



REQUEST FOR PROPOSAL
for
Solomon Islands National University
STUDENT MANAGEMENT SYSTEM

RFP NUMBER: UTB/ICT-05/24

ISSUED DATE: MAY 07, 2024

PROPOSALS DUE: JUNE 08, 2024

SUBMIT BY EMAIL TO:

TenderBoardCommittee@sinu.edu.sb

ATTN: Tender Board Committee

Contents

PART I: GENERAL INFORMATION	3
PART II: INSTRUCTIONS TO BIDDERS.....	7
PART III: PROPOSAL REQUIREMENTS.....	13
PART IV: CRITERIA FOR SELECTION.....	14
PART V: PROJECT DETAIL	17
ATTACHMENT A – VENDOR/DEVELOPER SIGNATURE & CERTIFICATION FORM.....	22
ATTACHMENT B – VENDOR/DEVELOPER PROFILE.....	23
ATTACHMENT C – DESCRIPTION OF SERVICES	25
ATTACHMENT D – GENERAL TRAINING GUIDELINES	26
ATTACHMENT E – CONTACT DATA.....	27
ATTACHMENT F – VENDOR/DEVELOPER REFERENCES.....	28

PART I: GENERAL INFORMATION

I-1. Project Overview. The Solomon Islands National University (SINU) is soliciting proposals for the implementation of Student Management System (SMS) to replace the existing system at the university. The total project will include the selection and acquisition of the software system (either from vendor off the shelf or from developers), implementation services, training and support, and maintenance costs to replace the current system.

The overall goals are as follows:

- Improve service to student administration, faculties, schools, departments, staff, and students.
- Provide a secure and user-friendly software solution for students and staff
- Provide an accurate and efficient means to manage the various Academic data needs.
- Provide security to ensure confidentiality while providing ease of access through roles and permissions.
- Provide flexibility to allow for emerging technologies and future expansion.
- Enhanced enrolment management
- Access to real time data for decision making.
- Provide integrated solutions for data sharing and workflow amongst various departments, systems, and SINU's respective stakeholders as necessary.

I-2. Calendar of Events. SINU will make every effort to adhere to the following schedule:

Activity	Date
Releasing of RFP and opening for proposals:	May 07, 2024 at 12:00pm Solomon time
Deadline to submit Questions via email to: <i>For tender administration: wendy.afu@sinu.edu.sb</i> <i>For technical specification and requirement: Director.ICT@sinu.edu.sb</i>	June 05, 2024
Answers to questions will be emailed to all Proposers no later than this date.	June 06, 2024
Proposals must be received in the Procurement Office by 11:59 PM on this date.	June 08, 2024

I-3. Rejection of Proposals. SINU reserves the right, in its sole and complete discretion, to reject any and all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in its best interests. SINU is not liable for any costs the Bidder incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-4. Terms of Reference (TOR). The TOR will be provided as a Software Requirement Specification (SRS) document with this RFP. SINU will not hold any pre-proposal conference. Any questions regarding the TOR on the RFP must be submitted by email to the ICT Director at Director.ICT@sinu.edu.sb no later than the date indicated on the calendar of events.

I-5. Questions & Answers. Any questions regarding this RFP in general must be submitted by e-mail to the Procurement Office at Chief.ProcurementOfficer@sinu.edu.sb no later than the date indicated on the Calendar of Events. Answers to the questions will be posted as an Addendum to the RFP.

I-6. Addenda to the RFP. If SINU deems it necessary to revise any part of this RFP before the proposal response date, SINU will post an addendum to its website <https://www.sinu.edu.sb/executive-governance/vice-chancellor/hrd/tenders-eoi/>. Although an e-mail notification will be sent to all bidders, it is the Bidder's responsibility to periodically check the website for any new information.

I-7. Proposals. To be considered, email containing all requirements of the proposals must be received by the Chief Procurement Officer's email on or before the time and date specified in the RFP Calendar of Events. SINU will not accept proposals via express mail or facsimile transmission. SINU reserves the right to reject or to deduct evaluation points for late proposals.

Proposals must be signed by an authorized official. If the official signs Attachment A, this requirement will be met. Proposals must remain valid for 120 days or until a contract is fully executed.

Please submit one (1) Technical Submittal and one (1) Cost Submittal. The Cost Submittal and Technical Submittal should be emailed as clearly separate documents in the same email or separate emails. In addition, Bidders shall submit one copy of the entire proposal (Technical and Cost submittals, along with all requested documents) via email in pdf format.

All materials submitted in response to this RFP will become property of SINU and will become filed data after the evaluation process is completed and an award decision made.

I-8. Diverse Business Information. SINU encourages participation by minority and women owned businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use minority, women, and other disadvantaged business entities as subcontractors and suppliers.

