DOW UNIVERSITY OF HEALTH SCIENCES

BIDDING DOCUMENT
Single Stage - Two Envelope Bidding Procedure

IFB / NIT No. DUHS/P&D/2023/11370, DATED: MARCH 10, 2023

**HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM, LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE
(REF NO: DUHS/W&S-NIT/108)**

**OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT
DOW UNIVERSITY OF HEALTH SCIENCES,
BABA-E-URDU ROAD, BESIDES CIVIL HOSPITAL, KARACHI**

1. **GENERAL**

   1.1   Introduction

   Dow University of Health Sciences (DUHS) is a premier institute offering MBBS and BDS undergraduate education, with a strong emphasis in the medical, biomedical sciences, public health, allied health sciences and business management programs. The University has one main campus, and another sub-campus located in the urban metropolitan city of Karachi, Sindh. The University has a school of Postgraduate studies, which offers postgraduate and doctoral programs in almost all academic disciplines relating to the biomedical and health sciences, including clinical diplomas in 13 specialties, Masters/MS /MPhil and Ph.D. programs in 32 different specialties, such as Master of Advanced Physiotherapy, Masters in Nursing, Master of Business Administration, with 18 specialties of the biomedical and basic sciences offered at the MPhil level, including MPhil in Biotechnology, Genetics, Microbiology, Pharmacology and Ph.D. programs in the health and allied sciences. Furthermore, the flagship MBBS program is offered through Dow International Medical College, catering to international students or overseas sponsored students. The CPSP has also accredited the institution for FCPS training in 29 different specialties. The University has 17 Schools/Colleges and Institutes, including 9 clinical entities, and 25 other non-academic, administrative departments.

2. **Project Introduction**

   DUHS intends to procure the services of experienced software houses and IT companies for the supply, installation, implementation, and maintenance of Campus Management System (CMS), Learning Management System (LMS) and Library Management System Software. The software should provide all the necessary functionality to run the business processes of the educational activities as per best standard practice. Any innovative and futuristic products may be included with appropriate details for the university to select additional products for its business with future requirements.

   Being a leading university in the medical education DUHS has always been abreast with technology to provide enhanced services. As a step to enhance the internal and external user experience, DUHS is going to develop and implement Campus Management System (CMS), Learning Management System (LMS) and Library Management System (LMS) Software to reduce Management efforts and costs regarding online and on campus education procedures currently DUHS is following, getting more functionality, and user friendliness on hand and simple, and easy to use.

3. **Objectives**

   This project is a key initiative for DUHS as it will introduce the capabilities to automate campus workflows for business processes for all departments such as admissions, examination, campus administration, and covering complete campus life cycle, allowing DUHS to go paperless, cut costs, and expedite business processes. The main objectives of customize implementation of business process automation are:

   - To improve delivery processes with fast, low-cost, and efficient digital operations.
   - Improved operational efficiency, reduced cycle time, and eliminated costs.
   - Mitigated risk, ensured compliance, data quality, and long-term student data retention.
   - Increased competitiveness and service levels.
   - Automate current complex business processes via easy to use or user-friendly interfaces and workflows.
   - Improve operation efficiency, flexibility and streamline internal processes.
   - Consistent Admissions, Examination, and Student Record Process.
   - Effective Resource Management.

- Better and accurate Reporting Process with Data Analytics.
- Automation of Student Life Cycle at campus.

4. __Modules (Please see (5) for detailed requirement specification)__

Campus Management System on Cloud
1. Org Structure & Policies
2. Catalog Management
3. Class Schedule
4. Admissions Applications
5. Admissions
6. Student Information
7. Registration
8. Accounts Receivable
9. Academic History
10. Degree Audit
11. Faculty Management
12. Faculty Portal
14. Student Portal
15. Dashboard Analytics
16. Third Party Interfaces
Learning Management System on Cloud
1.LMS Web and Mobile Apps
2. Courses
3. Schedules
4.Assignments
5.Online Exam
6.Grading
7.Reporting
8.CMS Integration
Library Management System on Cloud
1.Admin Portal
2.Patron Portal
3. Acquisition management.
4. Catalog Management.
5.Bulk Add Books
6.ISBN Tagging
7.Serials
8.Patrons Information
9.Bulk Upload Patrons
10.Patrons Library Card
11.Advanced Search
12.Book rating and reviews
13.Book Availability

14. Book Holds
15. Book Bag
16. Book Reservations
17. Book Renewals
18. Borrowing History
19. Circulation Rules
20. Fine Rules
21. Fine Payments
22. E-mail Overdue Notifications
23. E-mail Overdue Notifications
24. Reports

1. Project Requirements / Specifications

Enclosed Annexure A, B, C

5. ELIGIBLE BIDDERS

The bids which meet the following **Mandatory Criteria** would be declared responsive for further evaluation as per Evaluation Criteria specified in this bidding document. **Requisite documents must be attached in respect thereof:**

5.1 The firm should be registered (Certificate of Incorporation).

5.2 Proof of being an active taxpayer

5.3 The vendor should have experience in implementing similar system(s) in at least 3 Universities of higher education. SHOULD submit the 03 Completion Certificates of successful implementations along with work order, agreement, satisfactory letter

5.4 The firm should be based in Karachi or should have a branch in Karachi.

5.5 The firm must have National Tax Number (NTN) and Sales Service Tax (SST) Registration.

5.6 Average annual turnover in the preceding 3 years (on the closing of last fiscal year) should **not be less than Rs. 30.000 million**, demonstrated through **Income Tax Returns (ITR – FBR),** with the audited statement of accounts details to be submitted as per **Annexure-F**

5.7 The firm should have been in operation for at least 5 years after its registration.

5.8 The Bidder should accept Tender Terms & Conditions **Annexure – B**

5.9 Bidder / Company Profile / Details **Annexure - D**

5.10 The Bidder should have submitted/filed Income Tax return / Sales Tax Return for the last three years **Annexure – E**

5.11 **Compliance of Annexures F,G & J**

5.12 Affidavit on Stamp Paper of Rs. 100/- that the firm is not blacklisted by any government/semi-government Department as per Specimen at **Appendix – 1**.

5.13 The bidder should have enough Technical Strength at its end to complete the project within the stipulated time. List of Staff (HR) of the Company along with their CV's & salary slips and proof of staff to be submitted.

5.14 Vendor to submit a certificate that it will not charge for the upgrades, version change, and feature or product change during the contract period.

6. COST OF TENDERING

6.1 The bidder shall bear all costs associated with the preparation and submission of its documents, while DUHS, in no case, shall be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

7. CLARIFICATIONS OF TENDERING DOCUMENTS

7.1 A prospective bidder requiring any clarification(s) may notify to DUHS or an Officer authorized on its behalf in writing. The DUHS or concerned Officer authorized on its behalf will respond to any request for clarification, which is received well before **05 calendar days** or more to the deadline set for the submission of bids. Copies of DUHS response will be forwarded to prospective bidders (if not already clarified in the tender document or deemed necessary for the bidder).

8. AMENDMENT OF TENDER DOCUMENT

8.1 At any time prior to the deadline for submission of bids, the DUHS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by issuing corrigendum / addendum.

8.2 Any corrigendum / addendum thus issued shall form eternal part of the tender document. To offer bidders a reasonable time frame in which to take a Corrigendum / addendum into account in preparing their bids, the DUHS may at its discretion extend the deadline for submission of bids.

9. LANGUAGE OF DOCUMENTS

9.1 Bid Documents and related correspondence will always be in the English language.

9.2 The bid should have a covering letter on printed letterhead of the firm. All pages of the bid shall be initiated / signed and shall bear official seal of the person(s) authorized to sign/endorse.

6.3. All the relevant technical literature in English Language should be attached with the bid.

10. PRICE

10.1 Price / bid offer should be quoted in Pak Rupees as per format given at **Annexure – J**.

10.2 The price / bid offer quoted should be firm, final and clearly written / typed without any ambiguity.

10.3 The bid price should include all the government taxes, as per prevailing taxation rates of provincial / federal / local governments etc. (e.g., SST/GST, Income Tax, Withholding Tax etc.).

10.4 If there is no mention of taxes, the offered/quoted price will be considered as inclusive of all prevailing taxes/duties. The benefit of exemption from or reduction in the GST or other taxes during the contract period shall be passed on to the Procuring Agency.

10.5 The bidder shall deem to have obtained all related information as to the requirements thereto which may affect the bid offer / price if required.

11. BID SECURITY / EARNEST MONEY

11.1 The bidder shall furnish a bid security/ earnest money equivalent to **5% of the total value of bid** in form of Pay Order/ Call Deposit/ Bank Guarantee in favor of Dow University of Health Sciences, Karachi as per **Annexure – H**.

11.2 Any bid not accompanied by an acceptable bid security shall stand liable to be rejected by the DUHS as non-responsive.

11.3 The bid security / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of bid security whichever is earlier.

11.4 The bid security/ earnest money of the successful bidder will be returned after completion of contract period.

11.5 **The security deposit may be forfeited / confiscated:**

    i.   If a bidder withdraws his bid during the period of bid validity.
    ii.   If the bidder does not accept the correction of his bid price.
    iii.   In the case of a successful bidder, if he fails to sign the contract agreement.
    iv.   If the bidder fails to provide the requisite Services.
    v.   If the bidder fails to fulfill the requirements upon which he has given certificates / affidavits etc.

12. VALIDITY OF BIDS

12.1 All bids shall remain valid for **90 days** from the date of opening of bids.

13. CLARIFICATIONS / CORRECTIONS OF BID

13.1 To assist in the examination, evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought offered or permitted.

13.2 Arithmetical errors will be rectified on the following basis:

    i.   If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected.

    ii.   If the bidder does not accept the corrected amount of bid, his bid will be rejected and his bid security will be forfeited.

14. RESPONSIVENESS OF BIDS

14.1 The valid bid security / earnest money is submitted (Copy of the bank instrument of requisite Bid Security without showing the rates must be attached with the Technical Bid).
14.2 The bid is valid till required period.
14.3 The bid prices are firm during its validity and inclusive of all taxes, duties etc.
14.4 Compliance to all important terms and conditions of tender document on specified formats.
14.5 The bidder is eligible for tendering and possesses the requisite experience.
14.6 The bid does not deviate from basic requirements.
14.7 The bidder submitted all mandatory/requisite documents as mentioned in the tender document.
14.8 The bid is generally in order etc.

15. SUBMISSION OF BIDS

    15.1   Bids should be submitted in accordance with SPPRA Rules 46 (2) Single Stage – Two Envelope Procedure.

        (a)   Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;

        (b)   Envelopes shall be marked as "FINANCIAL PROPOSAL" and TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;

        (c)   Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;

        (d)   Envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened;

        (e)   Procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;

        (f)   No amendments in the technical proposal shall be permitted during the technical evaluation;

        (g)   Financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;

        (h)   Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and

    15.2   The technical bid should contain all the relevant information and desired enclosures in the prescribed format. The financial Bid should contain only Financial Proposal. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.

    15.3   Technical Bid should be submitted in sealed envelope containing necessary information regarding tender notice and warning message
"Do Not Open Before the time and date of bid opening".

    15.4   Opened or e-mailed or faxed or telexed bids will not be accepted.

    15.5   Any bid received by the DUHS after the date and time of tender opening will be rejected and returned as unopened to sender / bidder.

    15.6   Bids qualified by such vague and indefinite expression such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly.

    15.7   Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services. Bid against the Government Rules and Policies, Conditional Bid, Ambiguous Bid or incomplete Bid and Bid without Bid Security will be rejected. No supplementary or revised offer after the opening of bids shall be entertained.

    15.8   In case of announcement of Public Holiday or any unfavorable circumstance, the bids will be opened on next working day. Other terms and conditions, venue and time for drop and opening will remain unchanged.

    15.9   In case of discrepancies between the Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.

16. DEADLINE FOR SUBMISSION OF BID DOCUMENTS

Dow University of Health Sciences (DMC Campus), Planning & Development Department Admin Block 5th Floor DMC Campus, Baba-e-Urdu Road near Civil Hospital Karachi. Phone No. + 92-21-38771000 & 99215754-5 Extension 5820, on or before at 11:00 a.m. on dated: 06-04-2023.

17. OPENING OF BID

    17.1   Procurement Committee will publicly open the Sealed Technical Bids first on dated: 06-04-2023 at 11:30 a.m. in the presence of bidder's representatives who choose to be present, while the financial bids of all prospective bidders would be kept in safe custody at DUHS. After declaration of Technical Bid Results, the Sealed Financial Bids of only Technically Qualified firms would be opened publicly at time / date to be announced later. Whereas, Sealed Financial Bids of technically non-qualified bidders will be returned unopened / unprocessed.

17.2 The name of bidder, bid price and such other details as the committee at its discretion may consider appropriate, will be announced at the time of <u>Sealed Financial Bid opening process</u>.

