INVITATION FOR EXPRESSION OF INTEREST

PROCUREMENT OF E-FILING SERVICES

FOR

ONLINE COLLEGE ADMISSIONS SYSTEM (OCAS)

Punjab Information Technology Board (PITB)

11th Floor, Arfa Software Technology Park (ASTP),

346-B, Main Ferozepur Road, Lahore, Pakistan

Phone: (+ 92) (42) (35880062), Fax: (+92) (42) (99232123)

URL: www.pitb.gov.pk

Important Note:

Firms must ensure that they submit all the required documents indicated in this Document without fail. Proposals received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the EOI Document are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the participating company/firm for scrutiny. It is intimated that no objection shall be entertained regarding the terms and conditions of this Document at the later stages during process.

Applicability of Punjab Procurement Rules, 2009

The Bidding Process in result of this Expression of Interest shall be governed under Punjab Procurement Rules, 2009, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project

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1. INVITATION FOR EXPRESSION OF INTEREST:

Punjab Procurement Rules 2009 will be strictly followed. These may be obtained from PPRA's website:

http://ppra.punjab.gov.pk/PublicPages/prorules1.aspx

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules 2009.

1.1. Mode of Advertisement(s)

As per Rule 12(1), this EOI document is being placed online at PPRA's website, as well as being advertised in print media.

As per Rule 12(3), this document is also placed online at the website of Purchaser i.e. Punjab Information Technology Board. The EOI document carrying all details can be downloaded from PITB's website **http://www.pitb.gov.pk** and from PPRA's website **www.ppra.punjab.gov.pk** for information only. All prospective firms/companies are required to register themselves with the Procurement Assistant, PITB at above given address, by showing the deposit slip of Rs. 2000/-. This amount shall be deposited in PITB's A/C No. UBL 1534-9, SAM Branch, LCCI, Lahore, the deposit slip must accompany respective proposal, elsewise the proposal shall stand rejected.

1.2. Instruction for Submission of EOI

All proposals must be accompanied by Registration fee in favor of **"Punjab Information Technology Board"**. The proposals duly signed and stamped along with all relevant supporting documents, certificates, annexures & Affidavits, etc., must be delivered into the Tender Box No.2, placed at reception of Punjab Information Technology Board, Lahore on or before **August 23, 2013 at 1500 hrs**. The Proposals shall be publicly opened in the Committee Room of Punjab Information Technology Board, 11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, on **August 23, 2013 at 1500 hrs**.

2. INTRODUCTION TO ONLINE COLLEGE ADMISSIONS SYSTEM (OCAS)

2.1. Background

Every year hundreds of thousands of students and their parents stand in long queues at public colleges across Punjab to complete the admissions application process. The process traditionally remains hectic, time-consuming, and costly for students and their families who have no option but to take time off from work to tend to the matter.

The Punjab Gateway Project of the Government of Punjab was approved in July 2010, as a key initiative to enhance Government to Citizen (G2C) and Government to Government (G2G) online services, in priority areas including, Education.

The Higher Education Department (HED) of Punjab identified student admissions to government colleges as an important citizen service, where technology interventions could make the application process convenient for applicants, their parents, as well as college administrators.

Punjab IT Board has worked closely with the Higher Education Department, to provision a Web-based system that enables applicants to apply over the Internet, for admissions to government institutions in Punjab.

2.2. Problem and its Solution

There are a total of around 480 government educational institutions under the purview of the Higher Education Department of Punjab, with an estimated new enrollment of approximately 100,000 students each year, across the Province.

For Intermediate admissions, each applicant typically applies to at least 2-3 colleges/programs during the short admissions application cycle that starts as soon as the matriculation results are announced, and continues for two weeks.

OCAS aims to reduce the hassle as well as costs associated with applying for admissions to intermediate and public degree colleges in Punjab.