I-9. Term of Contract. The term of the contract will begin once the contract is fully executed and is anticipated to begin by July 31, 2024. The selected Bidder shall not start the performance of any work nor shall SINU be liable to pay the selected Bidder for any service or work performed or expenses incurred before the contract is executed.

I-10. Mandatory Disclosures. By submitting a proposal, each Bidder understands, represents, and acknowledges that:

- A. Their proposal has been developed by the Bidder independently and has been submitted without collusion with and without agreement, understanding, or planned common course of action with any other vendor/developer or suppliers of materials, supplies, equipment, or services described in the Request for Proposals, designed to limit independent bidding or competition, and that the contents of the proposal have not been communicated by the Bidder or its employees or agents to any person not an employee or agent of the Bidder.
- B. There is no conflict of interest. A conflict of interest exists if a Bidder has any interest that would actually conflict, or has the appearance of conflicting, in any manner or degree with the performance of work on the project. If there are potential conflicts, identify the vendor/developers, developers, and other public or private entities with whom your company is currently, or have been, employed and which may be affected.
- C. It is not currently under suspension or prohibited from participation by any act taken in compliance with a decision of the UN Security Council, or those blacklisted by a “watchdog” committee of the Solomon Islands Government, or any international development agency.
- D. The company is either organized under a national jurisdiction with a Certificate of Authority from the issuing Authority to do business in that national jurisdiction.

I-11. Notification of Selection. Bidders whose proposals are not selected will be notified via email.

I-12. Purchaser Contact Details	
I-12.1	<p>Name of Purchaser: <i>Solomon Islands National University</i></p> <p>Method of selection: Simplified Quality and Cost Based Selection (QCBS)</p> <p>The name and reference number of the Invitation for Proposals is: Request For Proposals (RFP) for <i>Design, Development and Implementation of an Integrated Student Management System (SMS) for SINU</i>. Tender Reference Number: <i>UTB/ICT-05/24</i></p>
I-12.2	<p>Requests for clarifications must be received within 3 days of deadline for submission at the following address:</p> <p>For tender administration: wendy.afu@sinu.edu.sb</p> <p>For technical specification and requirement: Director.ICT@sinu.edu.sb</p>
I-12.3	<p>Pre-bid conference meeting will be held:</p> <p>No</p>

I-13. Preparation of Proposals	
I-13.1	<p>The Bidder shall submit one (1) original and one (1) copy of its proposal.</p> <p>For ease of evaluation, the bidder may also submit soft copies on flash drive for both Technical and Financial Proposals.</p>
I-14. Submission and Opening of Proposals	
I-14.1	<p>Proposals must be received before 08th June 2024 local time on 11.59pm at the following address:</p> <p><i>Email: TenderBoardCommittee@sinu.edu.sb</i></p> <p><i>Chairperson</i></p> <p><i>University Tender Board Committee</i></p> <p><i>Solomon Islands National University</i></p> <p><i>P.O Box R113</i></p> <p><i>Kukum Campus</i></p> <p><i>Honiara</i></p> <p><i>Solomon Islands</i></p>

PART II: INSTRUCTIONS TO BIDDERS

II-1. General

II-1.1. Scope

The Request for Proposal (RFP) document is for the *Service for design, development and implementation of an integrated Student Management System for SINU* as specified in the data sheet. Bidder must comply fully with the requirements set out in this document.

II-1.2. Source of Funds

Funding for this service will be made available from the Development Budget provided by Solomon Islands Government.

II-1.3. Eligibility

Participation in this tender process is open to the interested Software Service providers dealing with services for which the soliciting exercise is called for, subject to the limitations below.

II-1.4. Restrictions to Eligibility

Organisations or individuals who are prohibited from participation by any act taken in compliance with a decision of the UN Security Council, or those blacklisted by a “watchdog” committee of the Solomon Islands Government, or any international development agency will not be considered.

Any tenderer who attempts to influence the outcome of the selection process by discrediting competing applications, or by threatening any member sitting on the selection panel, the Purchaser or any of its staff, or transfers gifts, payments or other benefits to the Purchaser, any staff member, or any member sitting on the selection panel, will be automatically disqualified from consideration.

If information provided by the consultant to support an application, especially regarding past performance and references is falsified, such application will be disqualified from consideration.

II-1.5. Conflict of Interest

Any event influencing the capacity of a candidate consultant or contractor to give an objective and impartial professional opinion, or preventing him/her, at any moment, from giving priority to the interests of the Purchaser. Any consideration relating to possible contracts in the future or conflict with other commitments, past, present, of a candidate consultant or contractor, or any conflict with his/her own interests. These restrictions also apply to subcontractors and employees of the candidate, consultant or contractor. There is a conflict of interest if compromised for reasons involving family, emotional life, political or national affinity, economic interest or any other shared interest with the beneficiary.