17.3 The relevant committee will resolve any issue raised by the bidders, on the spot. Any issue related to the proceeding after the same have concluded, shall not be entertained verbally or in writing.

17.4 The DUHS reserves the right to reject any one or all bids / proposals or scrap / cancel the tender as per relevant SPPRA Rules 2010 (Amended upto date).

18. EVALUATION OF BIDS

18.1 A bid determined as substantially non-responsive will be rejected and will not subsequently be made responsive by the bidder by correction of the non- conformity.

18.2 The relevant Committee will evaluate and compare only the bids previously determined to be substantially responsive. The bids can be evaluated as a whole or separately.

18.3 It will be examined in detail whether the services offered by the bidder complies with the provisions of this tender document. For this purpose, the bidder's data will be compared with the tender document eligibility and evaluation criteria along with visit to bidder facilities / offices for physical inspection.

18.4 It will be examined in detail whether the documents comply with the conditions of the tender document. It is expected that no major deviation / stipulation shall be taken by the bidder.

18.5 Any minor informality or non-conformity or irregularity in the documents, which does not constitute a material deviation, may be waived by DUHS, provided such waiver does not prejudice or affect the relative ranking of any other bidder.

19. TECHNICAL EVALUATION CRITERIA

19.1 **THE BIDS SHALL BE EVALUATED ON MOST ADVANTAGEOUS BID BASIS.** The bidder which attains the highest combined weighted technical and financial score according to the following criteria shall be **SELECTED**

19.2 The Bids shall be evaluated on complete Lot / Group / Package basis reflected in the Bid Form / Price Schedule. Bids for partial / limited item(s) shall not be considered and **REJECTED**

19.3 The following merit point system for weighing evaluation factors/criteria will be applied for technical proposals.

19.4 Bidders achieving **minimum <u>70% points / marks</u>** will be considered only for further process besides compliance of all mandatory clauses. Documentary evidence must be attached in support of your claim.

19.5 Only those Financial Proposals will be announced / considered which were technically qualified by the committee.

TECHNICAL EVALUATION CRITERIA

Sr. No.	Evaluation Criteria	Distribution of Marks	Total Marks
1	**Head office and Regional offices:** *(Please attach list of all offices with complete contact information property agreement & evidences)*		**Max. 10**
1.1	Head Office with 2 or more regional offices	10	
1.2	Head Office with 1 regional offices	5	
2	**Year of Experience for successful implementation of cloud- based Campus Management System, Learning Management System & Library Management System in any Public or Private University** *(Valid documentary evidence showing the required details to be attached must be provided in the form or work order, contract agreement, satisfactory performance letter)* *(Credible documentary evidence must be provided in the form work order, contract agreement, satisfactory performance letter)*		**Max. 30**
2.1	Providing **cloud-based Campus Management System, Learning Management System & Library Management System at any public sector organization** Marks for each completed project (provide proof e.g work order, agreement, invoices & completion certificate) (6 points for each Client – Max. 30 points)	30	
2.2	Providing **cloud-based Campus Management System, Learning Management System & Library Management System at any private sector organization** Marks for each completed project (provide proof e.g work order, agreement, invoices & completion certificate) (4 points for each Client – Max. 20 points)	20	
3	**Presentation of Proposed Solution**		**Max. 10**
3.1	Compliance of System Requirements Demo of required modules. Approach and Methodology / Source Code / Technology Road Map Integration, Reliability, Response Time, and Performance Flexibility, User friendly solution, Integration Support Software is owned Native / Third Party User Access and Administration Control and Audit Logs Change Management Process/Methodology for implementation new releases/updates of proposed software. Recommended Infrastructure Details required for (testing, production, and DR environment) Support & maintenance offering after deployment (Onsite & Offsite)Training of resources with documentation for both user and technical trainings during of the project List of Documentation available for System	10	
	Project Management		**Max. 10**
	Project Management Approach Approach towards planning and implementing the project.	05	
	Proposed team for implementation. Key Resources for Solution Delivery available on a full-time basis in Pakistan. Presence of proposed Key team members during presentation. CVs of Key Resources required	03	
	Project Understanding Demonstration of approach to understand and complete the project.	02	
4	**Number of projects having accumulated yearly contract value of 5 million or above for implementing cloud-based Campus Management System, Learning Management System & Library Management System during the last 03 years** *(Credible documentary evidence must be provided*		**Max. 10**

	in the form or work order, contract agreement, satisfactory performance letter & invoices)		
4.1	**More than 05 Projects**	10	
4.2	**Below 05 Projects**	5	
5	**International Association** *(Credible documentary evidence must be provided)*		**Max. 10**
5.1	Yes, Affiliation / Membership with any International On-Cloud Service Provider Firm	10	
5.2	No	0	
6	**Average Annual Turnover during last three (03) financial years** *(Audited Statements of Accounts and Income Tax Return Forms must be attached as supporting documents)*		**Max. 20**
6.1	**Above 40 Million**	20	
6.2	**Above 30 Million**	10	
	Total Marks		**100**

Financial Proposal Evaluation:

19.1.1 Procuring Agency shall not be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Government at any time during execution / evaluation period shall be passed to the Procuring Agency.

19.1.2 Technically qualified/successful bidder(s)/Tenderer(s) shall be eligible for Financial Proposal(s). The Financial bids shall be opened in the presence of the Bidders at the scheduled date, time and venue communicated in advance.

19.1.3 Financial Bids / Proposals of Technically disqualified / rejected bidders will not be opened and sealed envelope shall be returned to the bidder.

19.1.4 Bids not accompanied by the Bid Security of required amount and form shall be rejected.

19.1.5 Marks obtained in the detailed technical evaluation will be carried forward band prorated. Tender will be awarded to the Responding Organization with maximum accumulative points (Technical Score + Financial Score).

19.1.6 The formula for technical scoring is "Technical Marks / Score = Total Technical Marks of the respective bidder x 0.75".

19.1.7 The formula for financial scoring is that the lowest bidder gets 25% Marks and the other bidders score 25 multiplied by the ratio of the lowest bid divided by the quoted price.

EXAMPLE:

TECHNICAL EVALUATION
The formula to calculate the technical points / marks / score of the bidder is given below:
Technical Marks / Score = Total Technical Marks of respective bidder x 0.75

- **Solved Example of Financial Scoring:**
  Technical scoring out of 100 = 85
  Carried Forward & Prorated Technical scoring = 85 x 0.75

FINANCIAL EVALUATION
The formula to calculate the Marks for the price by the bidders other than lowest bidder is given below:
- **Financial Evaluation Score of individual quoted Product:**
  = [Lowest quoted price of the item ÷ Next higher proposed price of the competing item] x Total Allocable financial score

- **Solved Example of Financial Scoring:**

    If the lowest quoted price of an item is Rs. 25 million the same lowest will obtain score as below:
    = [25 ÷ 25] x 25 = 25
    = 25 marks being the lowest bidder for the quoted item

    If the next higher quoted price of the same item is Rs. 30 million the marks obtained will be:
    = [25 ÷ 30] x 25 = 20.83

    If the next higher quoted price of the same items is Rs. 37 million the marks obtained will be:
    = [25 ÷ 37] x 25 = 16.89 Marks and so on.

20 Training Capabilities

Bidder should indicate its training capabilities to provide training on software application. It should also provide a detailed training schedule. The vendor will arrange training premises (on–site) Interactive sessions and necessary equipment. Preference will be given to the bidder with certified trainers.

21 Project Implementation / Management Plan

The bidder shall provide a detailed implementation plan and project management plan. Bidder should provide the timelines. Responding Organization should cover tasks assigned to the employees and resource allocation of responding organization during the course of the project. This should not be in generic terms but should be specific to the project. Project plans in tabular form, mentioning names of tasks, sub tasks, start date, finish date, resources and milestones will also be appreciated. In the training category, bidder is required to provide detailed training schedules along with the names of resources.

22 Support Capabilities

Bidder must indicate and provide support for the solution for the duration of the entire implementation process of the project. Bidder should provide onsite support for the project for which a dedicated resource needs to be present in Karachi or remote offices wherever applicable at the client's site. Number, qualifications, and relevant certifications of support personnel must be indicated. The selected bidder will provide support for the duration of the project as per contract. Software bugs and upgrades/enhancements warranty. The software warranty will include providing on-site and Help Desk support for technical issues. The detailed support plan should also be included

23 Warranty Period

The bidder shall give comprehensive one years' warranty after completion under company strategy, certifying that the software confirms exactly the specifications laid downin the contract. An amount of performance security shall be retained by DUHS as performance warranty/defect liability for a period of 08 months from the actual date of complete sign-off and Go Live of the software. In case of delay, penalty may be imposed as per the contract.

24 PROCESS TO BE CONFIDENTIAL

24.1.1.1   No bidder shall contact DUHS on any matter relating to its tendering process from the time of opening to the time of tendering announcement.

24.1.1.2   Any effort by a bidder to influence DUHS in the evaluation, comparison or selection decision may result in the rejection of its bid.

25 COMPLIANCE CERTIFICATE

25.1 The bidder should agree with the terms and conditions as mentioned in Annexure – A.

26 AWARD CRITERIA

26.1 The contract will be awarded to substantially lowest bidder provided that; such bidders have been determined to be technically qualified to satisfactory perform the contract. The selected bidder will have to furnish a **performance security @ 10% of total bid / contract price** valid for the period of the contract as per **Annexure – I.**

26.2 The DUHS reserves the right to accept or reject any submitted bid, as per SPPRA Rules 2010 (Amended up to date) and to annul the tendering process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the DUHS's action.

27 PROCURING AGENCY'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

27.1 The Procuring agency reserves the right to accept or reject any bid, as per SPPRA Rules 2010 (Amended up to date) and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency's action.

28 PROCURING AGENCY'S RIGHT TO VARY QUANTITIES

The Procuring agency reserves the right to increase or decrease the quantity of goods and services originally specified in the Format for Quoting the Rates / Schedule of Requirements / BoQ without any change in unit price or other terms and conditions.

29 REQUIREMENT / FORMAT OF BID

All bidders shall quote their **firm and final rates** including all the taxes, duties, levies etc. on the format given at **Annexure – J** and attach the requisite **Bid Security / Earnest Money** in the form of a Pay Order / Demand Draft / Bank Guarantee as per this Tender Document requirement / obligations.

30 NOTIFICATION OF AWARD OF CONTRACT

30.1 Prior to the expiration of the bid validity period, the purchaser will notify the successful bidder in writing about the acceptance of the offer delivery by hand or by registered letter or by Courier or by email. The notification of award will constitute the formation of the contract.

31 CONTRACT AGREEMENT

31.1 Subject to the fulfillment of all codal formalities, the purchaser will award the contract to successful bidder whose bid has determined to be qualified to perform the contract satisfactorily. Both parties i.e. Purchaser and Bidder will sign the Contract Agreement on the stamp paper with stamp duties as per prevailing Govt. Rules. The expenditure involved on the said contract agreement will be borne by the bidder.

31.2 DUHS reserves the right to cancel the agreement with or without giving notice (depending on nature of violation of contract agreement) and forfeit Security Deposit/ Performance Bond and any amount due to the service provider. The bidder shall reproduce draft contract agreement provided by DUHS on stamp paper with stamps affixed of the value equals to the prevailing Government rules / rates. Bidder shall pay the prevailing Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.

31.3 The bidder shall not alter/add/delete any article, clause or chapter of the draft contract agreement. However, the Service Provider may rephrase any clause, article or chapter with the

consent of the DUHS for the purpose of clarity, legality, or otherwise except where scope of work, terms & conditions, and service charges is not adversely affected against the DUHS.

31.4 Within thirty (30) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.

32   PERFORMANCE SECURITY

32.1 The successful bidders must deposit the requisite amount of **Performance Security equivalent to 10%** of the total bid amount within **Seven (07)** days in the form of Call Deposit / Bank Draft / Pay Order / Bank Guarantee issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi. The Performance Security submitted should be valid for 28 days beyond the contract expiry period. No interest will be paid on Performance Security / Bid Security.

32.2   Forfeiture of Performance Security

a) In the event of failure to provide services as per Contract Agreement / Work Order within the stipulated period, the security deposit may be forfeited.
b) In that event, supply of the said services may be taken from the next lowest bidder vide the same Work Order at contractors' risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said contractor or from any sum due of which may become due to the contractors.
c) If any equipment / instrument or property of DUHS is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the contractor.
d) Refund of Performance Security: After successful completion of services in contractual period, performance security will be refunded within the six months if not extended for further period.

33   REDRESSAL

33.1   Redressal of Grievances & settlement of dispute will be as per SPPRA Rule-2010 (Upto date)

34   ARBITRATION
34.1   In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this   letter   of intent or this subject matter thereof shall be referred to the Registrar of the DUHS and CEO of the company / firm / agency for arbitration / settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties.

35   APPLICABLE LAWS
35.1   The Contract shall be governed by the Laws of Pakistan and the Courts of Karachi – Pakistan shall have exclusive jurisdiction.

