

ISSUED TO \_\_\_\_\_

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## Bidding Documents

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**PROCUREMENT OF CAMPUS MANAGEMENT SYSTEM SOFTWARE FOR DAWOOD  
UNIVERSITY OF ENGINEERING & TECHNOLOGY (DUET), KARACHI**

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## **Section – I Invitation for Bids (IFB)/ Notice Inviting Tender**

NO:DUET/DF/PO/IT-2023

Dawood University of Engineering & Technology (DUET) invited sealed bids from Manufacturers or their authorized dealers, Income Tax & GST registered firms having at least 05 years of relevant experience only for Procurement of Campus Management System (CMS) Software.

### **Eligibility: Income Tax & GST Registered Firms**

### **Bid Security: 5% of Bid Amount in shape of Pay Order**

**Method of Procurement:** Single Stage – Two Envelop Procedure as per SPP Rule 46(2); (Details of Technical Evaluation Criteria is mentioned in the Bidding Document on Page 10)

Bidding Documents can be purchased from the office of the undersigned during office hours against the paid challan /pay order/bank draft of **Rs. 3000/- (Non-Refundable)** in favor of DUET, Karachi.

### **Issuance, submission & opening of bidding document:**

**Bidding documents will be issued from** 18-09-2023 to 02-10-2023 (12:00 noon)

**Date & Time of submission:** 02-10-2023 (02:30 pm)

**Date & Time of opening:** 02-10-2023 (03:00 pm)

In case of any Holiday or unforeseen situation or incident, the bids shall be issued, submitted & opened on the next working day as per schedule. The place of issuance, submission, inquiries and opening will be at the Procurement Department, Dawood University of Engineering & Technology, Karachi.

### **Under the following conditions, Bid will be rejected:**

- i. Conditional and telegraphic bids/tenders
- ii. Bids not accompanied by a required bid security.
- iii. Bids received after the specified date and time.
- iv. Black listed firms
- v. Bid is not Properly Signed & Stamped.
- vi. Technical Evaluation provided in section 4 of bidding documents

The procuring agency reserves the right to reject all or any bids subject to the relevant provision of Sindh Public Procurements Rules 2010(Amended 2013)

**PROCUREMENT OFFICER  
DUET, KARACHI**

## Section II- Instructions to Bidders (ITB)

1. **Scope of Procurement:** The Bids are invited for the supply, implementation and maintenance of Student Academic Cycle Software Application (CMS) as described in Section III. The successful bidder will be required to implement the best solution DUET as per the terms and conditions specified in this bidding document.

2. **Eligibility to Bid:** Income Tax & GST & SRB Registered Firms only under the relevant provision of spp rules 2010 (amended upto date)

3. **Qualification of the Bidder/Service Provider:** To qualify for the award of the Contract, a Bidder/Service Provider shall meet the requirements specified in the commercial compliance in Section IV. Bid must be provided along with the prescribed Bid Form, duly completed, signed and stamped along with Bid Security as specified in this IFB.

4. **Contents of Bidding Documents:** The set of Bidding Documents comprises the Sections listed below:

Section I	Invitation for Bids (IFB) /NIT
Section II	Instructions for Preparing Bid
Section III	Specification & Schedule of Delivery
Section IV	Evaluation / Qualification Criteria
Section V	Sample Forms
	a. Bid Form
	b. Price Schedule Form
	c. Performance Security Form
	d. Contract Agreement Form
Section VI	General Condition of Contract
Section VII	Special Condition of Contract

5. **Documents Comprising the Bid:** The Bid submitted by the Bidder shall comprise the following documents:

- i. Bid Form (as per sample attached)
- ii. Qualification and Experience Information as per qualification criteria and other information related to the product/item/goods (Technical Brochure which describes the product/item/goods.
- iii. Copies of Taxation Documents
- iv. Bid Security
- v. Documentary Evidence of Similar Supplies and Experience
- vi. Brochures of items to be supplied

6. **Bids:** Prices shall be quoted entirely in Pak Rupees inclusive of all applicable taxes. The Bidder shall fill in the rate and prices for the required items, described in this document. All duties, taxes and other levies payable by the bidder shall be included in the rates, prices, and total bid submitted by the bidder.

7. **Validity of Bid.** The Bid price shall remain valid for the period of ninety (90) calendar days counted from the date of submission of the Bid specified in Clause 11 below. The Procuring Agency may request the Bidders to extend the period of validity for a specified additional period. The Procuring Agency's request and the Bidders responses shall be made in writing or by fax or by email. A Bidder may refuse the request for extension of Bid validity in which case he may withdraw his Bid without any penalty. A Bidder agreeing to the request will not be required or permitted to otherwise modify its Bid.

8. **Language of the Bid:** All documents relating to the Bid and contract shall be in the English language.

9. **Preparation and Sealing of Bid:** The Bidder shall prepare one original of the documents comprising the Price Bid as described in Clause 5 above, with the Form of Bid, and clearly marked - **Original**. In addition, the Bidder shall also submit one copy in separate envelop which shall be clearly marked as - **COPY**. In the event of discrepancy between them the original shall prevail. The original and the copy of the Price Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All the pages of the Bid where entries or amendments or corrections have been made shall be initialed by the person or persons signing the Bid. The envelopes containing Bid should be duly sealed, bearing the IFB/NIT number and the subject as "**Procurement of Student Academic Cycle Software Application (CMS)**" shall be addressed to the Procuring Agency at the address provided above and shall provide a warning not to open before the specified time and date for Bid opening as defined in Invitation to Bid. If the envelope is not sealed and marked as above, the Procuring Agency will assume no responsibility for the misplacement or premature opening of the Bid.

10. **Bid Security:** The amount of Bid Security shall be 5% of the total bid amount/price payable in the form of a **Bank Draft / Payment Order** in favor of Dawood University of Engineering & Technology (DUET), Karachi. Bid Security will stand forfeited in case the successful bidder fail to comply the execution of required services/supply. Bid Security of successful bidder will be released after signing of the Contract and submission of performance bond. Bid Security of unsuccessful bidder will be released as per SPP Rules 2010.

11. **Place and Deadline for Submission of Bid:** The Bid shall be delivered to the Procuring Agency **NOT LATER than the date mentioned in IFB / NIT and to be submitted at the address given in IFB/NIT**. Any Bid received by the Procuring Agency after the deadline prescribed in this clause will be returned unopened to the Bidder.

12. **Modification and Withdrawal of Bid:** No Bid shall be modified after the deadline for submission of Bid specified above in Clause 11. Withdrawal of a Bid between the deadline for submission of Bid and the expiration of the validity of the Bid as specified in Clause 7.

13. **Opening of Bid:** The Procuring Agency's nominated Committee will open the Bids, including modifications, in the presence of the Bidders' representatives who choose to attend **at the address and Time given in IFB/NIT**. The Bidders' names, the Bid prices, the total amount of each Bid, any discounts, and Bid modifications and withdrawals will be announced by the Procurement Committee at the time of Bid opening.

14. **Process to be Confidential:** Information relating to the examination, clarification, evaluation and comparison of Bid and recommendation for the contract award shall not be disclosed until the award to the successful Bidder has been announced. Results of the bid evaluation will be made known in due course bidders are advised not to approach Procuring Agency. Any attempt to influence the process of evaluation will lead to rejection of bid.

15. **Evaluation and Comparison of Bid:** Upon technical and commercial compliance with requirements the Procuring Agency will award the Contract to the Bidder who has offered the lowest evaluated bid. In evaluating the bid, the Procuring Agency will determine for each proposal the evaluated Bid by adjusting the Bid by making any correction for any arithmetic errors as follows:

- a. where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
- b. where is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern or as per SPP Rules 2010 (amended in 2017)
- c. if a Bidder refuses to accept the correction, his Bid will be rejected.
- d. Conditional, incomplete bid or bid without Bid Security shall not be accepted; Bids received after the closing date and time will also be rejected.

16. **Procuring Agency's Right to Accept Any Bid and to reject any or all Bids under the Provision of SPP Rules 2010 (amended in 2013):**

The Procuring Agency reserves the right to accept or reject any Bid, and to cancel the process of competition and reject all Bids, at any time prior to the award of the Contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the Procuring Agency's decision.

17. **Procuring Agency's Right to Increase or Decrease Quantities:** The complete requirement specifications for the CMS software to be implemented are set forth in this document and should be readily available to the provider. However, the organization will make module-based purchases as deemed fit from time to time under the provision of SPP Rules 2010 (amended in 2013)

18. **Notification of Award and Signing of Contract:** Results of evaluation would be known in a reasonable time, Bidders are instructed not to approach the Procuring Agency after opening of Bids until the finalization of award. The Bidder whose Bid has been accepted will be notified of the award by the Procuring Agency prior to the expiration of the validity period of the Bid, by Courier/registered letter. This letter will state the sum that the Procuring Agency will pay the Bidder in consideration of the supply, installation, and commissioning of the Supplies by the Bidder as prescribed by the Contract. The written notification of award will constitute the formation of the Contract.

19. **Performance Security:** Within Seven (03) days of the receipt of notification of award from the Procuring Agency, the successful Bidder shall furnish the performance security 05% for amount as per the Performance Security Form provided in the bidding documents, or in another form acceptable to the Procuring Agency.

**20. Signing Of the Agreement**

Within 03 days of the issuance of the Award of Contract /Purchase Order /Supply Order the successful bidder will be required to sign a Contract Agreement (duly affixed by stamp duty 0.30% or as per Govt. Applicable Rates to be paid by Bidder) with the Procuring Agency (i.e., The DUET Karachi) for the implementation of such quantity in whole or in part of the tendered stores as clarified in the letter of intent / Purchase Order.

### **SECTION III**

#### **SCHEDULE OF REQUIREMENTS**

##### **1. SCOPE OF WORK**

Dawood University of Engineering and Technology (DUET), Karachi is seeking to acquire cloud-based student academic life cycle and Campus management system (CMS), which in this document will be referred to as CMS only. The procurement agency (DUET) requires this CMS software and its modules that are readily available (developed) and have been successfully deployed in other similar institutions. The software must support all Engineering and non-engineering disciplines and be able to cater to the requirements of PEC, PCATP, and similar accreditation bodies. The complete requirement specifications for the CMS software to be implemented are set forth in this document and should be readily available to the provider. However, the organization will make module-based purchases as deemed fit from time to time.

The CMS should be able to integrate with the Microsoft Azure active directory system for single sign-on purposes. Security and reliability of services and data will be the sole responsibility of the service provider, the technical team of DUET should always have access to all the security tools and log files for monitoring purposes. The software should incorporate the following minimum functions to ensure quick and accurate operations resulting in reduced manual dependency and increased online workflow. In addition, the supplier of Software as a service should provide,

- Formal training for the faculty/administrators of the solution deployed.
- Providing system documentation, power/ admin user guides, and end-user manuals.

The time specified for providing access to the service in the tender form shall be deemed to be the essence of the contract and the Successful Bidder shall arrange within the specified period.

##### **2. Structured Hierarchy:**

- Should be able to cater for Organizational Structure with multiple departments of administration as well as teaching.
- Incorporates sophisticated Organizational unit functionality enabling user definition of terminology (e.g., Faculty, Department, Division, Section, etc.)
- Maintains locations within Organizational units with Flexible IDs (alphanumeric coding)

- Maintains Organizational unit types e.g., institutions, colleges, departments, centers of excellence, research centers, sponsors, chairs, international agencies, external Organizations, benefactors, third-party debtors, etc.
- Can differentiate between internal and external Organizational units.
- Maintains status codes e.g., planned, current, inactive, with start and end dates.
- Allows for multiple address types to be stored against Organizational units.
- Allows Users to be assigned to Organization units.

### **3. Human Resource**

- Placement of Human Resources in Organization Hierarchy, reporting structure flow, etc.
- Employee Management through automated posting, transfers, and orders with integration with email.
- Authorize/held Position information in different teaching and nonteaching departments, promotions, ACR, training, retirement documentation, pension, etc.
- Automation of Leave (CL, EL, study leave, extension of leave, etc.) from application of individual to approval and maintaining of record. Attendance information through biometric machines.
- Different types of reports to facilitate the management.
- Employee Self Service through the portal.

### **4. Admissions**

This process identifies, tracks, and monitors the admission workflow, from student application to the acceptance/ confirmation process.

- Commence admissions batch-wise and allow candidates to apply online.
- Manage applicant's information.
- Manage online payments and record instant transaction updates.
- Monitors admission activities and events
- Electronic attendance of test and interview
- Comprehensive Applications Analysis and Admission Decision Making according to CPN.
- Competitive applicant comparison based on Eligibility and merit Criteria.
- Interviews Scheduling and scores.
- Technology merit list, Seat and Program Preference Management by category and technology-wise.
- Continues Generation of technology merit list for leftover seats.
- Individual and Subjective Admission Decision Overrides.
- Application completeness through Checklists.
- Issuance of Admission's offer letter with fee challan and decision period of two days
- Alerts, SMS & Email Admissions life cycle Notifications.
- Set up criteria for evaluating applications (on a per-program basis if required).
- Support external testing and interview scoring.



- Allotment of enrolment/Roll no. upon successful completion.
- Support multiple models for Admission (merit-based selection, selection with subjective criteria, baseline admissions).
- Submission of admission dues.
- Quick Admit to support online and Continuing Education

## **5. Semester System with OBE**

- Should allow online Registration/enrolment of students with the selection of multiple subjects of their choice through the student portal.
- The System Should be able to maintain a list of prerequisite subject information to facilitate the student course selection.
- Should be able to cross-verify enrollment of students with examination results for conditions/rules set by the department.
- Create payment vouchers on total subject selection according to the credit hour fee's structure.
- Enroll students automatically from waitlists when seats are available.
- Incorporates academic calendar feature for enabling department and students to see the registration deadline, the start of the semester, assignments submission deadline, midterm examination, final examination schedule, fee period dates, etc.
- Open registration of students in midterm and final examinations through the student self-service portal. The System should ask for mandatory surveys from students to fill.
- To be able to generate class rosters for enrolled, dropped, or waitlisted students.
- Make a timetable according to enrollment of students, teachers, and available classes without conflict.
- Mapping Reports (PLOs, PEOs, CLOs): These reports show how PLOs, PEOs, and CLOs are aligned to Bloom's Taxonomy.
- PEO Attainment: These reports show how well students have met the expectations for each PEO.
- PLO Attainment: These reports show how well students have met the expectations for each PLO.
- CLO Attainment: These reports show how well students have met the expectations for each CLO.
- CQI Reports: These reports provide insights into the quality of instruction and student learning.
- Course/Learning Breadth: These reports show the range of learning that students have experienced on a course.
- Feedback/Evaluation: These reports provide feedback from students and instructors on the quality of instruction and student learning.
- The software must also allow users to access both performance and attainment data in both tabular and visual formats for SAR as well as internal quality management and analysis purposes.

## **6. Curriculum Management**

This module supports the university's academic courses and unit development. The process will include a change of curriculum (course contents, nomenclature, naming convention, credit hours) through the Board of Studies (BOS), Board of Faculty, and finally approval through Syndicate.

Create and apply prerequisites on subjects using an extensive array of conditions including GPA, units, courses, course codes, and majors. Indicate instructor availability as per time slots through the timetable. Link instructors to courses they are qualified to teach, and then track and control their workload automatically. Create course equivalencies and cross-listings. Handle student repeated, improvement, and failure through semester course rules.

The Curriculum management should be supported by:

- version control of curriculum items
- user-defined workflows that provide decision points for nominated users.
- User-defined mandatory fields.
- User-defined optional fields.
- User-defined decision rules as a workflow on which a curriculum item should progress through.
- The ability to reconfigure the system to support future changes in business processes.
- Automatic e-mail notification to people or groups at user-defined steps in workflows.
- An audit trail of all changes to a curriculum item through all versions.
- Information details in the Curriculum Section like Curriculum (Courses, Study Areas, and Units), Maintain Course Details, Maintain Study Area, Course Outlines Plans (CLO, PLO)

## **7. Calendars and Enrollment**

Support a variety of methods for student enrollment.

- Academic periods with Class Timetables
- Enrolment periods
- Teaching periods
- Fee assessment periods
- Examination periods
- Academic progression periods
- Graduation periods
- Workflow rules can be built, enforced, and associated with calendars.
- Student Records and Graduation Processing
- Define and track student academic standing, student attributes, student groups, and extracurricular activities.
- Make grade adjustments with audit trails, record comments, and recalculate grade point averages and current enrollment.
- Track all honors and awards. Report awards on all or selected transcript types.

- Place holds on transcripts and enrollment.
- Track student attendance and record interactions between students and instructors. Graduation Processing.
- Assign relevant curriculum versions to students.
- Rule-based graduation eligibility criteria.
- Program stats computation such as CGPA, grades, and earned credits.
- Graduation eligibility verification & approvals.
- Degree Awards.
- Flexible Transcript Formats and Generation.

#### **8. Alumni registration and update facility**

- The system should have an Alumni portal.
- It should be able to handle all surveys and questionnaires required by time to time.

#### **9. Employers feedback system**

- The System should have an Employer feedback portal.
- The system can generate feedback forms without the requirement of registration on our system.

#### **10. Self-Service Portals**

- Learner/Student Self-Service Portal.
- Faculty Self-Service portal.
- Staff Self-Service Portal.

#### **11. Student Financials**

- Automatically calculate changes in a student's course selection from a dropped or added class.
- Create multiple groups of tuition rules, enabling you to charge tuition and fees to groups of students based on the criteria of the organization. Different intakes may have different fee structures.
- Automatically transfer charges to an active third-party sponsor and credit the student account in case of scholarship (FAD department).
- Calculates tuition based on student enrollment or other criteria such as different groups of students.
- Bills and manage students fees.
- Processes and control credit cards and other modes of payments.
- Post financial aid disbursements through the FAD department.
- Age accounts and manage collections.
- The system will generate debit notes for students to register on those courses/ programs for which they are eligible and de-registering students from courses that have been refunded or the tuition fee being deferred for a specified period and calculate the amount of refund due.

## **12. Student Connect Via Smart Apps Academics**

- Daily Alerts and Announcements.
- Review your course enrollments.
- Stay updated on the latest class schedules.
- Analyze your marks, course grades, and GPA.
- Ensure your class attendance compliance.
- Manage your Financial Account.
- View all Bills.
- Drill down into Bill's details.
- Review all financial transactions posted to your account.

## **13. Online Learning**

The solution can be configured to interface with Microsoft Teams.

## **14. Examination**

- The teachers should be able to enter marks of their assigned subjects. The edit and review process should be implemented so that teachers have full insight into the different CLO/PLO attainments of their respective students.
- Automatic tracking of students course registration and degree requirement completion.
- Creation of an automatic ledger for different batches and result declaration.
- Automatic creation of OBE mark sheet.

## **15. Finance Module**

- General Ledger
- Manage financial accounts and ledger entries.
- Support fund accounting to track various funding sources.
- Generate financial statements, including balance sheets and income statements.
- Create and manage budgets for different departments, programs, and projects.
- Monitor actual spending against budgeted amounts.
- Provide forecasting tools for financial planning.
- Handle vendor invoices and payments.
- Track and manage purchase orders.
- Streamline approval workflows for invoice processing.
- Manage student tuition fees and other receivables.
- Track payments and outstanding balances.
- Generate invoices and statements for students and external organizations.
- Manage research grants, scholarships, and endowments.

- Track grant expenditures and compliance.
- Generate reports for grantors and stakeholders.
- Automate procurement processes.
- Manage supplier relationships and contracts.
- Ensure compliance with procurement policies.
- Enable staff to submit expense reports.
- Automate approval workflows for expense reimbursement.
- Track and allocate expenses to appropriate cost centers.
- Maintain an inventory of university assets.
- Track depreciation and disposal of assets.
- Perform regular asset audits.
- Financial Reporting and Analytics:
  - Generate customized financial reports for different stakeholders.
  - Provide dashboards and analytics tools for financial insights.
  - Ensure compliance with tax regulations specific to educational institutions.
  - Generate tax reports and filings.
- Administer student financial aid programs, including scholarships, grants, and loans.
- Calculate and disburse financial aid packages.
- Student Billing and Fee Management:
  - Manage student billing and fee collection.
  - Support flexible fee structures for different programs and courses.
  - Seamless integration with the university's admissions and FAD for accurate student billing and financial aid tracking.
  - Handle transactions in multiple currencies for international students and partners.
  - Ensure compliance with regulatory and audit requirements specific to higher education.
  - Maintain a comprehensive audit trail.
  - Role-based access control to restrict access to sensitive financial data.
  - Automate financial processes and approval workflows to reduce manual tasks.
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## **16. Procurement**

- User requisition for both stock and non-stock items and approval process through Staff Portal.
- Hierarchy-based approval PR, PO, GRN and Invoice
- Vendor registration through an online portal and selection of broad item categories.
- Vendor Groupings and Agreements management.
- Vendor Selection
- Request for Quotation process and Quotes management

- Purchase/Trade Agreements
- Purchase Order processing
- Purchase Receiving through store processes and generation of inspection of received items.
- Purchase Invoicing
- Automated 3-way matching of PR, PO, Goods Receipt Note/ Packing Slip, and Invoice
- Hiring of Services.
- Procurement Workflows
- Procurement Reports

## **17. Inventory Management**

- Store inventory list and issue of items process.
- Item Profiling & Dimensions
- Inventory Model groups (FIFO, LIFO, Average, etc.)
- Tracking of items (Batch, serial, etc.)
- Item Hierarchy
- Inventory Hierarchy (Different Site).
- Transfer Orders (Inter Location, Different Location).
- Movement journals.
- Adjustment journals.
- Counting journals.
- Default and customized Workflow.
- Reports available in the system.

## **18. Medical Management System**

- Monitoring of Pannel Hospitals.
- Processing of medical bills.
- Reimbursement of Medical bills
- Reflection of medical Budget information in the **finance** module.

## **19. Civil Works Management System**

- Schedule rate-based financial bill processing.
- Integration with finance module.
- Budgeting and cost estimation for civil engineering projects.
- Expense tracking and management.
- Invoicing and payment processing.
- Financial reporting and analytics.

- Handling changes orders in projects and their financial implications.

## **20. Complaint Monitoring/Ticketing System**

Complaint monitoring and tracking for all services within the university.

- Users can create tickets or complaints with relevant details such as type, priority, description, and contact information.
- Support for receiving tickets from various channels, including email, phone, chat, and web forms.
- Assign tickets to appropriate staff or teams based on the nature of the issue or the expertise required.
- Monitor the status of each ticket from creation to resolution.
- Assign priority levels to tickets to ensure that critical issues are addressed promptly.
- Categorize tickets into different types (e.g., IT issues, Finance inquiries, Electricity, Air conditioners, Examinations) for better organization and routing to relevant departments.
- Built-in communication tools for interactions between different departments and support agents. This can include email integration, chat, and comments within the ticket.
- Allow complainant and support agents to attach relevant files, documents, or screenshots to tickets.
- Implement automation rules to route tickets, escalate issues, or trigger responses based on predefined criteria.
- Generate reports and analytics on ticket resolution times, customer satisfaction, and agent performance.
- Robust search and filtering options to quickly find and access specific tickets or complaints.

## **21. Security and Backup**

The CMS software provider shall be responsible for the security and backup of the system. All data entered into the CMS software system shall be the property of DUET and be made available in the format required by the organization at any given time. The organization will require live access to the following so that its team can monitor:

- Vulnerability scanner reports.
- Patch management system reports.
- Data encryption information.
- Identity and access management (IAM) for both students and staff.
- Web application firewall (WAF) reports.
- Antivirus software reports.
- Backup and restore reports.

## **Section – IV Technical Evaluation Criteria (Yes / No Basis)**

1. The supplier should possess the manufacturer's status or Distributor/ Dealer status with authorization from the Manufacturer/ Principal specific for this tender.
2. The supplier should not be included in the list of blacklisted or barred companies published on the Sindh PPRA website, federal or any provincial government department.
3. The supplier should have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,
4. The supplier should have the necessary experience, technical expertise, production capacity, quality certifications, quality assurance procedures, and other resources applicable to the supply of goods and/ or services required.
5. The supplier should not have a consistent history of court/ arbitral award decisions against the Bidder.
6. The supplier should have a record of timely and satisfactory performance with their clients.
7. Quoted products should be in compliance with international Accreditation agreements, e.g. Washington Accord, ABET, AACSB.
8. Bidder must be an active member of P@SHA (Pakistan IT Industry Association) minimum for the last 3 years.
9. The supplier should supply all modules pertaining to Portal, Dashboards, Reports, & mandatory Integrations as per the manufacturer's guidelines. Configuration of all features for an optimum and efficient output of the solution, meeting the objectives and requirements. Testing and commissioning of the complete setup as per the requirements and satisfaction of Dawood University of Engineering & Technology.
10. The supplier should provide system documentation, power/ admin user guides, and end-user manuals for all the modules/items pertaining to all the features identified in this document.
11. A Detailed Solution Design document shall be provided depicting the standard and customized configurations made in the system.
12. A comprehensive operational guide for Power/ Admin Users shall be provided covering Do's and Don'ts.
13. A detailed user-level manual covering all modules individually shall be provided. It shall cover in detail every aspect of effectively and efficiently using the modules/items. It shall be written in simple English avoiding technical jargon where possible. It shall not be totally text-based and must contain screenshots of the actual module for proper elaboration of the system.
14. The supplier should provide details on formal training for each module/item covering aspects as stipulated and relevant for the optimal functional use of the system.
15. Formal training of DAWOOD UNIVERSITY OF ENGINEERING & TECHNOLOGY faculty/administrations as per their relevancy on various modules/ items along with features and functionalities required in the system.
16. Training at various levels explaining the solution design, configuration, and maintenance, formal training sessions for users with relevant functionality, and day-to-day usage of the application must be carried out for all the modules.



17. Technical-level training of the ICT staff must be carried out for the smooth functioning of the applications after the implementation of the project, i.e. Formal training for the administrators of various sub-systems of the solution deployed.
18. Ensure privacy and confidentiality of institute data.
19. Must ensure that the right candidates can access the system.
20. The solution should be fast, simple deployment, comprehensive support, and the agility to scale up the market solution and linear scale-out.
21. Make sure fault-tolerance.
22. Must be designed to deliver proven Five 9s availability (99.999%)
23. The proposed solution must provide the performance, provisioning, and scale-out attributes to meet escalating business demands automation, ease-of-use, and orchestration characteristics ensure resource optimization and efficiency.
24. Successfully complete a maximum number of operations without any failure.
25. The Supplier will also be responsible for post-commissioning Support Services as per the SLA during the contract period within the cost of service and services.
26. Providing system maintenance and ensuring system availability to at least 99.99% throughout the term of the system hosted on the Cloud.
27. The cloud and its configuration for maximum performance is the responsibility of the supplier and the reports should be available to the technical admin (ICT Directorate) of Dawood University.
28. In addition, post-commissioning support services (i.e. technical assistance, repair, and maintenance) for the same period shall also be provided by the supplier.
29. A prerequisite for any payment to be processed is the acquisition of a satisfactory report from the user countersigned by the Director of ICT at all implementation stages. In the case of SLA, a quarterly satisfactory report must be signed by Director ICT before release of any payment.

**Note: bid(s) shall be rejected if bidder(s) failed to comply as per Qualification / Evaluation Criteria.**

## **Section –V Sample Forms**

### **Notes on the Sample Forms:**

The **Bid Form and Price Schedule Form**, bidder shall complete and submit with its bid the Bid Form and the Price Schedule pursuant to ITB Clause 11 and in accordance with the requirements included in the bidding documents. The bidder should provide the Bid Security, in the form acceptable to the Procuring Agency, pursuant to ITB Clause 10

The **Contract Form**, will be required to be submitted by the successful bidder, after the contract award, should incorporate any corrections or modifications to the accepted bid resulting from price corrections pursuant to ITB Clause 17 and GCC Clause 9, acceptable deviations (e.g. payment Schedule pursuant to GCC Clause 6, spare parts pursuant to GCC Clause 8 or quantity variations pursuant to ITB Clause 17) the Price Schedule and Schedule of Delivery deemed to form part of the contract should be modified accordingly.

The **Performance Security Form** should not be completed by the bidders at the time of their bid preparation/submission. Only the successful bidder will be required to provide the Performance Security (Bank Guarantee) in accordance with the form indicated herein or in another form acceptable to the Procuring Agency, pursuant to GCC Clause 5 read with SCC Clause 3.

The **Manufacturer's Authorization** form should be completed by the manufacturer, as appropriate, pursuant to ITB Clause 2

**Bid Form**

(On firm's letterhead)

Date: \_\_\_\_\_

Procuring Agency,

Dear Sir:

Having examine the entire contents of bidding documents we offer to execute the Contract for "**Procurement of Student Academic Cycle Software Application (CMS)**," in accordance with the Conditions of Contract accompanying this Bid for the Contract

We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we will submit Performance Security in a sum equivalent to Five (5) percent of the Contract Price for the due performance, in the form prescribed by the Procuring Agency.

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

We understand that you are not bound to accept the lowest or any bid you may receive.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Fax Number, if any: \_\_\_\_\_

**Price Schedule Form (in Pak Rupees) (Must be filled by bidder)**

Name of Bidder \_\_\_\_\_

IFB No. \_\_\_\_\_

<b>Sr. #</b>	<b>Description of Module</b>	<b>Price Offered for One Time Implementation, Installation &amp; comprehensive training with technical support (Inclusive of Taxes)</b>	<b>2<sup>nd</sup> Year License Renewal Cost with complete technical support</b>	<b>3<sup>rd</sup> Year License Renewal &amp; Cost with complete technical support</b>
1	Academics			
2	Admissions			
3	Financial Modules			
4	HR			

**Note:**

1. **Against each module details descriptions are provided in Schedule of Requirements on page from 07 to 15 above. In case of any clarification please consult with Director ICT/Procurement Section**
2. Successful bidders shall provide free-of-cost implementation, training, and services to users as well as ICT Under Supervision of Head of ICT during the period of the **contract**.
3. Successful Bidder shall comply with conditions mentioned in Section IV.
4. In case of a discrepancy between the unit price and the total, the unit price shall prevail under the provision of SPP Rules 2010 (amended in 2013)
5. No separate payment shall be made for the incidental services.
6. The complete requirement specifications for the CMS software to be implemented are set forth in this document and should be readily available to the provider. However, the organization will make module-based purchases as deemed fit from time to time.
7. Delivery & Implementation with in 15 Days after issuance of Contract Award.

8. A Separate sheet of Complete Implementation Plan must be provided by the Supplier/bidder with the Bid.
9. Payment shall be made according to purchasing of required module.
10. No separate payment shall be paid against any update during the contract agreement all cost must be included as per above mentioned BOQ.
11. Supplier shall provide comprehensive training to all users under supervision of Director ICT.
12. Payment shall be made partially against purchase of modules as per Contract Award.
13. Yearly Renewal Payment shall be paid against each year partially/quarterly or as recommended by Director ICT

Signature & Seal of Bidder \_\_\_\_\_

Date \_\_\_\_\_

## CONTRACT AGREEMENT FORM

### Contract Agreement

THIS AGREEMENT made the \_\_\_\_ day of \_\_\_\_\_ 2023 \_\_\_\_ between Dawood University of Engineering & Technology (DUET) (hereinafter called —**the Procuring Agency**||) of the one part and [**name of Bidder**] of [**city and country of Bidder**] (hereinafter called —**the Bidder**||) of the other part:

WHEREAS the Procuring Agency invited bids for certain goods and ancillary services, viz., [Title of Procurement. and has accepted a bid by the Bidder for the supply of those goods and services in the sum of [**contract price in words and figures**] (hereinafter called —**the Contract Price**||).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - i. General Conditions of Contract;
  - ii. Special Conditions of Contract;
  - iii. Appendices;
    - Appendix1: Specifications / Requirements
    - Appendix2: Bidder's Bid (Bid Form & Price Schedule submitted by the bidder)
    - Appendix3: Notification of Award
    - Appendix4: Acceptance Letter
    - Appendix5: Performance Security (where applicable)
3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by the (for the Procuring Agency)

Witness 1:

Witness 2:

Signed, sealed, delivered by the (for the Bidder)

Witness 1:

Witness

2:

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## Section -VI General Conditions of Contract (GCC)

1. **Definitions:** Boldface type is used to identify the defined terms
  - a. **The Contract** is the Contract between the Procuring Agency and the Service Provider to execute, complete, and maintain the Supplies as specified in the Form of Contract or in other sections of the Contract.
  - b. The Procuring Agencyll means the organization purchasing the Goods, as named in Form of Contract
  - c. **The Bidder** is a person or corporate body whose Quotation to carry out the Supplies has been accepted by the Procuring Agency and is named in the Form of Contract
  - d. **The Bidder's Quotation** is the completed document (Invitation to Quotation together with attachments) submitted by the Bidder to the Procuring Agency.
  - e. **The Contract Price** is the price stated in the Letter of Acceptance and thereafter as adjusted in accordance with the provisions of the Contract.
  - f. **Days** are calendar days; **months** are calendar months.
  - g. **A Defect** is any part of the Supplies not completed in accordance with the Contract.
  - h. **Specification** means the Specification of the Supplies included in the Contract and any modification or addition made or approved by the Procuring Agency.
  - i. **The Site** is stated in SCC: where supplies are to be made on working day except Sunday at Bidder's expense
2. **Scope.** The Bidder would provide Software services as stated in the Schedule of Requirements or any other requirements pursuant to GCC-9 hereto, during the period of the contract.
3. **Communications.** Communications between parties that are referred to in these Conditions shall be effective only when made n writing. A notice shall be effective only when it is delivered to addresses specified in Form of Contract
4. **Language and Law.** The Contract shall be in the English language. The law governing the Contract shall be the applicable law(s) of the Government of Islamic Republic of Pakistan and other requirements as listed at SCC.
5. **Performance Security:**
  - 5.1 Within Seven (07) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring Agency the performance security in the amount specified in SCC.



5.2 The proceeds of the performance security shall be payable to the Procuring Agency as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

5.3 The performance security shall be denominated in the currency of the Contract acceptable to the Procuring Agency and shall be an unconditional bank guarantee issued by a reputable bank located in the Procuring Agency's country, in the form provided in the bidding documents

5.4 The performance security will be discharged by the Procuring Agency and returned to the Bidder not later than thirty (30) days after the completion of the Contract fulfilling all the obligations.

**6. Payments.** The method and conditions of payment to be made to the Bidder under this Contract shall be specified in SCC.

**6.1** The Bidder's request(s) for payment shall be made to the Procuring Agency in writing, accompanied by an invoice describing, as appropriate, the Job delivered and upon fulfillment of other obligations stipulated in the Contract.

**6.2** Payments shall be made promptly by the Procuring Agency, but in no case later than fifteen (45) days after submission of an invoice or claim by the Bidder in accordance with mode of payments as mentioned in contract agreement.

**6.3 Advance payment is not allowed.**

**7. Taxes.** The Bidder is responsible for all taxes in accordance with the laws of Islamic Republic of Pakistan. Production of Sales Tax Invoice would be mandatory for receiving payments under contract.

**8. Price Adjustment.** Prices charged by the Bidder for Job delivered under the Contract shall not vary from the prices quoted by the Bidder in its bid, with the exception of any price adjustments authorized in SCC

**9. Change Orders**

9.1 The Procuring Agency may at any time, by a written order given to the Bidder, make changes within the general scope of the Contract in any one or more of the following:

- a. quantities, or specifications;
- b. the place of delivery; and/or

9.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder performance of any provisions under the Contract, an equitable adjustment shall be made in the

Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this clause must be asserted within fifteen (15) days from the date of the Bidder receipt of the Procuring Agency's change order.

**10. Amendment.** Subject to GCC Clause 9, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties

**11. Warranty.**

As specified in the Clause 6 of SCC.

**12. Inspections & Tests**

12.1 The Procuring Agency or its representative shall have the right to inspect and/or to test the quality of the services, to confirm their adherence to the Contract specifications at no extra cost to the Procuring Agency. The Procuring Agency shall notify the Bidder in writing, in a timely manner, of the identity of any representatives retained for these purposes.

12.2 The inspections and tests may be conducted at point of delivery or at the final destination. If conducted, all reasonable facilities and assistance shall be provided at no charge to the Procuring Agency.

**13. Bidder's Risks.** The risks of personal injury, death, and loss or damage to property and adjacent property (including, without limitation, the Supplies, materials and equipment) are Bidder's risks.

**14. Liquidated Damages.** Subject to GCC Clause 16, if the Bidder fails to deliver goods as specified in the Contract, timely, the Procuring Agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed performance for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring Agency may consider termination of the Contract pursuant to GCC Clause 24

**15. Quality of Services:** No variation in quality/substance etc. from specifications/requirements will be allowed. In case of delayed/unsatisfactory performance or non-performance, Bidder Performance security shall be forfeited which may lead to the termination of the contract in part or in full. The Procuring Agency will recover the cost of job with substandard quality i.e. other than specifications/requirement, from accrued payments.

**16. Force Majeure:**

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the Procuring agency in writing of such condition and the cause thereof. 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 all reasonable alternative means for performance not prevented by the Force Majeure event. events beyond that party's control, such as Wars and acts of God such as earthquakes, floods, fires, etc.

**17 Termination.**

**17.1 Termination for Default.** The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate this Contract in whole or in part:

- (a) if the Bidder fails to deliver any or all of the Goods within the period(s) specified in the Contract; or
- (b) if the Bidder fails to perform any other obligation(s) under the Contract.
- (c) if the Bidder, in the judgment of the Procuring Agency has engaged in corrupt or fraudulent practices, as defined at Rule 19 of PPR2004, in competing for or in executing the Contract.
- (d) if the Bidder becomes bankrupt or otherwise insolvent

**17.2 Termination for Convenience .**The Procuring Agency, by written notice sent to the Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring Agency's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective

**18. Resolution of Disputes:** The Procuring Agency and the Bidder shall make every effort to resolve amicably by direct negotiations any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, the Procuring agency and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed manner and/or arbitration.

