Pakistan Institute of Development Economics

QUAID-I-AZAM UNIVERSITY CAMPUS
P.O. BOX 1091, ISLAMABAD

INVITATION FOR REQUEST FOR PROPOSAL (RFP)

ACQUISITION & IMPLEMENTATION OF E-OFFICE, CAMPUS MANAGEMENT SYSTEM (CMS), AND ENTERPRISE RESOURCE PLANNING (ERP)

The Pakistan Institute of Development Economics (PIDE) is a degree awarding specialized Institution in teaching and research in Economics and related Social Sciences working under the administrative control of the Ministry of Planning Development and Special Initiatives.

Sealed bids on **'Single Stage-One Envelope Basis**; both financial & technical proposal sealed separately and packed in a single envelop from the reputed firms of Islamabad/Rawalpindi, registered with the Sales Tax Department, having National Tax Number (NTN) for the **Acquisition & Implementation of E-Office, Campus Management System (CMS), And Enterprise Resource Planning (ERP)**

Price of the Bidding Documents 2000/- (Rupees two thousand only only) is required to submit along with RFP in the shape of Pay order/bank draft on account of Pakistan Institute of Development Economics, Islamabad.

Interested firms are requested to submit their technical and financial proposals for **Acquisition & Implementation of E-Office, Campus Management System (CMS), And Enterprise Resource Planning (ERP),** sealed in two separate envelopes on or before June 20, 2022 at 11:30 am. Tenders/Proposals will be opened on the same day at 12:00 noon in the office of the Registrar, PIDE in the presence of vendors. The detailed document is available at **www.pide.org.pk**

Acting Registrar, PIDE
Quaid-i-Azam University Campus
Islamabad
Tele #: 051-9248051, 051-9248089

Data Sheet

Bid Selection Method	The method of selection is: Quality and Cost Based Selection (QCBS). RFP can be downloaded from: https://pide.org.pk
Bid Security	2% bid security of the total quoted price in shape of pay order to be provided with financial proposal.
Contact Person	For bidding process and tender documents, Mr. Oubaid Simon (In charge/Head General Section) oubaid@pide.org.pk Telephone: 051-9248077 For Technical queries, Mr. Muhammad Ali, Systems Analyst, computer@pide.org.pk Telephone: 051-9248050
Estimated Time	The estimated number of professional staff-months required for completing the assignment to be proposed by the proposer.
Partial Bids	A bidder may apply for a single component or all three components. It is the discretion of PIDE to procure none, any, or all of the components.
Taxes & Payment Terms	No advance payment will be made as per Government rules. Payment schedule will be mutually decided in the contract agreement The retention money/ performance guarantee will be released after successful laps of warranty/ defective period
Proposal Validity	Proposals must remain valid for 90 days after the submission Date
Bidder must submit	A copy of technical and financial proposals sealed in separate envelops. A printable and searchable PDF copy in a USB flash drive of technical proposal. Technical proposals and USB must be submitted in a sealed envelope and shall be clearly marked “Acquisition & Implementation of E-Office, CMS, and ERP”.
Proposal Submission Address	The Registrar, Pakistan Institute of Development Economics (PIDE), Quaid e Azam University Campus, Islamabad.
Submission Date & Time	June 20, 2022 at 11:30 A.M.

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1. About PIDE, Islamabad

PIDE is located at the Quaid-i-Azam University Campus in Islamabad, the capital of Pakistan. It is one of the most prestigious, autonomous research organizations of Pakistan. In November 2006, PIDE was granted the degree awarding status. The institute employs 200+ employees and has more than 1000 enrolled students.

2. Project Overview

PIDE, Islamabad is inviting proposals from PROPOSER to acquire E-Office to provide paperless administration in PIDE, Enterprise Resource Planning (ERP) to automate business processes and employees life cycle, and Campus Management System (CMS) for the automation of student academic life cycle (from Admission till alumni),. However, requirements/scope of work may be enhanced during the requirement analysis/gathering phase of the project.

3. Project Objectives and Background

3.1. Assignment Objectives

The objective of this assignment is to identify and select software development/ IT vendor firm with proven experience in developing and implementing CMS, E-Office and ERP. The PROPOSER will provide an off-the-shelf solution which can be deployed and implemented in a shortest span of time. The PROPOSER will perform an analysis of the PIDE's current environment, business processes and organizational strategy prior to the deployment of the software.

The high-level objectives of acquiring a new E-office, CMS, and ERP solution are as follows:

- Achieving paperless working environment
- Improve service level and coordination among departments, sections etc.
- Reduction of approval time through automation of workflow, case management and approval cycle
- Empowering faculty members, students and other staff to accomplish work on their own
- Integration with the banks to streamline accounting process
- A self-sustainable and cost-effective solution
- Efficient student and employee life cycle management
- Automation of manual processes

3.2. Assignment Background

PIDE currently has been using two different software for CMS and ERP that are not integratable with each other. ERP is built on old technology and CMS has limited features. Therefore, PIDE desires to acquire a robust, state of the art and integrated solution to automate its student and employee life cycles and office management.

4. Terms of Reference (TOR)

PIDE intends to have off-the-shelf, web based and scalable E-Office, Campus Management System (CMS), and Enterprise Resource Planning (ERP) Software.

The main components and deliverables of the assignment are as follows:

- Conduct Gap Analysis for system/ modules
- Develop/configure or customize software as per the PIDE requirements
- Installation and deployment of software
- Data Migration (Examination, Admission, finance and HR).
- Training and UAT of the software
- Implementation and live run of software
- Technical support services for 2 years after the successful deployment of the software.

5. Functional & Other Requirements

5.1. E-Office

The purpose of this module is to provide paperless administration in PIDE. It will be a digital workplace solution that will replace the existing method of manual handling of files and documents with an efficient automated system. The module will update and share files with other relevant users and will eventually store them with proper references. The solution will provide audit trails for every transaction being done.

5.2. File Tracking and Workflow System

The salient features of the system shall include but not limited to the following:

- Facility to define organizational structure, campuses, departments, sections, etc.
- Facility to define various roles and designations such as VC, Dean, Treasurer, Registrar, etc.
- Facility to assign users with their corresponding designations.
- Facility to define approval hierarchy for different types of transactions.
- Facility to define different stages for different types of transactions.
- Facility to map workflow stages with the transactions recorded in the core systems.
- Facility to define approval limits.
- Facility to define service level (time) for each role for the completion of each task assigned to him.
- Facility to raise demand to initiate a process where the user is allowed to enter data like date, file number, concerned person/organization, remarks, noting, processing stages, etc.
- Facility to attach scanned documents with each stage/ process and shall be stored in an archiving system.

- Facility to send and receive any communication among the users engaged in the process with read receipt.
- Facility to store document reference of transactions recorded in the core systems with the stages defined for each case/ demand. Alternatively, the user will select the demand reference while creating transactions in the core system.
- Facility to define additional charge in case of the non-availability of primary responsible person.
- Facility to see any action item marked to him for any further action. The user is also able to perform the following actions:
    - Add notes
    - Prepare Drafts
    - Recommendations, etc.
- Facility to generate alerts in case the tasks are not completed in the due course of time.
- Auto closure of case/ demand upon completion of the last stage.
- Facility to monitor the status of each case/ demand raised by the requesting person.
- Facility to integrate with the mobile application of PIDE.

5.3. Document Imaging & Archiving System

- The Document Imaging and Archiving system will be integrated with the File Tracking and workflow system to capture and store the documents with reference to various stages of each case/ demand.
- Facility to scan images along with tags such as document case/ demand number, subject, date & time, keyword, etc.
- Facility to attach other documents such as PDF, Word, Excel Sheets, etc.
- Facility of auto-indexing to facilitate search (Faceted and Solr).
- Facility to retrieve documents based on different search tags defined in the system.
- Facility to scan documents using Optical Character Recognition (OCR) technology, so that search can be performed on the text.

