



The Government of The Bahamas
The Ministry of Education
Scholarship and Educational Loan Division
Shirley Street
P. O. Box N-3919/4
Nassau, The Bahamas

Request for Proposals (RFP) & Requirements Document

AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS)

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Version
3.0

Produced By:

Scholarship and Educational Loan Division (SELD), Ministry of Education (MOE)
Department of Transformation and Digitization (DTaD)

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DISCLAIMER

The information contained in this Request for Proposals (“RFP”) document is provided to Bidder(s) on behalf of the **Scholarship and Educational Loan Division (SELD)**, Ministry of Education (MOE), on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the **SELD** to the prospective Bidders or any other person. The purpose of this RFP is to provide Bidders with information that may be useful to them in making their submissions (the “Bids”) pursuant to this RFP. This RFP includes statements which reflect various assumptions and assessments arrived at by the **SELD** in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the **SELD**, its employees or advisors to consider the investment objectives, financial circumstances and particular needs of each Bidder. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

The **SELD** accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The **SELD**, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules, regulations, tort principles, restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage.

The **SELD** also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The **SELD** may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the **SELD** is bound to select a Bidder or award a contract for the Project and the **SELD** reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the **SELD** or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the **SELD** shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The Bidding Process shall be governed by, and construed in accordance with, the laws of The Bahamas and the courts of The Bahamas shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

Document Information

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1. INTRODUCTION & BACKGROUND

1.1.1 INTRODUCTION

The Scholarship & Educational Loan Division (SELD) of the Ministry of Education was established in 2003 to encourage and support Bahamian students in their pursuit of tertiary level education. In an effort to modernize the manual application process and to improve student access to scholarships, the SELD procured and launched an online scholarship application system in 2015. SELD is seeking bidders to submit Proposals to replace their current Scholarship Management Solution with an Awards Information Management System (AIMS) to manage the full lifecycle of a scholarship or grant award, from application to fulfilment. The new solution is to be in place for the preparation for 2020 – 2021 Cycle and includes the migration of current data.

1.1.2 BACKGROUND

The Scholarships and Educational Loans Division (SELD) is the lead government agency for the coordination of scholarships in The Bahamas. SELD processes an average of three thousand seven hundred (3,700) applicants per cycle annually and have awarded \$17,000,000 in scholarships and grants. Currently the Department manage than eight different scholarships/grants and is responsible for the following task:

1. Connecting Students with transformative scholarship opportunities.
2. Partnering and collaborating with high schools, colleges and universities.
3. Providing, collecting, and managing all scholarship and grant applications.
4. Maintaining and preserving the records of new applicants and awardees, and renewals.
5. Managing interactions (communications, and other) between the Applicant, Awardee, Ministry of Education, Committee Members, Schools, Colleges, Partners, and Scholarships and Loans Division.
6. Facilitating payment of grants to colleges.
7. Providing advice to the Minister of Education on policy and administrative issues in relation to scholarships.
8. Providing reports and statistics relative to scholarships and funding.
9. Provide multiple communication channels between all stakeholders.

Current State Analysis

The agency has Internet connectivity via the government's wide area network, the gNet, with a of 10 mbps connection speed which is inadequate (an upgrade is planned). During the scholarship period from December to March 31st, 2020 the website statistics indicates an average of 8,538 users, 15,196 sessions, 85,183 page views 5.61 pages/session and duration of 3 minutes.

SELD's existing scholarship solution, Black Baud (formerly Academic Works – Scholarship Management), is a cloud based Software as a Service (SaaS). The software provides the current functionalities:

1. Allows **Customer Registration** and Log-in. Persons are authenticated using their e-mail address and password. User is notified once sign-up is complete.
2. Captures **Customer's Application**. Applicant provides information via an online form and uploads required documents (.PDF preferred but other formats are allowed).
3. Applicant to **scholarship opportunity matching**. Provide scholarships available based on criteria being met by applicant.
4. **Evaluation scoring** by Scholarship Committee members. Members can give rated scores on how applicant best they fits/meets scholarship criteria
5. Provides an **Administrator's dashboard**. The Administrator is allowed to manage users, apply customization (limited to some fields), run reports (limited), and export student data in a csv. file.

It should be noted that the data is exported from the Black Baud system and imported into to the National Awards Database. The National Awards Database is an in-house solution created in Microsoft Access. It is hosted in the government's off-premise Data Centre, gCloud, and accessed via the gNet. The National Awards Database is used to:

1. Maintain the awards information after issuance for the life cycle of the award.
2. Reporting statistical information for all of the stakeholders.

As Black Baud solution is designed for the US, the system is unable to substitute the US's Social Security Number for with the Bahamas' National Insurance Board (NIB) Number as the unique identifier. This unique identifier is critical for tracking applicants and to prevent duplications.

2. BUSINESS NEEDS/OPPORTUNITIES

The existing systems do not meet critical business needs of the Scholarships Division. The following gaps and deficiencies have been identified:

- Ease of producing and printing reports - To produce required reports, the SELD IT administrator has to manually export data from the Black Baud and import to the National Awards Database.
- Duplication of applicant – Currently there is not a unique identifier for tracking applicants.
- Inability to track financial status of the awardee – The system does not have a financial record management component. (i.e. grant amount awarded and balance per cycle)
- Facility for institutions (schools, financial providers, participating agencies) to share information that will assist with awarding scholarships and grants.
- Facility for awardees to effectively manage their scholarships/grants.
- Facility for applicants to effectively manage applications and communicate with SELD.
- Automated workflow through the application and award stages.

Scholarship and Educational Loan Division must acquire a solution that will close these gaps, remove deficiencies, and provide additional value to all stakeholders. A modern, online scholarships/awards information management system solution that is user friendly, comprehensive, and transparent is needed to improve access to scholarships/grants, interactions with SELD, financial management, process management, and regulatory compliance. Timely

(current), complete, and correct information is also key for decision making by both the Scholarship Committee, the government of The Bahamas, and the customers of SELD.

SELD requires the AIMS solution to:

1. Capture and use the NIB number as a unique identifier for applicants.
2. Ability to distinguish the following: a new applicant (first time applying), previous applicant (reapplying, never awarded), new awardee (first time awarded), current awardee (has an active award), previous awardee (had an award, award not current)
3. Track recipients' grades (transcripts) and progress.
4. Capture and index documents by type (e.g. passport, NIB).
5. Provide workflow through the various stages of an award lifecycle.
6. Manage the details of the award (length of award, amount of the award, extensions, amendments/adjustments, cancellations, notations, etc.).
7. Payment module that: record payments, calculate arrears, issue payment notifications.
8. Allow for scoring of applicants and the ability to customize scoring criteria in the system.
9. Track and provide status of an applicant (received, incomplete, in progress, approved, denied, pending approval).
10. Maintaining multi-year historical information.
11. Provide an administrator module that will allow for management of solution, users and scholarships.
12. Facilitate collaboration between committees, SELD officers, institutions, and students and logging/recording of these interactions.
13. Generate and print standard and ad hoc reports directly from the system.
14. Allow for simple and advanced searches and queries.
15. Provide a renewal module for existing awardees that will manage the renewal process and track outstanding balances.
16. Migrate existing information into the new system.

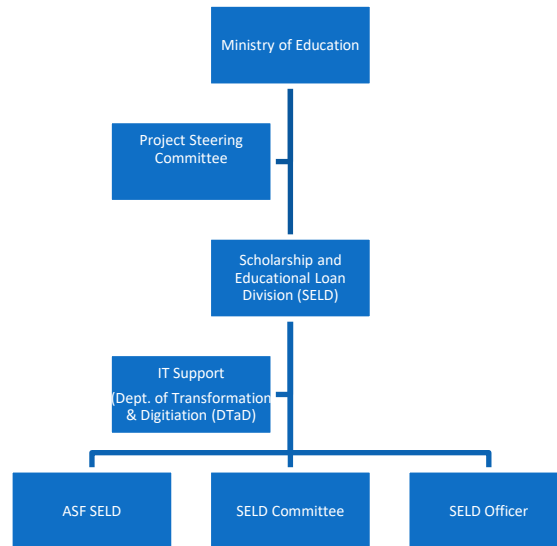
Additionally for each scholarship/award we would ask SELD would require the system to produce the following:

- Contracts
- Verification of Funding Form
- SELD's Registrar Letter

3. PROJECT OWNERSHIP

The Awards Life Cycle Management Solution project will be managed by The Scholarship and Education Loan Division. All project activities are subject to protocols, policies and procedures of the Government of The Bahamas.

4. PROJECT ORGANIZATION CHART



4.1.1 AUTHORITY OF PROJECT MANAGER

The SELD will appoint a project manager who will lead project activities to successful and timely completion. He/she will liaise with and make recommendations to executive sponsors, and when necessary, make project decisions. The project manager could make such decisions, apply resources, and delegate responsibilities within framework of his/her purview.

5. THE BIDDING DOCUMENTS

- (A) The Bidding Documents include:
The AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) RFP
- (B) The **Bidders** must submit their Bids in accordance with the Bidding Documents.
- (C) The Bid shall be valid for a period of not less than one hundred and twenty (120) days from the Bid Due Date, as defined below.
- (D) Subject to the provisions of Clauses 7.1.1 and 8.1.3 herein below, the Bidding Documents and any amendments issued subsequent to this RFP Document, but before the Bid Due Date, will be deemed to form part of the Bidding Documents.
- (E) Any queries or requests for additional information concerning this RFP shall be submitted by email in accordance with Clause 8.1.3, or questions could be asked at the Bidders Conference which is referenced in the schedule below.

- (F) The Bidders shall be responsible for all costs associated with the preparation of their Proposals and participation in the Bidding Process. **The SELD** will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

6. SCHEDULE OF EVENTS

Event	Date
1. Release of RFP	11th September, 2020
2. Submission of Bidder's Clarifications Deadline	25th September, 2020
3. Submission of Bidder's Response Deadline	1st October, 2020
4. Bid Due Date	9th October, 2020
5. Tender Board Opening	13th October, 2020
6. Product Demonstrations	20th & 21st October, 2020
7. Selection of Bidder	27th October, 2020
8. Contract Negotiation Completed	30th October, 2020
9. Proposed Commencement Date	9 th November, 2020

6.1.1 DUE DATES

All **proposals** are due by **4:00 p.m.** (UTC-05:00 Eastern Time) on **9th October, 2020** (the "Bid Due Date"). The SELD may in its sole discretion extend the Bid Due Date by issuing an amendment uniformly for all Bidders. Any proposal received after the Bid Due Date shall not be considered and shall be summarily rejected.

7. SUBMISSION OF THE PROPOSAL

Proposals must be received on or before the Bid Due Date at the Reception Desk, Department of Transformation and Digitization, Cecil Wallace-Whitfield Centre, West Bay Street, New Providence, The Bahamas.

The Bidder shall submit **seven (7) sealed** copies of the Proposal in separate envelopes, one marked "**Original**" and the other seven (7) marked "**Copy,**" respectively. In the event of any discrepancy between the original and the copy, the **Original** shall prevail. **One (1)** electronic version shall also be provided by the Bidder on appropriate media (unlocked or not password protected) attached to (or submitted with) the envelope marked "Original". Proposals will **not** be accepted by email or facsimile.

The Proposal shall be typed and signed by the authorized signatory of the Bidder who shall also initial each page, **in blue ink**. Any alteration, additions or any other amendments made to the Bid shall be initialled by the authorized signatory of the Bidder.

All proposals will be considered final. No additions, deletions, corrections or adjustments will be accepted after the Bid Due Date.

Submissions shall be addressed to:

Chairman
Tenders Board, Ministry of Finance
Cecil Wallace-Whitfield Centre,
Cable Beach
P. O. Box N – 3017
New Providence, Bahamas
Labelled: RFP – SELD
AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS)

Note: Please ensure that, if a third party carrier (Federal Express, UPS, DHL, USPS, etc.) is used, they are to be instructed to deliver your proposal to location specified above on or before the Bid Due Date. Neither the Government, its servants or agents or **SELD** shall be liable to ensure that the Proposal is delivered to the specified location.

CONTACT

Any questions concerning the RFP including any questions on the technical specifications or Statement of Work (SOW) requirements must be submitted by written enquiry on or before the Deadline for Submission of Clarifications, as specified in the Schedule of Events at Clause 6 above by email to scholarships@bahamas.gov.bs

7.1.1 AMENDMENTS

At any time prior to the Bid Due Date, **The SELD** may alter, amend, delete or add to, in whole or in part, any terms or provisions of this RFP. **The SELD** may modify, amend or revise any provision

of this RFP or issue an addendum at any time. **The SELD** will publish any such modification or amendment, revision or addendum in writing to all Bidders, by email.

In order to afford the Bidders a reasonable time for taking into account a material amendment (*the materiality of which **The SELD** in its own discretion may determine*) or for any other reason, **The SELD** may, at its own discretion, extend the Bid Due Date.

8. TERMS AND CONDITIONS

8.1.1 BIDDER RESPONSIBILITY

It is the Bidder's responsibility to ensure its complete comprehension of the requirements and the instructions vis-à-vis products/services/equipment requested by **The SELD**. To clarify any discrepancies, it is required that **Bidders submit a written inquiry to scholarships@bahamas.gov.bs** on or before the Deadline for Submission of Clarifications, as specified in the Schedule of Events at Clause 6 above.

8.1.2 RIGHT TO REJECT ANY OR ALL BIDS

- (A) Notwithstanding anything contained in this RFP, **The SELD** reserves the right to accept or reject any Bid and to end the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- (B) **The SELD** reserves the right to reject any Bid if:
- (i) at any time, a material misrepresentation is made or uncovered; or
 - (ii) the Bidder does not provide, within the time specified by **The SELD**, the clarification sought by **The SELD** for evaluation of the Bid in accordance with Clause 8.1.3;

Such misrepresentation shall lead to disqualification of the Bidder. If the Bidder is a Consortium, then the entire Consortium shall be disqualified. If the highest-ranked Bidder is disqualified after the Bids have been opened, **The SELD** reserves the right to negotiate with the next highest-ranking Bidder or in the sole discretion of **The SELD**, cancel the Bidding Process.

- (C) In case it is found during the evaluation, or at any time before selection of the successful Bidder, that one or more of the qualification conditions have not been met by the Bidder, or the Bidder has made material misrepresentation, or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith.
- (D) **The SELD** reserves the right to verify all statements, information and documents submitted by the Bidder in response to the Bidding Documents. Failure of **The SELD** to undertake such verification shall not relieve the Bidder of its obligations or liabilities

hereunder nor will it affect any rights of **The SELD** to disqualify any Bidder or rescind the LOA as granted under this RFP including this Clause.

8.1.3 CLARIFICATIONS

Bidders requiring any clarification on the RFP may notify **The SELD** by e-mail to scholarships@bahamas.gov.bs and should send in their queries before the date mentioned in the Schedule of Events at Clause 6. **The SELD** shall respond to the questions raised or clarifications sought by the Bidders on or before the time specified in the Schedule of Events. **The SELD** shall respond to such clarifications to all Bidders without identifying the source of queries.

SELD may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by **The SELD** shall be deemed to be part of the Bidding Documents. Any verbal clarifications and information given by **The SELD** or its employees or representatives shall not be deemed “clarification” for the purposes of this RFP.

8.1.4 ANNOUNCEMENTS AND PUBLICITY

The SELD shall determine the timing and content of any and all announcements or public statements relating to any part of this RFP process. No Bidder shall make any public statements or release any information regarding this process without the prior approval in writing of **SELD**.

8.1.5 CORRESPONDENCE DURING THE BIDDING PROCESS

During the Bidding Process, **The SELD** shall not communicate with any Bidder in relation to acceptance or rejection of any Bid. All communications concerning acceptance or rejection of Bids shall be in accordance with this RFP.

8.1.6 CLARIFICATIONS SOUGHT BY THE SELD

To facilitate evaluation of Bids, **The SELD** may, at its sole discretion, seek clarifications from any Bidder during the evaluation period. Such clarification(s) shall be provided within the time specified by **The SELD** on a case-by-case basis for this purpose. Any request for clarification(s) and response(s) shall be in writing. If a Bidder does not provide clarifications requested by **The SELD** within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, **The SELD** may proceed to evaluate the Bid by construing the particulars requiring further clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of **The SELD**.

8.1.7 CONTACTS DURING EVALUATION

Bids shall be deemed to be under consideration immediately after they are opened and until such time **Scholarship and Educational Loan Division** makes official notification of award or rejection to the Bidders. While the Bids are under consideration, Bidders and/or their representatives or other interested parties shall refrain from contacting by any means, the Tender’s Board, the Department of Information Technology, **The SELD**, the Office of the Prime Minister and/ or their employees, advisors and/or representatives on matters related to the Bids under consideration.

8.1.8 OPENING AND EVALUATION OF BIDS

The Bids shall be opened on the Opening Bid Date **13th October 2020 at 10 a.m.** at Tenders Board, Ministry of Finance, in the presence of Bidders who choose to attend.

The Scholarship and Educational Loan Division will subsequently examine and evaluate the Bids in accordance with the provisions set out in this Section 3.

The SELD shall ensure that the rules for the Bidding Process for the Project are applied in a non-discriminatory, transparent and objective manner. The SELD shall not provide to any Bidder information with regard to the Project or the bidding proceedings, which may have the effect of restricting competition.

- 1) SELD reserves the right to accept or reject any or all bids.
- 2) SELD shall not purchase goods or services from any business owing taxes to the Government of the Commonwealth of The Bahamas.
- 3) The bidder should have successfully executed at least three (3) award life cycle management systems or equivalent.
- 4) The accepted Bidder must provide a minimum of three (3) years' warranty on the solution provided, including parts (if applicable), with a four (4) hour service response during normal working hours – 9:00am to 5:00pm. In case of an emergency, Bidders must be able to respond to a request within 24 hours or a time period deemed reasonable by the SELD.
- 5) Bidders responding to this proposal will be required to demonstrate quality assurance in their installation, repair/maintenance and service procedures.
- 6) Bidders must disclose and include as part of their proposal, all costs, products and services required for the complete solution with such costs including any and all third party Bidders.
- 7) In the case of **purchased equipment/software**, the Bidder must:
 - a. Fully configure to the user location(s) and, the equipment delivered must have proper Bidder identification (stickers) attached including the Bidder name and phone contact. Details of all equipment/software including manufacturer, model number, and serial number/license key must be delivered and documented for future reference.
 - b. In the case of critical components, it must be demonstrated that a spare components are available in the case of loss or extensive damages.
- 8) In the case of **pre-built solution**, the Bidder must:
 - a. Meet at minimum 80% of the required specifications with offering and be able to meet the remaining 20% through customization/modifications and/or creation of new modules.

- b. Be able to migrate the existing SELD systems and integrate and/or interface with upgraded equipment.
- 9) In the case of **custom developed solution**, the Bidder must be able to prove their ability to deliver in a timely manner by demonstrating a comparable installed solution with features as required.
- 10) The SELD reserves the right to award more than one contract and may award different components of the Project to various Bidders where a better cost or preferred solution would be achieved.

8.1.9 FRAUD AND CORRUPT PRACTICES

The Bidders and their respective officers, employees, agents and advisors shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, **Scholarship and Educational Loan Division** shall reject any Bid or terminate the Bidding Process, as the case may be, without being liable in any manner whatsoever to any of the Bidders, as the case may be, if it determines that the Bidder or selected Bidder, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, **SELD** shall disqualify the Bidder from further participation in the Bid Process.

For the purposes hereof, the following terms shall have the meaning hereinafter respectively assigned to them:

“corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (*for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of **The SELD** who is or has been associated in any manner, directly or indirectly with the Bidding Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of **The SELD**, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process*); or (ii) engaging in any manner whatsoever any person in respect of any matter relating to the Project or this RFP, who at any time has been or is a legal, financial or technical advisor of **The SELD** in relation to any matter concerning the Project, except as in accordance with Clause 8.1.3;

“fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

“coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;

“**undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by **The SELD** with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; and

“**restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

9. GUIDELINES FOR PROPOSAL PREPARATION

The most responsive Bidder with the most beneficial and technically compliant offer in terms of cost, functionality and other factors as specified elsewhere in this RFP will be awarded the contract.

Scholarship and Educational Loan Division reserves the right to:

- > Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Bidder,
- > Accept other than the lowest priced offer,
- > Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- > Award more than one contract.

The submitted proposals are to include, but not be limited to, each of the following sections:

1. Executive Summary	A high-level synopsis of the Bidder's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed solution.
2. Methodology	Detailed product planning, design, build, and release approach. Should also include approach to training and knowledge transfer. All information provided will be held in strict confidence.
3. Project Management Approach	Include the method and approach to be used to manage all project related activities. Briefly describe how the engagement will progress from commencement to completion.
4. Deliverables	<p>Include descriptions, screen samples, and reports of the proposed solution for each user story including the detailed plans for each release. See also the section on Deliverables.</p> <p>The bidder must show the selected user stories in the half day demonstration as scheduled.</p>
5. Detailed and Itemized Pricing	Include a itemized cost per software application, and associated service. Provide a fee breakdown by release , which shall include estimates of travel, living expenses, shipping and handling, and third party involvement, where applicable. Specify costing for maintenance, and support agreements. Also include VAT and local taxes.
6. Company Overview	<ul style="list-style-type: none"> > Official registered company name, business address, TIN number, main telephone number, toll-free numbers, and facsimile numbers, e-Mail, and website address. > Key contact name, title, address (if different from above address), email, direct telephone and fax numbers. > Person authorized to contractually bind the organization for any proposal against this RFP.

<p>7. Appendix: References</p>	<ul style="list-style-type: none"> > Brief history, including year established and number of years the company has been offering AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) and support services. > Include organization size and structure, and annual turnover rate of staff. > Client list. <p>Three (3) current corporate references, including company name, contact name, title, address, telephone number, email, and client relationship synopsis. Value of implementation in USD\$, length of engagement (start and finish dates)</p>
<p>8. Appendix: Project Team Staffing</p>	<p>Include biographies and relevant experience of key staff and management personnel. List the key personnel who will work on this project along with their qualifications, relevant experience, as well as their specific role and responsibility for this project. Affirm that no employees working on the engagement have ever been convicted of a criminal offence either inside or outside the Commonwealth of The Bahamas.</p> <p>The nature of this project and solution is deemed a matter of national security and for due diligence, the following is required of the principles and partners of the company:</p> <ul style="list-style-type: none"> • Copy of valid passport • Police Character Reference • Proper address (local and abroad) <p>(All of the above copies should be apostille)</p>
<p>9. Appendix: Company policies on maintenance and support</p>	<p>Specify maintenance, support agreements and service license agreements and warranty information.</p>

Bidders shall respond and document the extent to which they can meet the specific requirement or desirable feature statement of the RFP. It is to the Bidder's advantage to provide responses in enough detail that will allow the evaluators to determine how well the proposed product satisfies the requirements.

10. GENERAL RFP STIPULATIONS

10.1.1 DISCLOSURE OF RFP CONTENT

- A. All submissions become the property of **The Scholarship and Educational Loan Division** and will not be returned to the Bidder. All conditions contained in the RFP are considered accepted by the Bidder along with any information submitted. All information submitted with the RFP, and the RFP will be handled with the strictest degree of confidentiality.
- B. Financial Statements will be exempt from examination by anyone other than personnel of **SELD**, its advisors and designated government employees. **SELD** will maintain the confidentiality of such financial statements to the extent provided by the laws of the Commonwealth of The Bahamas.

10.1.2 BIDDER'S RESPONSIBILITY WITH REGARD TO PROPOSAL

The Bidder, by submitting a proposal represents that:

- A. The Bidder has read and understood the RFP in its entirety and the proposal is made in accordance therewith.
- B. The Bidder possesses the capabilities, resources, and personnel necessary to provide efficient and successful service to **SELD**.
- C. Before submitting a proposal, each Bidder shall make all investigations and examinations necessary to ascertain site and/or local conditions and requirements affecting the full performance of the contract and to verify any representations made by SELD, upon which the Bidder will rely. If the Bidder receives an award because of its proposal submission, failure to have made such investigations and examinations will in no way relieve the Bidder from its obligations to comply in every detail with all provisions and requirements of the contract, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim by the Bidder for additional compensation or relief.

10.1.3 WAIVER OF MINOR IRREGULARITIES

Scholarship and Educational Loan Division reserves the right to waive minor irregularities in proposals, providing such action is in the best interest of **SELD**. Minor irregularities are defined as those that have no adverse effect on SELD's best interests, and will not affect the outcome of the selection process by giving the Bidder an advantage or benefit not enjoyed by other Bidders.

10.1.4 INCURRED EXPENSES

This RFP does not commit **The SELD** to award a contract. Nor shall **The SELD** be responsible for any cost or expense which may be incurred by the Bidder in preparing and submitting the proposal called for in this RFP, or any cost or expense incurred by the Bidder prior to the execution of a contract agreement.

10.1.5 PRESENTATIONS BY BIDDERS

- A. **The SELD**, at its sole discretion, may ask individual Bidders to make oral presentations and/or demonstrations without charge to **The SELD**. The purpose of an oral presentation is to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The response must be complete in all respects, as presentations and demonstrations MAY or MAY NOT be scheduled. All costs incurred by the Bidder to conduct the presentation and/or demonstration is/are the responsibility of the Bidder. Additionally, any requests for clarification, if required, will be issued in **writing** and written responses from the Bidder will become an integral part of the Bidder's response.
- B. By submitting a proposal, the Bidder certifies that the **products/services** is in productive use and capable of demonstration in the proposed configuration. In the case of a **custom developed product**, the Bidder certifies that a comparable solution is in productive use and capable of demonstration in the proposed configuration. **The SELD** reserves the right to require Bidders to demonstrate the functionality of the proposed product/solution to its satisfaction prior to making an award decision. The demonstration is intended to show that the Bidder's proposed products/solutions will perform in a completely satisfactory manner, and that they will meet or exceed the performance specifications contained in the RFP. Failure by any Bidder to promptly comply with a request for demonstration could result in their proposal being rejected. Failure to reject shall not relieve the Bidder, if awarded a contract, of its obligation to fully comply with all requirements of the contract.
- C. **The SELD** reserves the right to require any Bidder to demonstrate to the satisfaction of **The SELD** that the Bidder has the fiscal and managerial abilities to properly furnish the products and/or services proposed and required to fulfil the contract. The demonstration must satisfy the requirements of **The SELD**, and will be judged solely by the *Evaluation Committee* for compliance.

10.1.6 RESPONSIBILITY TO BIDDER'S PERSONNEL

The Bidder shall be responsible for ensuring that its employees, agents and subcontractors comply with all applicable laws and regulations and meet all governmental and local requirements related to their employment and position. The Bidder certifies that it does not and will not during the performance of the contract employ illegal alien workers or otherwise violate any government regulations set forth by the provisions of the **Immigration Act (Chapter 191 Statute Law of The Bahamas)**, as amended.

During the performance of the contract, the Bidder agrees to the following:

- > The Bidder shall not discriminate against any employee or applicant for employment because of race, religion, colour, sex, age, handicap or national origin, except when such condition is an occupational qualification set forth in the applicable laws of The Bahamas.
- > The Bidder shall include the provisions of the foregoing paragraphs A, B, and C above in every subcontract or purchase order so that the provisions will be binding upon each Bidder or subcontractor.
- > The Bidder and any subcontractor shall pay all employees working on this contract not less than minimum wage specified in the **Minimum Wages Act (Chapter 321B)** as amended.
- > Any information concerning **Scholarship and Educational Loan Division**, services, operations, personnel, policies or any other aspect of its business, unless it is deemed public information, learned by the Bidder or personnel furnished by the Bidder in the course of providing services pursuant to the Agreement, shall be held in the strictest of **confidence** and shall not be disclosed by the Bidder or any employee or agents of the Bidder or personnel furnished by the Bidder, without the prior **written** consent of the **Permanent Secretary**, of Ministry of Education.
- > The Bidder and any subcontractors will be required to sign confidentiality statements prior to submitting a proposal.

10.1.7 OWNERSHIP OF INTELLECTUAL PROPERTY

All copyright and patent rights to all papers, documents, reports, forms, materials, creations, or inventions created or developed in the performance of this contract shall become the sole property of **The SELD**. Upon request, the Bidder shall promptly provide an acknowledgement or assignment in a tangible form satisfactory to **The SELD** to evidence **The SELD's** sole ownership of specifically identified intellectual property created or developed in the performance of the contract.

10.1.8 OWNERSHIP OF SOURCE CODE

In the event the Bidder ceases to maintain experienced staff and the resources needed to provide required software maintenance, **The SELD** shall be entitled to have, use, and duplicate for its own use, a copy of the source code and associated documentation for the software products covered by the contract. Until such time as a complete copy of such material is provided, **The SELD** shall have exclusive rights to possess all physical embodiments of such Bidder owned materials. The rights of **The SELD** in this respect shall survive for a period of twenty (20) years after the expiration or termination of the contract. All lease and royalty fees necessary to support this right are included in the initial license fee as contained in the pricing schedule. *Bidder shall indicate in the submittal whether the firm is willing to enter into a Software Escrow Agreement.*

10.1.9 TITLE TO SOFTWARE

By submitting a proposal, the Bidder represents and warrants that it is the sole owner of the software or, if not the owner, that it has received all legally required authorizations from the owner to license the software, has the full power to grant the rights required by this solicitation, and that neither the software nor its use in accordance with the contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.

10.1.10 TITLE TO EQUIPMENT

By submitting a proposal, the Bidder represents and warrants that it is the sole owner of the equipment or, if not the owner, that it has received all legally required authorizations from the owner to license the equipment, has the full power to grant the rights required by this solicitation, and that neither the equipment nor its use in accordance with the contract will violate or infringe upon any patent, copyright, trade secret, or any other property rights of another person or organization.

11. EVALUATION FACTORS FOR AWARD

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Bidder's responsiveness to the RFP and the price quoted for all deliverables and requirements covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Bidder:

1. The Bidder's ability to demonstrate user stories as required by the SELD.
2. The extent to which the Bidder's proposed solution fulfils the SELD's stated requirements as set out in each user story (Functional Requirements) and Non-Functional Requirements.
3. The extent to which the bidder's proposed product release schedule best aligns the SELD's business objectives and requirements. The Schedule should show substantial value at each incremental release of the product.
4. An assessment of the Bidder's <u>ability to deliver</u> the indicated product & service in accordance with the specifications set out in this RFP.
5. Availability of sufficient high quality Bidder personnel with the required skills and experience for the specific approach proposed.
6. The Bidder's stability, experiences and record of past performance in delivering such services.
7. Scalability of product solution should also be included.
8. Overall cost of Bidder's proposal.
9. Completion of all required responses in the correct format.
10. Bidder's acceptance of SELD's contractual terms and conditions.

The evaluation criteria will pay attention on bidder's information:

1. About the project management method they will use to deploy their solution to ensure timely delivery of a high value product.
2. On how they plan to provide a customer centric development approach with Human Centered Design (HCD) and co-creation.
3. On the innovative technologies they will use in their solution.
4. That shows that their team is highly skilled and cross-functional for optimized productivity level.
5. On how adaptable their development process is to allow changes that may come about due to legislation, international influence, and other internal or external reasons.

6. That shows that their solution has the ability to interoperate with other disparate systems to both push and pull information.
7. Data Ownership and Privacy. This section should provide a statement of data ownership for all data entered or transferred to the system. Provide a statement of how the user data may be transferred back to SELD once the system is no longer used.

No award will be issued to a Vendor which has any violations or past due debt with the Government of The Bahamas.

The SELD may, at their discretion and without explanation to the prospective Bidders, at any time choose to discontinue this RFP without obligation to such prospective Bidders.

12. STATEMENT OF PURPOSE

12.1.1 PROJECT OBJECTIVES

The Scholarship and Educational Loan Division would like to improve its responsiveness to the needs of Bahamians citizens through the effective and efficiently management of scholarship awards. SELD is issuing this Request for Proposals (RFP) to secure web-based AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) to be hosted locally in the government's data centre. SELD wants to ensure that it functions in compliance with the legislation, and operates with openness and transparency.

This solution, SELD seeks to procure will support the entire AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) from Application to Pre-Qualification, through to Closure. SELD wants all functions integrated to provide a seamless solution

In an effort to fulfil its mandate the Government is seeking a vendor to:

- a. Provide a solution that will adequately manage a scholarship through its entire life cycle from application to evaluation and approvals, through execution of award and completion in the best possible manner.
- b. Innovatively streamline the business processes of the Scholarships and Educational Loan Division so that the service if provides to its clients is simple, open, and valuable.
- c. Provide a solution that will captures comprehensive, current, and correct data that will produce information/reports that will aid decision making by SELD and the Government of The Bahamas.

Functions of the proposed solution should positively impact:

1. Access to scholarships by all Bahamians.
2. Approval process by the Officers and for the users.
3. Accountability and transparency of granting scholarships and the execution of the scholarship once awarded.
4. Collaboration and communication between users (applicants, Officers, committee, staff, and institution).
5. Security of the environment to ensure privacy and integrity.

13. SCOPE OF WORK

Through the execution of this Scope of Work, Scholarship and Educational Loan Division must have the vendor's guarantee and must be able to assure Bahamian citizens of the following:

- a) The sovereignty of the Commonwealth of The Bahamas will at no time be at risk due to the lack of comprehensive consideration and appropriate action

- b) Suitable and vigorous controls will be enforced to protect data and internal workings of the Government
- c) The alignment of the delivery of scope items to organizational objectives will provide the best value for money entrusted by the Bahamian people
- d) Proposed methods and technologies conform to international standards and practices for scholarship /award life cycle management solutions
- e) The selected bidder i.e. Prime Vendor shall build, operate, and maintain the Award Life Cycle Management Software for a period of 3 years from the date of successful completion of Final Acceptance Test (FAT) and deployment.
- f) The minimum specified work to be undertaken by the Prime Vendor for setting up and operating and maintaining the Awards Life Management System has been categorized as under:
 - I. Plan and Prepare – Assess current environment.
 - II. Design – Design and develop a custom fitted and configured solution.
 - III. Acquire - Site coordination, Factory acceptance test.
 - IV. Implement – Installation, Start up, Commissioning and Orientation & training.
 - V. Maintain - the AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) from its current state to recommended state for ultimate optimization and uptime. For a period of 3 years from the date of successful completion of Final Acceptance Test (FAT).

The SELD is therefore seeking an AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) that will allow:

1. A **Cabinet Minister (CM)** to securely access the system from anywhere and at any time. The CM also needs to review and search the applicant's information for approval. The Minister should be able to issue an electronic signature in the system.
2. A **Committee** such as the National Scholarship Committee (NSC) Board, All Bahamas Merit Committee), Public Schools Scholars Committee (PSSP) needs to be able to securely access the system from anywhere and at any time. The committee members need to review, search and score applicants and existing awardees in order to make decisions. The responsible members of the Committee must be able to sign and date documents. They must also be able to see status reports of the progress (e.g. pending, approved).
3. A **Permanent Secretary (PS)** to securely access the system from anywhere and at any time. The PS also needs to review and search the applicants' information in order to make decisions. The PS also must have the ability to collaborate with authorized persons. The PS needs to be able to approve payments and update status in the system. The PS should be able issue an electronic signature in the system.
4. An **Under Secretary (US)** to securely access the system from anywhere and at any time. The US also needs to review and search the applicants' information in order to make decisions. The US also must have the ability to collaborate with authorized persons.

5. An **Authorized SELD Officer** to be able to securely access the system from anywhere and at any time. The SELD Officer also needs to review and search these applicants information in order to make decisions. The SELD Officer should also be able to differentiate new applicants from existing awardees. The SELD Officer must have the ability to collaborate with authorized persons. The SELD staff need to communicate with the applicant and stakeholders (colleges, etc.) and manage existing awardees portfolios. Additionally the Officer should have the ability to create, upload and export documents in and out of the system.
6. A **System Administrator** to be able to securely access the system from anywhere and at any time. The **SA** should have the ability to assign user permissions and roles. Also, to provide 1st level support and maintenance for the solution and run reports when. Should be able to easily customize or configure the system to meet SELD needs as necessary.
7. A **Finance Officer (FO)** to be able to securely access the system from anywhere and specified times. The FO should have the ability to process and approve payment requests and produce financial reports. Should be able to see that information provided from the Cabinet Minister and other Finance Officers. Complete payment process from beginning to end.
8. A **SELD Accounts Officer (AO)** to be able to securely access the system from anywhere and specified times. The AO should have the ability to verify and process payment requests and produce financial reports. Should be able to view financial status provided from the Cabinet Minister and other Finance Officers.
9. An **Applicant** to be able to securely access the system from anywhere and anytime. The applicant should be able to register and provide the designated unique identifier. Should be able submit their applications and upload documents online. Should receive status reports on the progress of their application. They should be able to communicate with a SELD Officer. Should be able to submit additional information for their application when required to. They should be able to request other admissible changes to their application
10. An **Existing Awardee** to be able to securely access the system from anywhere and anytime. They should be able to apply for renewal in the system, track the execution of their award through each phase. Should be able to submit request for renewal and any other admissible changes to their award. Should receive notification of the status of their renewal application progress. They should be able to communicate with an Officer.
11. An **Authorized Institution** to be able to securely submit documents on behalf on the applicant (transcripts, invoices, receipts, letters). They should be able to communicate with an Officer. They should also receive applicable notification.

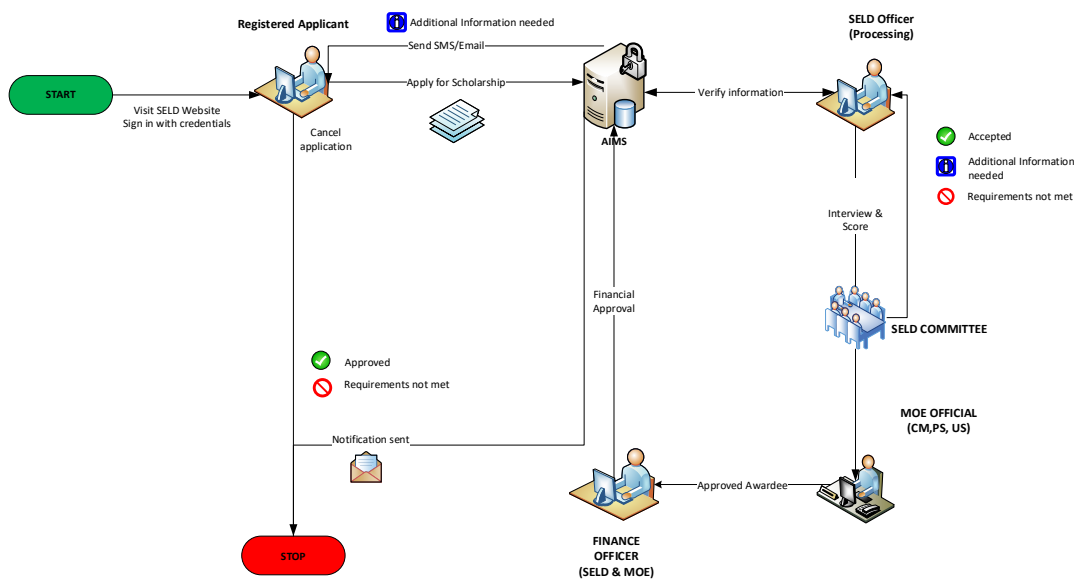
12. **Referees** should be able to securely access the system to complete a reference on behalf of an applicant and receive acknowledgement of receipt. SELD officer should be able to communicate with the Referee through the system.

The solution should also be able to:

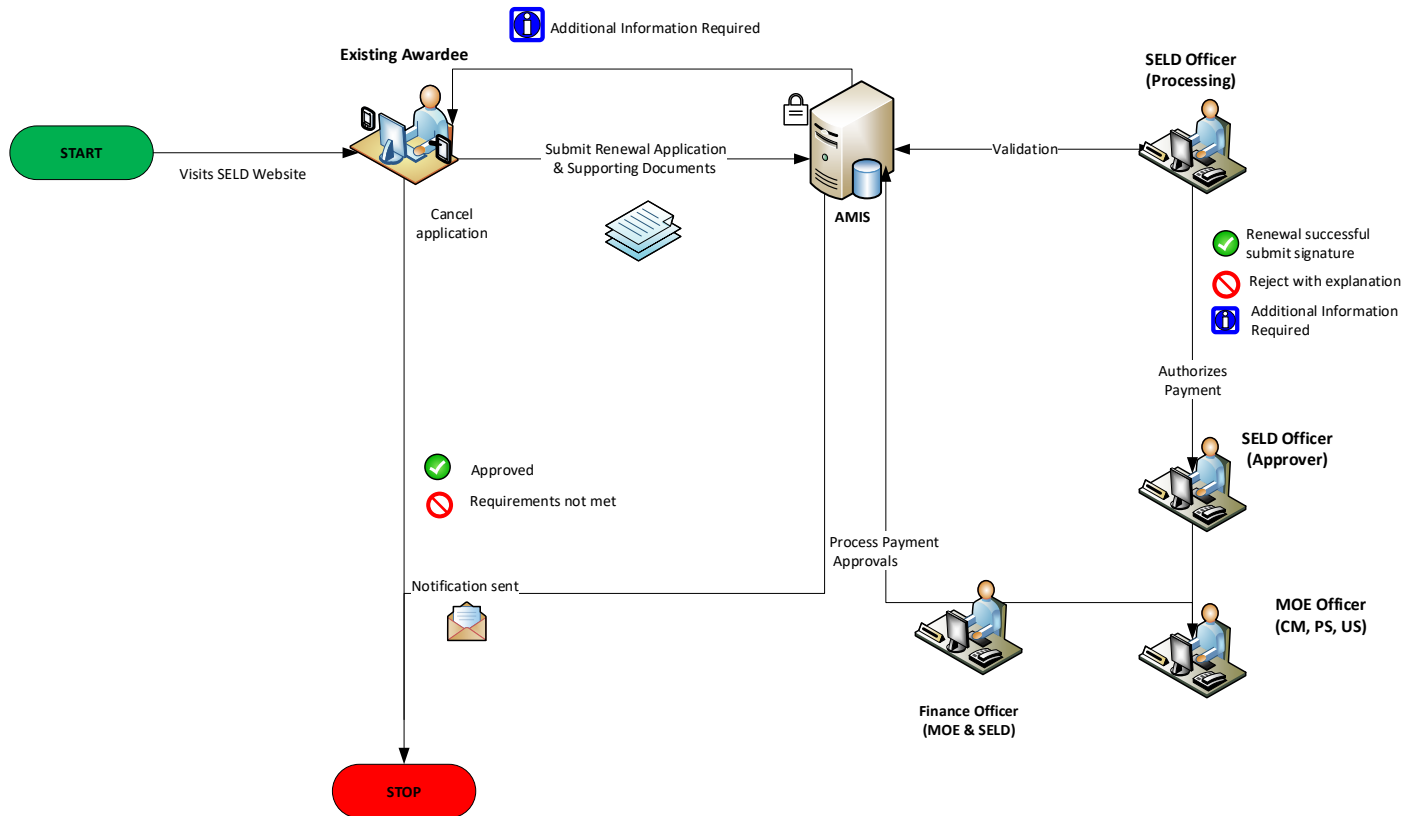
- Provide Document Management capability. Capture, store, and index documents into the system (contracts, verification of funding forms, reports and letters)
- Process electronic payments or transfers to the institutions
- Display balance of payment for each awardee
- Facilitate the processing of International payments through the Central Bank of The Bahamas

14. PLAN, DESIGN, DEVELOP, AND DEPLOY AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS)

The proposed Awards Information Management System (AIMS) should have at minimum the following concept: New Applicant



14.1.1 EXISTING AWARDEE ANNUAL RENEWAL



15. DELIVERABLES



The overall goal of the project is to assess, develop, test, document, implement and maintain a custom grant and AWARDS INFORMATION MANAGEMENT SYSTEM (AIMS) system, and supporting applications and processes, in compliance with the scope, install on selected hardware infrastructure; test all applicable processes; and prepare the system and data for use by the Ministry of Education, SELD Committees, eligible institutions and students.



To accomplish this, **Bidders must document and deliver:**



1. Approved Business Requirements based on epics and user stories provided and those discovered during elicitation.
2. Approved transformed business processes (BPR – Business Process Redesign).
3. Approved Functional Requirements and Non-Functional based on Business Requirements.
4. Completed configured product environments (at minimum - Develop, Test, Production Disaster Recovery).
5. Project artefacts for planning, design, build and release.



6. Product releases based on Acceptance and Done Criteria (User Acceptance Test and Customer Acceptance Test for each planned release).
7. Approved Training and Knowledge Transfer strategy and plan.
8. Training and Knowledge Transfer Report
9. User, Administrator, and System materials.



16. USER STORIES (FUNCTIONAL REQUIREMENTS)

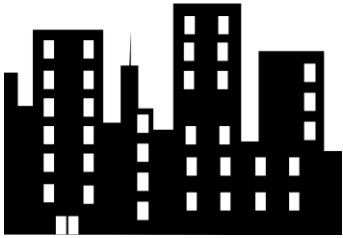
Persona	Story	Objective
Minister of Education	 <p>John Mackey is a cabinet minister who resides in Nassau and his office on the same island. As a Minister of Education I need to be able to access and view committees approved list. I should be able to approve decisions. I should also be able to receive reports on the amount of funding was allocated and balance for scholarship, so that I can make future budgetary decisions. I should also be to sign off on documents in the system</p>	<ul style="list-style-type: none"> • Accessibility and availability (anytime, anywhere) • Secure access to system • Mobility • Reduction in cost, time and frustration • Greater security of sensitive data • Electronic collaboration with authorized users. <p>Ensure integrity and transparency in the scholarship granting process</p>
Permanent Secretary	 <p>Mitch Collie is a 60 year old Permanent Secretary, in the Ministry of Education. As a Permanent Secretary I need to be able to access and view approved list. I should also be able to receive reports on the amount of funding was allocated and left for scholarship, so</p>	<ul style="list-style-type: none"> • Accessibility and availability (anytime, anywhere) • Secure access to system • Mobility • Reduction in cost, time and frustration • Greater security of sensitive data • Electronic collaboration with authorized users. <p>Ensure integrity and transparency in the scholarship granting process</p>

Persona	Story	Objective
	<p>that I can make future budgetary decisions. I should also be to sign off on documents in the system.</p>	
<p>Under Secretary</p>	 <p>Judith Bowe is a 60 year old, Under Secretary at The Ministry of Education. As the US I need to securely access the system from anywhere and at any time. The US also needs to review and search the applicants' information in order to make decisions. The US also must have the ability to collaborate with authorized persons. I should also be to sign off on documents in the system.</p>	<ul style="list-style-type: none"> • Accessibility and availability (anytime, anywhere) • Secure access to system • Mobility • Reduction in cost, time and frustration • Greater security of sensitive data • Electronic collaboration with authorized users. • Ensure integrity and transparency in the scholarship granting process
<p>First Assistant Secretary (HOD) (SELD)</p>	 <p>Lisa Black is 50 year old First Assistant Secretary, in the Scholarship and Educational Loan Division. As Head of Division I need to be able to access and view, edit in the system where necessary. I should be able to review approval and rejections in the solution and send my advice and recommendations in the system. I should also be able to receive reports on the amount of funding that was allocated and balances for scholarship, so that I can make future budgetary decisions.</p>	<ul style="list-style-type: none"> • Accessibility and availability (anytime, anywhere) • Secure access to system • Mobility • Reduction in cost, time and frustration • Greater security of sensitive data • Electronic collaboration with authorized users. • Access to data. • Security and maintenance of data. • Ensure integrity and transparency in the scholarship granting process.

Persona	Story	Objective
	<p>I should also be able to review, approve and reject in the system. I should also be able to communicate with all stakeholders in the system. I should also be to sign off on documents in the system. I should be able to generate reports in the system.</p>	
<p>Infrastructure (System Administrator)</p>	 <p>Tom Smith is a 60-year-old expert assigned to SELD’s infrastructure department, holding the role of Senior Systems Administrator. As the Administrator to I need to keep secure seamless connection to the data center to ensure data continuity and accessibility at the time of a disaster and or power loss.</p>	<ul style="list-style-type: none"> • Fail over upon a service outage to a redundant environment • Reduction in cost, time and frustration • Secure access to AMLCS memoranda and agenda • Mobility • Synchronization to production and disaster recovery environments • Greater security of sensitive data
<p>Committee</p>	 <p>The committee (NSC, PSSP, and ABM) needs to meet to review and/or interview and score applicants. They need to be able to access a common SELD calendar to arrange meetings, etc. They need to have the capability to host virtual meetings in the system. They need secure access to the system that will allow them to view applicant’s information, score and update and notify stakeholders of applicant’s progress.</p>	<ul style="list-style-type: none"> • Standardization (templates) • Reduction in cost, time and frustration • Secure access to system and applicant information • Greater security of sensitive data • Accessibility and availability (anytime, anywhere) • Mobility • Electronic collaboration with authorized users

Persona	Story	Objective
SELD Officer	 <p>Judith Bowe is 35, and works within SELD. I need to be able to access, view and verify students' information in the system where necessary. I should be able to review approvals and rejections in the system and update status in the system. I should also be able review and communicate with all stakeholders (students, institutions, etc.) in the system. Finally I need to be able to produce relevant documents and upload them into the system.</p>	<ul style="list-style-type: none"> • Reduction in cost, time and frustration • Creation of documents (registrar letter, contract) • Sending information and documents to students / intuitions electronically • Standardization (templates) • Accurate information • No duplication of applicants • Secure access to software
System Administrator SELD (Operations)	 <p>Krystle Jones is a 39 year old, IT Officer stationed at SELD, providing IT system support, to SELD. I need to be able to create, edit, store and delete users. I need to be able to assign roles in the system. I need to be able to easily be able to add, remove, and edit fields in the system. I need to be able to customize the forms, eligibility and scoring criteria, and other functionality in the system with little coding. I also needs consistent, secure and reliable access to the data produced from the system and that data to be stored on available server. I need to be able to customize and export reports.</p>	<ul style="list-style-type: none"> • Secure and Reliable access to virtual servers and internet • Total access and security of sensitive data • System Availability • System Reliability • Reduction in cost, time and frustration • System Stability

Persona	Story	Objective
<p>Student (High School)</p>	 <p>Rodney Knowles is a 18 year high school student who wants to apply for a scholarship. As a new applicant I want to be able to access my scholarship application online. I also want to submit all necessary documents and application online. I want to have a profile that will provide status reports on the progress of my application and information relevant to me. Additionally, I want to receive notifications and communications pertaining to awarding and payment. I also want my school and relevant parties to be able to send and receive official documents electronically.</p>	<ul style="list-style-type: none"> • Secure and Reliable access to scholarship application online • Ability to know eligibility for scholarships • Greater security of sensitive data • System Availability • System Reliability • Reduction in cost, time and frustration • Notification of status of application • Reduced visits to the scholarships • Increase customer satisfaction
<p>Existing Awardee</p>	 <p>Stacy Boyd is a 23 year old university student, All Bahamas Merit Recipient. As an existing awardee living abroad, I want to be able to access my renewal application online. I also want to submit all necessary documents and renewal application online. I want to have status reports on the progress of my renewal application. Additionally I want to receive notifications and communications pertaining to awarding, payment and any other items. I also want my school and relevant parties to be able to send official documents online.</p>	<ul style="list-style-type: none"> • Secure and Reliable access to the solution • System Availability • System Reliability • Reduction in cost, time and frustration • Communication with SELD • Increase customer satisfaction

Persona	Story	Objective
<p>Institutions/References</p>	 <p>Jane Mcdowdry is an Students Records Officer at an international university. As the Officer I need to be able to send the existing awardee transcript information into the system, I also need to be able to send balances and receive letter of approval for payment.</p>	<ul style="list-style-type: none"> • Reduction in cost, time and frustration • Communication with SELD • Electronic confirm of payment • Increase customer satisfaction

NON-FUNCTIONAL REQUIREMENTS

Description of Bidder's Method, and/or Approach and Standards adhered to.	
<p>16.1.1 INTERFACES</p> <ul style="list-style-type: none"> • The solution must interface and interoperate with disparate systems (Academic Works Blakbaud) and the gnet. • Well documented API available that allows for integrating with other systems • Provide or integrate with a CRM System for contact and communication management. • Integrate with Office 365 for email tracking and document management. 	
<p>16.1.2 HUMAN FACTORS</p> <p>Important product features include: usability, customization, user error handling, on-line help.</p>	
<p>16.1.3 SECURITY</p> <ul style="list-style-type: none"> • Identification and authentication of users • Unique ID (NIB number) for sign up and sign in • Prevention of unauthorized access to and use of resources • Protect the confidentiality and integrity of information throughout its entire lifecycle • Encrypt information during transmission over unsecured communication channels 	
<p>16.1.4 RESOURCE AUDITING</p> <ul style="list-style-type: none"> • Record events • Track user actions • Timestamp • Data change • Resource usage • Destination and source addresses • Status updates 	

<p>16.1.5 CAPACITY</p> <p>Based on similar systems implemented</p> <ul style="list-style-type: none"> • Peak Load (maximum capacity) • Concurrent requests 	
<p>16.1.6 PERFORMANCE</p> <ul style="list-style-type: none"> • Response time • Availability • Latency • Transaction throughput • Scalability • Reliability 	
<p>16.1.7 CONFIGURABILITY</p> <p>Configuration approach for how system elements added, removed, or replaced or modified.</p> <ul style="list-style-type: none"> • Flexibility and ease of shaping to meet needs without technical expertise. • Capacity to work with different currencies. • Browser based user interface • Overall ease of use and administration will be an important point of evaluation • Mobile application (Android and iOS) • Offline support (ideal but not required) 	
<p>16.1.8 CONFIGURATION MANAGEMENT</p> <p>Version Control for different aspects: source codes, objects code, configuration files, system documentation.</p>	
<p>16.1.9 LANGUAGE AND LOCALIZATION</p> <p>The language for the system is English and the system should be adapted to the locale of The Bahamas.</p>	
<p>16.1.10 ACCESSIBILITY</p> <p>Provide accessibility guidelines and standards</p>	

<ul style="list-style-type: none"> User role as defined by administrator 	
<p>16.1.11 <i>CLIENT ENVIRONMENT</i></p> <p>Provide client environment and communication protocols. State which computing devices the solution operates correctly, efficiently, and with reasonable response time. What web browsers, if any.</p>	
<p>16.1.12 <i>LOOK AND FEEL</i></p> <p>Should follow the look and feel guidelines as agreed during the design phase. Look and feel should be consistent throughout the product solution</p>	
<p>16.1.13 <i>TECHNICAL STANDARDS</i></p> <ul style="list-style-type: none"> Network Level Protocol Transport Protocol Structured Documents and Messages Directory and Discovery Web Services Definition Workflow Remote Object Access and Activation Provide documented, stable web services APIs for integration Support flexible customization and configuration of meta-data. SaaS solution that is hosted in the governments data centre. 	
<p>16.1.14 <i>HARDWARE</i></p> <ul style="list-style-type: none"> Platform Environments (Development, Test/Training, Production, Disaster Recovery) 	
<p>16.1.15 <i>SOFTWARE QUALITY</i></p> <ul style="list-style-type: none"> Industry practices followed Standard coding conventions followed Method for tracking and remediation defects and bugs Software stack (e.g. Java, Node.JS, etc) 	

<p>16.1.16 <i>DOCUMENT & INFORMATION MANAGEMENT</i></p> <ul style="list-style-type: none"> • Track all scholarship applications in progress including tracking status, deadlines, key participants working on proposal development • Manage all documents associated with scholarship application and awards • Integrate with Office 365 for document management • Has the capabilities to produce and export different file extension. PDF etc. • Has intuitive search function when creating new participant • View and link to all related records by program/registrant etc. • Allows for external parties to upload/send documents via link into system 	
<p>16.1.17 <i>NOTIFICATION/ALERTS</i></p> <ul style="list-style-type: none"> • Support the flexible creation of a calendar of key deadlines for each scholarship. • Send reminders and notifications for failure to complete; • Send notification for approval or rejection of applications • Send notification for collection and signing • Send notification for payment • Send notification for scoring 	
<p>16.1.18 <i>ADMINISTRATION</i></p> <ul style="list-style-type: none"> • Track all awarded grants, contracts, and agreements (“Awards”) • Store files associated with an award including documents, spreadsheets, and images. • Pull and report financial data on each scholarship • Ability to track specific information define for each scholarship • Ability to track applications and renewals. 	

<ul style="list-style-type: none"> • Ability to create and configure new items (forms, workflows, fees) without vendor assistance. • Field level auditing for all fields. • Place warnings, holds, and restrictions on a record based on such things as unpaid bills, behavioral issues, etc. 	
<p>16.1.19 <i>REPORTING</i></p> <ul style="list-style-type: none"> • System has standard reports with the ability to create ad-hoc reports based off all available form fields • Export reports in CSV and PDF formats. • Users are able to create reports on the fly and save them for later use • Ability to filter reports results interactively at run-time. • Reports can be created and shared among all users in the system. • Letters can be generated automatically from the system • Ability to create data visualizations through the use of charts and dashboards. • Reports can be created and shared among all users in the system. 	
<p>16.1.20 <i>DATA OWNERSHIP AND PRIVACY</i></p> <p>All 3rd party vendors must be identified which would have access to the SELD specific user data. Provide applicable privacy statements. Provide a statement of how the user data may be transferred back to SELD once the system is no longer used.</p>	

17.COST

No.	General Product or Service Description	Name of the Product	Purchase Cost (Including 3 year maintenance cost)	Maintenance Cost per year after 3 rd Year	Lease Cost 3 years (if applicable)
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SELD

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TOTAL COST =		Click here to enter text.	Click here to enter text.	Click here to enter text.	

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