DEPLOYEMENT OF ODOO AND OPENEDUCAT AND REQUIREMENT GATHERING FOR FUTURE DEVELOPMENT OF CMS, LMS AND ERP SYSTEMS

8th March 2019

Request for Proposal (RFP)

Final Ver. 1.3

Procurement Ref: No	
Date of Opening	
Venue	

NATIONAL UNIVERSITY OF TECHNOLOGY, ISLAMABAD

Request for Proposal
Deployment of Odoo and OpenEduCat and Requirement Gathering for future development OF CMS, LMS and ERP systems

TENDER NOTICE

National University of Technology (NUTECH)

NUTECH/SCM/Deployment of ODOO and OPENEDUCAT -2019/TD-049

Sealed bids are invited from Government / FBR Registered Firms for the deployment of ODDO, OPENEDUCAT and Req gathering for NUTECH Offices.

1. Tender documents containing terms & conditions and detailed specifications of items can be downloaded from NUTECH website "https://nutech.edu.pk/d-p.php" w.e f **11 March 2019.**
2. Quotations shall be submitted as per requirement of the tender documents.
3. Bidders will be required to submit bank draft/PO equal to 5% of quoted value as Bid Bond in favor of National University of Technology (NUTECH).
4. Sealed bids with detailed specification should reach on the following address latest by **1030 hours** on **28 March 2019.** Late submission will not be entertained.
5. Bids will be opened at **1100 hours** on **28 March 2019 at** SCM Office.
6. Project is to be completed in 180 days from the date of award of contract.
7. Submit Rs 1500/- as Tender fee in favour of NUTECH HBL account**: NUTECH Tendering and contracts, 5037- 7000210755.** Please attach bank receipt with technical offer. Offers will not be entertained without payment of processing fee.

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Deputy Director (Supply Chain Management Office)
NATIONAL UNIVERSITY OF TECHNOLOGY (NUTECH) IJP ROAD, SEC I-12,
ISLAMABAD
Tel: 0092-51-5476768, Ext: 178

NATIONAL UNIVERSITY OF TECHNOLOGY
SUPPLY CHAIN MANAGEMENT OFFICE

INVITATION TO TENDER

Submission Date/Time 28 Mar 2019 at **1030 hours**

1.   NUTECH desires to procure the list of services as per **Annexure-A**. Interested bidders are requested to send their bids through courier or deliver at NUTECH under two separate sealed envelopes (placed together in third envelope), marked clearly, **"Technical Offer"** and **"Commercial Offer"**, respectively to the undersigned, latest by or before above mentioned due date. If due to any unforeseen circumstances, NUTECH establishment remains closed, then the last date of submission will be extended to next working day.

2.   Please also note that Technical Offer should contain only Annexes-A & B duly filled in (supported with relevant technical literature /details/ catalogues etc) and receipt of tender processing fee. Commercial Offer will contain Annexure-C and bid bond (Dully mentioned and placed in separate envelop). Please ensure no space is left blank in the annexes.

3.   Following must be noted for this IT (Invitation to Tender):-

   a.   4 x copies of technical offer are to be provided.

   b.   Annexes A, B and C must be signed and stamped. Attach only relevant documents.

   c.   Please complete all document as per given format. Do not use your format or letter head. Offer may be rejected if given format is not followed.

   d.   Validity of offer will be 90 days.

   e.   Delivery period will be 180 days from the date of award of contract.

   f.   The firm should provide point to point acceptance of each clause of IT and special instructions attached with IT.

   g.   Quote firm will render a certificate with technical offer that firm is neither defaulter nor blacklisted by any Government / semi Government organization directly or indirectly.

   h.   Tender(s) must be accompanied with a Bid Bond in agreement of faithful compliance of the conditions of Contract/Purchase Order. This amount will be equivalent to 5% of the total quoted value. In case of non-acceptance of any offer, the Bid Bond will be returned to the

bidder by fastest possible means. The Bid Bond amount submitted by the successful bidder will however be refunded on effective termination of Contract/ Purchase Order. (The Bid Bond will be forfeited in case of default by the bidder from his commitments made through his offer). Submission of Bid Bond is mandatory; otherwise your offer will be rejected.

i.   Rates should be quoted on Free Delivery basis at NUTECH Islamabad.

4.   We reserve the rights to accept or reject any or all tenders as a whole or in part without assigning any reason whatsoever. The decision in this regard will be firm, final and binding on all bidders.

