

REQUEST FOR PROPOSAL

Enterprise Portal for Maintaining International Scholarship Students Records

DOCUMENT DETAILS

Owner	Ministry Of Education
Purpose	RFP FOR Enterprise Portal for Maintaining International Scholarship Student Records
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1 PROJECT INFORMATION AND BACKGROUND

1.1 Definition of Terms

- 1.1.1 In this Request for Proposals Document, the following capitalised words and expressions have the meanings hereby assigned to them, unless the context specifically requires otherwise. It should be noted that references to the singular include the plural and vice versa:
- 1.1.1.1 **MOE:** Ministry of Education
 - 1.1.1.2 **Vendor:** Hardware and Software manufacturer
 - 1.1.1.3 **Engineered Solution:** is a solution that is supported by the vendor as a single solution and includes an engineered architecture of hardware, software, services, blueprints, automation, orchestration workflows and plugins and full lifecycle management of all the components
 - 1.1.1.4 **Authorised Representative:** means the nominated representative of the Bidder;
 - 1.1.1.5 **Bidder:** means any person, firm, or company/consortium that has been invited to compete for the award of the contract and who submits an RFP Response to MOE;
 - 1.1.1.6 **Closing Time and Date:** shall have the meaning given to it in Section 4 of this RFP;
 - 1.1.1.7 **Competition:** means the Competition for the award of contract by MOE;
 - 1.1.1.8 **Contractor:** means, if MOE awards the Contract following the Competition, the entity with which MOE enters into the MOE Contract;
 - 1.1.1.9 **MOE Contract:** means the contract for the carrying out of the Project;
 - 1.1.1.10 **Preferred Bidder:** means the Bidder who, on the basis of applying the scoring and award criteria established by MOE for the purposes of this procurement, will be invited to enter into the post tender negotiation stage.
 - 1.1.1.11 **Project Agreement:** means any contract or contracts awarded by MOE to any Contractor relating to the Project;
 - 1.1.1.12 **RFP Response:** means the response including the Annexes submitted by Bidders in response to the Request for Proposals (RFP) issued by MOE; and
 - 1.1.1.13 **UAE:** means the United Arab Emirates.

2 STATEMENT OF REQUIREMENTS

2.1 Scope of Required Services

- 2.1.1 **The deadline is to fully deliver, install, test, & handover an Enterprise Portal for Maintaining International Scholarship Student Records by T0 + 4 months.**
- 2.1.2 Bidders should note that this RFP contains requirements for RFP Subject (**Enterprise Portal for Maintaining International Scholarship Students Records**).
- 2.1.3 All items are mandatory and must be provided, unless otherwise stated. Any indicated with an (O) are optional.
- 2.1.4 **If a Bidder does not include all mandatory items, they may be removed from the Competition. All optional items should be priced**

2.2 General Requirements

- 2.2.1 MOE is currently considering procuring a platform for maintaining International Scholarship Students profile, allowing self-service access to international scholarship students. The system will maintain information about the international scholarship students, with regards to their Personal and Academic details. The users of the system will be:
 - 2.2.1.1 **Students:** Each student will have their own profile to view academic and personal details, and will have access to submit inquiries, complaints, and suggestions to MOE
 - 2.2.1.2 **MOE Team Members:** Will have access to student profiles to view, update and add details related to the student's profile (personal or academic details). They will also be able to respond to any inquiries, complaints and suggestions submitted by students. Some of the MOE Team members will have access to a dashboard to view and analyse all details of students.
 - 2.2.1.3 **University Team Members:** Will have access to specific sections of a student's profile to view, update and add details that are relevant to those students in their respective universities.
 - 2.2.1.4 **Embassy Team Members:** Will have access to specific sections of a student's profile to view, update and add details that are relevant to those students from their respective countries.
 - 2.2.1.5 **Ministry of Foreign Affairs Team Members:** Will have access to specific reports / dashboard.

3.1 Project Summary

The Ministry of Education UAE is the competent authority responsible for the development and advancement of the education sector to meet the needs of the UAE for outstanding human resources and competencies in various fields. The MoE is also responsible for drawing up the national educational policy and linking the latter to a set of educational goals, plans and programs in accordance with the general objectives of the UAE.

