customized/**  **Third Party/**  **No)** | **Proposed Required Component(s)** | **Type of User License(s) required** |
| User Interface | | |  |  |  |
|  | 1. Web Based | |  |  |  |
|  | 1. Works on Computers | |  |  |  |
|  | 1. Works on Smart Phones | |  |  |  |
|  | 1. Works on Tablets | |  |  |  |
| General Features | | |  |  |  |
|  | 1. The solution allows users with security access to override rules where appropriate | |  |  |  |
|  | 1. The solution provides the ability to view transactions using KPIs and summary views for a student by term within each module. It also provides auditing for specific transactions for example grading. | |  |  |  |
|  | 1. The solution delivers very robust Search/Match functionality for IDs being used throughout the system. The solution can be configured to automatically run Search/Match to ensure that the institution is not creating duplicates. | |  |  |  |
|  | 1. The solution provides users with the ability to restrict/encumber/sanction students so that they are stopped from accessing various functions or receiving certain services, e.g. block on academic transcripts, graduation, viewing exam results, online enrolment etc. | |  |  |  |
| Security and System Features | | |  |  |  |
| Security/ System Administration | | |  |  |  |
|  | | 1. All security functions can be maintained by the user system administrators without the need for institutional IT support. |  |  |  |
|  | | 1. The solution ensures that at logon, users are required to enter a unique user ID and a password. |  |  |  |
|  | | 1. The solution allows for password ageing |  |  |  |
|  | | 1. The solution provides the facility to link security roles to individual users |  |  |  |
|  | | 1. The solution allows for the creation of an unlimited number of security roles |  |  |  |
|  | | 1. The solution allows user system administrators to link menus, forms, reports etc. to security roles |  |  |  |
|  | | 1. The solution has the ability to limit data operations (insert, update, delete or query only) assigned to particular roles |  |  |  |
|  | | 1. The solution will provide appropriate security to restrict student access to their own details |  |  |  |
|  | | 1. The solution allows user system administrators to immediately suspend individual user access privileges |  |  |  |
| Ease of Use | | |  |  |  |
|  | | 1. The solution has a context sensitive help on all screens and for all data elements |  |  |  |
|  | | 1. The solution architecture provides for extensive and comprehensive implementation of business rules and constraints within the application logic tier. |  |  |  |
| Batch System | | |  |  |  |
|  | | 1. Ability to run any number of jobs/reports in a single batch request; jobs can be set to run in sequence or in any order. |  |  |  |
|  | | 1. The solution provides comprehensive and clear run logs including error reports |  |  |  |
| Pre-Built Analytics and Reporting | | |  |  |  |
|  | | 1. It should be possible to customize the metrics/ KPIs available to the users based on their roles. |  |  |  |
|  | | 1. It should be possible to drill down into the relevant details from the dashboards. |  |  |  |