6. Campus Management System

6.1. Campuses & Faculty Master File Data

- Facility to define student information such as name, contact number, email address, mailing address, academic records and other details.
- Facility to define different fee structures.
- Facility to define academic rules for admission, enrollment, exams, double degree, semester freeze and unfreeze, semester repeat, attendance, grading system and other rules and scenarios defined in the prospectus and Institute's directives.
- Facility to define scholarship programs, donors and criteria for awarding scholarships.
- Facility to set up faculties and their departments.
- Facility to set up admin staff such as VC, Deans, Directors, Registrar, Dy. Registrar, etc.
- Facility to maintain bank accounts for fee collection.
- Facility to maintain Semester Academic Programs and their details such as number of years, number of semesters, regular and summer semester, maximum credits hours, degree duration, batches with the following information: -
    - Batch Code and Name.
    - Maximum Credit Hours to Pass.
    - Number of Core/Deficiency/Elective Credit Hours to Pass.
    - Number of Major/Minor Credit Hours.
    - Date of Admission.
    - Registration Number Template if any.
    - Passing Marks of a Course.
    - Batch Timings (Morning or Evening etc.).
    - Number of Probations.
    - Probation starts CGPA and ends CGPA.
    - Any Specialization is offered.
    - Any Thesis/Project is offered.
- Any other setup required for the processing of CMS related transactions.

6.2. Admission Module

The salient features of the module shall include but not limited to the following:

- The module starts at the stage when a student applies for the admission and ends when the student is selected in a program.
- Facility to allow students to apply for online admission. In case of receiving a manual application, the concerned admission staff can enter the credentials of students such as particulars of students registered for different programs.
- Facility to verify applicants' data based on criteria defined in the system.
- Facility to define merit based on marks of previously attained qualifications such as Bachelor, Masters, MPhil and entry test and interview or as defined in university prospect time to time.
- Facility to publish merit list and send alerts to successful candidates for interview and pay admission fee and submit their credentials online.
- Facility to tag the students who qualify the interview and document verification process.
- Factily to generate digitally signed admission offer letters on one click for all the successful candidates.
- Facility to generate notification to the successful candidates to deposit fees as per the schedule.
- Provision to apply for other facilities offered by the university such as transport, hostel, etc.
- Facility to cancel, suspend student admission based on the rules defined in the system such as low GPA, misconduct, non-payment of dues etc.
- Facility to conduct and maintain test/interview records.
- Facility to re-admit a student whose admission has been cancelled due to non- payment, absence or any other administrative issues.

6.3. Enrollment Module

- The module starts at the stage when a student gets admission in a program and ends when the student is enrolled in a program.
- Facility for the student to select courses offered in a semester through the system upon new admission.
- Facility to select courses for the new semester by the students.
- Facility to define and implement course selection rules as defined in the prospectus such as number of credit hours, eligibility of re-selection of repeat courses, etc.
- Facility to review enrollment list/ course selection chosen by the students.
- Facility to assign CMS Registration number for record tracking.
- Facility to maintain study schemes in which students have been enrolled.

    - The system shall have the facility to allocate courses from multiple study schemes to students where a student can select a course from the new scheme though he/she has been enrolled to the old study scheme.
- Facility to freeze semester or course and generation of alerts to all the concerned departments.
- Facility to set up a batch/ session to be attached with each student.
- Facility to close enrollment of students at the completion of study programs.

6.4. Timetable, Class Scheduler Module & Workload

- Facility to define parameters such as number of students per discipline, number of students per course in each discipline, number of labs per course, number of classes per week, teachers' maximum load etc.
- Facility to define number of rooms and their usage (classrooms, labs, etc.)
- Facility to assign faculty members to the subject/ course
    - Facility to define calendar such as shifts (morning, afternoon, night etc.), working days (Monday, Tuesday, etc.) and class duration (1 hour, 2 hours, etc.)
- Facility to define common subject combinations into a single class.
    - Facility to define lecturer day preference (Monday, Tuesday, etc.), lecturer time preference (Morning, afternoon, night etc.)
- Facility to support cancelation, replacement and relocation of classes.
- Based on the above parameters, the system shall auto generate timetables with clash checking for classrooms, faculty members and students.
- Facility to generate various reports based on timetable.
- Facility to assign workload to faculty
- Facility to assign additional workload
- Facility to generate actual workload and extra workload

6.5. Academic/ Event Calendar Module

The salient features of the module shall include but not limited to the following:

- Facility to create semester creation with semester start date and end date.
- Facility to enter course/ semester add/ drop deadline date.
- Facility to enter tentative examination (mid-term & final-term) date sheets.
- Facility to enter result submission date.
- Facility to enter tentative result declaration date.

- Facility to enter convocation dates.
- Facility to enter dates of other non-academic events such as sports events, job fairs, drama & debate competitions, naat & qirat competitions, or any other external event.
- Facility to define and generate alerts of the upcoming events.

6.6. Meetings Module

- Facility to define list of meeting venues
- Facility to create meetings with date and time
- Facility to send email/alerts to members of the meeting
- Facility to schedule meeting by voting like doodle
- Facility to assign venue to meeting
- Facility to generate real-time report of the on-going meetings

6.7. Student Financial Module

- Facility to generate online fee challans for the following cases:
    - Entry test fee
    - Admission of new program
    - Semester fee challan
    - Course fee, diploma, certificate fee, etc.
    - Other fees such as transcript fee, degree fee, semester fee, convocation registration fee, etc.
- Each challan will have multiple head of accounts i.e. security fee, admission fee, course fee, Student cards fee etc.
- Facility to handle the following scenarios:
    - Partial payments and installments
    - Adjustment of advances
    - Scholarship
    - Waivers
    - Penalties on late payment
    - Refund of fee
- Facility to upload bank scroll in machine readable format based on challan ID of a student or electronic data interchange service giving challan wise collection of fees deposited by the students in the bank.
- Facility to integrate with different banks, 1 link, paypro etc.

- Facility to record bank/ cash receipt
- Provision to enter adjustments to rectify errors
- Provision to create bank reconciliations
- Facility to handle final settlement of students through the system
- Facility to generate projected fee estimates of any program enrolled with reference to any particular student.
- Facility to generate challan based on different categories such as batch, individual student, semester wise, program wise, etc.
- Facility to maintain history of semester wise fee charged to the student.
- Integration with General Ledger (a module of ERP software) to post financial effects of different receipts in the form of journal vouchers.

6.8. Student Discipline and Conduct Module

- Facility to maintain record of student conduct and discipline.
- Facility to issue show cause notices to students.
- Facility to send SMS/Email for personal hearing before the discipline committee.
- Facility to inform Parents/ Guardian regarding student misconduct if needed.
- Facility to maintain record of show cause notices/penalties.
- Facility for students to appeal against the decision of the disciplinary committee to the appellate committee.
- Facility to communicate the decision of the disciplinary/appellate committee to the student concerned.

6.9. Examination Module

- Facility to propose a tentative semester wise date sheet by the Controller of Examinations.
- Facility to publish final date sheet on university website as well as on student portal after getting approvals.
- Facility to schedule exams and resources such as seating capacity, supervisory staff, etc.
- Facility for the faculty/ Exam section to set up scoring schemes for each course such as weightage of mid-term exam, final-term exam, assignments, quizzes, class participation, etc. to compute GPA.
- Provision to adjust score based on absolute marking.
- Facility for the faculty to upload scores of mid-term, final-term, quizzes, assignments, etc.