36   FORCE MAJEURE

36.1   The Bidder shall not be liable for forfeiture of its Performance Guaranty/ Bid Security, or termination / blacklisting for default if and to the extent that this delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For the purposes of this Clause Force Majeure means an act of God or an event beyond the control of the Bidder and not involving the Bidder's fault or negligence directly or indirectly purporting to mal-planning, mismanagement and /or lack of foresight to handle the situation. Such events may include but are not restricted to acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, earthquakes, strikes, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify the Procuring Agency in writing with sufficient and valid evidence of such

condition and the cause thereof. The Committee, constituted for redressing grievances, will examine the pros and cons of the case and all reasonable alternative means for completion of purchase order under the Contract and will submit its recommendations to the competent authority. However, unless otherwise directed by the Procuring Agency in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek reasonable' alternative means for performance not prevented by the Force Majeure event.

36.2   The Bidder shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent of his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.

NOTICE INVITING TENDER (NIT)
No. DUHS/P&D/2023/11370, Dated: March 10, 2023

OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT
DOW UNIVERSITY OF HEALTH SCIENCES

Baba-e-Urdu Road, Karachi-74200 Pakistan. Direct No. 92-21-9216065 Fax:99216065
Tel: 9215754-57   Ext:5811 Website: www.duhs.edu.pk

No. DUHS/P&D/2023/11370   Dated: March 10, 2023

TENDER NOTICE

Dow University of Health Sciences (DUHS), Karachi is a Public Sector University invites the sealedbids for following Services from well-reputed Companies / Bidders available onList of Active TaxPayers of FBR websites (for Income Tax) & SRB (For Sales Tax).

S. No.	NAME OF WORK	METHOD OF PROCUREMENT
1.	HIRING OF SERVICES FOR THE PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT, AND MAINTENANCE OF THE CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE (REF NO: DUHS/W&S-NIT/108)	Single Stage – Two Envelope Procedure As per Rule 46 (2) of SPPRA, 2010 (Amended upto date)
2.	HIRING OF SERVICES FOR DEVELOPING AND MAINTAINING THE FIXED ASSET REGISTER & TAGGING FIXED ASSETS (REF NO: DUHS/W&S-NIT/109)	Single Stage – Single Envelope Procedure as per rule 46 (1) of SPPRA, 2010 (Amended upto date)
3.	OPERATION OF POINT BUSES FOR PICK & DROP FACILITIES OF STUDENTS AND STAFF OF DUHS IN KARACHI (REF NO: DUHS/W&S-NIT/110)	Single Stage – Two Envelope Procedure As per Rule 46 (2) of SPPRA, 2010 (Amended upto date)

Tender Fee	Rs. 2,000/- (Rupees Two Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Security	Bid Security and Performance Security as per mentioned in the bidding document
Purchasing Date & Time	From the date of publishing to 05-04-2023 (10 a.m to 02 p.m)
Bids Delivery & Opening Date & Time	06-04-2023 at 11:00 a.m & 11:30 a.m.

Detailed Specification are mentioned in the prescribed tender documents alongwith terms and conditions. Bidding documents can be download from SPPRA website or Dow University of Health Sciences, website. Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms will be rejected.

In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted / opened on next working day at the given time. The Dow University of Health Sciences, Karachi (DUHS) reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended upto date).

ADDRESS FOR PURCHASING OF BIDDING DOCUMENTS, SUBMISSION AND OPENING OF BIDS:

Office of the Director Planning & Development, Dow University of Health Sciences (DMC Campus), 5ᵗʰ Floor Administration Block, Baba-e-Urdu Road near Civil Hospital Karachi.

DIRECTOR
Planning & Development
Dow University of Health Sciences, Karachi

GENERAL COMPLIANCE CERTIFICATE

The bid is accompanying with all the requisite documents mentioned in bidding document and bid evaluation criteria.

The following be signed and attached with the bid as a general compliance to tender document requirements, if agreed upon:

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On PKR 100/- Stamp Paper)

[Location, Date]

To: **[Name and address of Employer]**

RE: NO. DUHS/P&D/2023/11370, DATED: MARCH 10, 2023, FOR "HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE

Dear Sir,

I/we carefully gone through the Terms & Conditions as mentioned in the above referred DUHS Tender document. I/we declare that all the provisions of this Tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Signature

BIDDER PROFILE / DETAILS

1.	Registered Company Name	
2.	Company Registration Number with Institute of chartered Accountants	
3.	Date of Registration	
4.	National Tax Number	
5.	General Sales Tax Number	
6.	Sindh Sales Tax Number	
7.	Number of Partners	
8.	Years of Operation of Company after its Registration	
9.	Details of Technical Staff to be assigned for the project	
10.	Bank Name and Branch	
11.	Bank Account Number	
12.	Additional Professional Registration Details (if any):	
13.	Physical address	
14.	Postal address	
15.	Telephone Number	
16.	Fax Number	
17.	E-mail address	
18.	Blacklisting / Complaint / Litigation against the firm (By any govt. or other org. if any)	
19.	Name & Address of the companies / subsidiaries and associated companies, if any, with whom there is collaboration or joint Venture	
20.	Any other relevant detail	

Authorized Signature [In full and initials]:
Name and Title of Authorized Signatory:
Name of Bidder:

Stamp / Seal:

DECLARATION OF ANNUAL TURNOVER AND INCOME TAX RETURN
(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: **[Name and address of Employer]**

RE: NO. DUHS/P&D/2023/11370, DATED: MARCH 10, 2023, FOR "HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE

Dear Sir,

1)   I/we hereby declare that, 0our firm's Annual Turnover is as follow (Audit Reports attached):

F.Y ONE	F. Y. TWO	F. Y. THREE
PKR_____(Million)	PKR_____(Million)	PKR_____(Million)

And,

2)   I/we hereby declare that, our firm had filed Income Tax Returns for last 3 years i.e. 2018-19, 2019-20 & 2020-21. Supported by copy ITR/STR of 03 (three) years.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Encl: As above

VALID LIST OF CLIENT'S DETAILS
(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: **[Name and address of Employer]**

RE: **NO. DUHS/P&D/2023/11370, DATED: MARCH 10, 2023, FOR "HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE**

Dear Sir,

I/we hereby mention following list of valid Clients details where our firm had provided services, supported by copy of agreements / orders / work orders for your reference:

Sr. No.	Client Name / End User	Nature of Client (Govt. / Semi Govt. / Private Sector)	Scope of Work / Specifications	Name & Location of Project	Year	Total Order Value (PKR)

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Encls: As above.

DECLARATION FOR COMPLETION OF SIMILAR CONTRACTS WITH

GOVERNMENT/ SEMI GOVERNMENT ORGANIZATION DURING LAST 10 YEARS

(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: **[Name and address of Employer]**

RE: NO. DUHS/P&D/2023/11370, DATED: MARCH 10, 2023, FOR "HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE

Dear Sir,

I/we hereby declare that, our firm M/s_____was completed similar contract with following Government / Semi Government organizations during the last (10) ten years:

Sr. No.	Client Name / End User	Nature of Client (Govt. / Semi Govt.)	Scope of Work / Specifications	Name & Location of Project	Year	Total Order Value (PKR)

I/We also enclosed herewith the attested copy of certificates which bear the name, address and telephone nos. of the authorized signatory.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Date:

Encls: As above.

FORMAT OF BANK GUARANTEE FOR BID SECURITY

Bank Guarantee No.: _____

Dated of issue: _____

Valid upto: _____

Value (Rs.): _____

To: [Name & Address of the Procuring Agency]

Dear Sir,

WHEREAS **M/s.** _____ (hereinafter called the Bidder) have requested us through _____ Bank Ltd., to furnish Bid Security by way of Bank Guarantee in your favor in the sum of **[Amount of the Guarantee in Words and Figures]** against your tender Notice No. _____ Dated _____ **for HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE.**

WE HEREBY AGREE AND UNDERTAKE:

i.   To make unconditional payment to you on demand without further question or reference to the Bidder in case of withdrawal or modification of bid or any default or non- execution of the Contract or refusal to accept order by the Bidder from the date of opening of bids until the expiry of the validity of their offer.

ii.   To keep this guarantee in full force from (date) _____ up to (date) _____ he dates until which the Bidder offer is valid.

iii.   To extend the period of guarantee if such extension be necessary beyond the date stated in Para (ii) and as so desired by the Bidder.

Any claim arising out of this guarantee must be lodged with this Bank within the period the guarantee is valid and before the date of its expiry. After this date the guarantee will be considered null and void and should be returned to us.

Yours faithfully,

Name of the Bank: _____

Authorized officer's Signature & Seal: _____

Witness 1:   _____

Witness 2:   _____

Sworn & Sign before me   This day of ………………….

FORMAT OF BANK GUARANTEE FOR PERFORMANCE BOND

Bank Guarantee No.: _____
Dated of issue: _____
Valid upto: _____
Value (Rs.): _____

To: [Name & Address of the Procuring Agency]

Whereas **[Name of Bidder]** (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. **[number]** dated **[date]** to supply **[description of services]** (hereinafter called "the Contract").

And whereas it has been stipulated in the said Contract that the Bidder shall furnish to the Dow University of Health Sciences, Karachi with a Bank Guarantee by a scheduled bank for the sum of 5% of the total Contract amount as Security for compliance with the Bidder's performance obligations in accordance with the Contract.

And whereas we have agreed to provide a Guarantee: for the said Bidder

Therefore, we hereby unconditionally and irrevocably guarantee, on behalf of the Bidder, up to a total of _____ **[Amount of the Guarantee in Words and Figures]** _____ and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without requiring the Dow University of Health Sciences, Karachi to initiate action against the Bidder and without cavil or argument any sum or sums within the limits of **[Amount of Guarantee]** as aforesaid. The amount stated in the demand made under this guarantee shall be conclusive proof of the amount payable by the Guarantor under this guarantee.

The obligations of the Guarantor under this guarantee shall be valid for one month after the completion of contractual obligations by the Bidder to the Dow University of Health Sciences, Karachi for which this Guarantee is being given, and until all and any obligations and sums due have been paid in full.

Yours faithfully,

Name of the Bank: _____

Authorized officer's Signature & Seal: _____

Witness 1: _____

Witness 2: _____

Sworn & Sign before me   This day of ………………….

FORMAT FOR QUOTING OF RATES

[Location, Date]

To: **[Name and address of Employer]**

Dear Sir,

We, the undersigned, offer to provide the services for **[Insert title of assignment]** in accordance with your Notice Inviting Tender (NIT) / Request for Proposal (RFP) / Expression of Interest (EoI) No. **[Insert number]** dated **[Insert Date]** and our Technical Proposal. Our Financial Bid / Proposal is for the sum of **[Insert amount(s) in words and figures].** This amount is inclusive of all the applicable taxes.

Our Financial Bid / Proposal shall be binding upon us up to expiration of the validity period of the Bid / Proposal.

No commissions or gratuities have been or are to be paid by us to agents relating to this Bid / Proposal and Contract execution.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

A. Financial Proposal Response

Bidder must submit its financial proposal in accordance with the following format: -

S.NO	DESCRIPTION	OTC AMOUNT IN PKR	SLA AMOUNT IN PKR	TOTAL AMOUNT IN PKR
1	Provision, Installation, Deployment, Testing, Configuration, Commissioning, Implementation, Training and Support of **Campus Management System (CMS)** Software			
2	Provision, Installation, Deployment, Testing, Configuration, Commissioning, Implementation, Training and Support of **Learning Management System** Software			
3	Provision, Installation, Deployment, Testing, Configuration, Commissioning, Implementation, Training and Support of **Library Management System** Software			
	TOTAL			

Inwords_____

_____

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

UNDERTAKING / CERTIFICATE

(Must be Printed on Rs. 100/- Stamp Paper)

If provided information with the bid document found false, or any criminal proceedings found in any court of law, the services of the hired bidder will be immediately terminated without assigning any reason and making any refund / payment. Further, the performance security given by the firm will also be confiscated and the firm will be declared black listed.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

ATTESTED BY NOTARY PUBLIC

NON-BLACK-LISTING CERTIFICATE

(Must be Printed on Rs. 100/- Stamp Paper)

CERTIFIED THAT M/S. ,,, HAS NOT BEEN BLACK-LISTED BY ANY PUBLIC OR PRIVATE SECTOR ORGANIZATION IN PAKISTAN.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

ATTESTED BY NOTARY PUBLIC

AFFIDAVIT INTEGRITY PACT

Privilege, or other obligation or benefit from the DUHS or any administrative or financial offices thereof or any other department under the control of the DUHS through any corrupt practice(s).

(a)   Without limiting the generality of the forgoing the bidder / company / firm / agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the DUHS directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the DUHS, except that which has been expressly declared pursuant hereto.

(b)   The bidder / company / firm / agency / accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract / order obtained aforesaid shall without prejudice to any other right & remedies available to the DUHS under any law, contact, or other instrument, be stand void at the discretion of the DUHS.

