REQUEST FOR INFORMATION

IMPLEMENTATION OF ERP AND SCHOOL MANAGEMENT SYSTEM

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2 About this Document

This RFI sets out the information which is required by the ETNS & NPS in order to assess the suitability of Potential Vendors in terms of their technical knowledge and experience, capability/capacity, organizational and financial standing to meet the requirement. During the RFI stage, the intention is to arrive at a Short List of qualified Potential Vendors for a formal demonstration request.

The ETNS & NPS will not reimburse any costs incurred by Potential Vendors in connection with preparation and submission of their responses to this RFI.

The ETNS & NPS expressly reserves the right to require a Potential Vendors to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this RFI.

Submission of Requests for Information (RFI) including Technical Requirement Template (TRT)

Please send the filled RFI & TRT to the **: nasratrust@gmail.com** if any filled RFI & TRT received after the closing date i.e. Monday, 28 Sept 2020 may be rejected.

In case of any confusion, you may discuss on below contact details in working hours i.e. Monday to Saturday from 9 am to 5 pm.

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The Authority may disqualify any Potential Vendors who fails to:

1.   Provide a satisfactory response to any questions in the RFI or inadequately or incorrectly completes any question

2.   Submit its completed RFI before the deadline

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3 Organization Background

A sound education is the fundamental right of all children. It is the single most important factor determining the course of lives of individuals, communities, and by extension, an entire nation. We believe education to be both a right and a necessity and yet it remains an elusive luxury for most in the third world. Since the inception of ETNS in 1949, our mission (as laid out by our founder, the late, great humanitarian, Nasra Wazir Ali, (S.I.) has been primarily focused on reducing this existing disparity between the classes, and balancing the distribution of power and privilege by enabling the younger generation to avail opportunities and create career paths usually reserved for their wealthier counterparts. For the past seven decades, the entire Nasra family, from our visionary founder to our esteemed trustees and tenacious faculty, has been relentlessly championing this movement, proving that the dream, the whisper, the precious promise of an enlightened and empowered Pakistan is alive and thriving.

Today, Nasra School is an institution not just because of age and standing, but because of its impassioned adherence to the guiding principles upon which it was founded: our deeply-rooted values, mission and vision which continue to steer our daily teachings, simultaneously grounding and liberating us, all the while reverberating poignantly through our classrooms, our hallowed halls and our hearts

MISSION

To provide affordable, high-quality education to the children of underserved communities, bridging the education and gender gaps prevalent in the nation.

VISION

By effectuating a high-quality and low-cost educational system, we desire to attain an enlightened and empowered Pakistan.

4 Existing Structure & Future Needs

4.1 ETNS Overview and Structure

Established in 1949 and registered in 1950 under the Trust Act of 1882, **Education Trust Nasra School (ETNS)**. started from a mere two rooms in Nasra Wazir Ali's own home. Borne in the post-partition era of early 1949, out of the sheer necessity to accommodate for the lack of educational facilities in the neighborhood, ETNS has impressively grown to encompass **'5' five large purpose-built campuses** apart from its Head office, each one carrying out our late founder's humanitarian mission: To provide low-cost, high-quality education to the children of underserved communities, in an effort to bridge the education and gender gaps prevalent in Pakistan.

4.2 NPS Overview and Structure

Nasra Public School (NPS) is a profit making organization established in 2004 as a sole proprietor and in 2015 it registered as a private company. NPS has '**13' thirteen campuses** but as far as proper school stream concerns i.e. from nursery to matric they are nine **'9'**.

Almost all the campuses are on the rent model plus it has their own policies and dimensions further their accounting policies are also little bit change as compare to the ETNS. By management and process point of view, NPS is fully centralize from its head office,

4.3 Existing IT Infrastructure

Initially we build our server room to manage our applications like SIMS 'Student Information Management System' etc. by ourselves, but due to the electricity and load shedding issues we shifted our system on cloud.

Our current application i.e. SIMS the 'student information management system' build on PHP with MY SQL database hosted on Linux server (Ubuntu).

Currently we are in a contract with vendor called SUPERNET who is basically providing us couple of services i.e. Cloud for the SIMS and 20 MB Internet connection.