II-1.6. Request for Clarification

Any request for clarification must be received by the Purchaser in writing at least 3 days before the deadline for submission of proposals. The Purchaser will reply to bidders' questions at least 2 days before

the deadline for submission of proposals. If the Purchaser, either on its own initiative or in response to a request from a Bidder, provides additional information on the proposal document, such information will be sent in writing to all bidders who have indicated their intention to submit a proposal.

II-1.7. Amendment of RFP Documents

At any time prior to the deadline for submission of proposals, the Purchaser, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFP documents by amendment. All prospective service provider will be notified of the amendment in writing and it will be binding on them. The Purchaser may, at their discretion, extend the deadline to allow bidders reasonable time to take the amendment into account.

The Purchaser may call a pre bid conference as indicated in the BDS, attendance at such a conference is not mandatory. Tenderers however, are advised to ensure their familiarity with the requirements, location and project for this RFP.

II-1.8. Ethics

It is a requirement that both the Purchaser and prospective service provider observe the highest standards of ethics during the procurement and execution of contracts.

In pursuance of this policy, the Purchaser requires that all bidders concerned take measures to ensure that no transfer of gifts, payments or other benefits to public officials and/or procurement /management staff with decision making responsibility or influence, occur.

The Purchaser reserves the right to suspend or cancel a proposal if corrupt practices of any kind are discovered at any stage of the award process. For the purpose of this provision, the terms set forth below shall have the following meaning:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of any officer involved in the procurement of goods and/or services, or the threatening of injury to a person, property or reputation in connection with the procurement process or in contract execution, in order to obtain or retain business or other improper advantage in the conduct of business; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the SIG, and includes collusive practices among consultants (prior to or after submission of tenders) designed to establish prices at artificial, non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

Any attempt by a candidate or consultant to obtain confidential information, enter into unlawful agreements with competitors or influence the committee or the Purchaser during the process of examining, clarifying, evaluating and comparing proposals will lead to the rejection of his candidacy or proposal and may result in administrative penalties (e.g. suspension).

The contract shall govern the contracting parties' use of all reports and documents drawn up, received or presented by them during the execution of the contract.

The bidder shall refrain from any relationship likely to compromise his independence or that of his staff. If the bidder ceases to be independent, the Purchaser may, regardless of injury, terminate the contract without further notice and without the contractor/service provider having any claim to compensation.

All proposals will be rejected or contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses.

II-2. Preparation of Proposals

II-2.1. Language

The proposal and all correspondence and documents, related to the proposal and exchanged by the Bidder and the Purchaser, must be written in English.

II-2.2. Technical proposal

The technical proposal, shall provide the following information:

a brief description of the firm's organisation, legal status (i.e. partnership, sole proprietorship, limited liability company, etc.), financial turnover and an outline of recent experience on assignments of a similar nature; any comments or suggestions of the consultant on the Terms of Reference; a description of the approach and detailed methodology proposed for undertaking the assignment with the Gantt chart; a schedule of the proposed staff team by specialisation, the proposed assignment of tasks for each staff team member and their timing (if applicable);

Detailed CVs duly signed by the proposed professional staff, and the authorised representative submitting the proposal; and an activity schedule indicating detailed tasks allocated to proposed team members in line with the approach and detailed methodology. This should also detail estimates of the total staff input (professional and support staff time) needed to carry out the assignment.

Alternative professional staff shall not be proposed, and only-one curriculum vitae (CV) may be submitted for each position. CVs may be submitted as an Annex to the technical proposal and shall form an integral part of the proposal.

The technical proposal must not include any financial information. Financial proposals must be submitted in a separate sealed envelope or in a separate email. The envelope containing technical proposals must not contain any financial proposal or financial information.

II-2.3. Financial Proposal

Currency of Proposals

All proposals must be presented in Solomon Island Dollars (SBD) or US Dollars (USD). Any resultant contract will be placed in the currency of the proposal and a bidder will not be allowed to amend the currency of the proposal once it has been submitted. Proposals in any other currency will not be considered.

Format

The bidder must specify the estimated total costs for the system. A detailed itemized costing for the tasks or phases of the system to be provided on a separate table.

Payment schedule will be proposed by the bidder.

II-2.4. Proposal Validity

Bidders shall be bound by their proposals for a period of 45 days from the deadline for the submission of proposals. In exceptional cases and prior to the expiry of the original proposals validity period, the Purchaser may ask bidders in writing to extend this period. Bidders that agree to do so will not be permitted to modify their proposals. If they refuse, their participation in the proposal procedure will be terminated. The successful bidder will be bound by their proposal for a further period of 30 days following receipt of the notification that he has been selected.

II-2.5. Format and Signature of Proposal

The bidder shall prepare one original (marked "ORIGINAL") and the number of copies (marked "COPY") specified in the Data Sheet. The original and all copies of the proposal shall be typed or written in indelible ink and signed by an authorised signatory on behalf of the bidder. Any alterations or erasures shall only be valid if initialed by the person signing the proposal.