# Functional Requirements

| **Description** | | | **Status**  **(Yes/**  **Customized/**  **Third Party/**  **No)** | | | | **Proposed Feature Mapping** | **Type of User License(s) required** | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Campus Community & Organizational Structure | | |  | | | |  |  | | |
| Organizational Unit | | |  | | | |  |  | | |
|  | 1. Incorporates sophisticated Organizational unit’s functionality enabling user definition of administrative and academic entities (e.g. Institution, Campus, School, Faculty; Department, Section etc.) | |  | | | |  |  | | |
|  | 1. Supports an alpha numeric coding schema | |  | | | |  |  | | |
|  | 1. Maintains status codes e.g., active, inactive, effective date | |  | | | |  |  | | |
|  | 1. Allows that Users are assigned to Organization units | |  | | | |  |  | | |
|  | 1. Allows multiple phones and phone types to be stored against the Organization units such as Institution and Campus | |  | | | |  |  | | |
| Biographic / Demographic Management | | |  | | | |  |  | | |
|  | 1. Ability to create and maintain data about people and organizations | |  | | | |  |  | | |
|  | 1. Ability to store numerous types (home, business, campus, billing, etc.) of contact data (addresses, phones, email) | |  | | | |  |  | | |
|  | 1. Ability to identify preferred name out of First , Middle and Last name. Ability to capture emergency contacts. Ability to identify primary address for billing and emergency purposes. | |  | | | |  |  | | |
|  | 1. Ability to store various information about a person such as relationship, emergency contact, work experience, health information, languages, photos, visa, passport details, education history | |  | | | |  |  | | |
|  | 1. Able to maintain data integrity where the entry of duplicate or multiple records is minimized using search/match to define criteria to check if a student record already exist in the system | |  | | | |  |  | | |
|  | 1. Able to maintain multiple types of checklist for a student / organization based on administrative function | |  | | | |  |  | | |
| Community Directory | | |  | | | |  |  | | |
|  | a. Ability to view contact information for students, employees, and alumni on-line | |  | | | |  |  | | |
| Admissions | | |  | | | |  |  | | |
| Applicant Information | | |  | | | |  |  | | |
|  | 1. Maintain applicant information in the system | |  | | | |  |  | | |
| 1. Coordinates concurrent application records | |  | | | |  |  | | |
| 1. Provides facilities for applicants/students to apply and register on multiple programs/ specialization and sub-specialization | |  | | | |  |  | | |
| 1. Enables to have admission period flexibility to invite applications from new applicants/ students before each semester or academic year starts | |  | | | |  |  | | |
| 1. Enables applicants to apply through different means such as mailing of an application form, online through the Internet, etc. | |  | | | |  |  | | |
| 1. Enable to record the receipt date and the details of the applicants on an individual basis and/or by a batch process for setting up the records in the database. Details of the applicants will include personal data such as name, address, and contact phone no. etc. | |  | | | |  |  | | |
| 1. Provides a course table be created/ maintained to include the necessary attributes of courses on offer in each semester. | |  | | | |  |  | | |
| 1. Provides a program table be created/ maintained to include the necessary attributes of programs offered. This will be the basis for verification of the program applied | |  | | | |  |  | | |
| 1. Allows students to change program choices, and applicants to change their personal information as well. | |  | | | |  |  | | |
| 1. The system should provide flexibility to process in other ways and/or at different times of the year and/or different set of criteria for prioritization of applicants. | |  | | | |  |  | | |
| 1. Each program has a limit on its enrolment number and therefore each will have its own quota. | |  | | | |  |  | | |
| 1. Allows users to skip the normal procedures to register applicants directly subject to verifications such as no double registration on the same program | |  | | | |  |  | | |
| 1. Provides facilities to let students transfer, defer and withdraw from programs/ courses | |  | | | |  |  | | |
| 1. Maintains different status for students i.e. Active or Non Active, Special Leave, Postpone Semester | |  | | | |  |  | | |
| 1. Provides services relating to Reporting and Analysis | |  | | | |  |  | | |
| Correspondence | | |  | | | |  |  | | |
|  | a. The solution generates correspondence to prospects, students maintained in the database | |  | | | |  |  | | |
| b. The solution generates correspondence to members of staff, sponsors and other persons maintained in the database | |  | | | |  |  | | |
| c. Communication records can be created, tracked, and tied to external Organizations | |  | | | |  |  | | |
| d. Ability to generate correspondence via softcopy (email) or notifications via SMS | |  | | | |  |  | | |
| e. The solution enables user definition of correspondence types with ability to maintain multiple templates for each correspondence type. | |  | | | |  |  | | |
| Online Admissions Application | | | |  | | |  |  | |
|  | | 1. Offers an Online Admissions application for the electronic submission of applications by the applicants | |  | | |  |  | |
| 1. Should support online tracking of application statuses | |  | | |  |  | |
| 1. Should maintain multiple applications for an individual applicant | |  | | |  |  | |
| 1. Should allow detailed capture of the application details including the following data:    1. Application Entry    2. Admission Type    3. Biographics    4. National Ids    5. Relationships    6. Addresses    7. Country/ State    8. Emails/ Phone Nos    9. Religion    10. Citizenship    11. Publications    12. External Degrees    13. Test Results    14. External Courses    15. Honors and Awards    16. Extracurricular    17. Education    18. Work Experience    19. Any other defined field | |  | | |  | | |
| Tracking Admission Fees | | | |  | | |  | | |
|  | | 1. System will be able to maintain and record the following fees at the time of application and admission    * Application Processing Fees    * Prospectus Fees    * Admission Fees | |  | | |  | | |
| Application Evaluation and Merit Generation | | | |  | | |  | | |
|  | | 1. Automatically evaluates applicants based on user-defined criteria | |  | | |  | | |
| 1. Users should be able to define merit formulae for various programs and disciplines | |  | | |  | | |
| 1. Applications should be evaluated based on the relevant criteria in batch | |  | | |  | | |
| 1. Merit ranking of applications should be established based upon the evaluation score | |  | | |  | | |