(c)   Notwithstanding any right and remedies exercised by the DUHS in this regard, bidder / company / firm / agency agrees to indemnify the DUHS for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the DUHS in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the bidder / company / firm / supplier / agency / service provider as aforesaid for the purpose of obtaining or inducing procurement / work / service or other obligation or benefit in whatsoever from the DUHS.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Note: This integrity pact is mandatory requirement other than auxiliary services / works.

FORM OF CONTRACT
Specimen Purpose only)

THIS AGREEMENT made on this_____day of_____2023 between M/s._____
_____(Name and Address of the Contractor)
(hereinafter referred to as the CONTRACTOR, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the ONE PART and the DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI (hereinafter referred to as the DUHS, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

WHEREAS the Contractor is a service provider.
AND
WHEREAS the DUHS is procuring agency. The DUHS intends to Hire services for **HIRING OF SERVICES FOR PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE OF CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE**, therefore, invited bids through N.I.T No. _ Dated_
_____.

WHEREAS the Contractor (successful bidder) submitted his bid vide_____in accordance with the bid document and was selected as "successful bidder" pursuant to the bidding process and negotiation on contract prices, awarded the "Letter of Acceptance" (LoA) No._____to the Contractor on_____.
BOTH THE PARTIES HERETO agree to abide the terms and conditions as mentioned in:

(Conditions of Contract) of Tender Document.

_____

_____
(Signature of Contractor / Authorized
Representative)
Name:_____
Designation:_____
Address:_____
Seal:_____

_____
(Signature of Authorized Officer of the DUHS)
Name:_____
Designation:_____
Address:_____
Seal:_____

WITNESS – 1

Name:_____
CNIC #: _____
Address: _____

WITNESS – 2

Name:_____
CNIC #: _____
Address: _____

ORIGINAL SOFTWARE MANUFACTURER'S AUTHORIZATION FORM

To:

To: **[Name and address of Employer]**

WHEREAS *[_____name of the Original Software Manufacturer or Authorized Dealer]* who are established and reputable manufacturers of *[_____ name and/or description of the goods]* having factories at *[_____ address of factory]* do hereby authorize *[name and address of Agent]* to submit a bid, and subsequently negotiate with you against Invitation for Bids Reference No._____ for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per General Conditions of Contract (1 year warranty) for the goods offered for supply by the above firm against this Invitation for Bids.

[Signature for and on behalf of Original Software Manufacturer or Authorized Dealer]

Note: This letter of authority should be on the letterhead of the Original Software Manufacturer or Authorized Dealer and should be signed by a person competent and having the power of attorney to bind the Original Software Manufacturer or Authorized Dealer.

OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT
DOW UNIVERSITY OF HEALTH SCIENCES
Baba-e-Urdu Road, Karachi-74200 Pakistan. Direct No. 92-21-99216065 Fax: 99216065
Tel: 9215754-57 Ext: 5147Website:www.duhs.edu.pk E-mail:muzaffar.alishah@duhs.edu.pk

Ref No: DUHS/P&D/2023/11382   Dated: March 22, 2023

CORRIGENDUM

Reference to the Notice Inviting Tender (NIT) No. DUHS/P&D/2023/11370, Dated: March 10, 2023 appeared in Daily Dawn, Daily Jang and Daily Jeejal as on March 11, 2023and uploaded on Dow University of Health Sciences (DUHS) and Sindh Public Procurement Regulatory Authority (SPPRA) website at PPMS ID No. T00573-22-0014.

HIRING OF SERVICES FOR THE PROVISION, INSTALLATION, DEPLOYMENT, IMPLEMENTATION, TRAINING, SUPPORT, AND MAINTENANCE OF THE CAMPUS MANAGEMENT SYSTEM LEARNING MANAGEMENT SYSTEM LIBRARY MANAGEMENT SYSTEM SOFTWARE (REF NO: DUHS/W&S-NIT/108)

The bidding document has been amended / corrected / modified. All the interested eligible bidders are requested to please furnish their bid in accordance with the amended / corrected / modified bid.
All others terms and condition will remain the same.

DIRECTOR
Planning & Development
Dow University of Health Sciences, Karachi

DOW UNIVERSITY OF HEALTH SCIENCES

CAMPUS MANAGEMENT SYSTEM FEATURES (ANNEXURE A)

Section	Sub-Section	No.	Campus Management System Features (Annexure A)
1. Org Structure & Policies			1. Org Structure & Policies
Org Structure & Policies		1	System should maintain multiple institutions, campuses, faculties, and departments information
Org Structure & Policies		2	The solution must be able to support setting of study intake and academic semester with subject auto enrolment
Org Structure & Policies		3	Allows that Users are assigned to Organization units
Org Structure & Policies		4	Ability to maintain different versions of the organizational unit over time based on date with ability to turn "on" or "off" the organization unit
Org Structure & Policies		5	Define academic program, specialization, sub-specialization courses to be offered, degrees to be offered and pre-requisite requirements.
Org Structure & Policies		6	Define multiple degree programs (e.g. Business / Health Management, MBBS, DBS) in a university catalog using unique codes.
Org Structure & Policies		7	Define minimum/maximum credit hours for each degree program.
Org Structure & Policies		8	Define Core/ Elective courses in each degree program
Org Structure & Policies		9	Define multiple formulas for grading schemes and their associated values.
Org Structure & Policies		10	The solution must be able to support grading scheme settings as per programme
Org Structure & Policies		11	The solution must be able to set/announce dates for course start/end, course add/drop, exams, result declaration, convocation etc.

Org Structure & Policies		12	The solution should manage the users according to role and permission to access can be controlled by campus, faculty, department, section and unit wise etc. for editing and viewing data.
Org Structure & Policies		13	Provision to withdraw students from programme/courses
Org Structure & Policies		14	Allow to define calendar for each campus
Org Structure & Policies		15	Allow to define buildings / Halls / Rooms and relevant details for scheduling
Org Structure & Policies		16	Allow to define office rooms and relevant details.
Org Structure & Policies		17	Define assessment types for each course like quizzes, assignments, mid-term, end-term, class-participation etc.
Org Structure & Policies		18	Define maximum enrollment at the program and section level.
2. Catalog			2. Catalog
Catalog		1	Store institutionally defined data pertaining to a course.
Catalog		2	Track and update course information, as needed, by future effective term without impacting current processes, minimizing data input.
Catalog		3	Track and update course information as needed, by future effective term, without impacting the current process, yet minimizing data input (e.g. course revision date, effective terms).
Catalog		4	Maintain extensive textual information about a course.
Catalog		5	Ability to associate an unlimited number of co-requisites and prerequisites.
Catalog		6	Restrict the scheduling of a course by Term or Campus.
Catalog		7	Ability to utilize system's degree audit with registration prerequisite checking.
Catalog		8	Ability to have course title up to 100 characters in length.

Catalog		9	Ability to use web self-service component to search and drill-down into catalog entries.
Catalog		10	Defines offerings of a course version that allows different course structures at different teaching locations
Catalog		11	Allows courses to be linked to one or more awards
Catalog		12	Allow to offer same course for multiple campuses, organizational units with different course code.
Catalog		13	The solution should allow to maintain multiple course status like approved, pending, declined
Catalog		14	The solution should allow to define multiple course registration rules.
Catalog		15	The solution should allow to define course equivalencies rules.
Catalog		16	The solution should support multiple study areas in a multiple degree course, with the study area linked to the component courses
Catalog		17	Allow to define repeat rules for the course
Catalog		18	Allow to define course by academic program level (graduate, undergraduate)
Catalog		19	System should have the ability to manage the course assessment structure as a university policy at the course level
Catalog		20	System should have the ability to control instructor privileges for managing the class assessment structure at the course level as well as component level. For e.g., can the instructor update the assessment structure, override calculated marks etc.
Catalog		21	System should be capable of maintaining same course code for different courses for interdepartmental re-use of course codes
Catalog		22	System should have capability of maintaining course contents hierarchy so the topical distribution of course outline can be captured conveniently
3. Class Schedule			3. Class Schedule
Class Schedule		1	Assign to a section any set of start and end dates that fall within the sub-term associated with the section.

Class Schedule		2	Ability for students and faculty/advisors to search class schedule online utilizing dates instead of Terms as well as search by subject, course number, title, days of the week, beginning and ending times, instructor, campus, sub-term, schedule type, and session
Class Schedule		3	Ability to query classes through various elements: term, enrollment, subject course number, title, status, etc.
Class Schedule		4	Link sections (lectures and labs) together in a one-to-one, many-to-one, or one-to-many relationship.
Class Schedule		5	Maintain accurate, up-to-the-minute enrollment counts for viewing online and through self-service components.
Class Schedule		6	Maintain course contact hour information.
Class Schedule		7	Provide on-line monitoring of which classrooms are not scheduled.
Class Schedule		8	Provide a searchable building and classroom inventory file for scheduling purposes.
Class Schedule		9	Provide ability to track section status (e.g. open, cancelled, pending, administrative close, etc.) and associated dates.
Class Schedule		10	Provide ability to view and print a class/grade roster online.
Class Schedule		11	Provide ability to view and Print Enrollment Roster online
4. Admissions Applications			4. Admissions Applications
Recruiting		1	A program table should be created/maintained to include the necessary attributes of programmes offered. This will be the basis for verification of the programme applied for and the printing of transcripts/graduation certificate
Recruiting		2	The system will perform screening/validity check according to a set of pre-defined criteria such as pre-requisite requirements to ensure that the students/applicants are eligible to register on the courses/programme

Recruiting		3	The system will allow students to change their course/programme choices, and applicants to change their personal information as well. Relevant validity checking will be done on the new course/programme choices.
Recruiting		4	Each course has a limit on its enrolment number and therefore each will have its own quota. A course place will be offered to a student/applicant on a first-come, first-served basis at the end of the application period, by issuing a debit note for the course. The applicant/student can decide to take up the offer for each individual course; the quota will then be taken up. Students/applicants who do not pay the fees by a stipulated deadline will have its quota released back to the system. A second exercise will be conducted to recruit students for the remaining quota
Recruiting		5	Students/applicants who have not met the requirements at the time of application but will likely meet them in due course, maybe given a conditional offer. These students/ applicants should be able to register as normal. System will be able to alert users at the end of the admission exercise to double check these students' eligibility and take appropriate follow up actions
Recruiting		6	The system will also allow users to skip the normal procedures to register students directly subject to verifications such as no double registration on the same course
Recruiting		7	The system should be integrated with the finance system in relation to the students' payment of tuition fees
Recruiting		8	To provide facilities to let students transfer, defer and withdraw from programmes/ courses
Recruiting		9	The system should be able to record the receipt date and the details of the applicants for setting up the records in the database. Details of the applicants will include personal data such as name, address, and contact phone number and so on
Recruiting		10	The system will perform screening/validity check according to a set of pre-defined criteria such as pre-requisite requirements to ensure that the students/applicants are eligible to register on the programmes/courses

Recruiting		11	The system should be able to maintain different status for students i.e. Active or Non-Active, Special Leave, Postpone Semester
5. Admissions			5. Admissions
Admissions	Admission Setup	1	Solution must provide centralized admissions setup to control the span/year(s) to for managing the application processing start and end dates either for the whole institute or separately by flexible combinations of Campus, Discipline, Career and Faculty
Admissions	Admissions Setup	2	Solution must not restrict administrators from creation and management of admission calendar for future years in advance.
Admissions	Admission Setup	3	Ability to define and manage admission control dates for programs, or combination of program and majors or program and combination of program offering variants such as full time/part-time or evening or morning sessions against which applications are invited. .
Admissions	Admission Setup	4	Solution must allow creation and management of unlimited number of cohorts with distinct start and end dates and allow tagging of it with each program.
Admissions	Admission Setup	5	Ability to control timelines for receiving applications online. These controls should be flexible to enough to support higher levels such as Campus deadlines or as low as a program application deadline.
Admissions	Admission Setup	6	Ability to define customizable Admission Application form comprising of unlimited number of sections supporting unlimited fields of various types such as Edit Box, Picklists, Checkboxes, Text area etc.
Admissions	Admission Setup	7	Solution must have an ability to support multiple application forms and allow them to be associated with combination of disciplines/campuses/careers. etc.
Admissions	Admission Setup	8	Solution must provide ability to manage Admission Applications process for both local and International Applicants with maintenance of different polices such as reservation of seats, currency and application fee rate differences and different program entry criteria.
Admissions	Admissions Setup	9	Calendars can support spanning years.