II-2.6. Proposal Pricing

Bidders will be deemed to have satisfied themselves, before submitting their proposal, as to its correctness and completeness and to have taken account of all that is required for the full and proper performance of the contract and to have included all costs in the rates and prices.

II-2.7. Cost of Proposals

All costs incurred by the bidder in preparing and submitting the proposal will not be reimbursed.

II-3. Submission and Opening of Proposals**Date for Submission of Proposals.**

Proposals must be received by the Purchaser at the place, time and date specified in the Data Sheet.

Late Submission of Proposals

Any proposal received after the deadline for the submission of proposals will be rejected by the Purchaser. No liability can be accepted for late delivery of proposals.

II-3.3. Submission and Sealing of Proposals

Bidders must submit their proposals (clearly separating technical and financial proposals) by email to the email address indicated in I-General Information: I-2.

A signed time dated receipt will be issued to Bidders. All bids must be submitted via email and must be received by the deadline of submitting bids.

The email address for submitting proposals is TenderBoardCommittee@sinu.edu.sb You will be notified by the tender administrator if your submission is received.

II-3.4. Ownership of Proposals

The Purchaser retains ownership of all proposals received and bidders have no right to have their proposals returned.

II-3.5. Modification and Withdrawal of Proposals

A bidder may modify or withdraw its proposal after the proposal's submission, provided that written notice of the modification, including substitution or withdrawal of the proposal, is received by the Purchaser prior to the required deadline for submission of proposals. A withdrawal notice may also be sent by email, but must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.

No proposal may be modified after the deadline for submission of proposals. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the bidder on the Form of Proposal.

II-3.6. Joint Venture or Consortium

If a bidder is a joint venture or consortium of two or more persons, the proposal must be single with the object of securing a single contract, each person will be jointly and severally liable for the proposal and any resulting contract. Those persons must designate one of their members to act as lead partner with authority to bind the joint venture or consortium. The composition of the joint venture or consortium must not be altered without the prior consent in writing by the Purchaser.

The proposal may be signed by the representative of the joint venture or consortium only if they have been expressly so authorised in writing by the members of the joint venture or consortium, and the authorising contract. All signatures to the authorising instrument must be certified in accordance with the applicable laws and regulations to each party comprising the joint venture or consortium together with the powers of attorney establishing, in writing, that the signatories to the proposal are empowered to enter into commitments on behalf of the members of the joint venture or consortium.

Each member of such joint venture or consortium must provide the proof required under eligibility as if it, itself, were the bidder.

II-3.7. Proposal Opening

The technical proposals will be evaluated at the time and date specified in I-General Information, by the committee appointed for the purpose, to determine whether the proposals contain all of the required documents and have been properly signed. Any proposal bid withdrawn or received after the deadline shall not be opened and bidders will be notified accordingly. The Financial Proposals shall be evaluated at a date and time after the completion of the Technical Evaluation.

II-4. Evaluation of Proposals

From the time the bids are evaluated to the time the contract is awarded, if any bidder wishes to contact the Purchaser on any matter related to its proposal, it should do so in writing to the email address indicated on the cover of this RFP. Any effort by the firm to influence the Purchaser in the Purchaser's

proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the consultant's proposal.

Evaluation of the bids will be carried out by a team of not less than three and not more than five persons including Technical, Financial and Administrative Representative(s) of the Purchaser.

The evaluation committee, appointed by the Purchaser as a whole, and each of its members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria and point system specified in the Evaluation Criteria. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it fails to meet the minimum requirements as spelled out in the Terms of Reference, or it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Evaluation Criteria.

The Financial Proposals shall be evaluated after the Technical Proposals. The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Purchaser will cost them and add their cost to the initial price) and correct any computational errors.

In case of QCBS, the lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Evaluation Criteria. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times P\%$ The firm achieving the highest combined technical and financial score will be invited for negotiations.

Recommendation for the proposed contract award shall be forwarded for approval by the University tender Board.

II-5. Award of Contract

The bidder achieving the highest combined technical and financial score will be contacted by the Purchaser in writing requesting opening of negotiations on the proposed contract. The actual location and time of these negotiations will be decided and agreed by both parties at the opening of the negotiations. If these negotiations are successful then contract documents shall be processed and passed to the Purchaser and any other necessary body for processing at the earliest opportunity.

The Purchaser reserves the right to reject all or any bid submitted for this tender or to cancel the tender process at any stage without prior notification to any party

PART III: PROPOSAL REQUIREMENTS

III-1. Format of Technical Submittal. To facilitate the evaluation of proposals, Vendor/ Developers should prepare their technical response in the sequence specified below.