| 1. Eligibility of applications should be determined based upon user-defined criteria | |  | | |  | | |
| 1. System should maintain the criterion / complex rules for the generation of Merit List and allow variations by programs and disciplines | |  | | |  | | |
| Admission Selection and Admission Decision | | | |  | | |  | | |
|  | | 1. System should maintain the criterion / complex rules for the generation of Selection List | |  | | |  | | |
| 1. System should allow generation of Selection List based on user-defined criterion | |  | | |  | | |
| 1. Tracks admission decisions and application statuses (Admitted, Rejected, Offer Accepted, Offer Rejected, Waitlisted) | |  | | |  | | |
| 1. System should be able to handle applicant preferences related to multiple programs applied for and automatically admit them in preferred programs depending upon the availability of seats and merit score | |  | | |  | | |
| 1. System should track admission offers sent to applicants | |  | | |  | | |
| 1. Applicants should be sent email and SMS notifications for admission offers and important events like updates to selection lists | |  | | |  | | |
| 1. System should track the applicant responses to admission offers sent | |  | | |  | | |
| 1. System should allow manual corrections in applications statuses | |  | | |  | | |
| Upload and download of Applications’ Data | | | |  | | |  | | |
|  | | 1. System will provide the feature to load large volumes of applications data through an External File Upload. This will facilitate the uploading of finalized admission decisions taken outside the system | |  | | |  | | |
| 1. System will also provide the ability to download the applications data from the system to facilitate the admissions’ decision finalization outside the system. | |  | | |  | | |
| Curriculum Management | | |  | | | |  |  | | |
| Curriculum (Courses, Study Areas, and Units) | | |  | | | |  |  | | |
|  | a. The Curriculum subsystem is used to define information relating to the academic offerings of the University including courses, study areas (majors, minors, etc.), units, classes, their activities (lectures, tutorials, etc.) and their awards. | |  | | | |  |  | | |
| b. Links courses, study areas and units to security roles based on Organizational unit e.g. Faculty of Business staff can view all courses, study areas and units, but can only update courses, study areas and units 'owned' by the Faculty of Business | |  | | | |  |  | | |
| 1. Defines and maintains the following, but not limited to, rules in a manner that can be applied automatically by the appropriate functions within the system:    * admission    * enrolment    * progression (probation/exclusion)    * completion | |  | | | |  |  | | |
| 1. This function is supported by extensive use of management and operational reports | |  | |  |  | | |
| 1. The information listed below is:    * Dynamically maintained from the Academic Management function above.    * Stored in the same tables as the data maintained by the Academic Management function above | |  | |  |  | | |
| Maintain Course Details | | |  | |  |  | | |
|  | 1. Defines and maintains the following, but not limited to, rules in a form that can be applied automatically by the appropriate functions within the system:    * admission    * enrolment    * progression (probation/exclusion)    * completion | |  | |  |  | | |
| b. Defines offerings of a course version that allows different course structures at different teaching locations | |  | |  |  | | |
| c. Provides the ability to put in a future start date and only accept commencing students after that date | |  | |  |  | | |
| d. Rolls course versions to a future teaching period/academic year | |  | |  |  | | |
| Maintain Unit Details | | |  | | | |  |  | | |
|  | 1. The solution captures and stores unit related information including, but not restricted to:    * start, end, expiry dates    * unit credit points enrolled and achieved when completed    * an indicator that specifies whether it is possible to override the enrolled and/or achieved credit points at student unit attempt level    * total unit contact hours, broken down by components    * unit version activities (seminars, tutorials etc.)    * record and maintain timetable information for unit versions, their modules (if any) and activities including, but not limited to:      + primary lecture and quota      + linked secondary activities (tutorial, lab etc.) and their quotas      + mode of delivery for each activity      + location / venue      + time slot and duration      + contact person for each activity    * whether or not the unit is assessed    * assessment items    * grading schemas    * campuses offered 2. classes offered | |  | | | |  |  | | |
|  | 1. System should have the provision to store at least 3 decimals places for the course units to facilitate unit conversions. | |  | | | |  |  | | |
| Maintain Study Area | | |  | | | |  |  | | |
|  | 1. The solution records and maintains study area related information including, but not limited to:    * start, expiry, end dates    * status codes, e.g. planned, current, closed    * linked to course versions    * linked to course version offerings    * study area structure(s)    * entry requirements for a specific study area    * ‘Type’ i.e. Major, Minor etc.; whether administrative or academic    * credit points for study area    * discipline code(s) or fields of education    * record and maintain relationships between study areas    * record and maintain study area rules, including:      + Co-requisites o Incompatibles o Pre-requisites o Equivalents      + Completion    * institutional defined fields | |  | | | |  |  | | |
| b. The solution incorporates rules for calculating a student's study area GPA | |  | | | |  |  | | |
| c. The solution supports multiple study areas in a single degree course | |  | | | |  |  | | |
| d. The solution supports multiple study areas in a multiple degree course, with the study area linked to the component courses | |  | | | |  |  | | |
| Calendars | | |  | | | |  |  | | |
|  | a. Incorporates a calendar enabling user definition of all significant periods of time (e.g. teaching periods, fee periods) | |  | | | |  |  | | |
| b. Incorporates calendar contingent issues including, but not limited to, timing of fees invoices, monitoring for course completion, identifying students eligible for probation, and the web interface providing information regarding enrolment deadlines for adding and withdrawing units, etc. | |  | | | |  |  | | |
| c. Provides the ability to link calendars via relationships e.g. teaching periods within an academic year | |  | | | |  |  | | |
| d. Allows Calendars to support spanning years | |  | | | |  |  | | |