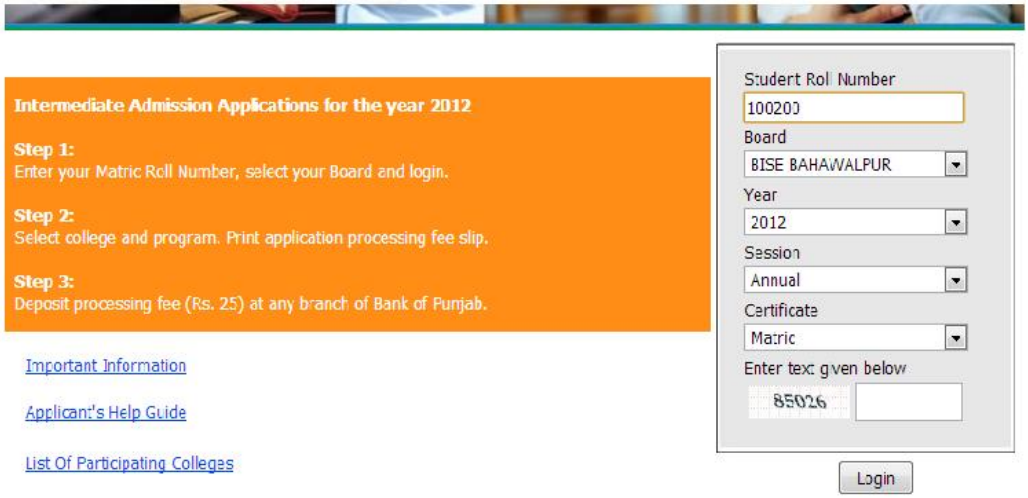
2.3. OCAS Overview:

Online College Admissions System (OCAS) is built to provision easy, convenient, efficient and reliable access to students for admissions in government colleges for higher level of education. The solution is based upon a collaborative relationship between Higher Education Department, Eight Boards of Intermediate and Secondary Education (BISE) of Punjab, Bank of Punjab, and Punjab Information technology Board. For details, please visit www.pitb.gov.pk/oas/

BISE matriculation data of students is loaded into system. This enables the candidate to access the system by entering only minimum set of information (Matric Roll Number, BISE, Year and Session) into the system. Candidates can apply to a particular college/program through a simple online form. They can then download and print their Application Fee Slip through the system. Applications get validated in the system, only if Application Processing Fee is paid at any branch of Bank of Punjab. The business process is depicted in the following diagram:

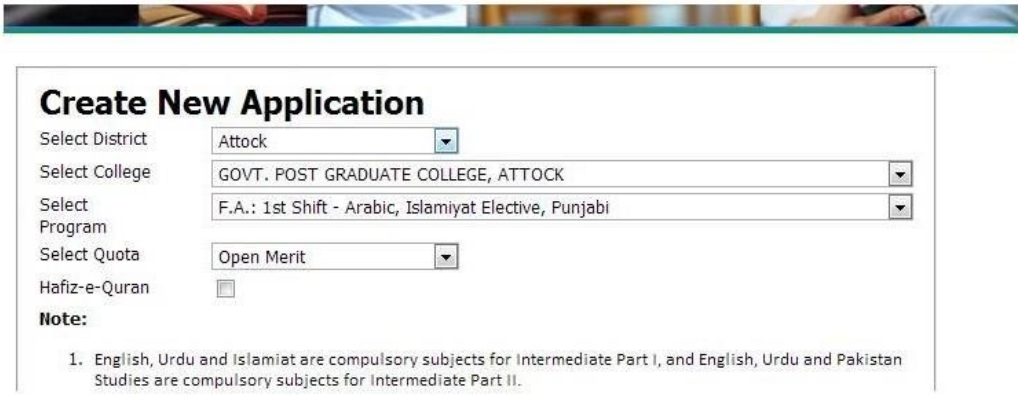
Step 1:

Enter Matric Roll Number, Board and Year, and login OCAS



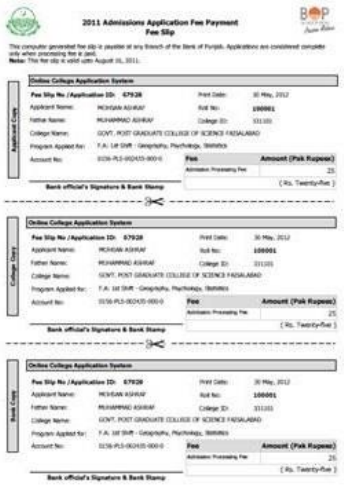
Step 2:

Select College and Program

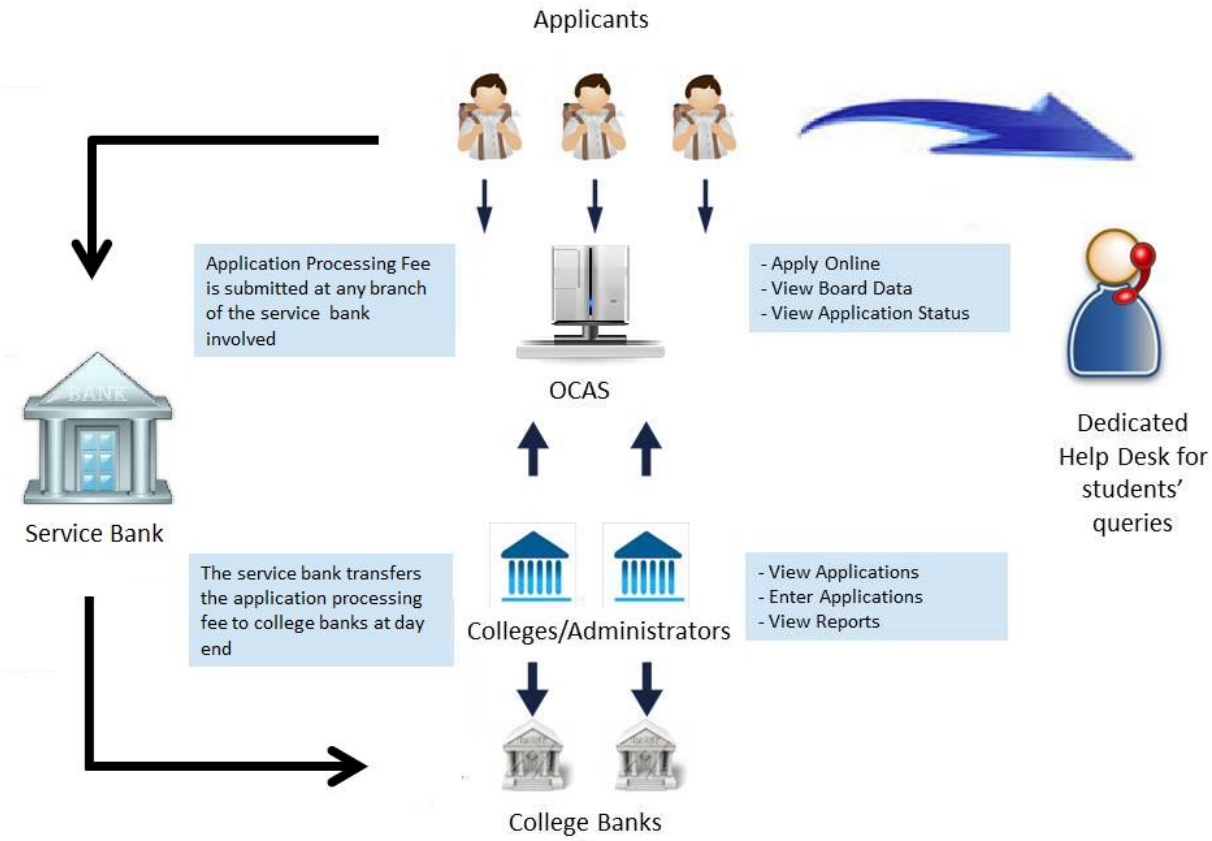


Step 3:

Download fee slip and deposit fee at any branch of Bank of Punjab



Existing system workflow



The system:

- Reduces the number of physical visits that students and their parents need to make to colleges as the admissions process gets underway.
- Keeps the admissions process transparent.
- Allows students to select desired colleges and programs through a single online interface, that already has their matriculation results pre-loaded.
- Offers citizens (students as well as parents) a key online citizen service that can help them save enormous amount of travel time and expense during the admissions process.

Current Services delivered are as follows:

- 24 x 7 Access. Apply from any place with Internet access – no more queues!
- Pay Application Fee via a network of bank branches across Punjab.
- Track admissions application status via college website.
- Integration with BISE results, minimizing data entry and reducing errors.
- Dedicated helpline, online help guides, and complaint system to facilitate students.
- Based upon reliable, scalable, secure, and internationally proven technology platform.

This is first and unique endeavor of its kind in Punjab, utilizing a citizen-centric approach to service delivery and revenue collection. The model can indeed help Government streamline many critical G2C operations and services as well as revenue collection.

2.4. Technology Stack

Software Application: Microsoft Dynamics CRM 4.0 – "proven product" with large deployment base worldwide.
Backend Database: Microsoft SQL Server 2008
Web Development Technology: Microsoft Dot Net Platform

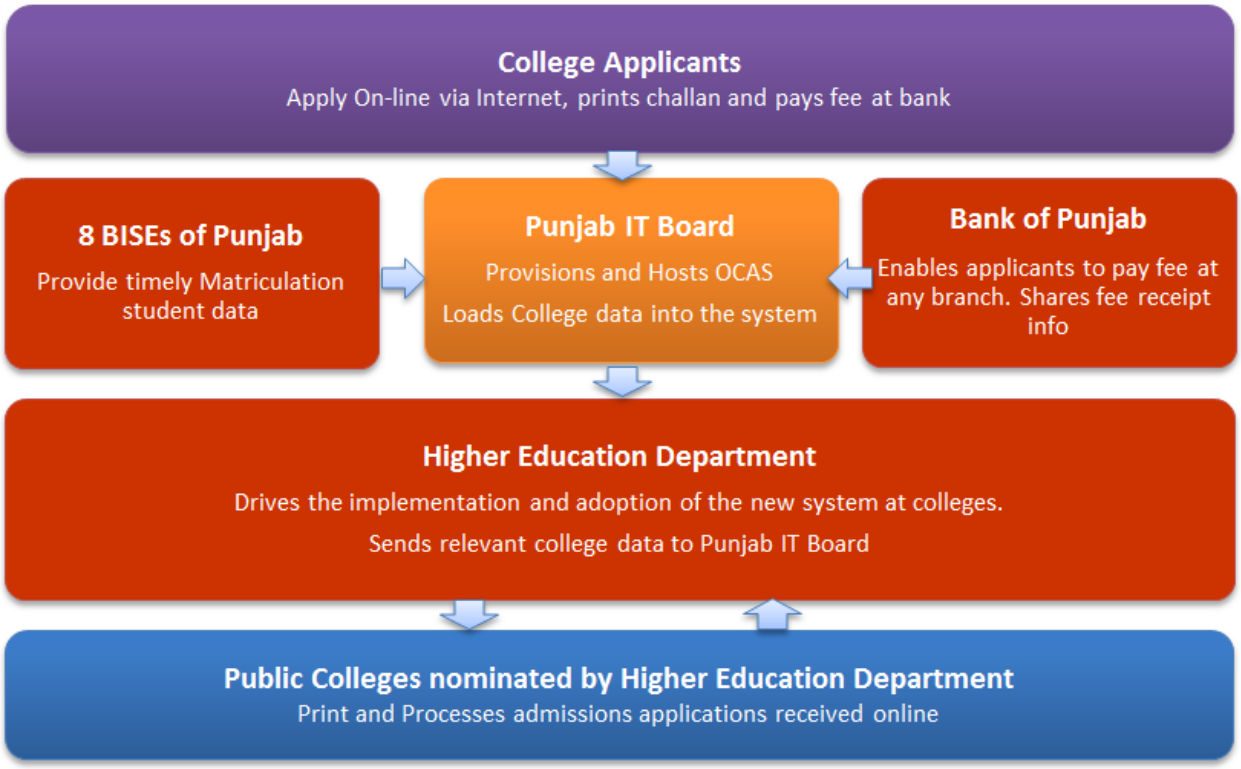
2.5. Scope of the Project

Services/Parameters	In 2011	In 2012	In 2013 (Anticipated)
Colleges	24	71	200+
Applicant's BISE Matric Data	8 BISEs of Punjab - year 2011	8 BISEs of Punjab - year 2011 & 2012	8 BISEs of Punjab - years 2007 to 2013
Bank branches in Pakistan	271	284	-
Dedicated Helpline	8 AM to 10 PM	9 AM to 6 PM	9 AM to 6 PM

Since its inception in 2011, 71 colleges have used the system in 24 cities of Punjab and more than 69,500 applications processed through the system.

2.6. Key Stakeholders

Following diagram shows key stakeholders of the project and their responsibilities:



2.7. Benefits and Impacts:

Convenience: Help save time and money, fewer physical visits to colleges.
Accuracy: Push data-entry out to the user! Save on data-entry costs and errors.
Standardization: Standardized forms and workflow across institutions.
Easy adoption: Colleges print applications and execute their traditional processes.
Transparency: Online access to submitted applications, and merit lists.
Better monitoring and evaluation: Real-time progress reports across all colleges and programs.

3. SERVICES REQUIRED AS PART OF THIS EOI

3.1. Purpose/Objective:

Punjab Information Technology Board, Lahore invites proposals for Expression of Interest from registered, reputable, well-experienced and financially sound firms/companies for the development of Final Tender document for Procurement of e-Filing services for Online College Admissions System (OCAS).

The purpose of inviting Expression of Interest for Procurement of e-Filing services for Online College Admissions System (OCAS) is to establish an extension to OCAS by facilitating students for submitting their applications to colleges online as well as paying application processing fee. The services include the following:

1. Call center services for facilitating students for application(s) submission over the phone.

2. E-Payment collection services for facilitating students to pay their application processing fee through a network of payment kiosks across the province.

3.2. Basic Requirements

Following basic requirements must be covered in EOI proposals. However, value addition in the basic requirements would be appreciated:

1. Call Center Services
2. Availability of payment mechanisms via kiosks
3. Integration with OCAS

3.2.1 Call Center Services

Contractor must make call center services (via UAN number) available for the applicants to apply through call agents. Higher Education Department plans to nominate approximately 200 public degree colleges across the province of Punjab for OCAS in the year 2013. It is anticipated that approximately 100,000 applicants will apply in these colleges for Intermediate Admissions across Punjab. The service should operate between 10:00 AM and 6:00 PM – 7 days a week.

Note: The estimates given above are based upon previous trends. Actual volumes may differ for 2013.

The process of application submission is proposed as follows:

1. Applicant will call a helpline and provide his/her matriculation data; including:
    a. Roll Number
    b. Board of Intermediate and Secondary Education
    c. Year of Passing
    d. Session: Annual/Supplementary
    e. College to apply in
    f. Program to Apply for
2. The call agent will enter the information provided into the system and communicate the Application ID(s) generated by the system to the applicant. The same Application ID(s) will be sent to the applicant through SMS. The applicant will provide the Application ID(s) at the designated payment kiosk to pay the application processing fee.

In addition, the Contractor can suggest a better, more efficient approach.

3.2.2 Availability of payment mechanisms via kiosks

E-Payment collection mechanisms offering easily accessible operator-assisted payment collection kiosks are required. The applicant will provide the Application ID and will submit the application processing fee at the payment kiosk. Following SOP is proposed:

1. The agent will acquire Mobile Number from the applicant.
2. The agent will enter the Application ID into the service provider's system and the system will update Application status in OCAS. Following fields will be updated in OCAS:
    a. Date/Time Stamp of the transaction
    b. Kiosk ID
    c. Vendor Code
    d. Servicer Provider Code
    e. Transaction Amount
3. Confirmation SMS will be sent to the applicant.
4. The agent will give out a receipt to the applicant.

The Contractor must provide a report via online portal to colleges to view the application processing fee transferred daily to the college bank account. The same should be sent via courier to the college banks on daily basis, duly signed and stamped by the authorized representative(s) of the qualified bidder.. The report must be in the following format:

a. Application ID
b. Student Roll Number
c. Board
d. Year
e. Session
f. Program Applied For

3.2.3 Integration with OCAS

OCAS is built upon Microsoft Dynamics CRM 4.0. The existing system is deployed at the Data Center designated by the Purchaser. Contractor must integrate its solution with the existing system via secure web services. The Purchaser will make necessary arrangements to make the web services available to access the desired data sets – subject to final agreement on data needs and access rights, and availability of data/APIs/web services in Microsoft Dynamics CRM 4.0.

3.3 Validity of Proposals

Proposals shall remain valid for a period of ninety (90) days from the date of opening of Proposal. The Purchaser reserves exclusive right to reject a proposal valid for a shorter period as nonresponsive.

The Proposal shall have a minimum validity period of ninety days from the last date for submission of the Tender. The Purchaser may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing.

3.4 Clarifications and amendments of EOI

During process of evaluation of the Proposals, Punjab Information Technology Board (PITB) at its exclusive discretion may ask the participating companies/firms for clarifications on their proposals. The participating firms/companies are required to respond within 2 working days from receipt of the written request for clarification.

Punjab Information Technology Board (PITB) may for any reason, modify the EOI proposals from time to time. The amendment(s) to the EOI would be clearly spelt out and the participating firms/companies may be asked to amend their proposal due to such amendments.

