



# Tertiary Scholarship and Loans Board

"Building a Smarter Fiji"

## FULLY INTEGRATED INFORMATION SYSTEM

### Overall Project Description

#### 1.0 Project Background

TSLB is undergoing a series of transformations as we focus on achieving our Vision of being A World Class Scholarship and Loans Fund disbursement institution delivering excellence in customer services, Accounting and HR practices, accountability and transparency in the processes and procedures and adoption of accurate financial aid processing that is in full compliance with state and university regulations.

The Strategic Focus Areas include:

- (1) Partnership
- (2) Legislation & Process
- (3) People
- (4) Technology

The Fully Integrated Information System refers to the system of collecting, recording, classifying, presenting, processing, storing and disseminating various information, required for efficient and effective management the Fijian Government Schemes Administered by TSLB.

The implementation of this project will accomplish the requirements to have a robust integrated Online Application, Document Management, Database Management and the Accounting and HR

Information System that will acquire, store, analyse, control and process the flow of information and services throughout the TSLB. This system should have the capacity to automate key processes and procedures. The selected system should meet the current needs of the Board and have the flexibility and capacity to grow and meet future needs for a digital environment.

TSLB is seeking a technical solution that:

- a) supports the effective management of application, payments, record keeping and payments processes;
- b) leverages best practices;
- c) reduces manual transactional work;
- d) enhances reporting capability;
- e) enables multi-channel engagement; and
- f) Integrates seamlessly with external systems performing specific functions.

## **2.0 IT Infrastructure Complete Upgrade for Tertiary Scholarship and Loans Board.**

Design Solutions for;

- ✓ DNS Server
- ✓ Web Application Server
- ✓ File Server
- ✓ DR Site
- ✓ Software Licensing
- ✓ Firewall
- ✓ Endpoint Security / Back-Up Solution
- ✓ Cabling
- ✓ QMS
- ✓ CCTV
- ✓ T&A
- ✓ HR & Payroll

*Proposed Solutions for the above to be in in a virtualized Environment*

## **3.0 Instructions to Tenderers**

### **3.1 GENERAL**

#### **3.1.1 Cost of Tender**

The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Tertiary Scholarship and Loans Board, hereinafter referred to as "the Purchaser", will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tender process.

### **3.2 TENDER DOCUMENTS**

#### **3.2.1 Tender Procedure**

The Tender Procedure, the goods and services required by the Tender and the contract terms are prescribed in this chapter. In addition to the Invitation to Tender, this Terms of Reference Document (TOR) can be downloaded via <http://www.tslb.com.fj> or requested via email [mgmntaccountant@tslb.com.fj](mailto:mgmntaccountant@tslb.com.fj).

#### **3.2.2 General Responsibility of Tenderer**

The Tenderer is expected to examine all instructions, forms, terms and specifications in the Tender Documents. Failure to furnish all information required by the Tender Documents or submission of a Tender not substantially responsive to the Tender Documents in every respect will be at the Tenderer's risk and may be rejected.

### **3.3 Training**

Training to be provided with the installation and management of the Network Infrastructure Upgrade and Virtualized Platform. Training should include Proper Training Documentation.

### **3.4 Additional Information – Mandatory**

- 1) This tender is an all-in-one inclusive tender.
- 2) Meetings can be arranged by sending a request via email to: [mgmntaccountant@tslb.com.fj](mailto:mgmntaccountant@tslb.com.fj)
- 3) All warranty must be registered on the manufacturers Support & Warranty website before delivery to Tertiary Scholarship and Loans Board. A printout of the serial numbers and warranty registration for all relevant components must be delivered as part of the equipment inventory report.
- 4) Tertiary Scholarship and Loans Board personnel must be notified before any site survey is carried out and will accompany vendors.

- 5) Vendors must include warranty support plans, Service Level Agreements, software development and installation charges.
- 6) Vendors must provide a proposed schedule for the delivery of the above hardware & software.
- 7) Vendors are encouraged to propose solutions they deem to be more advanced or of a higher quality than the one sought in this RFT. These must, however, be presented separately as alternative(s) to the proposal for the requirements specified above.

### **3.5 General Terms & Conditions**

Following general terms and conditions will apply. Bidder's offer will only be eligible for further process if all the General Terms and Conditions are met. If not offer will be declined.

### **3.6 Submission of Tenders**

Sealed Proposals must be submitted to Tertiary Scholarship and Loans Board Head Office at 26 McGregor Rd, Suva, Fiji **no later than 2:00pm, 20 October 2017.**

All Tenders submitted must:

- 1) Be enclosed in a sealed envelope or package and clearly be marked as follows: IN CONFIDENCE –  
  
Tender Committee: Tertiary Scholarship and Loans Board - IT Infrastructure Upgrade  
Tertiary Scholarship and Loans Board 26 McGregor Rd, Suva, Fiji
- 2) Consist of one (1) Hardcopy
- 3) Clearly mark all copies of supporting materials with the RFT
- 4) Include only one (1) electronic copy of the complete Tender on disk in current Word / Excel / PDF format. The electronic copy must be loaded on a DVD, CD or USB.
- 5) The Tender response must be in English.
- 6) Should the Tenderer become aware of any discrepancy, error or omission in the Tender document submitted, and the Tenderer wishes to Lodge a correction or provide additional information, that material must be in writing and lodged prior to the Tender closing time

### **3.7 Format of Tender Response**

Each Tenderer must provide a formal letter of transmittal that should:

- a) Be signed by an authorized representative of the organization and must state that the signing official is authorized to legally bind the organization.
- b) Include the names, titles, office addresses and office telephone numbers of the persons authorized by the organization to conduct negotiations on the Project.

### **3.8 Executive Summary**

The Tender response should contain an executive summary providing an overview of the proposal and the total cost of the proposal. Table of contents with page numbers is mandatory for the tender bid. Tenders submitted without an executive summary will be excluded from further consideration after the initial tender responsiveness analysis.

### **3.9 Omission of Response**

The Tender response must address each clause of this RFT specifically in order to submit a compliant Tender. The Tenderer must not omit a response to any request or requirement unless directed to do so in the RFT.

### **3.10 State of Compliance Declaration.**

Each Tenderer must indicate its State of Compliance or otherwise with each clause of this RFT. Responses are to be in the order in which the clauses appear and refer to the relevant clause number, Annex or Attachment. Non-committal terms such as "noted" must not be used.

### **3.11 Unconditional Offers**

Tenderers are required to:

- 1) Make the best unconditional offers on submission of their Tender; and
- 2) Obtain any necessary Government approvals, consents or authorizations to enable them to execute the Agreement and any related documents on an unconditional basis.

### **3.12 Amendment of RFT**

Tertiary Scholarship and Loans Board may, at their sole and absolute discretion, vary, add to, or amend the terms of this RFT, including the nature and/or scope of the services required under this RFT; and any other subject matter to which this RFT relates.

### **3.13 Termination of RFT**

Tertiary Scholarship and Loans Board may, at their sole and absolute discretion, suspend, terminate or abandon part or the whole of this RFT, at any time prior to the execution of a formal written agreement acceptable to the parties involved by an authorized officer of Tertiary Scholarship and Loans Board and by the successful Tenderer/s, by giving written notice of such a decision to each of the registered Tenderers.

### **3.14 Accuracy of Information**

The information contained in this RFT and the information upon which it was based has not been independently verified or audited.

### **3.15 Tenderer's Risk**

A Tenderer's participation in any stage of the Tender process is at the Tenderer's sole risk, cost and expense, in particular, all costs incurred by or on behalf of the Tenderers in relation to this RFT, including preparing and lodging the Tender and providing Tertiary Scholarship and Loans Board with any further information.

Tertiary Scholarship and Loans Board accepts no responsibility, liability, or obligation whatsoever for costs incurred by or on behalf of any Tenderer in the Tender process.

### **3.16 Other Statutory Rights**

Tertiary Scholarship and Loans Board have no obligation to consider and/or accept the lowest priced Tender or any Tender regardless of its compliance or non-compliance with the RFT.

Tertiary Scholarship and Loans Board reserve, at then- sole and absolute discretion, the right to:

- a) Negotiate with one or more Tenderers,
- b) Call for new Tenders;
- c) Alter, amend or vary the terms of the draft Agreement at any time including, without limitation, during negotiations; and/or
- d) Enter into a number of separate Agreements with different Tenderers or other parties for the supply of individual services required under this RFT.

### **3.17 No Legal. Obligation**

No legal obligation or agreement whatsoever is intended to be or is created between Tertiary Scholarship and Loans Board and the Tenderers, or any one of them, by virtue of the Tender process (including but not limited to statements contained in this RFT) unless and until Agreement negotiations are completed and a formal written Agreement (or Agreements) acceptable to Tertiary Scholarship And Loans Board is entered into and executed by an authorized officer of Tertiary Scholarship and Loans Board and the Successful Tenderer/s.

### **3.18 Supporting Material.**

- 1) Supporting material is material additional to the Tender which elaborates on or clarifies the Tender but does not alter it in any material respect. Supporting material which effectively alters the Tender in any material respect will not be accepted. Supporting material which does not effectively alter the Tender in any material respect may be provided at the initiative of the Tenderer or at the request of Tertiary Scholarship and Loans Board.
- 2) Supporting material must be dispatched on or before the closing date unless specifically requested by Tertiary Scholarship and Loans Board subsequent to that date. Tertiary Scholarship and Loans Board will disregard any unsolicited supporting material dispatched after this date. Packages containing supporting material must be clearly labeled "Supplementary Information - : IT Infrastructure Upgrade Tender. The intention to submit information in this manner must be clearly stated in the Tender.

### **3.19 Clarification and Variation of Tenders**

- 1) Tertiary Scholarship and Loans Board may, at their absolute discretion seek clarification or request further information from Tenderers after the closing date for the submission of Tenders, as part of the Tender process.
- 2) Each Tenderer must nominate a person to provide additional information or answer specific questions that may arise during the selection process as required by Tertiary Scholarship and Loans Board.
- 3) Tenderers whose Tenders have been short listed may be required, to engage in formal discussions with the Tertiary Scholarship and Loans Board, facilitate site visits at their own cost or make presentations to Tertiary Scholarship and Loans Board on their Tenders. In such an event the tender owning agency will make the necessary arrangements with Tenderers.

### **3.20 Ownership of Documents**

- 1) This RFT is the property of Tertiary Scholarship and Loans Board. The Tenderer will return the RFT to Tertiary Scholarship and Loans Board department on request.
- 2) Copyright in this RFT is owned by the Tertiary Scholarship and Loans Board. ALL rights are reserved. No part of this RFT may be reproduced or adapted in any form by any means without the written permission of Tertiary Scholarship and Loans Board.
- 3) Without affecting any intellectual property rights which may exist in a Tender, all Tender documents become the property of the Tertiary Scholarship and Loans Board on their submission and may copy or use them as it sees fit including for any purpose necessary.

### **3.21 Tenderer Ability**

By submitting the Tender, the Tenderer warrants that the Tenderer has the necessary skill, knowledge and experience to comply with this RFT.

### **3.22 Payment Terms**

- 1) ALL costs and payment schedules to Tertiary Scholarship and Loans Board should be clearly tabled in the response while separating one-time and recurring costs.
- 2) Where cost estimates are provided, the basis of these estimates should be shown.
- 3) ALL prices in the proposal shall be in Fiji Dollars and VAT component must be clearly stated.

### **3.23 No Sub-Contractors**

The winning vendor/s cannot outsource the part of all of the work for this RFT to any sub-contractors unless specifically stated in the engagement agreement and agreed to by Tertiary Scholarship and Loans Board.

### **3.24 Validity of the proposal**

ALL proposals and prices shall remain valid for a period of at Least ninety (90) calendar days from the closing date of the submission of the proposal. However, the -responding organization is encouraged to state a Longer period of validity for the proposal.

### **3.25 Currency**

ALL currency in the proposal shall be quoted in Fijian Dollars and the VAT component should be clearly stated.

### **3.26 Time Schedule**

Tenderers are to clearly outline all proposed equipment and service delivery dates, times, resourcing and lag times.

### **3.27 Corporate Information**

Each Tenderer must provide the following information

- 1) Details of the corporate and ownership structure, including identification of any holding company or companies and parent companies.
- 2) Profiles of the company and any parent entity. If the company is a subsidiary, the Tenderer must provide full details of the legal and financial relationship between the subsidiary and parent. The names of all directors and officers of the company.
- 3) A full description of current operations of the company.
- 4) A copy of the company's Certificate of Incorporation.
- 5) Confirmation that the company has the capacity to bid for the Services and that there is no restriction under any relevant Law to prevent it from bidding.

### **3.28 Financial Information**

Each Tenderer must provide the following information:

- 1) Details of current financial standing as expressed in the Tenderers most recent audited annual report (or tax -return in the case of a small business).
- 2) A summary of any court actions, charges, liens or encumbrances affecting the company's assets or the ownership of the company



- 3) A statement confirming the solvency of the company and each of the related companies, principal shareholders and any partners.
- 4) Details, including the identity, of any third party funding or residual support or other third party arrangements that are proposed or required by the Tenderer.
- 5) Any other factors the Tenderer may wish to describe to support its demonstration of financial capacity.

### **3.29 Qualifications and Capability**

Each Tenderer must:

Demonstrate that it has the experience, skills and resources to safely assume providing consultancy services to Tertiary Scholarship and Loans Board department;

Explain how they intend to deliver the required benefits and quality of service throughout the duration of the contract; and explain any experience in providing a similar level of Project Management.

### **3.30 Demonstrations**

- 1) Following the selection recommendation and acceptance of the short-listed Technical Proposals, Tenderers may be asked to demonstrate their solutions to the Evaluation Committee.
- 2) Refusal by any Tenderer to demonstrate its solution may be considered as a withdrawal of the Tender and may result in the forfeiture of the Tender Security;

### **3.31 Demonstration Details**

The demonstration environment shall enable the Evaluation Committee to verify the functionality, features, and integration of the proposed system. The demonstration shall as a minimum include the following:

1. Software features
2. Failures scenarios
  - 2.1 Database Server(s)
  - 2.2 Application Server(s)
  - 2.3 Disk subsystem
  - 2.4 Fail-over/re-establishment central /backup server  
(The demo shall present the LAN and WAN features of the framework)
3. Application software and hardware
  - 3.1 Software and hardware offered (richness and limitations)
  - 3.2 Data & Functional Integration across application and entire solution
  - 3.3 Production of ad-hoc enquiries & reports
  - 3.4 If package is offered, ease of package customization, modular design
4. Security features of applications/solution
5. Development environment and tools proposed
  - 5.1 Integration

5.2 Ease of use

5.3 Maintainability

6. An application environment shall be set up to demonstrate the key features of the solution proposed and/or tools for development. The scenarios should be modeled around the required system functionality and procedures outlined in this document.

7. In addition to the above requirements, the Tenderer may be asked to arrange one site visit to an existing similar installation where the Evaluation Committee can observe the proposed environment in operation.

7.1 Tenderers shall demonstrate their solutions over a period of up to four (4) days. Failure to demonstrate will be at the Tenderer's risk and may result in the rejection of the Tender;

7.2 Following the demonstration process and as a result of the demonstration(s) the scoring of the Technical Proposals shall be reviewed.

### **3.32 Solutions Presentation and Demo**

The presentation and the demonstration costs shall be borne by the Tenderer.

### **3.33 Delivery Schedule**

Delivery and installation of all goods and services ordered under this tender shall be completed as specified in the TOR document.

Technical, functional and operational training shall also be phased during this period and Tenderers shall highlight this within their plans.