| 1. Provides a flexible calendaring facility, enabling institution definition of all significant periods of time including, but not limited to, definitions of:    * Academic periods    * Enrolment periods    * Teaching periods    * Fee assessment periods    * Examination periods    * Academic progression periods    * Graduation periods | |  | | | |  |  | | |
| f. Electronically rolls calendars into the following ‘year’ | |  | | | |  |  | | |
| g. Incorporates a number of dates recorded within the academic calendar. These dates are user definable and determine admission and enrolment periods, grading, discontinuation and withdrawals etc. | |  | | | |  |  | | |
| Class Timetabling | | |  | | | |  |  | | |
|  | a. The solution can be configured to import a generated class timetable from an external package or has its own timetable component | |  | | | |  |  | | |
| b. System should have the provisioning of creating class sections individually and in batches to facilitate data entry in the start of term. | |  | | | |  |  | | |
| c. The solution provides a web-based facility for enquiries on the published class timetable | |  | | | |  |  | | |
| d. The solution uses a "shopping basket" concept, where students can select a variety of classes and validate that they meet the class pre- requisites for enrolment and upon completing enrolment, looks at their resultant personalized class timetable | |  | | | |  |  | | |
| Enrollment | | |  | | | |  |  | | |
|  | 1. System should provide an interactive functionality for administratively enrolling students into group of courses | |  | | | |  |  | | |
| 1. System should facilitate the administrative enrollment by saving a named collection of courses/ classes used in an enrollment. The named collection should be available for a quick data entry in the subsequent enrollments. | |  | | | |  |  | | |
| 1. System should support enrolling batch of students in a batch of classes in one go providing an interactive interface for identifying the student population and the classes population. | |  | | | |  |  | | |
| 1. In case of Batch enrollments, system should support selecting students and classes on the basis of flexible parameter such as Departments, School, Campus etc. | |  | | | |  |  | | |
| Transcript | | |  | | | |  |  | | |
|  | 1. Ability to maintain multiple transcript templates with effective dates | |  | | | |  |  | | |
|  | 1. System should be given the option of generating transcripts at different levels career-wise, program-wise, specialization-wise. | |  | | | |  |  | | |
| Student Records | | |  | | | |  |  | | |
|  | 1. Provides flexibility of searching on different criteria | |  | | | |  |  | | |
| 1. Provides services for address details, including:    1. Home address    2. Multiple phone and email addresses with identification of preferred    3. Preferred billing address    4. Emergency contact details    5. mobile number and a separate SMS phone number) | |  | | | |  |  | | |
| 1. Maintains user definable titles e.g. Mr., Ms, Dr etc. | |  | | | |  |  | | |
| 1. Records and maintains the following information about students and other persons as a single model:    1. name (title, surname; first, second)    2. awards/honours    3. preferred name (for use in most system related applications)    4. date of birth, gender (including a value of 'undisclosed' or similar)    5. a staff indicator    6. a student indicator | |  | | | |  |  | | |
| 1. The solution should be based upon a flexible model enabling all persons of interest to the institution to be modeled as a single individual with multiple distinguishing roles over time | |  | | | |  |  | | |
|  | 1. The solution should have provision for different departments to give input about clearance at the time of completion of degree | |  | | | |  |  | | |
| Student’s Academic History | | |  | | | |  |  | | |
|  | a. Records and maintains a person's secondary education details, e.g. school, subjects, grades achieved, year achieved, aggregate scores etc. | |  | | | |  |  | | |
| b. Records and maintains a person's tertiary education studies undertaken at other institutions, including course title, level, year/s undertaken, progression status, aggregate scores (e.g. GPA) and individual subject marks and grades, exclusion details | |  | | | |  |  | | |
| c. Records and maintains a person's overseas secondary education details  e.g. schools, subjects, grades achieved, year, aggregate scores, etc. | |  | | | |  |  | | |
| d. Records and maintains a person's tertiary education studies undertaken at overseas institutions, including course title, level, year(s) undertaken, progression status, aggregate scores (e.g. Division, Grade, GPA and CGPA) and individual subject marks and grades, exclusion details, etc. | |  | | | |  |  | | |
| e. Records and maintains work experience | |  | | | |  |  | | |
| f. Records details and outcomes of tests and other qualifications (e.g. English Proficiency Tests, GMAT, GRE Local and International etc.), including scores on individual sub-tests | |  | | | |  |  | | |
| g. Enables users to record assessment details, rankings and other decisions/outcomes both in the context of individual qualification assessments and admission application instances | |  | | | |  |  | | |
| h. Enables users to indicate the applicant’s education details - test results, previous studies such as degrees, diplomas and subject details - and use these as a basis of the applicant’s basis of admission. Using this information, users can manually weight or rank these qualifications, add feedback and order in priority | |  | | | |  |  | | |
| i. Assigns levels of service such as positive and negative indicators;   * + Positive indicators can be used to provide preferential levels of service   + Negative indicators can be used to withhold service | |  | | | |  |  | | |
| j. Reports enrolment, graduation or demographic statistics | |  | | | |  |  | | |
| k. Maintains grading information | |  | | | |  |  | | |
| l. Alerts applicants on the course choices if there are any associated compulsory/advisory pre-requisites | |  | | | |  |  | | |
| m. Once a record has been created, the activities taken place subsequently for the student including award of any advanced standing (credit transfer), financial assistance, course and program information, intended program of award, progress on the course and program, course result grade, top student award on a course basis, award granted, misconduct, disciplinary action, etc. will become part of the student record | |  | | | |  |  | | |
| n. Provides flexibility to maintain a complete, accurate and updated record for a student to include his/her study in the university offered in different modes, e.g. in distance learning and/or full-time study, etc. | |  | | | |  |  | | |
| Application History | | |  | | | |  |  | | |