The MOE wishes to implement a platform that will store the records for International Scholarship Students sponsored by MOE and studying in UAE from various countries across the world. The system should offer the different users of the system detailed above in Section 2.2 the capabilities needed to perform their own roles efficiently. Detailed functional requirements for each of the roles is described in the sections below.

3.2 Detailed Requirements

3.2.1 General Requirements

- 3.2.1.1 Solutions must be deployed on-premises and proposals should not include solutions / designs that store, process or transfer data to the cloud.
- 3.2.1.2 Solutions must use strong authentication and must have the capability to be integrated with AD, SSO and future identity and access management systems.
- 3.2.1.3 Solution must allow for MOE Theme and branding.
- 3.2.1.4 Solution must support accessibility.
- 3.2.1.5 Solution must allow non-technical users (Application admins) to be able to manage lookups and user access control.
- 3.2.1.6 Solution must offer ease of reporting with dashboards and custom reports.
- 3.2.1.7 Solution must provide in app notification alerts for students and system users also integration with Email, SMS and other messaging apps.
- 3.2.1.8 Solution must be able to integrate with MOE internal applications / external applications for student data via APIs.

3.2.2 Student Profile:

The system should be able to maintain complete student profile that includes but may not be limited to the below sections:

- 3.2.2.1 Bio Demographics - Name, Country, Contact details at the time of registration etc.
- 3.2.2.2 Academic Details - Details of the institution where they are enrolled, duration of study etc.
- 3.2.2.3 Additional Contact Details - Option to add additional contact details, including contact type
- 3.2.2.4 Visa and Passport Details – Details of students passport and UAE visa. Option to be able to send notification alerts to users before expiry of the visa.
- 3.2.2.5 Bank Account details
- 3.2.2.6 Language Test details
- 3.2.2.7 Employment history
- 3.2.2.8 General Attachments
- 3.2.2.9 Known Languages

- 3.2.2.10 Decree Details
- 3.2.2.11 Allowances paid to the student – including allowance types, amount, periodic / non-periodic etc.
- 3.2.2.12 High School Graduation Details
- 3.2.2.13 Health insurance Details – Option to send notification alerts before expiry
- 3.2.2.14 Transcripts – This section should allow recording of detailed transcript for different years, and attachments against each record.
- 3.2.2.15 Warnings issued – Details of warnings issued to the student

Of the above, the accessibility of the sections and the level of access to different types of users will depend shall be controllable. For instance, the student may be able to view some or all sections of student profile, but be able to update only some sections.

3.2.3 **Student e-services / Self-Service for students):**

Students will have secure access to their portal via a username and password. The portal will allow students view access to their profile (and ability to update some sections of their profile) in addition to a list of published services (via a service catalogue).

The students will use the self-Service as a formal means of communication with the MOE team as well as raising requests, complaints, sending suggestions or inquiries, submitting feedback etc.

Some updates to the profile may require approvals, some may go through without an approval. This shall be easily configurable.

Each request will have:

- 3.2.3.1 A form to be filled up relevant to the service type
- 3.2.3.2 System shall support a form builder to create different types of forms by admin users.
- 3.2.3.3 Application number: Reference number for tracking purposes
- 3.2.3.4 Status such as: In Progress / Accepted / Rejected. Student should be able to view where the application is pending.
Notification alerts to be sent to the student upon action on the request, and notification to the Admins for action on their part.

3.2.4 **Admin functions:**

Administrators of the system will have access to various functions like:

- 3.2.4.1 Add users (other admins) and University Team members granting them access to the system
- 3.2.4.2 Import student profiles to populate data for each student
- 3.2.4.3 View / Edit Student profiles
- 3.2.4.4 Manage Lookups like Universities, Embassies, Specialization, Majors, Contact Type etc.
- 3.2.4.5 Manage User permissions and access
- 3.2.4.6 Manage application labels and fields
- 3.2.4.7 Manage service catalogue requests by creating forms with different types of fields as per the service
- 3.2.4.8 Configuring workflow approval to service requests
- 3.2.4.9 Adding acceptance criteria for each stage of the service request
- 3.2.4.10 Assigning system users as approvers for acceptance criteria
- 3.2.4.11 Assigning SLA for acceptance criteria