**19. Extension of Contract:** One month before the expiry of the contract period, both the parties with mutual agreement, can renew or extend the contract.

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## **Section -VII Special Conditions of Contract (SCC)**

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

### **1. Definitions (GCC Clause 1)**

GCC 1 (i)—The Procuring Agency's site is:

Dawood University of Engineering & Technology (DUET), Karachi. New M.A Jinnah Road, Karachi.

### **2. Applicable Law & Language (GCC Clause 4)**

GCC 4- The other legislative requirements are as follows:

The Employment of Children (ECA) Act 1991

The Sindh Public Procurement Act 2009

The Bonded Labor System (Abolition) Act of 1992

The Factories Act 1934

### **3. Performance Security (GCC Clause 5)**

Five (05) % percent of the Contract price

### **4. Payment (GCC Clause 6)**

The method and conditions of payment to be made to the Bidder, under this contract shall only be in Pak Rupees, on complete delivery of store within thirty (60) days on submission of claim supported by acceptance certificate from procuring agency declaring Goods has been delivered and that all contracted services have been performed.

**Note. All payments shall be made upon acceptance / Satisfactory Report by DUET respective section / wing on satisfactory completion of work.**

### **5. Price Adjustment (GCC Clause 8)**

GCC 8—Prices shall be adjusted if following conditions exists:

5.1 Change in legislation insofar it directly impacts the prices from the level they existed 15 days prior to the Bid opening.

### **6. Warranty (GCC Clause 11)**

The Bidder will provide full support during the one year (12) warranty period including repair and replacement of all the supplies, hardware and associated parts and components replacement without any cost to Procuring Agency in case of any failure, except any damage caused by the fire or disaster event.

**7. Liquidated Damages (GCC Clause 14)**

Subject to Clause 14 herein, if the Bidder fails to deliver the goods or perform the services within the time period(s) specified in the contract, the Procuring Agency shall, without prejudice to its other remedies under the contract deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent of the Contract Price for each day of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price. Once the maximum is reached, the Procuring Agency may consider termination of the contract.

**8. Resolution of Disputes (GCC Clause 18):**

The dispute resolution mechanism to be applied pursuant to GCC Clause 18 shall be as follows:

In the case of a dispute between the Procuring agency and the Bidder, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Procuring agency's country under the provisions of SPPRA Rules 2010 (amended 2013) of the Rules 31, 32, 33 & 34.

## BID DATA SHEET

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Section II.

<b>ITB 1</b>	Scope of Procurement: <b>Supply and installation of various items to be procured for the Department of Information &amp; Technology (DUET), Karachi.</b>
<b>ITB 2</b>	Eligibility to Bid: Income Tax & GST Registered Firms
<b>ITB 3</b>	Please see bidder(s) qualification / Eligibility Criteria on SECTION IV (Page No. 13) of bidding document.
<b>ITB 6</b>	Bid Price: Price Shall be quoted in Pak Rupees inclusive of all applicable taxes
<b>ITB 7</b>	Validity of Bid: Bid shall be valid for the period of ninety (90) calendar days counted from the date of submission of the Bid
<b>ITB 8</b>	Language of Bid: Language of Bid shall be in English
<b>ITB 9</b>	Bidder shall submit One Original
<b>ITB 10</b>	Bid Security: 5% of quoted Price in shape of Bank Draft /Pay Order / Demand Draft in favor of Dawood University of Engineering & Technology (DUET), Karachi
<b>ITB 11</b>	Place and Deadline for Submission of Bid: Place: Submission will be at Procurement Section at the procurement and opening will be at Conference Room/Seminar Hall, Dawood University of Engineering & Technology (DUET), Karachi All details are mentioned in NIT.
<b>ITB 13</b>	Opening of Bid (Place, date & time) Venue: Seminar Hall at Main Campus of Dawood University of Engineering & Technology (DUET), Karachi Details are mentioned in NIT
<b>ITB 19</b>	Performance Security: The successful Bidder shall furnish the performance security 05% in shape of Pay Order / Demand Draft within 03 Days of the receipt of notification of award.
<b>ITB 20</b>	Contract Agreement shall be signed within 03 days after the receipt of award of contract. Stamp duty 0.3% or as Govt. applicable rates of total amount to be paid by Bidder.

(INTEGRITY PACT)

Annexure-IV

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.

PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS

Contract No.

Dated: \_\_\_\_\_

Contract Value: \_\_\_\_\_

Contract Title:

M/s. \_\_\_\_\_ hereby declares that it has not obtained or induced the procurement of any

contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoS through any corrupt business practice.

Without limiting the generality of the foregoing, M/s. \_\_\_\_\_ represents and

warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS, except that which has been expressly declared pursuant hereto.

M/s. \_\_\_\_\_ certifies that it has made and will make full disclosure of all agreements and

arrangements with all persons in respect of or related to the transaction with GoS and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

M/s. \_\_\_\_\_ accepts full responsibility and strict liability for making any false declaration,

not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation



or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoS under any law, contract or other instrument, be voidable at the option of GoS.

Notwithstanding any rights and remedies exercised by GoS in this regard, M/s. \_\_\_\_\_

agrees to indemnify GoS for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoS in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by M/s. \_\_\_\_\_ as aforesaid for the

purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS.

Name of Client: .....

Name of Contractor/Supplier: .....

Signature: .....

Signature:

.....[Seal] Designation:

[Seal] Designation