|  | * 1. The University provides many flexibilities for applicants including: an applicant may apply for more than one type of advanced standing (General Credit Transfer, Specific Credit Transfer and/or Block Credit Transfer), may apply for more than once prior to graduation, may request for change in the application program prior to graduation, or to revert to the original program. There should also be an appeal mechanism. The system should be flexible for handling these matters and to be able to keep track of the application history as some awards may be time specific | |  | | | |  |  | | |
| * 1. Allow changes of tutorial groups as requested by students because of various reasons | |  | | | |  |  | | |
| * 1. Provides users to set up and maintain the codes/flags to be adopted for different prizes, awards, language proficiency test result before a semester starts | |  | | | |  |  | | |
| * 1. When the offer of prizes, awards or language proficiency test result are confirmed, the tracking information to include the student ID, course or program concerned, department, year and semester, whether certificate is to be issued, date of confirmed offer, date of ceremony/conferment, etc. shall be captured into the system; | |  | | | |  |  | | |
| Grade Book | | |  | | | |  |  | | |
|  | 1. Provides facility, i.e. when a course starts to run at the beginning of a semester, the assessment parameters will be set up in the system to define the criteria for the calculation of the assignment marks and the overall continuous assessment score. This comprise of flexible assessment structure containing as many levels as desired. | |  | | | |  |  | | |
| 1. Generates letters to inform students about their attendance, computer marked assignments scores, change of assignments scores due to error in marking, rejection of late assignment, etc. | |  | | | |  |  | | |
| 1. At the end of the presentation of the course and before the course final examination takes place, the overall continuous assessment score of a course will be calculated by the system based on the assessment parameters maintained in the system | |  | | | |  |  | | |
| 1. Provides flexibility to handle the assignment process for students on different mode of study with a different timetable | |  | | | |  |  | | |
| 1. Before the semester starts, the permissible range of course score, overall examination score, overall continuous assessment score governing the determination of course result grade will be set up and maintained in the system | |  | | | |  |  | | |
| 1. Before the final examination of a course starts, the parameters will be set up in the system to define the criteria for the calculation of the overall examination marks based on component scores, if any, and the final course score based on the continuous assessment and examination scores. This will include relative and absolute grading. | |  | | | |  |  | | |
| 1. System should have the provision of allowing designated authorities to modify the final grades once it has been posted | |  | | | |  |  | | |
| 1. System should have the provision of allowing designated authorities to modify the grades/ marks of the underlying categories such as Final, Mid-Term etc. that make up the final grade after the grade had been posted. The final grade should also be updated automatically once the underlying marks/ grades are changed. | |  | | | |  |  | | |
| 1. System should have the provision of doing relative grading | |  | | | |  |  | | |
| 1. System should give the provision of recording marks based grading | |  | | | |  |  | | |
| 1. Allows to calculate and round off the GPA up to configurable number of decimal places | |  | | | |  |  | | |
| 1. Allows to enquire/check the assignments scores by users/students via Learner Self Service | |  | | | |  |  | | |
| 1. Ability to define the course assessment to be an exam-only assessment, or a combination of assessments and exams for a single component of the course, or for multiple components | |  | | | |  |  | | |
| 1. Ability to define multi-levels of assessment requirements at course level, component level, etc. e.g. Course A will have Field Work, Course Work, Project, Attendance, Exam as Level 1 assessment requirements. Level 1 “Project” assessment will have Level 2 assessments such as “Group Project” and “Individual Project”. Level 3 assessments for “Group Project” can then be broken down into “Teamwork” and “Leadership skill” while “Individual Project” can be broken down into “Essay Writing” and “Presentation Skills”. Different weightages can be applied at various levels | |  | | | |  |  | | |
| o. Ability to view the configuration and relationship of these multi-level assessments in a tree hierarchical manner | |  | | | |  |  | | |
| Attendance Tracking | | |  | | | |  |  | | |
|  | 1. Provides for data capture of the attendance for the classes | |  | | | |  |  | | |
| 1. System should support a need-based Attendance Roster generation for the classes at the time of marking the attendance | |  | | | |  |  | | |
| 1. System should only allow authorized persons to make the class attendance | |  | | | |  |  | | |
| 1. System should support an auto-posting of specified grade in case of Attendance shortfall. The shortfall criteria should be configured in the system. | |  | | | |  |  | | |
| Campus Self Service | | |  | | | |  |  | | |
| Learner Self Service | | |  | | | |  |  | | |
|  | 1. Able to access information via Student Centre | |  | | | |  |  | | |
| 1. Able to view personal information such as addresses, contact numbers, emails, emergency contacts, extracurricular activities, work experiences, honors and awards online | |  | | | |  |  | | |
| 1. c. Able to update personal information | |  | | | |  |  | | |
| 1. Able to view program advisor that has been assigned | |  | | | |  |  | | |
| 1. Able to view personalized individual course schedule in a list view or calendar view | |  | | | |  |  | | |
| 1. Able to view lecturer, venue, date, time information for each class | |  | | | |  |  | | |
| 1. Able to have date range and day range to view calendar view | |  | | | |  |  | | |
| 1. Able to perform search for available courses / subjects and view information of each course | |  | | | |  |  | | |
| 1. Able to add classes to a shopping cart before checking out | |  | | | |  |  | | |
| 1. Able to drop classes from enrolled classes | |  | | | |  |  | | |
| 1. m. Able to view grade (current and history) online | |  | | | |  |  | | |
| 1. p. Able to request for official and unofficial transcript | |  | | | |  |  | | |
| 1. r. Able to apply for graduation | |  | | | |  |  | | |
| 1. s. Able to view outstanding payment amount details and payment history | |  | | | |  |  | | |
| t. Able to communicate with program advisors online | |  | | | |  |  | |
| Students should be able to see their attendance summary and detail through Self-Service | |  | | | |  |  | |
| Students should be able to see the attendance shortfall percentage through Self-Service. | |  | | | |  |  | |