Admissions	Online Admissions Applicant	10	The solution must be able to allow the prospects to create own account to register as applicant online
Admissions	Online Admissions Applicant	11	System must provide an Online web portal where applicants can sign up, sign in and create and manage admissions applications.
Admissions	Online Admissions Applicant	12	System should allow applicants to register for online Applicant Portal via either Phone Number or Email Address or both.
Admissions	Online Admissions Applicant	13	Solution must allow Applicants to submit multiple applications against different programs using Online Web Portal.
Admissions	Online Admissions Applicant	14	Online Web Portal must automatically control the creation and submission of application as per the setup timelines defined at institute, campus, career, program (or group of programs) or combination of these entities.
Admissions	Online Admissions Applicant	15	Online Web portal should allow Applicants to save draft of applications as many times as desired before submitting the application formally.
Admissions	Online Admissions Applicant	16	Solution must support unlimited number of supporting documents upload via Online Web Portal
Admissions	Online Admissions Applicant	17	The solution must allow prospects to fill required information and submit application supporting document online including such as transcript, certification etc.
Admissions	Online Admissions Applicant	18	Solution must support unlimited number of education history records with configurable fields to allow even up to unlimited course level marks/grading information.
Admissions	Online Admissions Applicant	19	The solution must capture the undertaking about the truthfulness and accuracy of the information provided from Applicants via Applicant Portal.
Admissions	Online Admissions Applicant	20	System must ensure the format correctness or completeness of the applications received via Online Web Portal before submission process. The completeness can either be in the form of mandatory sections/fields or in the form of required number and type of supporting documents.

Admissions	Online Admissions Applicant	21	Solution should support automatic trigger of either SMS or Email notifications to Applicants at various stages of the Online Web Portal Process such as signing up, Application submission, application data updates etc.
Admissions	Online Admissions Applicant	22	Solution should support automatic trigger of either SMS or Email notifications to the relevant "Admissions Team" at various stages of the Online Web Portal Process such as signing up of new applicants, Submission of new applications, or data updates in Submitted applications etc.
Admissions	Online Admissions Applicant	23	Ability to allow Applicants a restricted editing of submitted online applications to upload their final result transcript that is sometimes awaited from the awarding Institution(s).
Admissions	Online Admissions Applicant	24	Ability to allow Applicants to upload the supporting documents even after submission such as but not limited to, missing documents or application fee payment receipts etc.
Admissions	Online Admissions Applicant	25	Ability to allow Applicants to view details of submitted application online and extract a printable version of their filled application form.
Admissions	Online Admissions Applicant	26	System should have ability to preserve the submitted data at the time of submission of Application so that any data added after submission can be easily distinguished.
Admissions	Online Admissions Applicant	27	Prospect should be able to download, and print filled admission application form, fee challan, roll number slip and the offer letter from the portal.
Admissions	Admin Portal	28	There must be an interface for administration and academic department to manage student admission processes online.
Admissions	Admin Portal	29	System must have ability to add any backlog of applications data collected via paper-based applications or through recruitment and marketing campaign via Partner Schools, Recruitment Scouts.
Admissions	Receiving Application	30	Provide the ability to create and maintain multiple types of web applications with each type capturing different data based on the rules associated with the application.

Admissions	Admission User Security	31	Solution must have an ability to provide intake wise users data security to manage and process admission application based on combination of campus, career, discipline, programs etc. Each user must be able to create & view only as much applications data and process them as per the issued data security.
Admissions	Admission User Security	32	System must provide administrators with controls to restrict or provide access to different admissions features such as only some users must have provision to such as generating offer letters, sending communications to applicants, entering the application fee payments or viewing supporting documents etc.
Admissions	Receiving Application	33	Maintain an unlimited number of applications for a particular individual to any academic level, with distinct admission decisions for each application.
Admissions	Receiving Application	34	Maintain specific information on international students such as citizenship, country, and visa type.
Admissions	Receiving Application	35	Ability to maintain information on an unlimited number of previous high schools and colleges the applicant may have attended.
Admissions	Receiving Application	36	Provide a one page 'quick entry' page for staff to get a record created immediately in the system for an applicant.
Admissions	Receiving Application	37	Maintain institutionally specific data elements.
Admissions	Receiving Application	38	Record an unlimited number of test scores for each applicant.
Admissions	Application Fee	39	Solution should provide ability to setup various application fee lines each having their own fee rates and applicability rules in form of combination of primary application data elements such as Campus, Career, Program / group of programs, local and international, self-finance or regular or any other application types.
Admissions	Application Fee	40	Ability to support application fee lines definition in foreign currencies to support rules for international applicants.
Admissions	Application Fee	41	System should automatically generate Application Fee invoice after Application has been submitted

Admissions	Application Fee	42	Ability to customize application invoice template for enlisting the assessed fee based on defined rules along with the due date, payment conditions and payment details including bank details and other payment mode related information
Admissions	Application Fee	43	Ability to share the application fee invoice with applicant via email or make it available from the Online Applicant Web portal
Admissions	Application Fee	44	Ability to share/download Application fee invoice for Admissions Finance Team.
Admissions	Application Fee	45	System must support administrative entry of the application fee collection either in individual basis or by uploading a day end collection file for batch of applications.
Admissions	Application Fee	46	Solution should provide ability for Applicant to pay the application fee directly via Applicant portal using Institute/Campus's payment gateway
Admissions	Bank API	47	Ability assist Banks for processing with Application fee collections by providing a real time interface to inquire invoice details or post collected amount directly to the System.
Admissions	Application Fee	48	Solution must provide ability to generate Application Fee payment receipt when payment is entered against application fee invoice. The receipt format must be customizable to personalize the header/footer as per the institute's configurations.
Admissions	Application Fee	49	Solution must provide ability to admin to have access to Application fee payment receipt(s) and applicants
Admissions	Application Fee	50	Applicants must be able to view/download application fee payment receipt(s) from Online Web Portal
Admissions	Application Fee	51	System must assist in differentiating the paid and not yet paid applications so that further processing can only start on the paid applications.
Admissions	Application Fee	52	Ability to generate Application fee accounting lines (GL) for each invoice item as per the chart of account structure of the institution.
Admissions	Evaluating Application	53	Provide history of communication with applicants
Admissions	Evaluating	54	Provide ability to generate letters and email to

	Application		applicants.
Admissions	Evaluating Application	55	Ability to send reminders to applicants to request missing supporting documents.
Admissions	Evaluating Application	56	System must provide communication features to allow collaboration/ communication between education institution and prospect.
Admissions	Audit Trail	57	Solution to maintain a log of system generated email and sms notifications that should be available to administrators
Admissions	App Evaluation	58	Solution should provide ability to schedule applicant interviews, assign interview marks and weightage as an Admission Criteria
Admissions	Evaluating Application	59	Ability to reserve administrative sections or administrative fields to store "For Office Use" information with the Submitted Admission Application.
Admissions	Entry Tests	60	Solution must support creation and management of Admission Entrance Test Schedules
Admissions	Entry Tests	61	Solution must provide ability to generate Admit slip for applicants to inform them of admissions test details. Admit slip should be visible on online portal and sent as an email. This will allow Applicants to present admit slip at the venue of admission test as his identity.
Admissions	Entry Tests	62	Ability to enter the Test score with the Admission Application
Admissions	Entry Tests	63	Ability to print test scores of applicants. These test scores can be posted on notice board, social media website or can be used for internal evaluation in excel.
Admissions	Interviews	64	Ability to schedule interviews for applicants and sending them interview invites.
Admissions	Interviews	65	Ability to print interview form and detail for an individual applicant. It will be used to present in front of interview panel or internal processing.
Admissions	Interviews	66	System should provide list of applicants that are appearing for interview with details like venue, dates and time.

Admissions	Admission Processing Modes	67	Ability to categorize program or group of programs based on automated rules such as undergraduate admissions processing via eligibility rules, merit formulas, selection list or following a combination of eligibility/merit rule and subjective assessment for some like post-graduate programs or following a completely subjective evaluation and decision mode like for admitting to short-programs/certifications.
Admissions	Admission Processing Modes	68	Solution must provide ability to setup the admission decision making components based on checklist, Interviews or user-defined components for admission separately for each program (preference).
Admissions	Evaluating Application	69	Provide the ability to create user-defined formulas that are used in rating applicants in specific programs, colleges, majors, etc. Ratings should be stored with the applicant.
Admissions	Evaluating Application	70	Provide the ability to create rules for the calculation and posting of automated admissions decisions by program, college, major, campus, level, etc. The rules should have the ability to include any calculated rating(s) and high school, prior college and test score information.
Admissions	Merit Eligibility	71	The solution must provide ability to assess entry eligibility and calculate merit scores and relative rankings for all applicants belonging to a similar program (e.g., All BS Engg. programs) together.
Admissions	Merit Eligibility	72	System must provision ability to compute multiple eligibilities in parallel while listing merit position in serial. (The highest merit score applicant will have the highest merit position (1) and so on.)
Admissions	Merit Eligibility	73	The system should provide a consolidated administrative view of all of the applicants, their eligibility status, merit score, position and scale based on program (preference) applied.
Admissions	Merit Eligibility	74	Solution must allow administrators to override eligibility and merit of the individual applicants by having explicit choice to decide to override system processed results based on defined rules. A user can choose to change the applicant's eligibility status from "Eligible" to "Not Eligible" and vice-versa.
Admissions	Merit Eligibility	75	Must provide an entry eligibility and merit ranking details report.

Admissions	Seat Management	76	Ability to define discipline/program wise seats for selection
Admissions	Seat Management	77	Ability to provide updated information on seats for a program such as Total Seats, Available Seats, Confirmed Seats and Offered Seats etc.
Admissions	Seat Management	78	Ability for an authorized user to increase/decrease the seats for a program.
Admissions	Selection List	79	Solution must have ability to automatically allocate seats to the candidates in batch, based on their merit ranking and program preference order.
Admissions	Selection List	80	Solution must provide ability to generate subsequent iterations of selection lists, where in each iteration seats vacated are automatically allocated to waitlisted candidates or candidates may get promoted as per the program preference order automatically.
Admissions	Selection List	81	Ability to generate offer letter in bulk as per the configured template that can vary based on the selected program
Admissions	Selection List	82	System should register applicant's response against the offer made.
Admissions	Selection List	83	Administrators must be able to process various trials of selection lists before finalization for example running the selections list process again after updating available seats information.
Admissions	Selection List	84	Ability to convert applicants with admission status 'admission offer accepted' to Students in a batch whilst copying all relevant policies and information in student profile
Admissions	Selection List	85	Must Provide a selection list result report.
Admissions	Processing Applications	86	Ability to perform admission based on Subjective Evaluation of each application
Admissions	Processing Applications	87	Maintains different status for students i.e. Active or Non-Active, Special Leave, Postpone Semester
Admissions	Processing Applications	88	Ability to setup multiple templates for admission decision letters such as Conditional, Offer, Unconditional Offer placement, Rejection Letters and Offer Acceptance Letter etc.
Admissions	Processing Applications	89	Provision feature to share these decision letters to notify applicants via email.

Admissions	Processing Applications	90	Ability to log sent decision letters
Admissions	Processing Applications	91	Ability to maintain chronological audit trail of status changes an application against a program (preference) goes through.
Admissions	Processing Applications	92	Ability to perform matriculation (conversion from applicant to student) in individual basis after receiving acceptance against offer made to applicants to create
Admissions	Reports & Dashboards: Reports Universe	93	Ability to build and generate custom and on demand reports for end-to-end admissions process.
Admissions	Reports & Dashboards: Applications Data Extract	94	Ability to provide a downloadable extract of all or criteria-based admission application data received for a year.
Admissions	Reports & Dashboards: Applications	95	Provide out-of-the-box analytics to monitor applications data received such information on applicant biographical and demographical details, education background, fee status and programs applied etc.
Admissions	Reports & Dashboards: Admissions	96	Provide out-of-the-box analytics to monitor program preferences, admission trends, seat statistics, summary of students admitted by admission category, admission cycle, type, tests, interviews conducted
Admissions	Reports & Dashboards: Applications	97	Provide out-of-the box analytics to track the evaluation and processing of admission applications such as insights to the admissions decisions, acceptance rate by Campus/Discipline/Program and Merit Ranking Trend Analysis etc.
Admissions	Reports & Dashboards: Applications	98	Must provide Admission Analytics access to relevant stakeholders as per their data access rights, that is showing them their own campus's, department or program's data.
6. Student Information			6. Student Information
Student Information	Biographical Information	1	System should maintain up to 3 email addresses and phone number against a person record.
Student Information	Biographical Information	2	System should maintain unlimited addresses associated with a person.