3.2.5 **University Admin functions:**

University Team members with access to the system will have access to the below functionalities:

- 3.2.5.1 View student profiles of all students assigned to their universities
- 3.2.5.2 Based on permissions granted, add / edit / delete functionality on student profiles
- 3.2.5.3 Access to a dashboard that displays all open and closed applications (with statuses) for e-service requests raised by students under their admin
- 3.2.5.4 Take necessary actions (accept / reject / request more information / return for correction) for the requests that are in their queue

3.2.6 **Embassy users Access:**

Embassy Team members with access to the system will have access to the below functionalities:

- 3.2.6.1 View student profiles of all students from their countries
- 3.2.6.2 Based on permissions granted, add / edit / delete functionality on student profiles
- 3.2.6.3 Access to a dashboard that displays all open and closed applications (with statuses) for e-service requests raised by students under their admin
- 3.2.6.4 Take necessary actions (accept / reject / request more information / return for correction) for the requests that are in their queue

3.2.7 **Ministry of Foreign Affairs users Access:**

MoFA Team members with access to the system will have access to the below functionalities:

- 3.2.7.1 Dashboard and report access

3.3 Non-Functional Requirements

This section describes the high-level non-functional requirements. The system expects to have all best practices to be implemented in non-functional requirements.

3.3.1 **Technology Requirements**

Following are technology requirements.

- 3.3.1.1 Solution must be developed using the following technologies;
 - 3.3.1.1.1 Backend: .NET Core technologies, RESTful API
 - 3.3.1.1.2 Frontend: AngularJS, React or VueJS
 - 3.3.1.1.3 Database: MS-SQL Server
 - 3.3.1.1.4 Deployment: Docker Swarm, Containerized
- 3.3.1.2 All library, framework and technologies must be latest versions at the time of delivery.

3.3.2 **Performance Requirements**

Following are high-level performance requirements.

- 3.3.2.1 Stress: The system must be able to support 2,000 users accessing portal simultaneously.
- 3.3.2.2 Response-Time: If user submits a request, then system should come back with a response within a second.
- 3.3.2.3 Throughput: The system should be capable to process 500 transactions per second.

3.3.3 Usability Requirements

Following are some of key usability requirements.

- 3.3.3.1 The system should have well defined elements e.g. menus and should be easy to understand.
- 3.3.3.2 The system should be easy to learn and discover.
- 3.3.3.3 All the interface actions and elements should be consistent and should prompt proper error messages.
- 3.3.3.4 The system should have proper exception handling.
- 3.3.3.5 The system should be responsive which means it should be mobile friendly.
- 3.3.3.6 The screen layouts and colours should be appealing.

3.3.4 Security Requirements

Following are main security requirements.

- 3.3.4.1 System should support role base access control (RBAC) for application logs.
- 3.3.4.2 All system integration should support secure connections.
- 3.3.4.3 System level access Audit logs should be available.
- 3.3.4.4 Proper user and group access management.
- 3.3.4.5 System should capture activity dates and activity users. Furthermore, should maintain the audit tables for all transactional related data
- 3.3.4.6 **[SOC Integration]** System should support integrating with log aggregator services provided by SOC. Integration to be via log files or database.
 - 3.3.4.6.1 System shall provide access logs.
 - Date and time of access
 - Source IP – End user IP address
 - Destination Port - The server port number that is configured for the service
 - User name - The name of the authenticated user who accessed your server
 - URI Stem - The target of the action, for example, Default.htm
 - HTTP Status
 - Method - The requested action (like Get/Post)
 - Bytes Sent - The number of bytes that the server sent
 - Bytes Received - The number of bytes that the server received
 - Time Taken - The length of time that the action took
 - User-Agent - The browser type that the client used
 - Protocol Sub status - The sub status error code
 - 3.3.4.6.2 System shall provide audit logs:
 - User authentication details,
 - User creation/deletion,
 - User profile changes,
 - Admin user changes,
 - Modifications initiated by other users (optional)

3.3.5 Configuration Requirements

Following are high level configuration requirements.

- 3.3.5.1 System should support hosting Hyper-V VMs
- 3.3.5.2 System should support High Availability architecture
- 3.3.5.3 System should support Latest DBs & Latest OS
- 3.3.5.4 Solution should be deployed as Docker containers.