| Students should be able to print their Statement of Account through Self-Service | |  | | | |  |  | |
| Students should be able to see the class-wise, student-wise attendance shortfall percentages through Self-Service | |  | | | |  |  | |
| Faculty Self- Service | | |  | | | |  |  | |
|  | a. Able to access information via Faculty Centre | |  | | | |  |  | |
| b. Able to view personal information online | |  | | | |  |  | |
| c. Able to view teaching schedule online | |  | | | |  |  | |
| d. Able to access class roster to view student who have enrolled, dropped, waitlisted | |  | | | |  |  | |
| e. Able to access grade roster to view, add, update final grades | |  | | | |  |  | |
| f. Able to access grade book to view and grade assignments | |  | | | |  |  | |
| g. Able to import grades from Excel | |  | | | |  |  | |
| h. Able to have access to student information such as personal information, and view service indicators | |  | | | |  |  | |
| i. Able to communicate with students online (selected students, all students) | |  | | | |  |  | |
| 1. Instructors should be able to see their attendance summary and detail of their classes through Self-Service | |  | | | |  |  | |
| Student Financials & Financial Aid | | |  | | | |  |  | |
|  | 1. Should calculate tuition based upon student enrollment or other criteria and be able to set effective dates for each rule configuration | |  | | | |  |  | |
| 1. System should capturing fee variability such as Campus, Terms, Programs, Career, Intake/ Batch | |  | | | |  |  | |
| 1. System should calculate fee based upon number of credit hours/units taken in a course | |  | | | |  |  | |
| 1. System should have the provision to setup fee based upon different rates for different components of a course i.e. Laboratory/Lecture, Primary/Secondary etc. | |  | | | |  |  | |
| 1. System should have the flexibility to cater fee setup for different class sections of a course based upon number of students being enrolled in that course | |  | | | |  |  | |
| 1. System should have the provision of making adjustments in fee based upon students going for On Job Trainings, or Work Study etc. | |  | | | |  |  | |
| 1. System should have the facility to set criteria based upon Student Category/Academic Level of the student i.e. First Year/Second Year, Morning/Afternoon | |  | | | |  |  | |
| 1. System should have the concept of partial reversals for both charges and payments | |  | | | |  |  | |
| 1. System should support complete fee breakdown on the Student bills | |  | | | |  |  | |
| 1. Student account must depict detailed description of both type of bills i.e. Paid and unpaid with dates | |  | | | |  |  | |
| 1. System should be able to print complete installment plan at student bill before and after payments have been made | |  | | | |  |  | |
| m. System should be able to link student fee with attendance in case of fee defaulters | |  | | | |  |  | |
| n. There must be unique identification of students paying via installments and those paying in cash and system should have this provision of setting up separate fee structures for both type of students | |  | | | |  |  | |
| 1. At the time of tuition calculation, system should be able to distinguish between students paying in full vs students paying in installments. | |  | | | |  |  | |
| 1. Able to recalculate fees if the students add or drop classes | |  | | | |  |  | |
| 1. Able to calculate fees for one student or by batch and to have tuition calculation controls such as by career, program, terms, etc.) | |  | | | |  |  | |
| 1. Able to define waivers (fee concessions, subsidy or discounts) | |  | | | |  |  | |
| 1. Able to cater for changes in fee policies for new student intake while the previous student intake will follow the previous fee charges | |  | | | |  |  | |
| 1. Able to have an administrator view of student account which allows drilling into by term/semester and each item types (charges) and payment history | |  | | | |  |  | |
| 1. Able to process refunds for an individual student | |  | | | |  |  | |
| w. Posts financial aid disbursements to the student account | |  | | | |  |  | |
| 1. Age accounts and manage collections | |  | | | |  |  | |
| 1. The system should allow for de-registering students from courses that have been refunded or the tuition fee being deferred for a specified period and calculate the amount of refund due | |  | | | |  |  | |
| 1. When an application is accepted, application information including claim details, personal data and payment details will be captured into the system | |  | | | |  |  | |
| 1. The system should also provide facilities for a defaulter subsystem to maintain the studentsovide facilities for a dcharge and penalty charge and initiate actions on hold for some University processes, e.g. withholding studentsthe amount of results, withholding student graduation, etc. for students who fail to repay the loan or installment according to a defined schedule | |  | | | |  |  | |
| 1. Able to define the accounting entries for each item type and when the accounting entries are generated | |  | | | |  |  | |
| 1. Able to offer scholarships to students to accept/decline online | |  | | | |  |  | |
|  | 1. Post financial aid disbursements to the student account | |  | | | |  |  | |
| Online Surveys from users | | |  | | | |  |  | |
|  | Should support performing surveys (like HEC performas) from users like   1. Student Course Evaluation Questionnaire Performa 2. Faculty Course Review Report Performa 3. Survey of Graduating Students Performa 4. Research Student Progress Review Form 5. Faculty Survey Performa 6. Survey of Departments Offering PhD Program, Performa 7. Alumni Survey 8. Employer Survey 9. Faculty Resume Form 10. Teacher Evaluation Form | |  | | | |  |  | |
| System Integration | | |  | | | |  |  | |
|  | Must provide integration with Learning management system like Moodle  Must provide integration with Library management system like Koha  Must provide integration with Scheduling software like Unitime or has its own scheduling  Integratable with ERP (Microsoft, Oracle and SAP etc) | |  | | | |  |  | |
|  | Following reports will be required from the system:   * Fee structure reports * List of students reports: department wise, degree wise, course wise, semester wise, gender wise etc * Fee Vouchers * Fees Paid / Unpaid Students Report * Ageing of unpaid fee vouchers * Issuance of Reminder Notices/Letters to students/parents * Fee Ledger of individual Students including scholarships * Overall and Department wise Fee Vouchers issued, Paid, Unpaid Summary * Admission Fee Report * Tuition Fees Reports – billed and collected * Scholarship Reports * Tax Reports * Security Deposit Collection Report * Security Deposit Refund Report * Fine Collection Report * 30 more with mutual agreement | |  | | | |  |  | |

# Non-Functional Requirements

## Training

A user level training explaining the functionality and day to day usage of application must be carried out for the end users of all the modules. A technical level training of the IT staff must be carried out for the smooth functioning of the applications after the implementation of the project. This will include embedding of 2-3 members of the IT team in the successful bidder’s implementation teams. Proper mentoring of these embedded members of the IT team will be the responsibility of the successful bidder’s implementation teams.

## User Manuals

A detailed user level manual covering each and every module individually should be provided. It should cover in detail every aspect of effectively and efficiently using the modules. It should be written in simple English avoiding technical jargons where possible. It should not be totally text based and must contain screen shots of actual module for proper elaboration of the system.

## Disaster Recovery

Disaster recovery center must be from reputable cloud infrastructure provider. Quoted Cloud based Disaster Recovery Infrastructure must be from a major international cloud provider (Amazon, IBM, Microsoft, Oracle, SAP, Dropbox)

## Hardware Requirement

Minimum hardware specifications for the successful implementation and deployment of the system should be specified as part of the technical proposal. Price for the hardware and licensing should be added separately in financial proposal.

## Deployment

Bidder must also specify separate cost for software deployment, hardware maintenance and ensuring 24/7 uptime without chocking of bandwidth during peak times. Bidder is required to provide complete deployment solution along with technical proposal. The bidder is also required to mention whether he will deploy the software inside country or outside. The bidder is required to provide detail of proposed hardware and bandwidth etc. If the solution is cloud based, then bidder must mention what cloud infrastructure provider he will use.

## Implementation Plan

* The technical proposal should include the implementation plan for the project, including the deliverables for each milestone, such as Requirement Analysis and SRS preparation, Sign off of the SRS, Preparation of Functional Specifications and Prototypes, Design/ Development, Implementation, Deployment, and User Acceptance. Bidders are required explicitly specify the areas where services will be provided, as well as clearly specifying the responsibility areas of the PIDE project team.

## Warranty

The details of the warranty are to be provided. Also there should be a provision of at least five (05) year software and hardware (if any) maintenance contract after the acceptance by PIDE.

# Eligible Companies

Sealed bids are invited from well reputed IT companies. The sealed bid comprising of **Technical as well as Financial proposal (both separately)** are to be submitted.

* Tendering for the project is open to all companies fulfilling the following criteria:

1. Company should offer recognized off-the-shelf Campus Management Solution (CMS) capable of meeting the requirements of PIDE.
2. The offered solution must have at least three (03) major university implementations
3. At least Five years of relevant experience Sale, Service, and Implementation of Campus Management Solution (Proof of company being in operation for at least 5 years in Pakistan in relevant business)

* The bidding companies must also provide the following information:

1. Name
2. Address
3. Registered in Pakistan or represented through a Local Partner
4. For Companies registered in Pakistan the following information has to be provided:
5. Number of years established in Pakistan
6. Total number of employees in Pakistan
7. Number of functional employees
8. Number of years established globally
9. Total number of employees globally
10. NTN number
11. GST number
12. Company Registration number

* Solution Offered:

1. Please specify the database and the software development platform on which the application is based upon.

* Information about each module of the Campus Management Solution (CMS) required by PIDE:

1. Total number of off-the-shelf software implementations in Pakistan
2. Total number of CMS implementations internationally

* Please, provide the following information for each project to cover your experience in Software/ Solution deployment and integration highlighting those closely related to the requirements of this RFP:

1. Name of Client
2. Sector of client
3. Location of client (City, Country)
4. Duration of the project, including start and end dates
5. Scope of the project
6. Value of project in Pakistan Rupees
7. Number of client end users
8. Software/ Solution implemented

* Please provide the following information about the client contact for reference purposes:

1. Name
2. Title
3. Address
4. e-mail address
5. Office phone/ Fax number
6. Company/ Organization

* Please provide the following details of the employees who will be working on the implementation of the solution at PIDE:

1. Resumes of employees of your company who will form the implementation team for the project at PIDE (in case of successful bid). Highlight the projects in which the employee worked on and successfully implemented similar software solutions. Also, specify whether experience on implementation of software solutions was obtained while being with the bidding company or some other company (in case of different company, specify name).
2. In case any member of the implementation team specified in the proposal is not a part of the team at the actual time of implementation, the successful bidder will be required to give the reason in writing, and also provide a written guarantee that the absence of the specific resource would not affect the project in any way. Alternatively the bidder will be required to introduce another skilled professional of similar caliber as member of the implementation team and will also provide the resume of the same.

# Financial Proposal

The financial proposal should include all costs to be incurred by PIDE for the project. The costs should include:

## Solution Cost

This cost consists of actual start-up cost of purchasing the software and its licenses. The bidder can use 5000 students (**in which 500 are considered as active users at any time**) as number of students for calculation of users based licensing the costing should be done on the number of students’ bracket basis as defined below.

|  |  |
| --- | --- |
| **Number of Active Students** | **Cost of Software with Licenses in PKR** |
| <= 500 |  |
| 501 – 800 |  |
| 801 – 1100 |  |
| 1101 – 1400 |  |
| 1401 – 1700 |  |

## Implementation Cost

This is the cost of the implementation of the off-the-shelf solution to meet the requirements of PIDE.