Student Information	Biographical Information	3	Maintain the Government ID of a person separately from the identification number, while ensuring it is searchable by staff.
Student Information	Biographical Information	4	Record, maintain, and report pertinent information on international students
Student Information	Medical Information	5	Record information regarding disabilities.
Student Information	Information Search	6	Access a student by name, using name search capabilities, Government ID or Student ID.
Student Information	Student portal search	7	Able to view course schedule in a list view or calendar view
Student Information	Student portal search	8	Able to view lecturer, venue, date, time information for each class
Student Information	Student portal search	9	Able to have date range and day range to view calendar view
Student Information	Student portal search	10	Able to perform search for available courses / subjects and view information of each course
Student Information	Contact information	11	Ability to view contact information for students, employees and alumni on-line
Student Information	Work Experience	12	The solution records and maintains work experience and co-op placement as part of registration.
Student Information	Student portal - information	13	Able to access information via Student Center
Student Information	Student portal - information	14	Able to view personal information such as addresses, contact numbers, emails, emergency contacts, extracurricular activities, work experiences, honors and awards online
Student Information	Student portal search	15	Able to view announcements and open enrollment periods
Student Information	Academic information	16	Track and maintain an unlimited number of programs, majors, minors and concentrations that a student may be pursuing at the institution from prospect to graduation.
Student Information	Academic information	17	Provide the ability to capture and maintain an unlimited number of curricula --programs, majors, minors and concentrations for students with status and effective dates captured for historical purposes.

Student Information	Academic information	18	The system should provide 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.
Student Information	Academic information	19	To provide facilities for maintaining a student record to trace the complete academic history for the pursuit of study within the Institute, whether they have attended full-time or part-time programs/courses
Student Information	External Academic Information	20	The solution records and maintains a person's secondary education details e.g., school, subjects, grades achieved, year achieved, aggregate scores etc.
Student Information	External Academic Information	21	The solution 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
Student Information	Role	22	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.
Student Information	Grading	23	Able to maintain grading information
Student Information	Enrollment	24	The system should also alert applicants on the course choices if there are any associated compulsory/advisory pre-requisites
Student Information	Enrollment	25	Update for a Student's Course Enrollment
Student Information	Student portal - Enrollment	26	Able to add classes to a shopping cart before checking out
Student Information	Student portal - Enrollment	27	Able to drop classes from enrolled classes
Student Information	Student portal - Grading	28	Able to view grade (current and history) online
Student Information	Student portal - Grading	29	Able to view assignment information such as due date online
Student Information	Degree progress	30	Able to view degree progress report to check progress towards completion of program
Student Information	Payment gateway	31	Able to provide flexibility of payment through credit card and maintain the payment profile for future use
Student Information	Outstanding bills	32	Able to view outstanding payment amount details and

			payment history
Student Information	Attendance	33	Provide ability to track student attendance by class
Student Information	Honor and Awards	34	The facility should also enable the information on records of student award be included for printing on testimonials, transcripts, etc.
Student Information	Honor and Awards	35	The solution should student records and maintains award types
Student Information	Honor and Awards	36	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
Student Information	Academic Standing	37	The system will allow for the recording of details of each disciplinary case during the processing of assignment/examination records
Student Information	Academic Standing	38	The system should provide for facilities to take appropriate follow-up action if there are any sanctions imposed on the students to include such as suspension of study, withholding conferment of academic awards, etc.
Student Information	Academic Standing	39	Provide ability to track manual changes to academic standing.
Student Information	Service impact	40	Provide the ability to take a user-defined population and apply holds to that group.
Student Information	Service impact	41	Positive indicators can be used to provide preferential levels of service
Student Information	Service impact	42	Negative indicators can be used to withhold service
Student Information	Comments	43	Associate unlimited personal text with each particular comment related to a person. Comments should be unlimited in quantity for each person.
Student Information	Comments	44	System must be able to maintain private or public comments of each student
Student Information	Communication	45	System should be able to send email to applicants and students
Student Information	Communication	46	System should be able to send SMS to applicant and Students

Student Information	Communication	47	The solution generates correspondence to prospects & students
Student Information	Communication	48	Ability to generate correspondence via softcopy (email/ letter) or notifications via SMS
7. Registration			7. Registration
Registration	Term Activation	1	Activate a student in a new Term and Session in order to progress him to the next Academic Level in order to allow new Course Enrollments.
Registration	Term Activation	2	Deactivate/Withdraw a Student from a Term and Session.
Registration	Term Activation	3	To handle term withdrawal and freeze cases, student's term can be deactivated.
Registration	Administrative Enrollments	4	Individually enroll Students in one or multiple Class or Section.
Registration	Administrative Enrollments	5	Allow admin to view course enrollments of a student across terms
Registration	Administrative Enrollments	6	Update Course information (Course Name, Course Category, Course Catalog Number) for an individual Student's enrollment in that course.
Registration	Administrative Enrollments	7	Delete a Course Enrollment for individual student enrollments
Registration	Administrative Enrollments	8	Add/update enrollment status, enrollment status date, enrollment reason for individual Student enrollments
Registration	Administrative Enrollments	9	Add/Update credit hours for an individual Student course enrollment
Registration	Administrative Enrollments	10	Simultaneously enroll multiple Students taking the same Class(es) or Section(s).
Registration	Administrative Enrollments	11	Drop Enrollments for students who have not made tuition fee payment.
Registration	Administrative Enrollments	12	Ability for staff to identify sections of a course that are open and do not conflict with a student's current schedule.
Registration	Administrative Enrollments	13	Ability to view real-time enrollment counts for a course section by staff
Registration	Administrative Enrollments	14	Staff can perform add/drop functions based on effective-dated rules, with ability to override errors.
Registration	Administrative	15	Ability for staff to generate student schedules and

Registration	Enrollments		bills at point of registration.
Registration	Administrative Enrollments	16	Provide ability to hold or block registration if any discrepancy
Registration	Administrative Enrollments	17	Provide ability to register a user-defined student group into a class or group of classes.
Registration	Administrative Enrollments	18	Provide ability to allow the Registrar (or designee) to indicate which kinds of overrides are possible for specific groups of users.
Registration	Self Service Enrollments	19	To allow a student to enroll in available Classes at his ease via Self Service.
Registration	Self Service Enrollments	20	Allow admin to toggle Self Service Enrollments for a Program
Registration	Self Service Enrollments	21	Allow admin to toggle Self Service Enrollments for a Course
Registration	Self Service Enrollments	22	Allow a student to be able to view Courses which are open for enrollment in the selected Term
Registration	Self Service Enrollments	23	Student should be able to view Course details while browsing courses for enrollment - Credit Hours, Instructors, Enrollment Requirements etc.
Registration	Self Service Enrollments	24	Allow a student to do enrollments in more than one Term or Session, if the enrollment period is open
Registration	Self Service Enrollments	25	Allow Student to add/drop enrollments in a dedicated enrollment time period
Registration	Self Service Enrollments	26	Indicate when the student is registering for courses with conflicting schedules.
Registration	Self Service Enrollments	27	Indicate when the student is exceeding credit hour limits.
Registration	Self Service Enrollments	28	Student should be able to view the Courses in which he got successfully enrolled or in which enrollment failed
Registration	Self Service Enrollments	29	Student should be able to view the Tuition Charges generated as a result of his/her course enrollment
Registration	Self Service Enrollments	30	Ability for students to view their schedules, their account information, and make credit card payments through self-service component.
Registration	Self Service Enrollments	31	Allow the institution's course catalog to be available via self-service for students to view and search for

			courses, course descriptions, and view prerequisites.
Registration	Self Service Enrollments	32	Process credit card payment for fees and tuition via self-service component.
Registration	Administrative Enrollments, Self Service Enrollments	33	Whenever a student repeats a course, it is tagged as "Repeating" in the system.
Registration	Administrative Enrollments, Self Service Enrollments	34	Record a reason for registration each term a student enrolls.
Registration	Administrative Enrollments, Self Service Enrollments	35	Display the sections causing a time conflict to occur.
Registration	Enrollments Roster	36	Review an enrollment roster for a class administratively or by faculty portal to review enrollments details including marks, grade, attendance health, enrollment status.
Registration	Fee Structure	37	Define tuition and fee assessment rules and use this information during registration and add/drop and have the calculated assessments available to Accounts Receivable/Bursar processing.
Registration	Enrollment Requisites Setup	38	Ability to enable Course Requisite checking for a Course and setup Course Pre-requisites and Co-requisites for a Course
Registration	Enrollment Requisites Setup	39	Ability to enable Course Equivalency checking and setup Course Equivalencies.
Registration	Reports	40	Ability of reporting tool to build and generate custom and on demand reports
Registration	Reports	41	Form that prints the Class Roster for manual marking of attendance
Registration	Gradebook Setup	42	Setup the assessment structure, give each assessment due weightage, max marks, minimum passing percentage, assessment date, re-sit provision etc.
Registration	Gradebook Setup	43	Setting up program stats basis so a valid program level grade can be calculated later
Registration	Gradebook Setup	44	Setup of Grading Policies and Rules for association with Courses, to guide the Grading process.
Registration	Gradebook Setup	45	Setup of a Grading Scale to determine the marks threshold in which specific grade will be given i.e.,

			90-100 = A, 80-8= B+, 70 to 7= B etc.
Registration	Gradebook Setup	46	Setup of a Grading Model i.e., Bell Curve Relative Grading, Absolute Grading etc.
Registration	Gradebook	47	A view for the Gradebook in which all Students can be graded together.
Registration	Gradebook	48	A view of Class Gradebook, where scores, grades and re-sit can be managed for a single Student.
Registration	Gradebook	49	Instructors can update the assessment structure for the class he is assigned to
Registration	Gradebook	50	Instructors can update Course and Course Component maximum marks if given privilege
Registration	Gradebook	51	Depending on Institute Policy/ Admin, Instructors will be provisioned to add grades for assessments as well.
Registration	Gradebook	52	Auto-determination of whether a student is pass or fail in a course based on the threshold defined by the Institution
Registration	Gradebook	53	Roll-up of marks based on overall marks and weightage of Course and Components
Registration	Gradebook	54	Ability to compute grades of components and course based on the access rights given to instructors
Registration	Gradebook	55	Posting Final Grades for availability to term stats and critical reports such as transcript.
Registration	Gradebook	56	Locking of Gradebook for an Instructor once Submitted
Registration	Gradebook	57	Admin view of Course Gradebook to allow administrative overrides
Registration	Class Grade Roster	58	Class Grade Roster for managing the marks/grades of all enrolled Students in that Class
Registration	Class Grade Roster	59	To manage Course repeat attempts for Students via Class Grade Roster
Registration	Class Grade Roster	60	To override Grading Rule & Policy for Students via Class Grade Roster
Registration	Student Grade Roster	61	Student Grade Roster for managing the marks/grades of a single student's class enrollments across terms
Registration	Student Grade Roster	62	To view term-wise and overall academic stats: CGPA, SGPA, Credits Earned etc.

Registration	Student Grade Roster	63	To manage Course repeat attempts for Student via Student Grade Roster
Registration	Student Grade Roster	64	To override Grading Rule & Policy for individual students via Student Grade Roster
Registration	Grading	65	Applying repeat codes to students so that the repeat course can take part in term statistics according to the institution Policy/ Admin
Registration		66	Use system-generated, Government ID, or other ID numbers for student identification. Government ID should be stored and not displayed on pages within the administrative system.
Registration	Enrollment Requisite Checking	67	Provide ability to enforce course prerequisite checking during registration and add/drop
Registration	Administrative Enrollments, Self Service Enrollments	68	Indicate when the student is repeating a course at point of registration.
Registration	Self Service Enrollments	69	Provide a self-service component to students for registration adding and dropping that enforces administrative error-checking rules for eligibility.
Registration	Administrative Enrollments	70	Cancel students who have registered but failed to make appropriate arrangements for payment.
8. Accounts Receivable			8. Accounts Receivable
Accounts Receivable	Multicurrency Support	1	Provide foreign currency conversion.
Accounts Receivable	Payment Plans	2	Setup and manage fee Installments and add installment Code, Installment Name, Currency, Effective Dates and Number of Installments
Accounts Receivable	Payment Plans	3	Manage Installment frequency and % based or flat installment amount
Accounts Receivable	Payment Plans	4	Apply fixed or %age-based fee Installments to students
Accounts Receivable	Payment Plans	5	Make ad hoc changes in an Installment structure for certain Students
Accounts Receivable	Payment Plans	6	Include or exclude certain fee in the installment plan
Accounts Receivable	Payment Plans	7	Apply payment plans with the invoice charges to establish a payment plan contract and prorate receivables

Accounts Receivable	Penalties & Discounts	8	Ability to setup buckets or frequency based Late Fee rules varying by program or department
Accounts Receivable	Penalties & Discounts	9	Charge Late Fee to students on late payment of invoice/bill
Accounts Receivable	Penalties & Discounts	10	Ability to setup buckets and frequency based Early Bird Waivers and Discounts for students on early payment of invoice/bill
Accounts Receivable	Penalties & Discounts	11	Override Late Fee or Early Bird Discount rules for certain students
Accounts Receivable	Student Account Management	12	Provides a comprehensive view of student account encompassing all transactions posted against the student from admission to graduation in different views e.g., Fee head wise grouping, term wise grouping, flat list etc.
Accounts Receivable	Student Account Management	13	For each financial transaction in the student account show Transaction Nature, Amount, Currency, Term/Session, Transaction mode/channel,
Accounts Receivable	Student Account Management	14	For each transaction in the student account, show multiple important dates like, Posting Date, Due Date (for charges), Transaction Date, Accounting Date, Billing Date (for Charges) and Billed Date
Accounts Receivable	Student Account Management	15	For each transaction in the student account, show Transaction Reference, Comments and Related Transactions (For example, payments settling this charge or vice versa)
Accounts Receivable	Student Account Management	16	Authorized users be able to reverse transactions and reversal Date to be shown with the respective transaction
Accounts Receivable	WHT Tax	17	Compute WHT at the time of fee calculation using the configured tax Policy/ Admin for a fiscal year
Accounts Receivable	WHT Tax	18	Exempt certain students from paying WHT tax
Accounts Receivable	Billing/Invoicing	19	Ability to select the nature of charges to be selected in the bills being generated Individually or in Batch
Accounts Receivable	Billing/Invoicing	20	Support for generation and printing of bills via Student Portal for fee calculated against the enrollments
Accounts Receivable	Billing/Invoicing	21	Ability to capture the validity date and expiry of bills
Accounts Receivable	Billing/Invoicing	22	Generate billing statements both on-line and in batch mode, with the option of selecting accounts, or only selected accounts, and all students or only selected

			students.
Accounts Receivable	Refunds	23	Handle Refund processing for refundable security deposits and excess payments
Accounts Receivable	Refunds	24	Mark certain transactions to be refundable or non-refundable
Accounts Receivable	Accounting	25	Validate account codes used in Accounts Receivable against the Finance System General Ledger.
Accounts Receivable	Accounting	26	Accounting Entries for financial Transactions to be generated as per GL System's Chart of Accounts
Accounts Receivable	Accounting	27	Setup of Accounting Lines including GL Segment Label, GL Segment Name, GL Segment Sequence Number, Fixed segment or dynamic segment and Segment Value
Accounts Receivable	Accounting	28	Help ensure that each transaction is entered by date, reference, amount, account number, and description for transfer to the General Ledger.
Accounts Receivable	Accounting	29	Student Accounts Receivable System must provide for a comprehensive account by account analysis showing a student's account balance, missing financial aid amounts, missing payments or portions of payments, and ending balance.
Accounts Receivable	Accounting	30	Provide the ability to publish the accounting entries for consumption by 3rd Party Financial General Ledger System
Accounts Receivable	Accounting	31	Exempt certain type of transactions from accounting lines generation
Accounts Receivable	Adhoc Posting	32	Record an unlimited number of deposits against an account.
Accounts Receivable	Adhoc Posting	33	Manually write-off an account or specific charges on an account.
Accounts Receivable	Adhoc Posting	34	Ability to charge an account a fee for posting of a non-sufficient funds check.
Accounts Receivable	Adhoc Posting	35	Record financial type comments.
Accounts Receivable	Adhoc Posting	36	Post ad-hoc charges, fines, penalties and other financial transactions to individual students
Accounts Receivable	Adhoc Posting	37	Post ad-hoc financial transactions to a batch of students using file upload manually or through file

			placed on FTP
Accounts Receivable	Financial Aid	38	Post financial aid disbursements
Accounts Receivable	Financial Aid	39	Setup of Waiver, Discount, Scholarship, Stipend etc. and % distribution against Fee Components
Accounts Receivable	Financial Aid	40	Award and disburse financial aid to Applicants and Students in flat or percentage amount
Accounts Receivable	Sponsor Management	41	Apply a specific charge to a group of individuals with the detail code, date, and amount.
Accounts Receivable	Sponsor Management	42	Record payments against an account and to apply those payments to charges using the institution-defined set of rules and priorities.
Accounts Receivable	Sponsor Management	43	Bill and manage student and third-party receivables
Accounts Receivable	Fee Calculation	44	System should be able to define different fee rates on the basis on student program, campus, batch, academic level, intake, number of courses, nature of courses (academic, internship), repeat courses and person groups/student tags.
Accounts Receivable	Fee Calculation	45	Setup fee with a flat rate for a session or a course
Accounts Receivable	Fee Calculation	46	Setup fee with per unit rate for a session or a course
Accounts Receivable	Fee Calculation	47	Copy the prior term/session's fee structure to the new one
Accounts Receivable	Fee Calculation	48	Charge certain fee only for local students or only for international students
Accounts Receivable	Fee Calculation	49	Define the fee structure based on term type (regular, summer) or term duration (Long/Short/Both)
Accounts Receivable	Fee Calculation	50	Ability to re-calculate the fee upon course add/drop
Accounts Receivable	Fee Calculation	51	Ability to forfeit fee amount depending on the timeline of the course drop or withdraw
Accounts Receivable	Fee Calculation	52	Manage adjustments in fee through setup of calendar for tracking penalties
Accounts Receivable	Fee Calculation	53	Ability to review fee calculation before final posting
Accounts Receivable	Fee Calculation & Posting	54	Ability to assess a student an unlimited number of special fees associated with enrollment in a section.
Accounts Receivable	Fee Calculation & Posting	55	Maintain and apply various tuition rates consistent with business rules. The billing program must interface with the student registration module to

			generate accurate statements.
Accounts Receivable	Fee Calculation & Posting	56	Calculate tuition based on student enrollment or other criteria
Accounts Receivable	Collections	57	Allow payment transactions to be posted in the system in an adhoc or bulk upload manner
Accounts Receivable	Collections	58	Produce a descriptive receipt, with the option of listing the student's classes and charges.
Accounts Receivable	Collections	59	Support automatic receipt numbering and varying receipt sizes.
Accounts Receivable	Collections	60	Record credit card payment information (card type, account number, approval number, amount charged, etc.) and process credit card payments via the web.
Accounts Receivable	Collections	61	Support partial payments for students and applicants
Accounts Receivable	Collections	62	Should support 'payment priority' to settle specific charges in a sequence
Accounts Receivable	Collections	63	Allow setup of a base currency for all financial transactions in which reporting can also be done
Accounts Receivable	Collections	64	System should support the posting of different transactions - Charges, Deposit Charge, Tax, Payment, Waiver, Financial Aid etc.
Accounts Receivable	Collections	65	Support different fee streams for students - local, international etc.
Accounts Receivable	Collections	66	Support different payment modes: cash, online, bank, cheque, demand draft, credit/debit card
9. Academic History			9. Academic History
Academic History	Grading Setup	1	Solution must provision creation and maintenance of multiple grading rules such as multiple types of "Letter Grading" Schemes (A1, A, ... OR A+, A, A- ... etc.) or Pass/Fail Grading schemes to cater for all course/program/discipline grading policy variations at institutes.
Academic History	Grading Setup	2	Define the grades permitted within a specific grading mode (pass/fail, normal, audit, etc.) and the effect of each grade on credit hours attempted, earned and completed, and grade point average.
Academic History	Grading Setup	3	Provision to create/update grading categories as per university grading policies.

Academic History	Grading Setup	4	Provide ability to define the effect of each grade on credit hours attempted, earned and completed, and grade point average.
Academic History	Gradebook Setup	5	Provide ability to the teacher to define assessment criteria for each course with weights for each assessment type during the semester
Academic History	Gradebook Privilege Setup	6	Provide ability to control which office/campus/individuals can process grade changes and makeups and other grades related information.
Academic History	Gradebook Assessment Structure	7	Provide an electronic grade book with ability to define grading scales, graded components, their weighting, and logic to select 'best of' X number of quiz grades to be included in a calculation.
Academic History	Gradebook Assessment Structure	8	Ability to define multi-levels of assessment requirements at course level, component level
Academic History	Gradebook Assessment Structure	9	Solution must support an automated grade calculation against every assessment such as quiz, assignments, projects etc.
Academic History	Gradebook Assessment Structure	10	Ability to configure multiple resit attempts for every assessment for a course.
Academic History	Gradebook Assessment Structure	11	Instructors must be able to mark students as absent against an assessment via online faculty portal.
Academic History	Gradebook Assessment Dates	12	Provides flexibility to handle the assignment process for students on different mode of study with a different timetable
Academic History	Faculty Portal: Gradebook	13	Provision to support absolute grades.
Academic History	Faculty Portal: Gradebook	14	Produce class rosters and grade reports for the faculty.
Academic History	Faculty Portal: Gradebook	15	Provide a self-service grade book for faculty to enter in their marks.
Academic History	Faculty Portal: Gradebook	16	Provision to add and update marks by faculty.
Academic History	Faculty Portal: Gradebook	17	Provision to export the grade book marks
Academic History	Faculty Portal: Gradebook	18	Provision to keep track of paper rechecking and result amendment
Academic History	Faculty Portal: Gradebook	19	Provide ability that every faculty member can define grading scale for their respective classes.

Academic History	Faculty Portal: Gradebook	20	Provide ability to enter and store mid-term grades separately from end-of-semester grades.
Academic History	Grade Roster	21	Maintain all grade changes made to a student's academic history records.
Academic History	Grade Roster	22	Record and validate on-line reported grades for a section.
Academic History	Grade Roster	23	Record an unlimited number of grade changes for a student enrollment.
Academic History	Grade Roster	24	System should be able to handle grades of repeat courses and impact on transcript.
Academic History	Grade Roster	25	Provide ability to produce online grade rosters for a range of dates.
Academic History	Gradebook, Grade Roster	26	Enables to create/maintain/amend/transfer assessment parameters, scores and records for students on each programme/course in the system from the existing or from the previous presentation according to the criteria set by the user
Academic History	Grade Roster: Term Stats	27	Provision to calculate semester GPA, Cumulative GPA
Academic History	Academic Standing	28	Provide ability to evaluate the performance using different system e.g., semester, quarter, annual etc.
Academic History	Student Portal	29	Solution must provide an Online Student Web Portal to view details against enrolled courses against each term.
Academic History	Student Portal	30	Students must be able to view published assessment results via Online Student Web Portal
Academic History	Student Portal	31	Students must be able to view published grades against all courses. on Online Student Web Portal
Academic History	Student Portal: Gradebook Assessment Score	32	Allows to enquire/check the assignments scores by users/students online
Academic History	Credit Transfers and Exemptions	33	Enter transfer credit on a course-by-course or block credit basis for an unlimited number of institutions.
Academic History	Credit Transfers and Exemptions	34	Solution must provide complete credit transfer feature to ensure the end-to-end processing by providing ability to capture credit transfer requests, make changes in it after reviewing by authorized user(s), capturing approval against requests for further processing and posting transfer credits to student

			record by authorized user.
Academic History	Credit Transfers and Exemptions	35	Ability to post credit transfers or course exemptions to student record based on the relevant working experience.
Academic History	Credit Transfers and Exemptions	36	Ability to waive off enrollment requisites by utilizing the approved and posted credit transfer requests.
Academic History	Term Stats	37	Maintain an institutional, transfer, and overall grade point average for each student.
Academic History	Term Stats	38	Solution must support statis computation for programs following reporting based either on CGPA, Percentage or both.
Academic History	Term Stats	39	Ability to store cumulative and term wise marks and percentage statistics for the programs following percentage driven reporting instead of GPA.
Academic History	Term Stats	40	Ability to create and manage program wise user defined grading scale such as (Outstanding, Satisfactory, Unsatisfactory etc.) and to support allocation of these grades as per the overall program statistics. of students.
Academic History	Student Enrollment	41	Record and maintain an unlimited number of courses for a particular academic term.
Academic History	Student Enrollment	42	Display a student's record in chronological or subject order to facilitate academic advising.
Academic History	Student Management	43	Maintain an unlimited number of academic events for a student.
Academic History	Student Management	44	Maintain an unlimited number of degrees and certificates for a student.
Academic History	Student Management	45	Maintain an unlimited number and amount of textual comments.
Academic History	Student Program Management	46	Maintain a historical record of past and current major declarations.
Academic History	Academic Calendar	47	The solution 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.

Academic History	Enrollment Drop Calendar	48	Provide ability to record nothing or a withdrawal grade if section is dropped prior to the no penalty drop date.
Academic History	Enrollment Drop Calendar	49	Ability to define range-based penalty grades and triggering their assessment and association in case of dropping a course.
Academic History	Reports & Dashboards	50	Ability of reporting tool to build and generate custom and on demand reports
Academic History	Academic Standing	51	Calculate the academic standing (good standing, probation, dismissal) of a student.
Academic History	Academic Standing	52	Provide ability to define academic standing rules and have them vary by program and/or campus
Academic History	Manage Calendar: Scheduling Graduation Ceremony/Attendance	53	Schedule graduation ceremonies and maintain information on attendance.
Academic History	Program Curriculum	54	Provide ability to develop academic programs and requirements in a university catalog.
Academic History	Transcript Generation, Student Enrollment	55	Flag repeated courses for display on a transcript.
Academic History	Transcript Generation, Term Stats	56	Provide ability to control rounding or truncation of GPA, or any other evaluation criteria, on transcript and other reports.
10. Degree Audit			10. Degree Audit
Degree Audit	Program Curriculum	1	To help students with their study plan for graduation, the system will match the requirements for an award against the progress made so far by the student (including any advanced standing granted and topping-up list approved) and identify the courses and options/alternatives that the student is required to complete for the award
Degree Audit	Program Curriculum	2	Ability to setup Program Curriculum requirements and associate Courses and other requirements necessary for degree completion
Degree Audit	Graduation	3	View all Students of a Program and Batch together in a Graduation Roster
Degree Audit	Graduation	4	View Program stats for all Students in a Graduation Roster - CGPA, Overall Obtained Marks/Percentage,

			Final Grade etc.
Degree Audit	Graduation	5	Ability to perform Graduation processing in bulk or individually
Degree Audit	Graduation	6	Assign a unique graduation code with graduated students
Degree Audit	Graduation	7	Ability to setup one or multiple resulting degrees for a Program or it's Specialization/Sub Specialization
Degree Audit	Graduation	8	Associate Program Degrees(s) with a student upon graduation
Degree Audit	Reports	9	Transcript as per Actual timeline of courses completion by students
Degree Audit	Reports	10	Transcript as per required and expected timeline of courses completion by students
11. Faculty Management			11. Faculty Management
Faculty Management	Instructor Record	1	Specify the Courses which an Instructor can teach
Faculty Management	Instructor Class Association	2	Ability to search for an available faculty member for scheduling courses.
Faculty Management	Instructor Class Association	3	Give instructors privilege to override course information like overall marks and update the assessment structure i.e., addition of new assessments, update total marks etc.
Faculty Management	Instructor Class Association	4	Give instructors privilege to mark class attendance
Faculty Management	Instructor Class Association	5	Associate Instructors with Classes and assign them privileges to mark assessments, compute grades
12. Faculty Portal			12. Faculty Portal
Faculty Portal	Faculty Portal	1	Allow instructors to access Class Attendance Roster via faculty portal
Faculty Portal	Faculty Portal	2	Allow instructors to view their assigned courses/classes for an on-going Term
Faculty Portal	Faculty Portal	3	Allow instructor to be able to view all his scheduled classes
Faculty Portal	Faculty Portal	4	Allow an instructor to be able to access Gradebook for his assigned Courses
Faculty Portal	Grading	5	Able to access grade roster to view, add, update final

			grades
Faculty Portal	Grading	6	Allow privileged Instructors to be able to mark assessment and compute grades in Gradebook
Faculty Portal	Grading	7	Allow privileged Instructors to be able to add new assessment or update total marks/weightage in Gradebook
Faculty Portal	Grading	8	Allow Instructor to be able to add assessment resits for Students
Faculty Portal	Enrollments Roster	9	Able to view Class Enrollments Roster to view details of enrolled/dropped students and see overall marks, percentage, and attendance health.
Faculty Portal	Student Information	10	Able to have access to student information such as personal information, degree progress report and view service indicators
Faculty Portal	Grading	11	Able to access grade book to view and grade assignments
Faculty Portal		12	Able to access class roster to view student who have enrolled, dropped, waitlisted
Faculty Portal		13	Able to view personal information online
Faculty Portal		14	Able to view teaching schedule online
14. Student Portal			14. Student Portal
Student Portal	Person Information	1	Able to view personal information such as addresses, contact numbers, emails, emergency contacts, extracurricular activities, work experiences, honors and awards online
Student Portal	Program Stats	2	Able to view overall academic stats - CGPA, Earned Credits, Overall Grade and Aggregate etc.
Student Portal	Program Toggle	3	Allow student to toggle between different Program if the student studied more than one Program in the institution
Student Portal	Course Enrollments	4	Able to view Term-wise academic stats - SGPA, Earned Credits, Overall Grade and Aggregate etc.
Student Portal	Course Enrollments	5	Able to view course enrollments for the on-going or past Terms
Student Portal	Course Enrollments	6	Able to view grades, marks and aggregate for each course enrollment
Student Portal	Course Enrollments	7	Able to perform search for available courses /

			subjects and view information of each course
Student Portal	Course Enrollments	8	Able to enroll or drop courses via Self Service Enrollment
Student Portal	Course Enrollments	9	Able to maintain an enrollment cart
Student Portal	Class Schedules	10	Able to view all class, exam and miscellaneous schedules
Student Portal	Class Schedules	11	Able to view lecturer, venue, date, time information for each class
Student Portal	Grading	12	Able to view all recently graded assessments
Student Portal	Exam Management	13	Able to generate exam slip
Student Portal	Announcements & Notifications	14	Able to view notifications, push messages and alerts
Student Portal	Announcements & Notifications	15	Able to view announcements and open enrolment dates
Student Portal	Financial Transactions	16	Able to see all outstanding dues
Student Portal	Financial Transactions	17	Able to navigate to complete Financial Account View to see financial transaction history
Student Portal	Financial Transactions	18	Able to view Payments made by the student
Student Portal	Financial Transactions	19	Able to make payments via a Payment Gateway
Student Portal	Waivers	20	Able to view the currently or formerly availed Waivers
Student Portal		21	Able to view grade (current and history) online
Student Portal		22	Able to enroll courses online
Student Portal		23	Able to drop courses online
Student Portal		24	Allow students to access their academic and financial records (e.g., financial data, class schedule, and transcript) through self-service component.
Student Portal		25	Able to view personalized individual course schedule in a list view or calendar view
15. Dashboard Analytics			15. Dashboard Analytics

Dashboard Analytics	Reports & Dashboards: Reports Universe	1	Ability of reporting tool to build and generate custom and on demand reports across modules.
Dashboard Analytics	Dashboards Analytics: Admissions	2	System provides the reporting capability to monitor program preferences, admission trends, seat statistics, summary of students admitted by admission category, admission cycle, type, tests, interviews conducted
Dashboard Analytics	Dashboards Analytics: Applications	3	System provides the reporting capability to track the evaluation and processing of admission applications such as insights to the admissions decisions, acceptance rate by Campus/Discipline/Program and Merit Ranking Trend Analysis etc.
Dashboard Analytics	Dashboards Analytics: Financials	4	System provides the capability to monitor billing, collections, transactions, aging and other miscellaneous financial trends
Dashboard Analytics	Dashboards Analytics: Academic Overview	5	System provides the reporting capability to monitor student count, student status, enrollments, course categories, attendance health and overall grades
Dashboard Analytics	Dashboards Analytics: Academic Enrollments	6	Ability to monitor enrollments by courses, academic level sections, departments, and careers
Dashboard Analytics	Dashboards Analytics: Academic Grades	7	Ability to monitor grades data by classes, academic level sections, instructors, and departments
16. Third Party Interfaces			16. Third Party Interfaces
Third Party Interfaces	Interface with Library Management System	1	Ability to bulk Import patrons (students) related fines in Campus management system from Library management system
Third Party Interfaces	Library Management System	2	Ability to bulk Import patrons (students) related fines in Campus management system from Library management system
Third Party Interfaces	HR Systems	3	Ability to import Faculty/Staff details in Campus Management System from HR system.
Third Party Interfaces	ERP Financials (Dynamics 365 Fin & Ops)	4	Ability to create and publish Accounting Entries for import into third-party General Ledger (GL) in Financial ERP D365.
Third Party Interfaces	Learning Management System	5	Ability to export Students, Teachers, Classes and Enrollment details to a Learning Management System

Third Party Interfaces			(Moodle) based on the IMS LTI standard
Third Party Interfaces	Learning Management System	6	Ability to import student grades in Campus Management System from a Learning Management System (Moodle)
Third Party Interfaces	Banks for Collections	7	Ability to reflect the Bank collections in Campus management system in real time using FTP/file-based method. (Meezan, 1Bill, NIFT)
Third Party Interfaces	Banks for Collections	8	Ability to reflect the Bank collections in Campus management system in real time using APIs
Third Party Interfaces	Student / Faculty Attendance	9	Ability to reflect the student attendance from biometirc student system in Campus management system in real time using APIs

S.No	Category	Sub Category	Learning Management System Features (Annexure B)
1	LMS		Learning Management System will be implemented and integrated with Student Information System /CMS
2	Cloud	Infrastructure	LMS system shall be hosted in the Cloud
3	LMS Web App Access	Portals	Student Portal
4		Portals	Faculty Portal
5		Portals	Admin Portal
6		Portal Branding	Web portal branding
7	LMS Mobile Apps	Portal Accessibility	Portal should be accessible from different platforms (Mobile and Laptop).
8		LMS Mobile App	Faculty Mobile App
9			Student Mobile App
10	Courses	Faculty Portal	Setup course dashboard and upload resources and contents
11	Courses	Student Portal	Student must be able to access and view course resources and contents
12	Schedules	Student Portal	Student must be able to view quiz, assignment and other activities schedules
13	Courses	Online Classes	System should support online classes.
14	Assignments	Faculty Portal	Online Assignment Setup
15	Assignments	Student Portal	Students must be able to submit assignment
16	Assignments	Plagiarism Checking	Plagiarism checking in assignments using Turnitin
17	Online Exams	Online Quiz Setup	System should support setup of online exams
18	Online Exams	Faculty Portal	Setup Online Quizzes (Active Quiz) with Start and End Date/Time
19	Online Exams	Faculty Portal	Setup quiz questions with their marks distribution.
20	Online Exams	Faculty Portal	Quiz setup must support different type of questions.
21	Online Exams	Student Portal	Students must be able to attempt quizzes (Active Quiz) in defined timelines.
22	Online Exams	Faculty Portal	Faculty must be able to generate summary report to review list of students who submitted/attempted quiz online, once quiz timeline is over.
23	Grading	Faculty Portal	Faculty must be able to grade/mark student submitted quiz and assignment.
24	Grading	Faculty Portal	Faculty must be able to manage gradebook
25	Reporting		LMS system shall provide key delivered reports for effective operational needs
26	Grading	Student Portal	Student must be able to view quiz, assignment and other assessment grades
27	SSO	Single Sign On	Single-Sign On support in Moodle
28	SiS / CMS Integration	API Based Integration	Configuration of LMS APIs for Two-way integration for below data:- Students, Instructors, Courses - Enrolments, Grading

S.No	Category	Sub Category	Library Management System Feature Requirement (Annexure C)
1	Library	Library Management System	Library Management System will be implemented and integrated with Student Information System
2	Cloud	Infrastructure	Library System shall be hosted on the cloud
3	Web Portals	Admin Portal	System shall provide admin portal for administrative tasks.
4		Patron Portal	System shall provide patron portal for patrons.
5	Admin Portal	Acquisition management.	Library System shall allow tracking of Library Items Acquisitions. Acquisitions module which assists librarians with both acquisitions and more generally with budget management. Serials management and reporting modules perform functions that their names would suggest
6	Admin Portal	Catalog management.	Library System shall allow for the maintenance of a library catalogue of borrowable Library Items including physical and digital items. Full catalogue module which enables library staff to capture details of all library items. It should be MARC- Machine-Readable Cataloging Record compliant, meaning data entry and exchange will be greatly simplified.
7	Admin Portal	Bulk Add Books	System shall allow admin to bulk upload books.
8	Admin Portal	ISBN Tagging	System should allow ISBN tagging with books.
9	Admin Portal	Serials	System should allow to keep track of journals, newspapers and other items that come on a regular schedule.
10	Admin Portal	Patrons Information	System shall allow to manage Patrons Information such as contact information and library card numbers
11	Admin Portal	Bulk Upload Patrons	System shall allow to bulk upload patrons using excel and CSV files.
12	Admin Portal	Patrons Library Card	System allow to design library card with barcode and print it for patrons
13	Patron Portal	Advanced Search	Patrons can search book using different advance filters

14	Patron Portal	Book rating and reviews	System should allow Patrons to view and add rating and review for books.
15	Patron Portal	Book Availability	System should allow Patrons to see availability of book. If it is checked out by someone, then system shows return dates.
16	Patron Portal	Book Holds	System should provision selective patrons to apply holds on books via their login. If a hold is applied then within a specific duration, no other patron can check out that book. Hold rules can be configured at patron category level.
17	Circulation	Book Bag	System shall allow a shopping cart for user selection
18	Circulation	Book Reservations	System allow users to check in and check out books.
19	Circulation	Book Renewals	System allow admin to extend return date of a book.
20	Circulation	Borrowing History	System allow admin to view complete borrowing history of a book.
21	Circulation	Circulation Rules	System should allow to define circulation rule for number of book check out allowed at a time and return due date.
22	Fines	Fine Rules	System should allow to define late book return fines.
23	Fines	Fine Payments	System should allow admin to collect payments against fines.
24	Admin Portal	E-mail Overdue Notifications	System shall allow for Notifications using Client SMTP server
25	Admin Portal	E-mail Overdue Notifications	System should allow to setup auto notifications for book overdue.
26	Reports	Reports	Library system shall provide key delivered reports for effective operational needs
27	Online Public Access Catalog (OPAC)		Online Public Access Catalogue (OPAC) module which provides a simple and clear interface for library users to perform tasks such as searching for and reserving items and suggesting new items