3.3.6 Compatibility Requirements

- 3.3.6.1 The system should be compatible with all known browsers e.g. Safari, Microsoft Edge, Chrome, Firefox, Internet Explorer.

3.3.7 Reliability Requirements

Following are high level reliability requirements.

- 3.3.7.1 System architecture should support component level redundancy and High availability (99.9%)
- 3.3.7.2 System architecture should support Disaster recovery solutions with RPO and RTO defined.
- 3.3.7.3 System architecture should support high reliability (not more than 1 planned downtime per year)

3.3.8 Project Deliverables

Following are required project deliverables:

- 3.3.8.1 Bidder should provide project plan and assign a project manager for the duration of the project.
- 3.3.8.2 Bidder should adhere to the best practices and standards of project management such as PMI, Prince2.
- 3.3.8.3 Bidder should provide personnel details with resumes dedicated to this project
- 3.3.8.4 Bidder should provide development methodology, project plans, and related project documentation.
 - 3.3.8.4.1 Project plan shall include phases, estimations as per the functional requirements.
 - 3.3.8.4.2 Bidder should include at least one MVP and one final release to make sure development is aligned with requirements.

3.3.9 Solution Deliverables

Following are required deliverables expected for the solution:

- 3.3.9.1 Solution should be provided with proper documentation (including but not limited to):
 - System design documentation,
 - Data Model and Data Dictionary
 - User manuals,
 - Administrative manuals,
 - Software design,
 - Deployment architecture
- 3.3.9.2 Solution should be delivered with the source code, software packages, database scripts, deployment scripts, test plans and deployment procedures.

3.3.10 Training Requirements

Following are high-level requirements for training.

- 3.3.10.1 Bidder will be required to develop and deliver training programs. They will conduct following main trainings:
 - Administration: How to administrate the system.
 - Approvers: How to approve and reject requests.
 - Management: How to view reports and dashboards.
 - Technical Training: The setup of system, server administration & management, workflows
 - User Manuals: Arabic and English

3.4 Operations, Support and Maintenance

The Bidders will propose to operate and provide support and maintenance for the components (Hardware, Software, etc.) covering, but not limited to the following:

1. 1 Year maintenance support and warranty for all software including customization, bug fixing, and updates after the project is fully functional
2. Responding to MOE support requests in cases of bugs, technical issues, etc., under the SLA
3. The bidders must mention support plan based on the above criteria including the bidder support incidents procedure and communication channels (Phones, Emails, etc.)
4. The support and maintenance duration will begin from the date of successful project completion & handover.
5. Warranty and support is required as per the below table.

Severity Level	Incident Description	Response time	Resolution time	Required Service Level (Measured over 4 months period commencing from Go Live Date)	Service Credit (per Service Level Failure) (% of Performance Bond)
P1	Total loss of services in all areas	5 Mins	2 hours	100%	2.5%
P2	Total loss of services in some areas	15 Mins	1 day	98%	1.25%
P3	Incident without service interruption	1 hour	4 days	97%	0.75%

4 RESPONSE REQUIREMENT

4.1 Overall Evaluation of Proposals

- 4.1.1 Contract award shall be made to the Bidder whose proposal is assessed as the best fit to the MOE requirements.
- 4.1.2 This RFP sets the minimum baseline requirements; however, proposals are going to be evaluated based on the completeness of the solution and implementation plan.
- 4.1.3 The MOE reserves the right to conduct demonstration sessions, testing and/or pre-contract negotiations with any or all Bidders who submit proposals determined to be reasonably acceptable of being selected for award.

4.2 Content and Format of Proposals

- 4.2.1 The Bidder must respond to the statement of requirements set out in this section in the required format. Responses must be specific in terms of exactly how the solution will meet the requirement.
- 4.2.2 **The inclusion of manufacturer sales material is not acceptable as a response.**