- A. Cover Page
- B. Table of Contents
- C. Section 1: Letter of Intent/Executive Summary
- D. Section 2: Response to Technical Requirements
- E. Section 3: Vendor/developer Attachments
- F. Attachment A- Vendor/developer Offer Signature and Certification Form
- G. Attachment B- Vendor/developer Profile
- H. Attachment C- Description of Services
- I. Attachment D- General Training Guidelines
- J. Attachment E- Contact Data
- K. Attachment F- Vendor/developer References

Vendor/developers must complete and include the Attachment forms provided in their Proposal.

III-2. Cost Submittal. The Cost Submittal shall be emailed as a separate PDF file from the Technical Submittal. The Cost Submittal must include:

- A. A breakdown of all costs involved, including all hardware, software, installation and training costs.
- B. A Data migration cost from the current SMS system to the new SMS system.
- C. A description and cost of any reoccurring fees such as annual maintenance and support costs.

SINU will reimburse the selected Vendor/developer for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after SINU has issued a notice to proceed.

PART IV: CRITERIA FOR SELECTION

IV-1. Evaluation. SINU has a selected committee of qualified personnel, composed of SINU staff to review and evaluate timely submitted proposals. The Vendor/developer whose proposal is determined to be the most advantageous to SINU will be selected.

IV-2. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. Bidding Company/Organization:** Evaluation will be based upon the Vendor/Developer's reputation, technical expertise, and market presence. Evaluation will be weighted out of 100 points

Technical Expertise and Experience (30 points): Reflects the bidder's proven capability in handling similar projects and their technical qualifications.

Vendor/Developer Reputation and Stability (30 points): Reflects the vendor/developer market presence, reliability, and financial health.

Vendor/Developer Implementation Strategy (20 points): Considers the feasibility and thoroughness of the vendor/developer implementation roadmap.

Support and Maintenance (20 points): Looks at the availability and quality of customer support, maintenance services, and training provided by the vendor/developer.

- B. Technical** SINU has established the minimum weight for the Technical criteria for this RFP to pass as 70% of the total points. The evaluation team will rate the Vendor/developer response to each module as listed in "Software Requirement Specification". A requirement should be viewed as a minimum need that must be met by the Vendor/developer.

The evaluation team may eliminate any Vendor/developer who does not fulfill all fundamental requirements and/or does not propose an acceptable alternative or modification. All responses designated as 'alternative' or 'optional' must be accompanied by a detailed explanation stating the commitment to meet the requirement and all pertinent information relative to the alternate or optional feature. SINU reserves the right, at its sole discretion, to determine what constitutes an acceptable alternative or optional, and to waive or convert a requirement to a desirable feature or drop a requirement altogether from inclusion.

All responses must indicate the Vendor/developer's present capability.

- C. Costing:** SINU has established the weight for the Cost portion for this RFP to be weighted out of 100 total points. Cost points are calculated by giving the proposal with the lowest total cost the maximum number of Cost points available, and the remaining proposals a lesser number of points calculated in reference to the lowest cost. The evaluation factors may include, but are not limited to, base price, cost of alternate requirements or optional requirements, annual maintenance, upgrades, and training.

Evaluation of Proposals

The Criteria, sub-criteria, and point system for evaluation of the SMS Proposals are:

A. Bidding Company/Organization:

No.	Evaluation Criteria	Points
1.0	The bidding company has relevant previous experience in distributing/developing Student Management System. Provided information should include at least: Project name, client's project manager contacts details, quality standards, target performance levels, tender price, variations and final cost, and duration with any extensions.	
2.0	The bidding company provides evidence of relevant Technically and Skilfully qualified staff/employees. Provided information should include technical staff's profile indicating function, technical expertise. Can be in the form of a CV/Resume or LinkedIn profile.	
3.0	The bidding company provides sufficient evidence of support structures, service level agreements (SLAs), and the availability of training and technical support capability with a regional helpdesk or support center with 24/7 operation.	

B. Technical Aspects of Student Management System (SMS):

No.	Evaluation Criteria	Points
1.0	Bidder provides clear indication of framework tools and methodology to be used for the project. This may include security and data privacy features, scalability, and software/process put in place to successfully implement the project.	
2.0	Bidder's solution conforms to the minimum requirements indicated in the System Requirement Specification (SRS) document. Extra features are considered optional during evaluation process and weighted less.	
3.0	The Bidder's chosen methodology/approach and solution includes program of implementation, training of users, detail of implementation plan, user acceptance testing, continuous system updates, system documentation, data migration/integration capability from old SMS system, and on-going support options.	

C. Project Budget/Costing:

No.	Evaluation Criteria	Points
1.0	Bid amount falls within budgeted range.	
2.0	Offer flexible payment options.	
3.0	On premises or Cloud hosting cost options.	
4.0	On-going support & training options	

Total Points

100 points

The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:

- 1) Company/Organization [10%]
- 2) SMS Solution [60%]
- 3) Costing & Support [30%]

IV-3. Proposal Clarification. After the RFP proposal submission closure date, an award may be made on the basis of the proposals initially submitted, without any further discussion, clarification or modification. Therefore, Vendors/developers should make sure their proposals contain their best offer.