We distributed the internet from our head office to all our campuses by using the firewall of Fortinet which we procured in 2017.

Further, along with the cloud service, SUPERNET also provide us 1mb for the internet and 1mb for the data, so the users of both campuses can easily get the access to use the application i.e. SIMS.

Currently we have security cameras system based on i.e. DVR 'Digital Video Recording' devices at our campuses including Head office, except at Malir campus where we recently tested and shifted on NVR based 'Network Video Recording' device.

4.4 What we Need Actually?

We need an appropriate solution as per our requirements mold in a best practice to manage our functions within a centralized and integrated system environment where the manual and lengthy functions get reduce and processes become efficient which provide us some online portals to monitor activities, generate reports, upload documents and much more.

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5 Instructions to the Vendors

5.1 Scope of Work

1. ETNS & NPS existing manual system & fee voucher system i.e. SIMS, will be replaced with new "ERP & School Management System" which includes;

    ❑ School Management System
    ❑ Accounts & Finance
    ❑ Human Resource Management
    ❑ Supply Chain Management
    ❑ IT Operations & Management
    ❑ General Services
    ❑ Security & Safety
    ❑ Communication
    ❑ Professional Development & Training
    ❑ Business Coordination
    ❑ Corporate Compliance
    ❑ Business Intelligence, Dashboards & Reporting tools
    ❑ General system requirements and all the required features and options mentioned in the technical requirement section of RFI.

2. Supply of Licenses for the applications, databases and system software.

3. Configuration, Installation and Testing.

4. Data migration Plan, Strategy and Activities.

5. User Acceptance Testing (UAT).

6. Training (including training-of trainers, End users).

7. System documentation includes Analysis, Solutions, Use cases & User Manuals.

8. Workflow, Alerts and Approval Hierarchies within the Solutions.

9. Conduct existing manual practices and technical study review to understand the ETNS & NPS requirements.

10. Detail technical and functional specification documents.

11. Suggest and provide leading best practices.

12. Customizing features where required

13. Customizing Reports where required

14. Working by applying proper Project Management &Change Management.

15. Working as per standard Implementation methodologies & approaches.

16. Technical & Functional Support.

17. Suggesting of other software's & tools required for the successful implementation.

18. Provide Hardware Sizing for the proposed solution for the best performance.

19. Cloud Based solution will be preferred.

Notes:

- ❑ Network bandwidth requirement analysis must also be provided by the vendor with respect to the proposed solution.
- ❑ ETNS & NPS reserves the right to decrease or increase the scope of work, quantity of the services.

5.2 Vendor Profile Questionnaire

Vendor should answer the following questions:

Information Required for Vendor Stability

1- General Information

1. Number of Years in business?	
2. Number of Clients/Customer?	
3. Number of employees?	
4. Number of technical staff?	
5. Number of certified in technical staff?	
6. Number of other staff (Admin/Sales etc.)	
7. Number of projects completed successfully?	
8. Number of projects in progress?	
9. Number of ERP projects completed successfully?	
10. Number of ERP projects in progress?	
11. Number of School projects completed successfully?	
12. Number of School projects in progress?	

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2- Financial Information: Previous 3 Years [PKR]

Description	Year 1	Year 2	Year 3
Balance Sheet			
Total Assets			
Total Liabilities			
Net Worth			
Current Assets			
Current Liabilities			
Income Statement			
Total Revenue / Sales			
Profit Before Tax			
Profit After tax			
Interest Charges Paid			
Net Profit			
Also attached copies of financial statements (balance sheets including all related notes, and income statements) for the last three years, as indicated above, plus these statements must be audited by a certified accountant.			