- Facility to verify and approve award list at different levels (HOD, etc.) compiled by different faculties. The award list contains the results of mid and final terms exam and score of assignment obtained by the students.
- Online hosting of final results and transcript so that the student can view or print results from the student web portal.
- Facility to constitute a committee of external examiner, supervisor and other members to examine the thesis submitted by students and to conduct viva.
- Facility to attach each batch of students with the committee, supervisors, etc.
- Provide an online access to supervisor/ exam section to record result of thesis and viva to prepare award list (results).
- Facility to handle students migrated to and from other institutes.
- Facility to handle course equivalency of migrated students.
- Support/Flexibility for change in university semester by laws.

6.10. Outcome Based Education

Outcome-Based Education (OBE) is an educational evaluation system that bases each part of an educational system around goals (outcomes). By the end of the educational experience, each student shall have achieved the goals/outcomes. The proposed system shall support the following functions and features:

- Facility to define Program Educational Objectives (PEOs), Program Learning Outcomes (PLOs) and Course Learning Outcomes (CLOs) for numerous batches of programs.
- Facility to append and update PEOs, PLOs and CLOs for single and collective courses within threshold limits.
- Facility to submit the OBE results for single and multiple courses.
- Facility to define KPIs for batches
- Facility in Grade-book to show CLO and PLO Scores
- Facility to generate numerous reports as per PIDE requirements.

6.11. Curriculum Module

The salient features of the module shall include but not limited to the following:

- Facility to add department wise course code and name with number of credit hours and course type (regular, non-credit, etc.)

- Facility to configure batch scheme of study with course code, course credit hour, passing marks, course type (regular, non-credit, etc.), optional or core course.
- Facility to attach teachers with courses offered in the semester of the specific batch.
- Facility to enter course syllabus/ outlines along with recommended books.
- Facility to enter course composition such as theory, lab, project, assignments, quizzes, etc.

6.12. Degree/ Transcript Module

The salient features of the module shall include but not limited to the following:

- Maintain student application status for issuance of required certificate or degree.
- Maintain stock and movement of blank copies of transcripts, provisional certificates, degrees and distinction certificates
- Maintain issued Transcript, Provisional Certificate, Degree and Distinction Certificate along their numbers for records of a student.
- Facility to issue/block online availability of above mentioned certificates on student portal
- Integration with Student Financial Module to ensure that students' outstanding dues have been cleared and fee for degree/ transcript has been paid.
- Facility to maintain history of issuance of certificate to the student i.e. original, duplicate, etc.

6.13. Attendance Module

The salient features of the module shall include but not limited to the following:

- Attendance module shall be integrated with the electronic attendance machine
- System shall maintain the attendance of students and faculty members of each class.
- Facility to rectify data fetched by the attendance machine by the authorized personnel.
- Facility to integrate with the Timetable & Class Scheduler module to record class-wise attendance of teachers and students.
- Facility to record the check-in and check-out times of teachers, students, employees, etc. at entry and exit points of the Institute through swipe cards/face recognition and electronic barrier gates (i.e. tripod, flap, etc.).
- Facility to block attendance of students for various reasons like fee default etc.

6.14. Teacher’s Portal / Learning Management System (LMS)

The salient features of the module shall include but not limited to the following:

- The Teacher’s Portal shall be integrated with other core modules of CMS to perform the teacher’s specific tasks.
- Facility to record attendance entry by classes.
- Facility to enter marks of each exam.
- Facility to auto lock the lecturer exam screen once the marks entry has been posted.
- Facility to view complete student profile.
- Facility to create e-learning courses.
- Facility to develop e-learning subject, quiz and online exam.
- Facility to upload multimedia e-learning contents.
- Facility to upload e-learning content assignment by the students.
- Facility to monitor student upload of homework and assignment, track by time.
- Facility to send messages and chat with students and PIDE administration.
- Facility to raise expense claims, demands, etc. and monitor its status.
- Faculty mobile application for the above features

6.15. Student’s Portal / Learning Management System (LMS)

The salient features of the module shall include but not limited to the following:

- Students shall access the portal using their own login id and password.
- Facility to view and update the following information
    - Email/ contact number/ mailing address
    - View academic calendar
    - Register in a program
    - Register for an exam
    - View program/ subjects registered
    - View exam results
    - View attendance
    - View event calendar
    - Access online library
    - Print fees challan

    - Print grade report/ transcripts/bonafide certificates
    - View payment information such as invoice
- Provision to generate various requests such as request for transfer of program, request for hostel transfer, bonafide certificate, etc. and monitor its status.
- Facility to conduct online quizzes and exams.
- Facility to download homework and assignments, lectures and e-learning contents.
- Facility to submit homework and assignments to the lecturer.
- Facility to send messages and email to instructors.
- Facility to distribute class-related content through forums and message boards
- Facility of chat rooms so that students can discuss with each other or teachers can quickly review information.
- Facility to participate in a survey conducted by PIDE.
- Student mobile application for the above features.

6.16. Research Tracking and Thesis Management (RTTM)

Main scope of this module is to record all activities related to research during the study period. Provides thesis tracking and management of PG/PhD students as follows:

- Provide mapping of thesis tracking and management forms into the system.
- Provision to create committees, topic and supervisor assignments.
- Ability to submit the proposal documents.
- Provision to define timelines, manage “to do” list of activities and duration specific (monthly, quarterly or six monthly, etc) progress report.
- Provision of submission synopsis thesis defense proposal.
- Record approval from GEC committee and supervisor on presented defense proposal
- Thesis Submission, to obtain the defense date by submitting plagiarism reports, thesis documents etc.
- Record thesis defense presentation marks into the system.
- Evaluation from reviewers, supervisors, etc..
- Allocation of grades into the system based on evaluation by the concerned faculty, HoD and dean etc.
- Advisor/supervisor can supervise multiple students.
- Approval workflow of thesis from different levels (Faculty, HoD, Dean and main office etc).

- Generation of TH-1, 2, 3, 4, 5 and TH-6 forms as per PIDE format.
- Provision of dynamic and pre-defined paginated reports as per provided templates.

6.17. Research and Final Year Project (FYP) Module

The salient features of the module shall include but not limited to the following:

- Facility to enroll students for final year projects and thesis.
- Facility to approve proposals and thesis by evaluation committee.
- Facility to define schedule for proposal, presentation and final reports
- Facility to record FYP, thesis, research project and publications by faculty members
- Facility to record grade for completed projects and thesis
- Facility to record feedback for proposal/thesis, presentation and reports
- Facility to record and archival of proposal and thesis
- Integration with central repository/ achieving system for storing project related material
- Facility to record payments of both local & external examiners Payable system
- Facility to generate alerts and reports for enrolled students and users
- Facility to attach images/ MS Office files along with submission of proposal and other requirements

6.18. Feedback/ Survey Module

The salient features of the module shall include but not limited to the following:

- Facility to define custom surveys such as teacher’s evaluation, course evaluation, etc. as required by the HEC or any other bodies.
- Facility to define rating scales, score and weightage of questions.
- Facility to host surveys online and invite the audience to participate through email / SMS.
- Facility to produce analysis of survey data through Business Intelligence (BI) tools.
- Facility to specify time for collecting feedback and subsequent reminders.
- Facility to export data of the collected feedback in CSV/Excel/ or any other format.
- Facility to generate status of pending and completed feedback.

6.19. Event Management Module

The Event Management module shall assist the user to plan and execute various activities that need to be performed to organize any event hosted by different department/ section i.e. ORIC, QEC, Faculties, Sports, Provost office etc. The system will have the following salient features:

- Facility to define event calendar which shall be displayed on the PIDE Website.
- The system shall be able to generate alerts (SMS and Email) to the staff and students regarding upcoming events.
- Provision to define an event schedule to plan various activities to organize an event. The user shall be able to define a timeline, budget and resource for each activity.
- Facility to update actual cost and time for each activity.
- This module shall be integrated with the Workflow system to raise demand for getting approval from the competent authority.
- Reservation of venue and allocation of space for any event through Email and SMS to all participants.
- Facility to integrate with social media applications to share events related information.