- 4.2.3 A Bidder who fails to fully comply with the conditions and requirements set out in this Request for Proposals (RFP), or any other requirements communicated to the Bidder by MOE in relation to this Competition, may be removed from this Competition.**
- 4.2.4 Where any aspect of the Bidder's proposal is based on assumptions or estimated measures, you must tell us about these. If these assumptions are invalid or incorrect, you will bear any subsequent costs if you are unable to deliver your solution.
- 4.2.5 Any failure to comply with the above guidance will result in a low or zero score.
- 4.2.6 Please note, any successful Bidder providing goods / services to the MOE in the UAE will be expected and required to comply with any and all the UAE legal and regulatory requirements for providing those services.
- 4.2.7 All RFP Responses and related submissions must be in English.
- 4.2.8 Bidders shall include the following in the proposals:
- 4.2.8.1 Compliance matrix to the requirements specified in this document (All 4th level numbered lists)
 - 4.2.8.2 Project Plans including the methodology, and timeline
 - 4.2.8.3 Project manager and personnel dedicated for this project including their resumes and certificates
 - 4.2.8.4 References to similar projects, including contact details if possible

5 SUBMISSION OF RESPONSE

5.1 Return of Completed RFP Response

- 5.1.1 A complete RFP Response must comprise **all** of the following:
- 5.1.1.1 The detailed technical proposals as per the Instructions to Bidders
 - 5.1.1.2 Full commercial proposals
- 5.1.2 Technical & commercial proposals should be exactly matched, failing to do so will lead to exclude the vendor from competition.
- 5.1.3 It is the Bidder's responsibility to submit their RFP responses on time.
- 5.1.4 Should you submit an incorrect version of a bid, and you want to submit the correct version, this must be done before the submission deadline and by an Authorised Representative who can provide proof of identity. You will not be allowed to withdraw and re-submit a bid after the submission time and date, even if this bid is incorrect or contains mistakes.

5.2 MOE Requests for clarification

- 5.2.1 **MOE can request clarification/samples of any item included in a completed RFP Response.** Failure to respond fully and adequately to any requests for **clarification/Samples** by any deadline imposed by MOE may result in the Bidder being removed from the Competition.

6 OUTLINE OF PROCUREMENT PROCESS

6.1 Award Procedure

- 6.1.1 The evaluation will only be based on the information submitted by each Bidder in its RFP Response and related documents.
- 6.1.2 MOE may hold meetings with each Bidder to clarify, specify or fine tune any issue relating to the RFP Response, but such adjustments shall not involve changes to the core features of the RFP Response if those variations are likely to distort Competition or have a discriminatory effect.
- 6.1.3 The decision to proceed to contract award will require the consent of the MOE, and will ultimately depend upon the ability of the Bidder to meet the requirements and deliver value for money.

6.2 The Evaluation Process

- 6.2.1 The following weighting will then be applied to these scores for these sections of the bid:

6.2.1.1	Technical solution	60%
6.2.1.2	Delivery TimeLine	10%
6.2.1.3	Project Management and Project Delivery	15%
6.2.1.4	Company profile and references	15%
- 6.2.2 Following evaluation of RFP Responses, MOE will reserve the right to negotiate with all Bidders whose proposals have a reasonable chance of being selected.

6.3 Queries

- 6.3.1 Bidders must not address queries to, or communicate with, MOE other than in the manner described in this section.
- 6.3.2 All questions about this RFP shall be directed through E-mail to Procurement department:
- 6.3.3 MOE may, if it chooses, reply to queries received after the close of the clarification period.
- 6.3.4 Queries received from Bidders will be treated as non-confidential and all responses will be shared with all Bidders.
- 6.3.5 No queries may be made in person or by telephone, all must be in writing.
- 6.3.6 MOE may amend or add to the RFP at any time. Any new RFP will be issued to all bidders as required. MOE does not accept responsibility for any communications issued by it which are missed or not received by a Bidder or for communications issued by Bidders which are not received by MOE.

7 GENERAL TERMS AND CONDITIONS OF PARTICIPATION

7.1 General Instructions to Bidders

- 7.1.1 By submitting an RFP Response, the Bidder accepts these general terms and conditions of participation as set out in this section to be legally binding on it.
- 7.1.2 The Bidder agrees that all proposals submitted become the property of MOE and that by submitting a proposal it agrees that all copyright in the proposal shall be automatically assigned to the MOE. To the extent that such assignment is not valid for any reason, the Bidder further agrees that by such submission it grants to MOE and its advisors, consultants, contractors, servants and/or agents a non-exclusive licence to use and reproduce the proposal in whole or in part.
- 7.1.3 All terms contained in the Bidder's proposal are final unless MOE requests changes. MOE, however, may negotiate, with the Preferred Bidder, any portion of the proposal and to accept or reject any portion thereof.