IV-4. Product Demonstrations/Presentations. The Evaluation Team will determine if product demos are required of any Vendor/developer.

PART V: PROJECT DETAIL

V-1. Background

Established officially in 2013, Solomon Islands National University (SINU) emerged from the Solomon Islands College of Higher Education (SICHE), which had been serving the educational needs of the nation since 1984. SINU was formed to provide a broader range of academic and professional programs aimed at meeting the evolving demands of the Solomon Islands and the wider Pacific region.

Located in Honiara, the capital city, SINU comprises several campuses that offer an array of faculties including education, business and management, health and medical studies, and technical and vocational education and training. As it continues to expand and evolve, SINU remains focused on enhancing its educational offerings and strengthening its capacity to serve as a leading institution in the Pacific. SINU currently enrolls 6000 students with close to 800 staff across 4 campuses and several remote university centers in the outer islands.

The university is committed to fostering an environment that promotes learning, research, and the advancement of knowledge that is both locally relevant and internationally recognized.

V-2. Project Detail

SINU is soliciting proposals from qualified vendors/developers for a Student Management System (SMS). Goals of our project are to increase workflow efficiency; improve student administration management; improve compliance with data practices; better process management; reduce time spent by students and staff on manual tasks and file updating; improve educational quality; reduce use of paper and print materials; and better information exchange between various university systems.

For each of the items 1 – 7 including all sub items, please note the following for each to state the level of compliancy within your proposed solution.

- C - Proposed system complies with requirement.
- NC - Proposed system does not comply with requirement and cannot/will not be modified.
- ALT - Proposer recommends an alternative no-cost way to meet requirement. Proposer must provide an explanation in the "Comments" column.
- MOD - Proposed system requires software modification or third party software to comply with requirement. Please provide an explanation in the Comments column and list additional costs, cross-referencing the requirement in the Cost Proposal.

The New SMS that SINU wishes to purchase should meet SINU's 70% or more of the requirements as outlined in the "Software Requirement Specification" document. Furthermore, the selected SMS Vendor or Developer will be required to provide an SMS solution that meets the following "quality conditions":

1. Secured Data Storage

SINU requires that the system provide secured management and storage technology tools for data university data. The system must have the following attributes and abilities:

- a. Electronically store materials/files that can be retrieved in a downloadable fashion
- b. Control/limit access to documents and other data

- c. Customize system functionality for individual users or user groups (including view, read/write access)
- d. Sync contacts, emails, and calendar with Microsoft Outlook
- e. Easy search capabilities by name, date, keyword, etc. (including PDF document text searching) and ability to copy and paste.
- f. Templates to import and export data in an easy to update format with functionalities for bulk data upload.
- g. Integrate with external data sources (Outlook, CSV, Excel, Word, etc.)
- h. Email logging and tagging (both automated vs manual options)
- i. Data retention management tools
- j. Organize, classify, search and create distribution lists for contacts

2. Information Exchange

SINU requires that the system provide secured Information Exchange interface through APIs with other university systems:

- a. Implement robust security measures such as OAuth, SSL/TLS encryption, and API keys to ensure secure data transmission.
- b. Support for standardized data formats like JSON or XML for API requests and responses.
- c. Mechanisms to authenticate and authorize API consumers based on predefined roles and permissions.
- d. Provide detailed API documentation including endpoint descriptions, usage examples, parameter details, and response format specifications.
- e. Tools to synchronize data in real-time or via scheduled batches between the SMS and other university systems.
- f. Advanced error handling and logging capabilities to manage and resolve API errors.
- g. Implement rate limiting and throttling to manage the load on the SMS from API requests.
- h. Support API versioning to manage changes and updates without disrupting existing integrations.
- i. Tools to monitor API usage and performance analytics.
- j. Ability to send notifications or alerts via the API in response to specific triggers or conditions.

3. Document Management

SINU requires that the system provide secured document storage and handling functionalities:

- a. Document management capabilities, including creation, maintenance, archive, and deletion of documents.
- b. Organize various document types into a custom defined structure and the ability to customize document names/templates including various certificates issued by SINU.
- c. Integration capabilities using Outlook, for example, for documents, emails and meetings
- d. Keep track of secured system access and event logs.
- e. Allow for the management of prospective students vs. current students documentation.
- f. Ability for system to automatic number all files and documents with a user-defined numbering system.