6.20. Scholarship Management Module

The salient features of the module shall include but not limited to the following:

- Facility to define different scholarship programs offered by different bodies i.e. HEC, USAID, Faculty Development Program, Overseas Scholarship, etc.
- Facility to define criteria for shortlisting of applicants for each scholarship program.
- Facility to record and process request raised by the donors i.e. HEC for the advertisement of scholarship slots for submission of scholarship applications.
- Facility to host online application form on the PIDE website to collect application from the applicants who wish to avail scholarship.
- Facility to attach supporting documents with the application form.
- Facility to view the application in tabular form and assign scores based on the credential provided by the applicant.
- Facility to shortlist the applicants based on the scores and rules defined by PIDE.
- Provision to plan interview sessions with the applicants who qualify for the next round of interview and send a call letter to the student for an interview.
- Facility to enter score of applicants during the interview session.
- Provision to prepare merit list and waiting list of shortlisted applicants.

- Provision to record award of scholarship for qualified applicants.
- Facility to record invoice in the system to release funds from the donor. The system shall be integrated with Receivable module to post the financial effect of invoice
- Facility to record the receipt against invoice through the Cash Management module discussed above.
- Facility to disburse payment to the applicant through the Cash Management module or adjust the amount against fee challan generated from the Student Financial module of CMS.
- Facility to generate the scholarship grants utilization report from the accounting system.
- Facility to enter closing of scholarship award upon successful completion of the program by the student.
- Facility to filter students already getting scholarships.

6.21. Employee/Student card Module

The salient features of the module shall include but not limited to the following:

- Facility to issue official ID card to employees and students
- Facility to generate different designs/formats of official ID cards
- Facility to print multiple ID cards on single page
- Facility to take picture and integrate it in the ID card

6.22. Alumni Module

The salient features of the module shall include but not limited to the following:

- Facility to assign Alumni status to ex-faculty members and graduated students.
- Facility to keep record of Alumni’s current status (employed/non-employed), their addresses, contact numbers and emails etc
- Facility to take inputs from alumni about the courses taught and market trends
- Facility about donations from alumni

6.23. ORIC Module

Salient features of the module are as under:

- Facility to maintain and track faculty research proposals information.
- Facility to maintain and track CPD activities

- Facility to track seminar and conferences information
- Facility to track consultancy information provided by faculty members.

7. Enterprise Resource Planning (ERP)

7.1. Financial Management System

The Financial Management System (FMS) shall be implemented for the following functional areas:

7.1.1. General Ledger

The General Ledger system (GL) will be fully integrated with all other modules having financial effects such as Payables, Receivables, HRMS, Fixed Assets, etc. The integration will be done to the extent that any financial transaction generated by other modules, will be periodically posted into the control accounts in the GL. The GL system will have the following salient features:

- The General Ledger shall support a cash basis/ double entry system.
- Provision to maintain financial accounts of multiple campuses/ entities/ employee funds within a same database thereby helping the user to consolidate the financial information at Group level.
- Facility of maintaining multiple years of data jointly allowing previous and current year's data to be accessed simultaneously.
- Handling of a multi-level chart of accounts with a flexibility of defining user specific structure of the chart of accounts in line with the requirements set-out by PIFRA by devising a new accounting model.
- Providing multi-level cost center structure to record transactions with reference to different segments like department, campuses, etc. to produce segment wise analysis.
- Calendar with user-defined financial periods according to the reporting requirement of the PIDE.
- Facility to define standard vouchers with customized printing options.
- Providing options to maintain automatic numbering of all documents.
- Facility to lock entered data to protect against any changes.
- Provision for standard/ recurring vouchers.

- Flexible user defined on-screen inquiries to analyze the entered vouchers with different logical operators and filters.

7.1.2. General Reporting

- Printing of transactions list, voucher type wise.
- Printing of trial balance at any level of the chart of accounts with data range selection.
- Printing of general journal, ledger activity and ledger balances.
- Printing of Cash Books of Banks
- Printing of Cheque Register
- Other reports as per requirement and to export the data in MS EXCEL

7.1.3. Financial Reports

- Comparison of data of different periods
- Balance sheet, profit/ loss statement, income / expense statement (Total and Bank account wise).
- Cost center definition enabling cost-center wise reporting.

7.2. Budget Module

The Budget module is designed to allocate the financial budgets at group or detail account code level, in accordance with the PIDE's requirements. The system will also maintain track of budget revisions during a financial year. The proposed module will have the following salient features:

- Facility to enter annual budgets for different heads of account and campuses with a breakup of financial periods defined by the user.
- Facility to define multiple budgets such as HEC budgets as well as recurring budgets.
- Facility to allocate budget figures with reference to business segment i.e. cost center, department, campuses, etc.
- Facility to copy previous year's budgeting values or get new allocation using a factor of previous data to minimize the data input efforts.
- Facility to view consolidated budgets covering all the departments and campuses.
- Facility to import budget data from the spreadsheets.
- Facility to view / add committed expenditure.

7.3. Accounts Receivable

The Accounts Receivable module will cover the transactions of parties, employees other than students. The module shall be fully integrated with the General Ledger system. The main features of the module are as follows:

- Facility to enter invoice into the system thereby producing a corresponding accounting voucher into the general ledger system to book the financial effects in customer ledger
- Maintenance of customer account balances
- Facility to knock off invoices with cash receipts
- Facility to maintain details of outstanding invoices
- Facility to enter credit and debit notes to handle effects of sales returns, bad debts, replacements etc.
- Facility to incorporate adjustment notes

7.3.1. Reports

- Details of outstanding invoices
- Printing of customer ledger/ customer statement
- Customer balances report
- Ageing analysis of receivables
- Tax reporting

7.4. Accounts Payable

The user will be able to enter supplier's invoices and record payable liabilities. The system shall also be integrated with the General Ledger system to book accounting effects, resulting from the entry of supplier invoice, debit/credit notes etc. The system shall provide a facility to make payments against the payable liabilities and make necessary deductions. The main features of the system are as follows:

- Facility to enter bill/ invoice containing demand reference, supplier reference, payment and tax deductions.
- Facility for the Purchase department to validate and approve invoices.
- Maintain history of foreign currency rates used for the purchase of imported items.
- Facility to define approval cycles to authorize payments initiating from different authorities such as VC, Chairman, Pre-audit, etc.

7.4.1. General Reporting

- Details of outstanding bills/ list of payments to be made during each week
- List of payments due in the next xx number of days and the related cash outflow requirements
- Aging analysis for a given set of days
- Printing of supplier ledger and balances

7.5. Cash Management Module

The Cash Management module is designed to analyze the future inflow and outflow of cash generated from the accounts receivables, payables, etc. This module also includes preparation of bank reconciliation, maintenance of multi-currencies, computation of forex gain/ loss etc. The proposed module will have the following salient features:

- Facility to set up banks, bank accounts, cash accounts, impress accounts, etc.
- Facility to prepare payment vouchers on the basis of supplier invoice.
- Handling of supplier payment by incorporating withholding tax according to the nature of services and amount limit.
- Facility to link payment with available budget.
- Facility to prepare and maintain cash receipts
- Facility of advance payments from customers and adjust this at the stage of issuing invoices.
- Providing a reporting line for evaluating future cash inflow and outflow, thereby gives a base for future fund management in terms of investment, debt service, pay off liabilities, etc.
- Provision to prepare bank reconciliation to evaluate exact cash position at different banks of the PIDE.
- Facility to print cash, bank books, ledgers, etc. for a given range of dates.