7.2 Substantive Technical Proposals

- 7.2.1 The Bidder shall certify
 - 7.2.1.1 That its proposal is genuine, duly authorised internally and is not made in the interest of, or on the behalf of, any undisclosed person, firm, or corporation, and is not submitted in conformity with, and agreement of, any undisclosed group, association, organization, or corporation
 - 7.2.1.2 That it has not solicited or induced any other person, firm, or corporation to refrain from submitting a Technical Proposal, and
 - 7.2.1.3 That it has not sought by collusion to obtain for itself any advantage over any other Bidder.
 - 7.2.1.4 All proposed terms and prices shall be binding for ninety (90) calendar days after the date of the proposal opening for review and evaluation purposes.

7.3 Costs

- 7.3.1 Each Bidder will be liable for its own costs and expenses in relation to the preparation and submission of any element of the RFP Response and any subsequent engagement with MOE during the remainder of the Competition.

7.4 Contingency Fees

- 7.4.1 Each Bidder certifies, by the submission of a proposal, that no agreement has been made by the Bidder to pay any company or person any fee, commission, percentage, or brokerage fee contingent upon or resulting from the award of the contract.
- 7.4.2 MOE and its appointed advisers have no obligation whatsoever to reimburse any Bidder in respect of any costs, economic loss or other loss of profit incurred by it either in the preparation and submission of the RFP Response or arising from clarifications and discussions with MOE in connection with the Competition, or otherwise as a result of its participation in the Competition regardless of whether or not the Competition results in the award of the contract.

7.5 Confidentiality

- 7.5.1 This Request for Proposal (RFP) contains information which is proprietary and confidential to MOE. Each recipient of this RFP must maintain the confidentiality of the contents of the RFP. The information contained in this RFP may not be reproduced in whole or in part without the express permission of MOE, and no use may be made of the contents of this RFP, other than for the purpose of responding to this RFP.

- 7.5.2 Accordingly, the recipient must keep all the information in this RFP confidential and will not, without prior written permission of MOE, disclose this information to any person other than its officers, employees, agents and advisers who are required in their course of their duties to prepare the proposal. The recipient of the RFP must, before disclosing this RFP to any such person, communicate to the person the confidential nature of the information contained in the RFP.

7.6 Disqualification

- 7.6.1 Any Bidder that contravenes any of the terms and conditions set out in this Request for Proposals may, at the sole discretion of MOE, be disqualified and prohibited from any further participation in the Competition. The disqualification of a Bidder will not prejudice any other civil or legal remedies available to MOE and will not prejudice any criminal liability that such conduct by the Bidder may attract.

7.7 News Release or Advertising Use

- 7.7.1 No publicity in relation to the Project, the selection of any Bidders, the appointment of the preferred Bidder, the award of the contract or the Competition in general will be permitted unless and until MOE has given express prior written consent to the relevant communication. In particular, no statements should be made to the press or other similar organisations regarding the nature of any RFP Response, its contents or any proposals relating thereto without the express prior written consent of MOE.
- 7.7.2 MOE retains the right to publicise or otherwise disclose to any third party, information in relation to the Project, the selection of the Bidders (including details of their respective subcontractors, representatives, advisers, consultants, servants or agents), the Competition in general or the award of the contract at any time.
- 7.7.3 a view to offering them work or employment.

7.8 Award of Contract and Contract Form

- 7.8.1 The results of the evaluation of the responses to this RFP will determine the best qualified Bidder, However, MOE reserves the right to reject any and all proposals received and, in all cases, MOE will be the judge as to whether a proposal has or has not satisfactorily met the requirements of this RFP.
- 7.8.2 MOE reserve the right to extend this contract, under the terms and conditions as set out by the Ministry of Education, up to an amount of 30% of the total contract value, without the need to re-run a full procurement.
- 7.8.3 Contracts will take the form of the standard Ministry of Education version and are not subject to change. All schedules to be appended to the contract are contained within this document and are not subject to change. It is the normal practice of the MOE to require a Performance Bond from its suppliers, This is non-negotiable.