## Hardware Cost

This is the cost of hardware (if needed) required to deploy the software

## Maintenance & Support Cost

The annual maintenance/ support cost based on the annual maintenance and support contract should also be specified. Mode of support in terms of SLA must also be mentioned. If the cost of the maintenance of the configuration/ customization and the off-the-shelf solution is separate this should be clearly specified and the separate costs should be mentioned in the financial proposal.

## Hosting Cost

This is the cost of hosting the software and service charges to keep it running 24/7

## Total Cost

During the process of providing detailed analysis of the cost, the firms must also mention total cost that PIDE has to incur on their application/ solution over a period of five (05) years. This will enable PIDE to come up with a detailed cost-benefit analysis of the solutions offered

**Note**: All costs must be in PK Rs inclusive of all applicable taxes of Government of Pakistan.

# General Terms and Conditions

* The proposal and price shall remain valid for a period of not less than 90 days from the closing date of the submission of the proposal.
* The bidder must provide successful Implementation Certificate of At least Two similar Projects (deployment of Campus Management Solution).

Vendors must respond in each area as specified in the RFP documents. If the proposal is not complete, it may be deemed non-responsive. Accuracy of the proposal is the responsibility of the vendor. Responders shall follow the format of the RFP to facilitate the review process. Vendor must fill technical compliance sheet clause by clause.

* The technical and financial proposals should be delivered in separate sealed envelopes. At the top left of the envelopes it should be clearly stated “Tender for Campus Management System”, and it should be clearly stated on the envelope, whether it contains the technical or the financial proposal. The technical proposal will be opened on March 15, 2017 in the presence of the authorized representatives of the bidders who may wish to attend. The financial proposals of only the technically viable/ short listed bidders will be opened on a date to be specified later.
* Tenders must be accompanied with bid security/earnest money (refundable) for an amount of 2% of bid value in shape of pay order/ bank draft in favor of Treasurer Pakistan Institute of Development Economics, Islamabad, Pakistan. The earnest money should be included in the sealed financial proposal. Tenders without earnest money or less than 2% of the bid value will not be entertained and rejected straightaway.
* PIDE reserves the right to accept or reject any or all tenders at any stage without assigning any reason thereof.
* At any time prior to the deadline for submission of bids, PIDE may, for any reason, amend this RFP, whether at its own initiative or in response to a clarification requested by a prospective bidder. Prospective bidders are required to check PIDE website for any changes or amendments to this RFP. PIDE will not be responsible for informing the prospective bidders in any other manner. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the PIDE may, at its discretion, extend the deadline for the submission of bids.
* At any time prior to opening of financial bids, PIDE may, for any reason, amend this RFP, whether at its own initiative or in response to a clarification requested by a bidder. But in this case PIDE will inform the bidders who have already applied to submit new bids. To afford bidders reasonable time in which to take the amendment into account in preparing their bids, the PIDE may, at its discretion, announce new deadline.
* In case of delay in the execution of the contract, the Vice Chancellor, PIDE reserves the right to impose penalty not exceeding 10 % of the total amount of the contract.
* If the progress of work is not to the satisfaction of the Vice Chancellor, PIDE, the work will be awarded to another party at the risk and cost of the bidder. In such an eventuality, if any excess amount is to be paid by PIDE, it will be recovered from the bidder.
* All government taxes will be deducted at source as per rules.
* PIDE has the rights to add, enhance or remove any functionality not disturbing the major scope of work.
* PIDE will not bear any expense incurred in the preparation of proposals in response to this RFP.
* All responses to this RFP shall become the property of PIDE.
* Proposals sent to PIDE by Fax or Email will not be accepted.
* Proposals submitted after due date and time will be rejected.
* An effort by any firm(s) to influence PIDE, “directly or indirectly through unfair means”, in PIDE proposal evaluation, proposal comparison or contract award decisions, to meet or discuss with any PIDE official unless desired by the PIDE may result in the rejection of bidder’s proposal.
* Terms of Payment
  1. Payment will be made by PIDE on successful deployment/completion of the Campus Management Solution as per contract. Milestone payments can be considered based on deliverables. No advance payment will however be made without 100% bank guarantee. PIDE will deduct 10% retention money on all payments to be released after successful completion of warranty, provided the solution complies with the agreed specifications and working satisfactorily.

# Selection Criteria

The evaluation composition will be as under:

|  |  |  |
| --- | --- | --- |
| Sr. No. | Description | Evaluation Weight-age |
| 1. | Technical Proposal | 70% |
| 2. | Financial Proposal | 30% |

The technical proposal will be evaluated first and financial proposals of the short-listed and technically qualified firms will be opened in second stage.

Clarifications about the requirements can be obtained from:

**Muhammad Ali Muhammad Kamran Khan**

**Systems Analyst Systems Analyst**

**PIDE PIDE**

**Islamabad Islamabad**

[muhammadali@pide.org.pk](mailto:muhammadali@pide.org.pk) [kamran@pide.org.pk](mailto:kamran@pide.org.pk)

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**Musood Ishfaq Ahmed**

**Chief ICT**