7.6. Fixed Assets Module

Fixed assets system maintains a complete record of all assets owned by the PIDE and records the movement of these assets from one department to the other and from one location to another. The system also calculates year-end depreciation and determines the written down value (WDV), at the time of disposal to calculate the gain/ loss on disposal of assets. The salient features of the Fixed Assets system are given below:

- Multi-location assets maintenance
- Department-wise assets management
- Disposal of assets using various modes of asset disposal.
- Provision to write-off assets
- Transfer of assets to other locations/ departments/ rooms.
- Integration with the General Ledger system

7.6.1. Depreciation

Maintaining different methods of depreciation calculation like straight line, reducing balance etc.

Depreciation methods setup at group level as well as at individual level

Prepares monthly and annual depreciation schedules.

7.6.2. Reports

- Fixed assets register
- Depreciation schedule
- List of assets location-wise, department-wise

7.7. Contingency Fund Module

This module shall maintain contingency fund account of each department, recording

of contingencies and reimbursement of contingency funds. The salient features of the

module shall include but not limited to the following:

- Facility to record the receipt of cheque/ cash in the Contingency
- Fund module.
- Facility to enter the contingency details in the register.
- Facilitytocreatedemandtoreplenishthefundbysubmittingdetailstothe
- concerned department.
- Facility to generate reports related to contingencies.

7.8. Procurement System

The Procurement system will be used to maintain all activities related to purchase monitoring and execution, starting from the entry of the requisition, getting quotations from the market and preparing purchase orders to communicate with suppliers. The proposed system will be integrated with the Inventory system as required to maintain the supply chain. The system will also be integrated with the Payable system to share purchase order data for the preparation of supplier invoice. The main features of the system are as follows:

- Facility to maintain supplier database containing name, address, credit period, credit limit and their origin like foreign and local etc.
- Facility to enter requisition by each concerned department.
- Requisitions generated by various departments would be accessible to the Purchase department for requesting quotation or calling tender for the procurement of goods and services depending upon the value of goods or services.
- Facility to generate MIS reports related to purchase transactions.

7.9. Tendering

- Facility to enter various stages of tender such as development of RFP, publishing, opening, awarding, etc.
- Facility to handle single stage and two stages tendering process as per Public Procurement Regulatory Authority (PPRA) rules
- Facility to record bidders applied for providing goods or services
- Facility to shortlist bidders based on their initial Expression of Interest (EOI) submission
- Facility to handle different selection methods such as Quality and Cost Based Selection (QCBS), least cost, etc.
- Facility to record tender fee with respect to each bidder
- Facility to evaluate each bid and record scores of the bidders
- Facility to award contract to the successful bidder
- Procurement of Low Value Items (other than tendering)
- Provision to enter quotations received from suppliers.
- Facility to generate comparative statements based on the quotations received from the supplier.
- Facility to generate purchase/ supply orders against quotations received from suppliers.
- Integration with the Inventory system to maintain the status of goods received and outstanding quantities against each purchase order

7.10. Inventory System

The Inventory system is designed to manage movements of stock i.e. receipts of materials from suppliers, issuance of materials to the user departments, materials returns, etc. The system will maintain built-in controls related to stock management likere order level, lead-time, reorder quantity, etc. The Inventory system will be integrated with the Purchase system, such that all the Goods Received Notes will be linked with Purchase Order to evaluate quantity ordered, quantity received and partial status of purchase orders. Efficient management of stocks by maintaining stock monitoring parameters like minimum and maximum levels, reorder quantity and lead time.

- The total cost of an item can be maintained as a break up of various cost heads, for instance purchase price, freight, custom duty, etc.
- Valuation of stock based on weighted average cost.
- Preventing shortfall by maintaining a minimum level for all items in stock.
- Multiple stock adjustments and reports on their quantitative and financial effects
- Producing financial / quantitative reports of the stocks procured, issued and in hand
- Different characteristics can be defined for different groups of items. This is in addition to the levels of codes maintained in the system.
- Facility to maintain multiple warehouses. Each warehouse can have its own Goods Receiving Notes, Material Issues, Sales Invoices and other transactions.
- Facility to enter quantitative information separately by Stores staff and financial valuation separately by the Finance department for each Goods Received Note (GRN).
- Facility to define item types such as capital goods, consumable items, etc. Upon entering the GRN, the system shall update the acquisition in the Fixed Assets system.
- Materials valuation linked with the prices in PO/ supplier invoice/ payment voucher.
- Quality Control (QC) inspection and facility to maintain stock as useable, damaged/ expired
- Providing the management with consumption pattern of stock items
- Provision to maintain separate buying units and issuing units and their conversion
- Material Issue and Material Return Note to manage stock movement between store and departments.
- Stock transfer note to move stock between various warehouses.
- Stock adjustment note for different type of errors like excess/short stock
- Facility to return damage stock to the supplier and automatic generations of debit notes to supplier ledger balances.

- Cost center-wise storage and issuance of stock.
- Facility to generate MIS reports related to inventory transactions.

7.11. Human Resource Management System

The salient features of the system shall include but not limited to the following:

7.11.1. Employee Module

- Facility to enter employee personal information
- Facility to enter academic record
- Facility to enter date of joining or leaving
- Facility to enter details of employee family
- Facility to enter multiple addresses
- Facility to enter employee research work
- Facility to enter employee's training/courses, etc.

7.11.2. Job Profile

- Facility to create areas of operations such as Academic, Administration, Accounts and HR etc.
- Create uniform Job titles to be used in whole organization such as VC, Dean, Registrar, Head of Department, Director, Controller of Examination etc.,
- Facility to define government grade structure and pay scale to accommodate salary
- Create Job positions such as VC, Dean, Registrar etc.,
- Facility to define job description by attach duties, responsibilities, skill, qualifications with the Job position
- Define Job Evaluation Factors (Age, Qualification, Experience)

7.11.3. Recruitment and Selection

- Resources planning to define all the sanctioned posts in each department
- Facility to view status of sanctioned positions such as vacant positions, positions to be vacant, etc.
- Facility to generate requests for the hiring of a position.
- Facility to publish adverts of vacancies on the website

- Facility to define hiring criteria.
- Facility to create and upload CVs using candidates own login id, password.
- Facility to search best candidates from the CV database based on the criteria defined in the system and custom filters. Search of suitable personnel from the database of resumes based on:
    - Skills requirements
    - Educational requirements
    - Experience requirements
    - CV text search for uploaded CVs
- Facility to shortlist the selected candidates and send them call letters for interviews from the system.
- Facility to define different stages for selection such as selection board, syndicate, registrar, etc.
- Facility to schedule interviews/ assessment of the candidates.
- Facility to conduct tests/ assessments/ interview sheets
- Facility to generate offer letter to the selected candidate

7.11.4. Appraisals/ Performance Management

- Facility to configure performance evaluation form for different grades
- Facility to record details of performance evaluation of the concerned HOD.
- Facility to define various stages of review, recommendations and approvals
- Schedule reviews and intimate stakeholders such as assesses, assessors
- Perform assessments based on the assessment workflow configured earlier.
- Recommend (review and amend system generated) compensations
- Review and finalize compensations
- Facility to generate promotion letters and update the grades and pay scales.

7.11.5. Employee Self Service (ESS) Module

This module shall be designed to serve as an employee interface to the HR department.

This module shall have the following features:

- Online access to:

- Pay slips
- Outstanding Loans
- Outstanding Leaves
- Tax Certificates
- Provident Fund Detail
- PIDE procedures and policies

- Interfaces to file leave applications, loan applications and approvals shall also be possible
- Provisions for notice board, employee feedback, newsletters and connecting other internal modules, where required.

7.11.6. Correspondence Management

- Reduce the burden of the HR department by sending auto intimations from various processes such as job interview schedules, employee review schedule, compensation intimations, etc.
- Facility to define letter/email templates such as warning letter, appreciation letter, offer letter, employment contract, etc.
- Facility to attach PIDE's templates being used for the correspondence process
- Facility to add system bookmarks (such as employee name, designation, salary, etc.) in the template
- Facility to generate emails/ letters and send to recipients

7.11.7. Payroll System

Payroll system shall have a facility to set up employees' master file and the salary structure for each employee in terms of monthly allowances and deductions. The system shall maintain the location wise/ department wise employee cost thereby enabling the management to analyze the payroll cost contribution with reference to each department/ business unit. The effect of these transactions shall be transferred to the General Ledger system electronically.

The system shall also provide a loan module, which will maintain a track of various loans given to the employees by the PIDE and will automatically make loan deductions according to the loan terms set in the system.

The payroll system shall maintain track of leave record of each employee, in terms of leaves availed and leaves outstanding, and will automatically calculate the deductions for 'leave without pay'. The module wise features of the system are as described below:

7.11.8. Basic Salary Module

Employees shall be identified by unique numbers allotted to them and the system maintains the personal information of each employee, like employee's name, father's name, address, department, designation, location, date of joining and confirmation, date of leaving (for employees who have left), grade, National Tax Number and National Identity Card Number, General Provident Fund, etc.

- Facility to define government basic pay scales for each grade to compute allowances, annual increase.
- Facility to revise basic pay scales as and when required.
- All allowances offered to the employees and deductions made from their salaries are user-defined in the system.
- Allowances and contributions shall be computed automatically based on formulas defined by the users as per the PIDE policy.
- The effect of any changes in the allowances is immediately passed on to the tax module and the system computes the tax automatically.
- Non-salary benefits offered to the employees shall also be maintained by the system.
- The effect of the number of days not worked during the month is passed on the net amount of salary payable to that employee once these have been entered.
- Printing of Pay-slips
- The following reports shall be produced from the system:
    - Employee's personal details
    - List of employees: Department / Grade/ designation wise
    - List of employees joined and left during a time period.
    - Department-wise and grade-wise strength
    - Monthly payroll sheet by employee/department/location
    - Departmental summary of the salary paid
    - Annual payroll sheet: detailed and summarized
    - Monthly change statement (comparison of change in current month & previous month)

7.11.9. Loan Management Module

- This module shall keep a track of loans disbursed to employees, their recovery in installments and the balance amount payable.
- Loans of various kinds shall be maintained, such as car loan, house loan, loan against PF, revolving funds, etc.
- Facility to set up different types of loans having different installment plans.
- Both interest based and interest-free loans shall be maintained.
- Once the installment per month has been decided, the system keeps deducting the same amount regularly in the subsequent months until the total loan has been recovered or the installment amount has been changed.
- The system shall have provision for lump sum payment.
- Monthly and annual loan register

7.11.10. Leave Management

- Maintenance of employees' leaves in terms of leaves allowed, leaves availed and leaves outstanding.
- The actual dates when the leaves were availed can also be maintained.
- The effect of days not worked in the month (leaves without pay etc.) is reflected on the salary of that employee.
- Monthly and annual leaves register can also be produced.
- Leaves encashment is also calculated once the cashable leaves have been identified.
- Integrated with the electronic machine such as a face recognition or Radio-Frequency Identification (RFID) machine

7.11.11. Income Tax Module

Income Tax module shall compute tax liabilities based on the latest tax rules and produce the following report:

- Income tax computation u/s 149
- Payment other than salary to be calculated and added in income tax computation u/s 149
- Monthly/ quarterly income tax return
- Salary certificate printing as per government requirement
- Income Tax Statement u/s 50 (1)

- Income Tax Statement 139
- Facility to produce tax reports in a format prescribed for e-filing by the FBR and required for other Govt. organizations.

7.11.12. Load Management/ Overtime Module

- The module shall keep record of extra load on a daily basis and make payments on a monthly basis through the pay-slip.
- The number of hours worked as overtime per day can be recorded through the attendance module.
- Facility to define rules for the workload of maximum chargeable hours for academic and administrative staff.
- Facility to define different Admin loads and honoraria for Dean, HoD, Coordinator, etc.
- Facility to prepare week wise course/ teacher assignment giving teacher name & designation, course name, credit hours, admin load, total load, regular load, weekly extra load, total semester extra load, approved hourly rate and estimated cost etc.
- The system automatically calculates the amount payable by calculating each faculty's daily rates.
- Facility to generate remuneration bills on the basis of workload and class attendance.

7.11.13. General Provident Fund Module

- The module shall compute the amount of provident fund to be deducted for employees who are members of the fund.
- Both employees and employer's contributions are maintained for each member employee as per the percentage decided. The accrued provident fund for each member is also maintained.
- The system checks those loans taken against provident fund do not exceed the accrued value of GPF for that employee.
- Printing of GPF ledgers for each member employee.
- Monthly/ Annual reports of contributions by the members and the PIDE are also printed.
- This module shall be integrated with the GL system and GPF funds accounting system to book the financial effects.

7.11.14. Benevolent Fund Module

- The module shall compute the amount of the benevolent fund to be deducted for employees who are members of the fund.
- The system checks that grants taken against benevolent fund do not exceed the limits set-out for different categories by the university.
- Printing of benevolent fund ledgers for each member employee.
- Monthly/ Annual reports of contributions by the members and the PIDE can also be printed.
- The users can also get reports from the system for the monthly allocation to be done for benevolent Fund.
- This module shall be integrated with the GL system and benevolent funds accounting system to book the financial effects.

7.11.15. Pension Module

- The system shall provide facilities to calculate pension based on formulas as per government directives.
- Provision to enter opening balances and define contribution of employee and employer on the basis of basic pay and other allowances.
- Facility to record nomination forms submitted by the retired employee.
- Facility to disburse pension through payment system by making cheques.
- Facility to suspend pension or transfer the rights to the legal heirs as per the formula.
- Pension Contribution amount for employees who left the university service and joined service in other organizations.

7.11.16. Final Settlement Module

This module shall compute the terminal benefits for the employee who leaves the organization based on the following parameters:

- Computation of leaves encashment
- Computation of notice pay (either side)
- Deduction of balance loan amount recoverable
- Deduction of tax recoverable from the employee
- Computation of salary for the days worked during the leaving month.

8. Business Intelligence (BI) System

8.1. Data Warehousing

Facility of data warehousing and data cubes.

8.2. Business Intelligence (BI) Tools

- Facility to create Key Performance Indicators (KPIs) for comparing benchmark values versus actual outcomes.
- Facility to view dashboards for each functional area for the line management and top management such as VC, Dean, Registrar, Treasurer, HoD, etc. to monitor the performance.
- Facility to filter information based on criteria such as campuses, departments, sections, functional areas, etc.
- Facility to drilldown to navigate from dashboard to supporting reports.
- Facility to generate graphical and statistical reports such as charts, gauge, etc.
- Facility to generate alerts and view tickers in case of any exceptions in achieving KPIs.
- Facility to view dashboard on mobiles, tablets, etc. for Android and IOS.

8.3. Ad Hoc/ Custom Reporting

- Facility for the user to create custom reports by their own, based on the data cubes developed in the data warehouse.
- Facility to drag and drop data fields to create a report.

General Functional Requirements

8.4. Integration with Third Party Solution

The Integration tool will have the following facilities:

- Online updating of financial effects from one software to the other.
- Provide APIs to develop routine to exchange data between ERP and other systems
- Data export and import facility in a prescribed format
- Automatic transfer / update of required data from one software to another.
- Maintain audit trail of data and related reports

9. User Management System

The salient features of the system shall include but not limited to the following:

- Facility to maintain user profiles.
- Facility to process requests for granting/ revoking access rights.
- Facility to manage access rights at the following levels:
  - Modules
  - Menu
  - Setups
  - Transactions
  - Reports
  - Data
  - Button
- Facility to maintain multi role based access i.e. need to know basis like edit, entry, view, entry & view, edit & view etc.
- Facility to define user groups to define roles and access rights. Once a user is assigned to a particular group all the access rights given to the group can be assigned to the particular user.
- Facility to control access by campus wise, faculty wise, department wise, section wise, etc.
- Facility to log users along with their activities with date and time stamps.
- Facility to generate logins in batch mode, where multiple logins can be generated for multiple students at once.
- Facility to allow user to change passwords
- Facility to define policies related to password strength, password change.
- Facility to grant/ revoke/ modify access rights.
- Facility to maintain audit logs of all activities performed by a user.

10. Reports

Each software must be accompanied with at least 50 built-in reports. And 50 customized reports as per PIDE requirements.

11. General Requirements

11.1. Common Function Requirements

Following requirements are common to all system/ modules and shall include but not limited to the following:

- Software shall provide a detailed audit trail of all the activities and shall be equipped with the query analyzer to view any exceptions.
- All reports can be exported in different formats such as PDF, MS Excel Format, Comma Separated Values (CSV), etc.
- Software shall provide import data facility through MS Excel, CSV and other machine readable formats.
- System shall maintain electronic signatures of all the users and record with each transaction.

12. Non-Functional Requirements

Proposed solution must be offered as an off the shelf, cloud/web based solution. Deployment and maintenance of the complete solution will be the responsibility of the selected vendor. The financial proposal must include and clearly mention all related costs (one time as well as subscription cost per annum, flat rate or per user license cost, etc)) inclusive of all taxes, duties, etc. No extra costs will be incurred afterwards.

System Architecture

- System shall be cloud/web based and can be accessible from anywhere.
- All the mobile apps/ dashboards shall be compatible with Android and Apple platforms.
- System shall have a single sign-in to access any system/ module.
- The system shall have a unified architecture such that any entity, student, employee, department, vendor, cost center, etc. created in one module shall be accessible to other modules.
- All systems/ modules shall be well integrated with each other to share financial effects and transaction references.
- The software and cloud infrastructure and services shall have a capacity to handle server requests/ web traffic of around 1000+ students and around 250+ employees/ faculty members.
- Disaster Recovery and regular backups will be the responsibility of the selected bidder.

12.1. System Security

- Systems shall have secure communication with SSL (https) or any other equivalent security mechanism.
- All the sensitive information shall be stored in encrypted form in the database.

12.2. Data Migration

- The selected bidder will submit a data migration plan to move existing data from the currently in use CMS and ERP software to the newly acquired system along with the timeline.
- The vendor shall execute the migration plan once approved by the PIDE technical team.
- The vendor shall verify the migrated data with the assistance of the PIDE staff.

12.3. System Updates & Documentation

- The vendor shall hand-over the documentation of all the systems/ modules implemented for PIDE.
- The vendor shall provide free updates of any new release, patches, fixes from time to time for the agreed upon period that shall not be less than 5 years and cost impact if any of this service shall be reflected separately as part of the total financial proposal.

12.4. Service Levels

- The vendor shall specify the service levels for:
  - Fixation of critical and non-critical bugs and errors
  - Response to any queries
  - Time required for maintenance and upgrades
- The vendor shall provide 2 years technical support services after the successful deployment of the software.
- The vendor shall also quote the technical support services charges after the expiration of free services.

12.5. Availability

The vendor shall be responsible to ensure system uptime 24 x 7 x 365 with 99.9% uptime.

12.6. Trainings

The vendor shall impart training to the PIDE project team and the end-users by taking the following initiatives:

- Creation of test environment of the deployed software i.e. Conference Room Pilot (CRP) for software acceptance testing and on-going training.
- Provision of hands-on training to the end-users to allow them to test key processes.
- Train the trainer of PIDE for their capacity building.
- Train and empower the technical team so that they can customize the software according to their needs.

12.7. Training Manuals

- The vendor shall provide online help and user guide explaining step by step each operation of the system.
- All the manuals shall be updated from time to time by the vendor without any liability at PIDE.

12.8. Data Backup

The vendor shall provide provision so that PIDE staff can take local backup of the database whenever required.

Cloud Services:
The vendor shall mention details of cloud infrastructure services that will be used for PIDE applications.

12.9. Disaster Recovery

Reputable disaster recovery center shall be provided by the vendor without liability to PIDE. The bidder shall mention the details of the disaster recovery center.

13. General Requirements and Information for Proposal Submission

For a PROPOSER to be considered, PIDE must receive the technical proposal (hard copy and a printable and searchable PDF in a flash drive) by 11:30 AM, June 20, 2022 at the following address:

The Registrar,
Pakistan Institute of Development Economics (PIDE), Quaid e Azam University Campus, Islamabad, Pakistan.

The envelope must be clearly marked as

Technical Proposal for "Acquisition & Implementation of E-Office, CMS, and ERP at PIDE"

PIDE reserves the right to retain all proposals submitted, and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the PROPOSER of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between PIDE and the PROPOSER selected.

The PIDE shall not bear any cost related to the preparation of proposal as well as any subsequent cost such as pre bid meeting visit cost, etc. incurred by the PROPOSER.

14. Project Contact

PIDE invites you to submit a proposal in accordance with the terms, conditions, and specifications contained in this document. Please submit the proposals by June 20, 2022 at 11:30 A.M. Questions about the project may be directed to:

For bidding process and tender documents,
Mr. Oubaid Simon Kamal (In charge/Head General Section)
oubaid@pide.org.pk
Telephone: 051-9248077

For Technical queries,
Mr. Muhammad Ali, Systems Analyst,
computer@pide.org.pk
Telephone: 051-9248050

Any change in response to questions/clarifications will be re-advertised as an addendum to this RFP on PIDE website.

15. Eligibility Criteria for the Firm Applying

This RFP is open to reputed firms/suppliers registered with Income Tax and Sales Tax Departments, who are on Active Taxpayer List of FBR, Government of Pakistan for supply and provisioning of such services.

Proposers shall not be under a declaration of ineligibility for corrupt and fraudulent practices i.e. firm shall not be blacklisted.

The proposer shall have a strong understanding of proposed solution and extensive experience having at least 1 successful implementation in Pakistan during last 2 years (Preferably HEIs).

PIDE may ask the proposer to arrange a site tour of a client where the proposed software is deployed.

16. Proposal Requirements

The Proposal shall include the minimum information requested below in the order listed. Emphasis shall be on completeness and clarity of content. Please do not include sales and marketing brochures. Additional information, if provided, shall be separately identified in the proposal.

16.1. Section One – Transmittal Letter

A cover letter to be furnished with the technical proposal signed by an official authorized to solicit business and enter into contracts for the PROPOSER. The cover letter shall introduce your firm and summarize general qualifications, including the firm's legal entity name, address, email address, phone number of contact person, and short synopsis of the proposal and credentials to deliver the services sought under the RFP.

16.2. Section Two – Company Profile & Experience

a) The PROPOSER shall describe the company's profile giving details of legal status, services and products offer, number of offices, overall staff strength and other details highlighting the company's profile along with Annex – II ((LETTERHEAD OF SUPPLIER / TENDERER / MANUFACTURER) BIDDER QUALIFICATION STATEMENT)

b) A description summarizing the PROPOSER's experience over the past five years in performing similar services as listed in this RFP to large academic clients. Please include the year, key scope objective(s), and solutions (along with the list of modules) that your firm implemented, including the names of the project manager, team members and their roles.

c) A statement identifying the names of key personnel that will be assigned to this project, including their titles, length of relevant experience (name of projects executed in education institutions and task performed), qualifications and proof of certifications for the products and services being offered (attach resumes). Please include the PROPOSER's ability to adequately and consistently staff the project with the same team.

d) The PROPOSER will depute qualified staff in this project, mainly Project Manager, Functional Consultants, Developers, Business Analyst, QA Analyst, Database Administrators, Technical Writer, etc.

e) The firm's ability to complete the work specified in this RFP and produce the required products in a timely fashion and the ability to present any necessary reports and recommendations to PIDE. This section shall contain the description of at least one (1) successfully completed project in the last two (2) years, including the name of institution for which work had been performed, general description of the scope of work, name and contact information of institute's representative responsible for the project.

16.3. Section Three – Outline Strategies and Options

Outline methodology, planning, design and execution strategies that will result in the analysis, design, implementation, and training of software that are practical to PIDE. Include a detailed plan for the services to be provided, along with deliverables to be provided at each step, with a corresponding timeline, including meetings with University officials. The work plan shall be consistent with the scope of work presented above, however, the PROPOSER may suggest changes where appropriate.

16.4. Section Four – Estimated Project Timeline

The PROPOSER shall provide module wise break-up of timelines

- Provide an estimated module wise project timeline required to implement the proposed solution as discussed in the scope of work and shall include:
    - A project schedule for each activity, milestone, and deliverable, and
    - Project responsibilities and estimated amount of time expected for each task, expressed in person-hours;

17. Performance Guarantee

The supplier whose quotation is accepted will be required to submit a performance bond in the form of bank guarantee as a professional liability issued by the first class recognized bank, the amount of which will not be less than ten percent (10%) of the total contract amount, to guarantee faithful performance and completion of the Agreement. If the Contractor fails for any reason to execute the Agreement, the said bond will be forfeited by the PIDE. The performance bond shall remain in effect till the satisfactory completion of the project including technical service period.

18. Selection Criteria

Evaluation of the Technical proposals will be conducted in the following Two stages: -

Technical Stage-1 (A): Preliminary Examination

S No	Description of requirement	Responsive	Non Responsive
1	Proof of Registration (Certificate of Incorporation)		
2	Proof of successful deployment of proposed solutions (Satisfactory letter from the client in support of each implementation). Also provide details as per Annex-III.		
3	Proof that the PROPOSER is original owner of the software or authorized dealer (Annex-IV Installation /commissioning/training undertaking by original equipment/ software manufacturer)		
4	Proof of the firm not black-listed (on Stamp paper)		
5	Latest audited financial statement from last three years		
6	Bank statement for the last 6 months		

7	Proof of being active tax payer		
8	Proof that the firm has not been involved in litigation with any of its clients as well as with any stakeholder/partner of the firm (On stamp paper)		
9	Letter of bid (Bid Form) as per Annex- I (letter of bid/ letter of intention) to be furnished with technical proposal.		
10	Bidder Qualification statement as per Annex- II (Letterhead of supplier / Tenderer / Manufacturer) Bidder qualification statement)		

Note: PIDE may ask for clarification/additional documents other than mentioned above till the opening of Financial Proposal. The preliminary examination will be conducted on a Responsive or unresponsive basis. Only bids which have been rated "responsive" in the preliminary examination of bids shall be considered for further evaluation.

18.1. Technical Stage-1 (B): Technical Marking

In the second stage, technical marking will be done as per section “selection criteria”. The Technical marking will be conducted on a pass or fail basis. Only bids which have been rated "pass" in the technical marking of bids shall be considered for further evaluation.

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. Only those financial proposals of the proposers will be considered for an opening that scores 60% marks in Technical Evaluation. Before opening of financial proposals, the qualified vendors will be called for a Presentations Session.

The technical proposal which comprises Technical Documents and Presentation shall be evaluated on the basis of its responsiveness to the Term of Reference (TOR)/ Scope of Work.

In the Final Stage, the financial proposals of all the qualified contractors will be compared. The overall weight-age factor applied to Technical & Financial scoring will be as under:

S No.	Criteria	Weightage
1	Technical Documents & Presentation (Proposed Work Plan, Approach and Live Demo (not Screens))	70
3	Financial Proposal	30

The selection process shall be based on the received bids. The process may include discussion and clarification through any means as notified. Criteria for evaluation of Technical and Presentation Marks (TPM) shall include:

Factor	Max Marks
No. of successful implementations of the software in Pakistan (5 marks for one, 10 marks for two, and 15 marks for more than two implementations)	15
Demo account for testing of proposed software	10
Number of Years the firm has been in consultancy practice in Pakistan for the proposed solution (1 marks per year of Experience in related projects)	5
User Interface/Experience (marks will be awarded on the basis of demo, presentation and software evaluation)	20
Compliance with functional and nonfunctional requirements	20

19. Final Evaluation

The final evaluation will be based on the respective weightage assigned to Technical Criteria and Financial Criteria and the marks attained.

TFM = 30 * (LB / Z) (where Z is the price quoted by the bidder)
LB = Lowest Bid
GTM = TM + TFM
where:
TM = Technical Marks
TFM= Total Financial Marks
GTM= Grand Total Marks

20. Annexure – Bidding Forms

20.1. Annexure - I

LETTER OF BID (LETTER OF INTENTION)
(To be furnished with technical proposal)

Date:
Procurement Ref. No:

The Registrar
Pakistan Institute of Development Economics,
Islamabad.

Dear Sir,

Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install, train and commission the Software in conformity with the said documents.

We undertake, if our proposal is accepted to deliver the services/goods within —---------- days from the date of award of contract:

We agree to abide by this proposal for the Validity Period specified in the bidding documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive. We certify/confirm that we comply with the eligibility requirements as per bidding documents.

Dated this ________________ day of ______________ 2022

________________________ ____________________________
[Signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of ______________________________

20.2. Annexure - II

(LETTERHEAD OF SUPPLIER/TENDERER/MANUFACTURE BIDDER QUALIFICATION STATEMENT)

Name of Supplier: ______________________________

Address of Head Office: ______________________________

No of Employees/Engineers ______________________________

Date Established/Registered ______________________________

Project Incharge ______________________________

Section Department Division ______________________________

Telephone No ______________________________

Mobile No ______________________________

Email ______________________________

National Tax No ______________________________

We hereby certify to the best of our knowledge that the foregoing statements are true and correct and all available information and data have been supplied and that we agree to show documentary proof thereon upon your request.

Date

Name & Address of the Proposer

(Signature)

20.3. Annexure - III

Reference List of Similar Nature Completed Projects

Name of Purchaser /Institution	Name of Contact Person from Purchaser	Contact No Purchaser	Email of Purchaser	Modules Implemented	Date of Completion

Note: Please attach the supporting documents such as PO, Completion Certificates, etc.

20.4. Annexure - IV

INSTALLATION/COMMISSIONING/TRAINING
UNDERTAKING BY ORIGINALEQUIPMENT/SOFTWARE MANUFACTURER

We (Name of Original Software Manufacturer or Authorized Dealer), a manufacturer/ authorized dealer duly organized under the law of (Name of Country) and having its principal place of business at (Address of Original Software Manufacturer or Authorized Dealer) hereby undertake that we are exclusively responsible for the successful Installation, Commissioning, and Training for the equipment/software offered by us/ our local agent for your Invitation for Bids Reference Number ______________ dated ____________________.

If for any reason, such as travel restrictions imposed by our government etc., we are unable to send our engineers/supervisors to perform the installation, commissioning, and training for our equipment/software at the Purchaser's designated premises, then we are exclusively responsible for all the costs inclusive of all associated expenses for seven (7) days detailed training of at least two (2) technical personnel of the Purchaser at our premises at (Original Software Manufacturer or Authorized Dealer premises Address) for each lot secured as per the Purchaser bidding documents.

Any and all costs associated with successful installation, commissioning, and training has been included in our aforementioned quotation.

Date_________________________

Name & Address of the Original Software Manufacturer or Authorized Dealer

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