4. Workflow Management

SINU requires that the system provide secured workflow management functionalities:

- a. Utilize pre-set workflows as well as the ability to customize workflows based on any activity or upon any internal stakeholder requirement.
- b. Organize and monitor workflow tasks internally and externally
- c. Assign individual/group workflow tasks with due dates.
- d. Track task progression among multiple users.
- e. Include signoffs/authorizations as a workflow component (including integration with DocuSign or other e-signature applications)
- f. Create, maintain and categorize historical and forward-looking meetings
- g. Dashboard to Keep track of measureable metrics, with ability to visualize data using bar and line charts in a discrete and time series fashion.

5. Technology

SINU requires that the SMS platform conforms to the following technology standards:

- a. Easy to use system.
- b. System must require limited proprietary/in-house technology support.
- c. System must work across multiple campuses and remote centers.
- d. Preference will be given for solutions that are web based applications as opposed to client based applications. Please describe your solution as well as if it is browser agnostic.
- e. Solutions must have flexibility to be able to be hosted on cloud and on premises.
- f. For on-premises solution hosting preference will be given to capability to host on VMWare's virtual server platform and integrated with Active Directory.
- g. System must provide security for any SINU data stored in a cloud platform.

- h. Access to user accounts should be sufficiently secured to prevent unauthorized access via desktop or mobile platform.
- i. The ability to create new entities, fields, panels, script workflows.
- j. System should provide audit trail capabilities.
- k. System vendor or developer should be constantly enhancing the system capabilities.
- l. System vendor or developer should be committed to keeping data processing systems, databases, software and hardware current.
- m. System vendor or developer should maintain an up-to-date disaster recovery plan.

6. Solomon Islands National University (SINU) Information Technology Standards and Guidelines

The selected SMS Vendor or Developer will be expected to develop and or implement, train, and comply with Solomon Islands National University (SINU) Information Technology standards and guidelines. These include:

- A. Address the Solomon Islands National University (SINU) requirements as outlined in this TOR.
- B. Comply with all security standards as per ISO 27001 and ISO 27002.
- C. Comply with all policies, procedures, and standards in place as per ISO 9001, ISO 2000, and ISO 22301.
- D. Comply with Industry best practices as set forth in ISO/IEC 25010.
- E. Comply with all application development/programming standards.

7. Implementation and Support

- a. A maintenance and support agreement to begin immediately after implementation of the SMS system. Proposed agreement must include a plan for submitting system change orders, upgrades, fixes, and enhancements by SINU
- b. System must be easily implemented, and vendor should provide both initial training and ongoing support.
- c. Implementation includes assisting SINU staff as necessary in launching the program amongst user groups and data migration from current SMS system to the new SMS system.
- d. Training includes all on-board training for each aspect of the system used by SINU.
- e. Implementation and training may be conducted on a group or individual basis, but ongoing support should be available to all users.
- f. SMS Vendor or Developer should have multi-faceted client support including dedicated support representatives and centralized help desk.

- g. SMS Vendor or Developer will be expected to have a cooperative and collaborative relationship with SINU, IT staff and authorized vendors contracted with SINU.
- h. SMS Vendor or Developer is responsible for managing and coordinating the delivery of its products and services, and for performing such services in accordance with the terms of the contract in a timely manner for the duration of the agreement. Project management activities will be executed as mutually agreed upon between the SMS Vendor or Developer and SINU.

ATTACHMENT A – VENDOR/DEVELOPER SIGNATURE & CERTIFICATION FORM

Vendor/developer Name: (Please type or print name of Vendor/developer)

Street Address:

City: _____ **State:** _____ **Zip:** _____

Country: _____

Phone: _____ **E-Mail:** _____

I certify that I am a duly authorized representative of the Vendor/developer listed above. The Solomon Islands National University is hereby authorized to request from any individual or Vendor/developer any information it deems necessary to verify any information provided by in this Proposal and to determine the capabilities and responsibility of Vendor/developer as a prospective contractor with the Solomon Islands National University.

Signature: _____

(Must be signed in full in ink by an officer of your Company)

Name: _____ (please type or print)

Title: _____ (please type or print)

Date:

ATTACHMENT B – VENDOR/DEVELOPER PROFILE

1. Vendor/developer legal name:

2. Address of the office handling the Project:

3. National ID number:

4. Type of Operation:

Individual

Partnership

Corporation

Government

5. The selected Vendor/developer will be expected to sign an agreement containing the following indemnity clause:

“To the extent allowed by law, Consultant shall defend, indemnify and hold SINU and its employees, officers, and agents harmless from and against any and all cost or expenses, claims or liabilities, including but not limited to, reasonable attorneys’ fees and expenses in connection with any claims resulting from the Consultant’s a) breach of this agreement or b) its negligence or misconduct or that of its agents or contractors in performing the Services hereunder or c) any claims arising in connection with Consultant’s employees or contractors, or d) the use of any materials supplied by the Consultant to SINU unless such material was modified by SINU and such modification is the cause of such claim. This Section shall survive the termination of this Agreement for any reason.”