-   DD (Supply Chain Management)

Data Sheet

Deliverables	**Project Charter, Inception Report** **Project Schedule, Work Breakdown Structure** **Fortnightly Progress Reports** **Gap Analysis Report** **Deployment of project at on-premises servers** **Training plan and training material** **Training of NUTECH users** **Training of NUTECH IT team on Odoo and OpenEduCat** **Customized Source code, customization / configuration and other related technical documentation** **"As Is" document** **"To Be" document** **Software requirements specification document** **Functional specification document** **Roadmap for future development (project plan and deliverables)**
Language	Proposals should be submitted in English language
Estimated Time	The estimated number of professional staff-months required for the Assignment is: **6 months** from the award of the contract

Table of Contents

1   Project Overview

IT Department, National University of Technology (NUTECH) is soliciting proposals from different firms to deploy baseline Odoo and OpenEduCat. This will be a joint collaborative implementation effort by the team of NUTECH and vendor to setup a foundation for future development of Campus Management System (CMS), Learning Management System (LMS) and Enterprise Resource Planning (ERP). This will include baseline configuration, minor customization and training of Odoo and OpenEduCat. Vendor will also be responsible for requirement gathering from users and documentation of user requirements for NUTECH business processes automation.

1.1   About NUTECH[1]

NUTECH is the first chartered Technology University of Pakistan for "National and Global Industry". It is established as an independent degree awarding institution to address the challenges posed by rapid advances in science, engineering and technology. NUTECH offers unique engineering technology learning programs like industrial project based learning communities for Freshmen (1st Year), undergraduate technology practice opportunities program (UTPOP) for 'Sophomores' (2nd Year), undergraduate technology leadership Program in Industry for the 'Juniors' (3rd Year) and Undergraduate technology research opportunities program (UTROP) for the 'Juniors' and 'Seniors' (4th Year) to cultivate and support research partnerships between NUTECH faculty and undergraduates.

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[1] Source: https://nutech.edu.pk

2   Project Objectives

The objective of the assignment is to identify and select a software development/ IT firm with proven experience in configuration, customization, development and implementation in latest version of Odoo and OpenEduCat as well as process reengineering.

The high-level objectives of this project are as follows:

- Implementation of baseline Odoo community and OpenEduCat enterprise edition (without any new development).
- Add Odoo's accounting for 5 users, Inventory for 2 Users, Payroll for 2 users without any customization.
- Branding of Odoo and OpenEduCat according to NUTECH logos, images and colors etc.
- Perform minor customization where required.
- Training of end users on Odoo and OpenEduCat.
- Training of IT staff on configuration, customization, development and implementation of Odoo and OpenEduCat.
- Collection of user requirements for complete future CMS, LMS and ERP development.
- Compilation of Software Requirements Specification (SRS) and functional specification documents. The main components should comprise but not limited to following: -
  o Reengineered suggested processes flow
  o DFDs
  o Use cases and use case diagrams
  o Functional requirements
  o Non-functional requirements
  o External interface requirements
  o Functional specification document
- Roadmap for new development/customization based on SRS.

3   Vendor Qualification

The vendor should have: -
- Proven experience of implementing/developing solutions of similar nature and magnitude.
- Experienced and Qualified staff in Odoo and OpenEduCat domains who will also be available dedicatedly for this project.
- Local presence of vendor (Islamabad).
- Number of 3 minimum business years in Pakistan.
- Partnership with Odoo or OpenEduCat.
- Proven experience of firm and dedicated staff in user requirement gathering and SRS documentation.
- Willingness to locate their dedicated staff at NUTECH during the project.

4   Terms of Reference (TOR)

NUTECH intends to have Odoo and OpenEduCat solution to be deployed at its on-premises servers. NUTECH IT team will accompany vendor's team from the first day of start of the project.

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

- Project Charter, Inception Report

- Project Schedule, Work Breakdown Structure
- Fortnightly Progress Reports
- Gap Analysis Report
- Deployment of project at on-premises servers
- Training material
- End user training
- Customized Source code and related technical documentation
- NUTECH IT team's Training on Odoo and OpenEduCat
- "As Is" document
- "To Be" document
- Software requirements specification document
- Functional specification document
- Roadmap for future development (project plan and deliverables)

4.1 General Requirements

Source Code & Updates

- The vendor should hand-over all the source code customized exclusively for the NUTECH.
- The vendor should also suggest the development tools, technologies, APIs, etc. for future enhancements and development by the NUTECH.
- The vendor should provide updates of any new release of Odoo and OpenEduCat from time to time during the project.
- The original source code and customization made by the vendor shall be the exclusive property of NUTECH. The vendor will not have rights to modify and resell/redistribute the customized product or part of it to other organizations.

Service Levels

- The vendor should specify the service levels for:
  - Fixation of critical and non-critical bugs and errors that may be identified as a result of configuration/customization.
  - Response to any queries both from user and developer side.
  - Time required for maintenance and upgrades

Training Manuals

- In addition to Odoo and OpenEduCat online help available, vendor should provide help and user manuals for end users covering every feature of customization/configuration done.
- Vendor should provide all technical manuals and documents such as system architecture, DFDs, class diagrams and other necessary documentation etc.
- For IT team, the vendor should provide detailed documents of all the customization and configuration done into the software by highlighting the needs, reasons and actual change.
- During implementation, the vendor should provide documentation of modifications and bug fixing.
- During implementation, all the manuals discussed above should be updated time to time by the vendor when required.

Trainings

- The vendor should impart training to the NUTECH IT team and the end-users by taking the following initiatives:

- o Creation of test environment of the deployed software i.e. Conference Room Pilot (CRP) for software acceptance testing and on-going training.
- o Provision of hands-on training to the end-users to allow them to test the system.
- o Train the trainer of the NUTECH for their capacity building so that NUTECH in house development team can configure, customize and enhance the existing system according to user needs.
- The vendor should provide understanding of both front and back-end fields mapping of core tables that can potentially be used for reports development purpose.

5 Selection Criteria

Evaluation of Technical Proposals will not be a purely mathematical exercise but will be based on the professional judgment of competent evaluators and experienced IT professionals. However, judgment will not be exercised in an arbitrary manner but will be done through a rating system based upon five general criteria with points assigned to each. Proposals will be judged against following assigned criteria / sub-criteria: -

Serial	Criteria	Points
5.1	Work plan for user and IT staff training	10
5.2	Work plan for user requirement gathering	10
5.3	Experience of firm in user requirement gathering	30
5.4	Experience of Firms in the specific areas of Odoo and OpenEduCat developed and implemented for academic institutions	40
5.5	Experience and competence of proposed dedicated staff for the said assignment	10

5.1 User and IT staff training work plan **(10 points)**

The detailed plan for incorporation of NUTECH IT staff throughout the development including configuration, customization, implementation. Training methodology to be specifically tailored to the objective of the program and discussed exhaustively so that by the end of the project, IT Department of NUTECH is enabled to take on the maintenance and any future development as well as end user is fully trained on the system.

- **Poor (0%):** No workplan defined.

- **Fair (30%):** Workplan defined without any details.

- **Good (60%):** Workplan defined with timeline.

- **Very Good (80%):** Detailed workplan defined along with timeline and number of sessions both for user and IT staff training.

- **Outstanding (100%):** In addition, allocation of dedicated staff at NUTECH premises and involvement of team in whole project.

5.2 User requirement gathering work plan **(10 points)**

The detailed plan for gathering end user requirements for future development of CMS, LMS and ERP.

- **Poor (0%):** No workplan defined

- **Fair (30%):** Workplan defined with minor details.

- **Good (60%):** Detailed workplan for collecting requirements along with deliverable details.

- **Very Good (80%):** Detailed workplan against different components of software requirement specification and functional specification documents along with timeline.

- **Outstanding (100%):** In addition, plan for process reengineering.

5.3 Experience of firm in user requirement gathering/process reengineering (30 points)

- **Poor (0%):** No experience.

- **Fair (30%):** Occasionally done similar projects.

- **Good (60%):** Extensive experience in requirement gathering.

- **Very Good (80%):** Extensive experience in requirement gathering/process reengineering for universities.

- **Outstanding (100%):** In addition, successful and positive feedbacks from past clients.

5.4 Experience in Odoo and OpenEduCat (40 points)

Experience of firms in the specific areas of Odoo and OpenEduCat developed and implemented for academic institutions.

- **Poor (0%):** No implementation/customization experience.

- **Fair (30%):** Irrelevant, incomplete, partial implementations and customizations.

- **Good (60%):** Relevant experience in Odoo or OpenEduCat customization.

- **Very Good (80%):** In addition, relevant experience for academic institutes.

- **Outstanding (100%):** In addition, experience in both domains for universities and positive feedbacks from past clients for successful university projects.

5.5 Qualification and Competence of Proposed Dedicated Staff (10 Points)

The assigned team will be judged based on experience of staff on Odoo, OpenEduCat and process reengineering: -

- **Poor (0%):** Basic academic qualification but no experience.

- **Fair (30%):** Occasionally worked in Odoo or OpenEduCat.

- **Good (60%):** Completed at least one project in the domain which is desired for this project.

- **Very Good (80%):** In addition, experts of process reengineering specially for universities.

- **Outstanding (100%):** In addition, staff should have extensive experience in implementation of CMS and LMS on top of Odoo for universities.

5.6   Marking Methods

- Marking of the firms shall be based on information provided in Proposals.
- Proposals will be marked on the basis of 80 – 20 i.e. 80% of the proposal strength will be measured in Technical marking and 20% of the proposal strength will be measured in Financial marking.
- Marking of the firms shall be based on information provided in Proposals.
- Score strength of the technical proposal will be evaluated/calculated through the below mentioned formula

$$\frac{Bidder\ A\ technical\ score}{100} \times 80\%$$

- **Minimum score of 50 specified in "TECHNICAL EVALUATION CRITERIA" will be required to qualify for Financial Score Evaluation**. Bidders acquiring less than 50 marks in the technical evaluation will not be considered for participation/ calculation towards accumulative marking of the bid.
- Score strength of the financial proposal will be evaluated/calculated through the below mentioned formula

$$\frac{Price\ of\ lowest\ bidders}{Bidder\ A\ price} \times 20\%$$

- Marks obtained in both technical and financial evaluation will be added to arrive at the combined evaluated score. Bidder acquiring overall highest marks in the combined evaluation will be considered the lowest evaluated bidder.

6   General requirements and information for proposal submission

1. Emphasis of proposal should be on completeness and clarity of content. Please do not include sales and marketing brochures. Additional information, if provided, should be separately identified in the proposal. A description summarizing the BIDDER's experience in performing similar services as listed in this RFP to large academic clients should be attached.
2. A statement identifying the names of key personnel that will be assigned to this project, including their titles, length of relevant experience (name of projects executed in education institutions and task performed), qualifications (attach resumes). The BIDDER will depute qualified staff in this project, mainly comprising of Project Manager, Business Analyst, Odoo and OpenEduCat functional and technical experts, Solution Architect, Technical Writer, etc. Please also send PDF copies of resumes in USB/DVD along with technical proposal.
3. NUTECH reserves the right to retain all proposals submitted, and to use any ideas in a proposal regardless of whether that proposal is selected.
4. On the basis of technical evaluation, the financial proposal of only those bidders who have acquired minimum score of 50 in technical evaluation, will be opened in the presence of their representatives who choose to attend.
5. The BIDDER will provide breakup of the timeline and prices for:
   - Configuration/customization

- Training
- Requirement gathering
- Roadmap for future development.

6. Vendors interested in pre-bid discussion/clarification/presentation or meeting are required to visit NUTECH IT office on Monday 18th March 2019 at 1400 hrs.

4 copies (1 original and 3 copies) of technical proposal along with financial bid in separate envelops to be provided by **28th March** at the following address: -

Deputy Dir SCM, National University of Technology (NUTECH)

IJP road, Sector I-12

Islamabad

7 Schedule to the tender will be as under: -

Ser	Benchmark	Milestones/Deliverables	Payment Schedule	Remarks
1.	Kick-off project	• Project Charter, Inception Report • Project Schedule, WBS • Training plan for end user and IT team	25 %	
2.	Configuration/Customization, Deployment and training	• Availability/configuration of system for all NUTECH users at on-premises servers. • Minor customization where required. • Training of users and IT team • Training manuals • Sign-off from all departments (end-users) and IT team about training • Customized source code	25 %	On-going Fortnightly Progress Reports, training of IT team, requirement gathering and gap analysis
3.	Requirement Gathering/Process Reengineering	• "As Is" document • "To Be" document • SRS document • FSD document • All complete documents along with diagrams, use cases etc.	25 %	On-going Fortnightly Progress Reports, training of IT team, requirement gathering and gap analysis
4.	Roadmap for future development and Acceptance Certificate	• Roadmap for future development (project plan for CMS, LMS and ERP according to SRS document and deliverables specifically for development of new system) • All modified documents listed above. • Provisional acceptance of overall project by IT Dept NUTECH	25 %	

Bid Bond Ref_____

Firm Name_____
Signature_____
Name_____
      Designation_____

NATIONAL UNIVERSITY OF TECHNOLOGY
SUPPLY CHAIN MANAGEMENT OFFICE

FINANCIAL OFFER

Ser	Project Value Rs	GST(if applicable)	Total Rs

GST Number_____

NTN Number_____

Bid Bond Number_____

DETAIL OF PAYMENT RECEIPENT

   a) **Name/Title**_____

   b) **Address:**_____

Firm Name_____
Signature_____
Name_____

Designation_____