3-Experieince Information : Client's References Data

Include at least four (4) customers using similar software with the **documentary evidence,**

Also attach your complete portfolio separately: -

(1) Company name	
Contact Name and Position	
Company Address and Phone	
Product & Implemented Date	
Which Platforms supported in the installations? 1-Operating System 2-Middleware 3-Database 4-Integration with other systems	
(2) Company name	
Contact Name and Position	
Company Address and Phone	
Product & Implemented Date	
Which Platforms supported in the installations? 1-Operating System 2-Middleware 3-Database 4-Integration with other systems	
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Contact Name and Position	
Company Address and Phone	
Product & Implemented Date	
Which Platforms supported in the installations? 1-Operating System 2-Middleware 3-Database 4-Integration with other systems	

4-Information Required for Software Design & Implementation

Product Information	
1. What industry(ies) are targeted as the primary market for the applications?	
2. What programming languages were used to develop the proposed applications?	
3. Which model do you offer Cloud or Premises?	
4. Do you impose any limitations on the uses of the application programs? If so, what are they?	
5. What other products are available that are integrated with the proposed applications?	
6. How may the application software be acquired? If other, specify.	Lease Purchase Other
7. What are the names of those who authored each application? Were they or are they still with the vendor?	
8. What modelling or workflow tools are included and supported? Are these tools designed for users or technicians to maintain?	
9. Describe briefly the complete tech stack of all the propose products?	
10. Maximum number of concurrent users supported?	
11. What DBMSs are supported? What query languages are supported? What programming languages are supported?	

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12.	Does the Technical Product Information pertain to every product included in the proposal? If not, which ones?	Yes No
	Product Configuration	
13.	What System Implementation Methodologies you follow?	
14.	What Project Management Approach you follow?	
15.	How many team members are dedicated for system implementation?	
16.	Who is responsible for the Installation of Machines?	Vendor Customer
17.	Who is responsible for the initial loading of the application software?	Vendor Customer
18.	Who is responsible for the initial file sizing?	Vendor Customer
19.	Who is responsible for Data Conversion to production environment?	Vendor Customer
20.	What are the documents vendor would prepare and share with the customer? Please specify the names and purpose?	
21.	How many customise reports are included in the proposal price?	
22.	How the UAT 'User Acceptance Test' organize and on which pattern?	
23.	What is the model & Schedule to update the status to the Client Steering Committee?	Weekly Fortnightly Monthly
24.	How vendor tackle the Change Management & Iterations while implementation?	
	Custom Modifications	
25.	Is source code available for each application? Who will own the source code? What is the cost for the source code?	Yes No Vendor Customer
26.	If needed, can the vendor provide custom modifications?	
27.	Will the vendor support custom modifications in future software releases?	
	Training	
28.	How much and what type of training is provided with each software application?	
29.	Where will the training be conducted?	

30.	At the end of training, is there any certificate issue by the Vendor to the Attendees?	

5-Information Required for Vendor On-going Support

1.	How many employees are dedicated full-time to system support?	
2.	How many employees are dedicated full-time to supporting the applications in the proposal?	
3.	What type of ongoing support does the vendor provide?	Phone Onsite
4.	Where is the support service located?	
5.	What are the normal hours and days this support is available?	
6.	Are there provisions for "after hours" support?	
7.	Is there a special charge for using any of these services?	
8.	Is the telephone support number local or toll free?	
9.	Can a customer talk directly with a support person immediately or is a message system used?	
10.	In the event of a disaster, can vendor provide backup facilities?	Yes No
11.	where are support staff located and what are the days and times are they available?	
12.	Can the vendor also provide enhanced technical support?	Yes No
13.	Are future system releases included as part of the ongoing maintenance agreement?	Yes No
14.	On what medium are future releases provided?	
15.	Are documentation and training updates usually included?	Yes no
16.	How often are new versions released?	
17.	Typically, how long after a new release are previous versions maintained?	
18.	What licensing model & approach vendor will offer?	

5.3 Company's General Information

Company Name:	
Nature of Business & Primary Work	Software House / Consultancy / Others:
Holding company (if any):	
Company head office address:	
Company local address:	
NTN:	
STRN:	
Phone:	
Chairman:	
CEO:	
Accounts Representative:	

5.4 Format of Curriculum Vitae (CV) for proposed key staff

1.   Proposed Position:

2.   Name of Staff:

3.   Date of Birth:

4.   Years with Firm:

5.   Address & Phone:

6.   Number of Projects:

7.   Detailed Tasks Assigned on the Project:

8.   Key Qualifications & Certification:

9.   Academic Education:

10.   Languages Proficiency:

5.5 Technical Requirements

Attached in Excel File separately.