6. Is the Vendor/developer currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and direction terms.

Yes

No

7. Are there any past or pending litigation or claims filed against the Vendor/developer? If yes, please provide details of each including any affect they may have on their performance.

Yes

No

8. Is the Vendor/developer currently in default on any loan agreement or financing agreement with any bank, financial institute, or other entity? If yes, specify date(s), details, circumstances and prospects for resolution.

Yes No

9. Does any current relationship whether a relative, business associate, capital funding agreement or any other such kinship, exist between the Vendor/developer and any SINU employee or official? If yes, please explain relationship.

Yes No

10. Are there any circumstances impacting the Vendor/developer that could affect their ability to perform under any award made through RFP process? If yes, please explain both the circumstances and impact.

Yes No

11. Please provide a brief overview of the Vendor/developer's history and relevant experience.

12. How will SINU benefit from the proposed solution?

13. What additional value can the Vendor/developer provide over its competition?

ATTACHMENT C – DESCRIPTION OF SERVICES

1. Provide a statement of the project approach, any unique benefits, and other considerations.
2. Provide an estimate of the earliest start date following execution of a contract.
3. Submit a work plan with key dates and milestones. Response should include:
 - 3a. Identification of tasks to be performed by Vendor/developer.
 - 3b. Identification of tasks to be performed by SINU.
 - 3c. Timeframes to complete performance of the identified tasks or expected timeframe in which the project would be completed.
 - 3d. Implementation strategy including transition plan if necessary.
4. Provide summary resumes for proposed project team members or assigned staff, including their specific experiences with similar projects, qualifications and special expertise, and number of years with your company.

ATTACHMENT D – GENERAL TRAINING GUIDELINES

The Vendor/developer shall provide for Administrative/Technical Support, Supervisor and End User training. Training is defined as those hours specifically set aside for the sole purpose of training and not time spent providing instructions to staff prior to final inspection and acceptance.

The training should provide users with an understanding of how to best integrate and configure the system, assist them with development of skills necessary to take full advantage of the system's functions and features, and provide them with a working knowledge of the system as it relates to their daily job functions and the procedures of the department.

The agenda of training should include, but not be limited to, installation and upgrades, configuration, administration and maintenance of the system, system failure, backup and recovery procedures, data and program backup procedures, understanding the elements of each application and how it relates to the total system, integration between systems, basic and advanced use of each application of the software, troubleshooting, etc.

Vendor/developer should include in the cost proposal all training that will be offered as part of the total bid inclusive of all travel and per diem expenses and/or fees. Vendor/developer should include on-site instructors, instructional materials, guides, training aids or workbooks, sample techniques, etc. If a "train the trainer" concept is proposed, please also provide cost options for complete on-site training, if available.

Vendor/developers should keep the following parameters in mind when proposing a training regimen:

- Training should be job specific to the needs of each of the Department areas or divisions. Specific areas could be defined as, but are not limited to: IT Technical Support, Student Management, Task Management, Document Management, Fees Tracking, Reports, and Assessment Records Management.
- "Hands-on" training is the preferred method for the above areas.
- Training should include a documentation of processes, including examples.
- In order to expedite total overall Departmental training, any "train the trainer" sessions should include multiple staff.
- Specify a variety of cost, content, etc. of training sessions to allow the Department flexibility in selecting training options

Provide a detailed written description that explains how the training provided will satisfy the needs of SINU while adhering to the guidelines listed above.

ATTACHMENT E – CONTACT DATA

This section is for Vendor/developers to enter information for any partners and associated vendor/developers they are recommending for the core products they are proposing. This also includes the proposed peripheral hardware recommendations for the associated systems to support the applications proposed.

While this may not be the final contractual list of providers, it must represent the Vendor/developers best representation of the final architecture as understood currently.

Prime Contractor Information:

	Information
Vendor/developer	
Address:	
Address:	
Contact Name:	
Contact Title:	
Office Phone:	
Email:	
Comments:	

Other Vendor/developer:

	Information
Vendor/developer	
Address:	
Address:	
Contact Name:	
Contact Title:	
Office Phone:	
Email:	
Comments:	

ATTACHMENT F – VENDOR/DEVELOPER REFERENCES

DETAIL REFERENCES - PLEASE LIST UNIVERSITIES OR COLLEGE THAT ARE ACTIVE SITES.

REFERENCE (1):

Customer Name:

Address: City: State: Country:

Zip:

Contact Name: Telephone: Fax:

E-Mail:

No. of Years Installed:

REFERENCE (2):

Customer Name:

Address: City: State: Country:

Zip:

Contact Name: Telephone: Fax:

E-Mail:

No. of Years Installed:

REFERENCE (3):

Customer Name:

Address: City: State: Country:

Zip:

Contact Name: Telephone: Fax:

E-Mail:

No. of Years Installed: