



Request for Proposal for a **Management Information System and Database for Internationalisation of Higher Education**

Tender reference number: TIGRIS-586290-EPP-1-2017-1-DE-EPPKA2-CBHE-SP-MIS-KISSR-2020

Kurdistan Institution for Strategic Studies and Scientific Research

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TIGRIS - Transfer of Good practices &
Reinforcement of Internationalisation
Strategies in Kurdistan



Summary of tender information

| | |
|---|---|
| Tender documents for | Management Information System and Database for Internationalisation of Higher Education |
| Tender reference number | TIGRIS-586290-EPP-1-2017-1-DE-EPPKA2-CBHE-SP-MIS-KISSR-2020 |
| Tender documents cost | NIL |
| Date of online notice | 20.04.2020, 2 p.m. (Arabia Standard Time) |
| Start date of document download | 20.04.2020, 2 p.m. (Arabia Standard Time) |
| End date of document download | 11.05.2020, 8 p.m. (Arabia Standard Time) |
| Start date of tender submission | 27.04.2020, 8 a.m. (Arabia Standard Time) |
| End date of tender submission | 11.05.2020, 8 p.m. (Arabia Standard Time) |
| Submission of tender proposals incl. requested documents to | orga-tigris@kissr.edu.krd |
| Queries, if any, to be communicated to | Mr. Bryar Hassan Kurdistan Institution for Strategic Studies and Scientific Research Building No. 10, Alley 60, Gullabax 335 Shorsh Str., Opposite Shoresh Hospital Sulaymaniyah, Kurdistan Region, Iraq Email: orga-tigris@kissr.edu.krd |
| Link for downloading tender documents issued with the request for proposals | https://kissr.edu.krd/english/2020/04/20/request-for-proposal-for-a-management-information-system-and-database-for-internationalisation-of-higher-education/ |

The Kurdistan Institution for Strategic Studies and Scientific Research reserves the right to reject any or all offers without assigning any reason.

The tendering process takes place by submission of tender proposal incl. the requested documents to the email address provided above.



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Disclaimer

This Request for Proposal (RFP) is neither an agreement nor an offer and is only an invitation by the Kurdistan Institution for Strategic Studies and Scientific Research to the interested parties for submission of tender proposals.

The purpose of this RFP is to provide the Tenderer(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Tenderer may require. Each Tenderer should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Neither the Kurdistan Institution for Strategic Studies and Scientific Research nor any other member of the TIGRIS project consortium or the Education, Audiovisual and Culture Executive Agency (EACEA) of the European Commission as co-funding organisation of the TIGRIS project make any representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

The Kurdistan Institution for Strategic Studies and Scientific Research, on behalf of the consortium of the Erasmus+ TIGRIS Project, may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The Kurdistan Institution for Strategic Studies and Scientific Research, on behalf of the consortium of the Erasmus+ TIGRIS Project, reserves the right to reject any or all offers without assigning any reason.

No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized representatives of the Kurdistan Institution for Strategic Studies and Scientific Research with the selected Tenderer.

If a contract is signed, only the Kurdistan Institution for Strategic Studies and Scientific Research will enter into a contract with the selected Tenderer.

If a contract is signed, in no way and under no circumstances does the selected Tenderer enter into any agreement with the Education, Audiovisual and Culture Executive Agency (EACEA) of the European Commission and therefore has no rights vis-à-vis the agency or the European Commission.



Part 1 – Project Description

1.1 About the TIGRIS project

TIGRIS (*Transfer of Good Practices and Reinforcement of Internationalisation Strategies in Kurdistan*) is a structural project within the framework of the Erasmus+ programme “Capacity Building in the Field of Higher Education”. TIGRIS supports the modernisation, accessibility, and internationalisation of higher education in the Kurdistan Region of Iraq.

The TIGRIS project is implemented from 2017 – 2020 by an consortium composed of 5 European and 10 partners from the Kurdistan Region of Iraq, including the Ministry of Higher Education and Scientific Research (MHESR) of the Kurdistan Regional Government. The project is coordinated by the University of Göttingen, Germany.

Further information on the project can be found here: <http://www.tigris-erasmusplus.eu/>.

1.2 The TIGRIS consortium

The following institutions are partners of the TIGRIS project:

1. University of Göttingen, Germany
2. KU Leuven, Belgium
3. Masaryk University, Czech Republic
4. University of Groningen, the Netherlands
5. Global Impact Institute, Czech Republic
6. Kurdistan Institution of Strategic Studies and Scientific Research, Kurdistan Region, Iraq
7. University of Sulaimani, Kurdistan Region, Iraq
8. Sulaimani Polytechnic University, Kurdistan Region, Iraq
9. University of Raparin, Kurdistan Region, Iraq
10. University of Halabja, Kurdistan Region, Iraq
11. Charmo University, Kurdistan Region, Iraq
12. Duhok Polytechnic University, Kurdistan Region, Iraq
13. Erbil Polytechnic University, Kurdistan Region, Iraq
14. Salahaddin University – Erbil, Kurdistan Region, Iraq
15. Ministry of Higher Education and Scientific Research, Kurdistan Region, Iraq

1.3 Current phase of the project

After establishing International Relations Offices at TIGRIS Partner Higher Education Institutions (HEIs) in the Kurdistan Region of Iraq as well as having completed the development of strategies for internationalisation including a quality plan for the internationalisation, the TIGRIS consortium is looking to develop a Management Information System and Database, which supports TIGRIS Partner HEIs as well as the Ministry of Higher Education and Scientific Research of the Kurdistan Regional Government in collecting, managing and visualising information on internationalisation of Higher Education in the Kurdistan Region of Iraq.



Part 2 – Tender specifications

2.1 Object of the tender

The Kurdistan Institution for Strategic Studies and Scientific Research, on behalf of the consortium of the Erasmus+ TIGRIS Project, is tendering the development and implementation of a Management Information System and Database for the Internationalisation of Higher Education (MIS).

The MIS is a distributed, server-based software solution for continuously collecting, managing, and visualising data on internationalisation and related activities by HEIs in the Kurdistan Region, currently those nine HEIs involved in the TIGRIS project but with the option of a potential rollout to and use at additional HEIs in the Kurdistan Region of Iraq in the future.

The data collected comprises both quantitative and qualitative data to be collected on but not limited to contractual relations to international partner organisations, the flow of international student and staff mobilities as well as other pre-defined indicators to measure internationalisation of Higher Education in the Kurdistan Region of Iraq. (A list of such indicators can be found here: <http://www.tigris-erasmusplus.eu/wp-content/uploads/2018/07/TIGRIS-Indicator-list-WP1.3-May-2018.docx>).

The data is collected at each HEI using local servers and serves to monitor and strategically manage the internationalisation efforts of HEIs. In this, the MIS is envisioned as a support tool for management and decision-making at HEI level.

In addition, the qualitative and quantitative data collected as well as their visualisation serve to operationalise the quality indicators for internationalisation defined by the project and enable Kurdish-Iraqi partner institutions to monitor the internationalisation process both at the institutional and regional level.

For the latter (monitoring at the regional level), the Ministry of Higher Education and Scientific Research (MHESR) of the Kurdistan Regional Government is granted access to the data to acquire a systemic overview on the internationalisation of Higher Education in the Kurdistan Region. Therefore, at least the data visualisation function should be web (outward) facing and should allow for Identity and Access Management.

If necessary, data visualisation can be achieved by use of a separate data visualisation/analytics tool; however, if so the solution should be delivered also in the framework of the tender and included in the price covering usage of the tool at least for a certain time period. Best, however, such a solution should aim to be cost neutral, e.g. by using existing open source solutions for data visualisation.

2.2 Technical specifications

- Distributed database that makes use of existing servers at the TIGRIS Partner HEIs allowing for local collection, management and visualisation of qualitative and quantitative data via a graphical user interface;
- Backend: MySQL database;
- Solution should allow for dedicated Identity and Access Management;



- Solution should comprise a data visualisation functionality (with output of data in diagrams, graphs, charts, maps, histogram);
- Solution should offer the option to import and export data in common formats (e.g. csv files);
- MIS should be developed in English and Kurdish (Sorani) with the option to add additional languages later, especially Arabic.
- Easy expandability of MIS' user base to include additional HEIs in the future; therefore, the MIS should run on diverse server hardware and irrespective of the server's Operating System.

2.3 Additional requirements

- As part of the tender, the Tenderer must provide a training programme on the use of the MIS for a limited number of staff of HEIs, but at least 2 (two) per institution.
- As part of the tender, the Tenderer must provide documentation of the MIS, both in terms of technical specifications as well as functionality (e.g. in form of a handbook).
- As part of the tender, the Tenderer must provide a minimum of one-year support and maintenance.

2.4 Special conditions for tenders

Any provision of services within the framework of Erasmus+ projects is exempted from taxes including Value Added Tax (VAT), duties and charges.

In addition, the Kurdistan Institution for Strategic Studies and Scientific Research as a public organisation, which belongs to the KRG Ministry of Higher Education and Scientific Research, is exempt from any taxes according to Rule No. 10 2008 issued by the Parliament of the Kurdistan Region.

An appropriate certificate for the VAT exemption can be issued by the KRG Ministry for Higher Education and Scientific Research and provided by the Kurdistan Institution for Strategic Studies and Scientific Research to be presented to fiscal authorities.

Hence, no taxes incl. VAT can be charged by the Tenderer. Therefore, quotes (price) for the development of the MIS and services included are to be presented excluding VAT.

In addition, according financial regulations applicable to tendering processes by public organisations in the Kurdistan Region of Iraq this request for proposal and related tender proposals submitted are to be declare void if not a minimum of three (3) tender proposals have been submitted within the tendering period.

2.5 Currency and language of the tender

The quotes are to be presented in EURO for both the unit prices and the overall amount of the commitment. The currency of payment will be also in EURO. The tenders shall be presented in English.

2.6 Estimate value of the contract

The contract must not exceed 22.000,- EURO (twenty-two thousand).



2.7 Submission of the tenders: means and deadline

All documents must be provided digitally, complete, in written form (preferred format PDF), in English and must be submitted to the email address < orga-tigris@kissr.edu.krd > within the tendering period from **27.04.2020, 8 a.m., to 11.05.2020, 8 p.m.** (Arabia Standard Time).

The subject of the email with which the tender is submitted should give the tender reference number: TIGRIS-586290-EPP-1-2017-1-DE-EPPKA2-CBHE-SP-MIS-KISSR-2020.

Tenders submitted that do not include the completed and duly signed **“Form for identification of Tenderers and submission of tenders”**, **“Tendering Process Compliance Statement”**, and **“Declaration of Honour by the legal representative of the Tenderer”** (see ANNEX I, ANNEX II, ANNEX III) will be discarded.

2.8 Documents to be submitted by the Tenderer

- The completed and duly signed **“Form for identification of Tenderer and submission of tenders”**, **“Tendering Process Compliance Statement”**, **“Declaration of Honour by the legal representative of the Tenderer”** (see ANNEX I, ANNEX II, ANNEX III).
- A photocopy of the **trade name registration papers** of the Tenderer or analogous official document providing information on the identity of the Tenderer, its legal capacity and status.
- A **profile of the Tenderer** (e.g. company profile). As part of the profile and besides from indicating the Tenderer’s legal capacity and status, the Tenderer should detail the ability and resources available to fulfil the contract as well as make evident existing experience (e.g. by providing a record of accomplishments) in regard to the development of such or similar solutions in the past.
- A **detailed description of the technical solution proposed in relation to the intended functionality of the MIS**. In this, the Tenderer must make evident how the solution proposed conforms with the requirements set in this document both in terms of technical and functional requirements.
- A **detailed schedule for the development and delivery of the MIS as well as delivery of the training programme**. In this, the Tenderer needs to clarify the timeframe incl. defined and verifiable milestones for the development and implementation of the MIS and training programme until the completion date set. In the time schedule, the Tenderer should include a 2-weeks evaluation period for the HEIs to test the MIS. As a minimum we expect the schedule to include the dates of delivery for the following aspects:
 - Kick-off with the Kurdistan Institution for Strategic Studies and Scientific Research,
 - analysis of de facto situation at Kurdish institutions and draft layout of the database,
 - first test set of the database with data from Kurdistan Institution for Strategic Studies and Scientific Research,
 - test set of the database with data from all Kurdish partners,
 - final database after assessment period,
 - plan and concept for the training as agreed in kick-off,
 - training for the database.
- A **detailed description of the duration and extent of other services** such as the support and maintenance services.



- A quote for the development and delivery of the MIS including the training programme as well as all other services such as the support and maintenance services. The quote must be provided in EURO. Any pricing should be given excluding VAT.

2.9 Deadline for engagement

Tenderers shall remain bound by their tenders for a period of thirty (30) days from the closing date for submission.

2.10 Joint tenders

Joint tenders should be provided together with the condition of submitting all the required documents by each tenderer. In all cases, joint tenders should comply with all the tender specifications.

2.11 Subcontracting

It is prohibited for the Tenderers to subcontract parts of the tender to third parties. The Tenderer will be the only responsible part who will be contracted by the Kurdistan Institution for Strategic Studies and Scientific Research.

2.12 Goods delivery locations and contact details

The MIS and all other services will be delivered to the TIGRIS partner institutions in the Kurdistan Region of Iraq mentioned under 1.2 points 6-14.

The full addresses and contact details of the responsible persons at partner institutions will be provided after the signature of the contract with the selected Tenderer.

2.13 Duration of execution of the task

The development and implementation of the MIS incl. the delivery of trainings must be completed before **30.09.2020**.

2.14 Payment terms

The payment terms will be agreed upon with the Tenderer selected but will be staged in relation to development and delivery milestones agreed upon. Payment can include down payments.

2.15 Evaluation and award of the contract

The key principles that shall govern the process of evaluation of tenders are as follows:

- **Non-discrimination:** Any discrimination with regard to Tenderers on the basis of nationality is forbidden.
- **Equal treatment:** All tenders submitted within the tendering period set are to be treated equally. They will be evaluated on the basis of the same terms, conditions and requirements set out in the tender documents.
- **Transparency:** Detailed written records are to be kept (normally in the form of reports and minutes of the meetings held) of all actions of the evaluation panel. All decisions taken will be sufficiently justified and documented. In this way, any discriminatory behaviour can be prevented and if not prevented, then monitored.



- **Confidentiality:** The process of evaluation of tenders are to be confidential. Information concerning the process of evaluation of tenders and the award recommendation is not to be disclosed to the Tenderers or to any other person who is not officially concerned with the process, until information on the award of the contract is communicated to all Tenderers.

2.16 Exclusion criteria

Tenderers are excluded from participation if ...

- they have submitted a tender that does not meet all the requirements provided in this document, including the ones in the clause 2.8.;
- they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the national legal provisions;
- they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- they attempted to bribe or otherwise influence the contracting authority or any individual or organization related to this tender;
- it has become known that they colluded with a competitive Tenderer;
- any of the conditions in the "Declaration of Honour" by the legal representative of the Tenderer" are not fulfilled.

In the selection process, only the Tenderer will be considered who can deliver the MIS and related trainings and services to all of the above-mentioned institutions in the Kurdistan Region of Iraq.

2.17 Selection criteria

Tenderers will be selected based on the following criteria:

- having submitted the tender that complies with all of the specifications, requirements as well as all other evaluation criteria indicated,
- offering the lowest price,
- having the necessary economic, financial, technical and professional capacity to perform the contract.

2.18 Award criteria and method

The awarded Tenderer will be the one who offered in its tender the best quality and price out of those submitted by Tenderers which are not excluded and which meet the selection criteria.



The awarded Tenderer should

- be in full compliance with the tender and its specifications and requirements,
- have previous related projects and references including proofs of similar contracts completed in the past,
- have provided technical information for all the equipment to be supplied.

Apart from the abovementioned criteria, the Tenderer's ability to provide support and training in the Kurdistan Region of Iraq will be taken into account.

The award method will be the "best value for money" meaning that the winning tender is the one offering the best quality/price ratio, taking into account the criteria announced in the specifications.

In case a tenderer is selected, only the Kurdistan Institution for Strategic Studies and Scientific Research will award and enter into a contract with the Tenderer selected.

2.19 Evaluation Committee

A committee formed from members of the TIGRIS consortium will conduct the evaluation of the tenders, which were received in compliance with the specification set out in this document and within the tender submission period.

2.20 Notification of results

Tenderers will be notified of the results by email. Thus, it is important to provide the email of the main contact person.