4. PROCESS AND STAGES OF EOI

STAGE — I: Opening of EOI Proposals

a) Submission of Proposal: The participating firms/companies shall submit their proposals at the address given above on or before _____. Every page of the document submitted by the participating firm/company must be duly signed by the authorized signatory of the firm / company along with company seal.

b) Opening of EOI proposals: The EOI proposals shall be publicly opened at _____ in Conference room of PITB, 11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore in the presence of authorized representatives of the participating companies and Preliminary scrutiny of the proposals shall be done.

STAGE- II: Presentation by the participating firms/companies

c) Presentation: All the participating companies, would be required to give a detailed presentation about their Proposal which should focus on past relevant experience, similar operations, and their solution design.

5. ELIGIBILITY CRITERIA

The bidding firms must be offering mobile financial services in Pakistan, with widespread access to citizens.

Mobile financial service parameters:

1. Average number of daily financial transactions (over last 3 months) must exceed 10,000 transactions per day.
2. Average amount transacted daily across the country (over last 3 months) must exceed PKR 10 million per day.
3. Number of retails agents/franchises in Punjab must be at least 3000.
4. Call center services must operate on 24/7 basis.
5. Call center services must support languages: Urdu, Punjabi and English.
6. Online dashboard with access to the client to view real time statistics.
7. Must have the capability to send auto SMS alerts and robo calls (one-way and interactive).
8. In-house software development/customization team with the ability to integrate with Microsoft Dynamics 4.0 via web services

Important Note: Documentary proof must be provided by all participating companies for the above mentioned parameters.

ANNEXURE-A

INSTRUCTION FOR PREPARATION OF POWER OF ATTORNEY

a) To be executed by an authorized representative of the participating firm/company.

b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

c) Also, wherever required, the participating firm/company should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the participating firm/company.

d) In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Format of Power-of-Attorney

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Proposal.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

ANNEXURE-B

UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of Expression of Interest for e-Filing services for OCAS, and is liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 20__

Signature

(Company Seal)

_____

In the capacity of

Duly authorized to sign proposal for and on behalf of:

ANNEXURE-C

(To be submitted on legal stamp paper)

AFFIDAVIT

(Integrity Pact)

We _(Name of the firm/company)_ being the first duly sworn on oath submit, that Mr. / Ms. _____ (if participating through agent / representative) is the agent / representative duly authorized by _(Name of the participating company)_ hereinafter called the Contractor to submit the attached proposal to the _(Name of the Purchaser)_. Affiant further states that the said M/s (Participating Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the _(Name of the Purchaser)_ any money or thing of value, either directly or indirectly, for special consideration in the process of Expression of Interest, or for giving undue advantage to any of the participating firm/company in the whole process or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

Notwithstanding any rights and remedies exercised by the Purchaser in this regard, [the participating firm name] agrees to indemnify the Purchaser for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to the Purchaser in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [the participating firm/company] as aforesaid for the purpose of obtaining or inducing the process, right, interest, privilege or other obligation or benefit in whatsoever form from the Purchaser.

_____
Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

_____ Notary Public

ANNEXURE-D

Financial Capacity of the participating Firm/Company

Additionally, the following financial data form shall be filled out by the (name of participating firm/company). The Purchaser reserves the right to request additional information about the financial capacity of the participating firm/company. A firm/company that fails to demonstrate through its financial records that it has the financial capacity to perform the required Services may be disqualified.

Financial Information	Historical information for the previous three years (most recent to oldest in (PAK Rupees)		
	Year-1 (Year)	Year-2 (Year)	Year-3 (Year)
Information from Balance Sheet:			
(1) Total Assets (TA)			
(2) Current Assets (CA)			
(3) Total Liabilities (TL)			
(4) Current Liabilities (CL)			
Information from Income Statement:			
(5) Total Revenue (TR)			
(6) Profits before Taxes (PBT)			
Net Worth (1) – (3)			
Current Ratio (2) / (4)			

Provide information on current or past litigation or arbitration over the last three (3) years as shown in the form below.

Litigation or arbitration in the last three (3) years: No:_____Yes:_____ (See below)

Litigation and Arbitration During Last three (3) Years		
Year	Matter in Dispute	Value of Award Against Contract in PAK Rupees

_____

Authorized Signatures with Official Seal

ANNEXURE-E

Brief Write-up on representative Key Personnel

Applicant's Legal Name: _____ Page _____ of _____ pages

JV Party Legal Name: _____ IFP No.: _____

Total Number of Managerial Staff:	

Name	Designation in the Company	Duration in the company	Total Years of Experience	Qualification	
				Degree	Specialization