2.21 Cancellation of the contract and penalties

The contract can be cancelled by the contracting authority the Kurdistan Institution for Strategic Studies and Scientific Research if any date promised in the timeline submitted by the Tenderer is exceeded by more than 1 week due to reasons for which the Tenderer is responsible, with the condition of returning any down payment to the Kurdistan Institution for Strategic Studies and Scientific Research. Alternatively, financial penalties for missed dates promised in the timeline, for which the Tenderer is responsible, can be imposed on the Tenderer by the Kurdistan Institution for Strategic Studies and Scientific Research. The penalties will refer to the timeline submitted by the Tenderer and will be agreed on and codified in the contract to be signed.



ANNEX I: Form for identification of Tenderer and submission of tender

| | |
|--|---|
| Tender proposal for | Management Information System and Database for Internationalisation of Higher Education |
| Tender reference number | TIGRIS-586290-EPP-1-2017-1-DE-EPPKA2-CBHE-SP-MIS-KISSR-2020 |
| Name of Tenderer (e.g. company) | |
| Address of Tenderer (e.g. company) | |
| Website of Tenderer (if existing) | |
| Person responsible for tender at Tenderer | |
| Contact details of person responsible for tender at Tenderer | Email: Phone: |
| Quote in EURO excl. VAT | |

I/We confirm that the information provided in the **Form for identification of Tenderers and submission of tender** are correct.

Date:

Name of organisation:

Name of signatory:

Designation of signatory:



ANNEX II: Tendering Process Compliance Statement

The following terms and conditions are deemed as accepted by the Tenderer for participation in the tender:

1. The price once submitted cannot be changed.
2. Technical, other non-commercial queries (not impacting price) as well as tendering-process-related queries can be routed to the respective contact personnel of the Kurdistan Institution for Strategic Studies and Scientific Research (KISSR) indicated in the tender document.
3. Tenders are submitted by submission of requested and complete proposal documents to the email address indicated in the tender documents.
4. Tenders submitted that do not include the completed and duly signed **“Form for identification of Tenderer and submission of tender”**, **“Tendering Process Compliance Statement”** and **“Declaration of Honour by the legal representative of the Tenderer”** will be discarded.
5. The time stamp of the email with which the tender proposal documents are received will be used to determine if a bid was made within the tendering period.
6. Bids once made cannot be withdrawn or modified under any circumstances.
7. The Kurdistan Institution for Strategic Studies and Scientific Research can decide to extend, reschedule, or cancel the tender.
8. The Tenderers are advised to visit (www.kissr.edu.krd) for any corrigendum etc.

I/We have read, understood and agree to abide by the **Tendering Process Compliance Statement**.

Date:

Name of organisation:

Name of signatory:

Designation of signatory:



ANNEX III: Declaration of Honour by the legal representative of the Tenderer

I, the undersigned, *[legal representative]*, authorised to represent the *[Tenderer]*, hereby submit a tender for the development of a Management Information System and Database for Internationalisation of Higher Education (Tender reference number: TIGRIS-586290-EPP-1-2017-1-DE-EPPKA2-CBHE-SP-MIS-KISSR-2020) on the terms laid down in this tender proposal.

I certify that the information contained in this tender proposal is correct and complete and that the Tenderer is compliant with the requirements and criteria set out in the tender documents provided by the Kurdistan Institution for Strategic Studies and Scientific Research, especially those provided in clause 2.16.

I declare that I, as legal representative of the Tenderer:

- a) will inform the Kurdistan Institution for Strategic Studies and Scientific Research, without any delay, of any situation considered a conflict of interests or which could give rise to a conflict of interests;
- b) have not granted and will not grant, have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, where such advantage constitutes an illegal practice or involves corruption, either directly or indirectly, inasmuch as it is an incentive or reward relating to the award of the contract.

I acknowledge that the Tenderer found guilty of misrepresentation and/or is found to have seriously failed to meet their contractual obligations under a previous contract award procedure may be subject to administrative and financial penalties under certain conditions.

I declare that the Tenderer is fully eligible in accordance with the criteria set out in the request for proposals.

I certify that the Tenderer has the financial and operational capacity to carry out the proposed actions.

If selected to be awarded the contract, the Tenderer accepts the conditions as laid down in the tender documents and the contract to be signed.

Date:

Name of organisation:

Name of signatory:

Designation of signatory:

