



REQUESTS FOR LETTERS OF EXPRESSION OF INTEREST (PRE-QUALIFICATION)

HELSB/C/01/2019: TENDER FOR THE DELIVERY, INSTALLATION AND CONFIGURATION OF A STUDENT FINANCING MANAGEMENT SYSTEM

1 INTRODUCTION

The Higher Education Loans & Scholarships Board (hereafter called the Board) is mandated by Government to manage a Fund for financing higher education. In order to achieve this, the Board undertakes numerous activities including:

- Administration, granting, investment, payment and recovery of loans
- Administration and granting of scholarships; and
- Mobilisation of financial resources for loans and scholarships.

The Board has received funding from the Government of the Republic of Zambia and intends to apply part of the funds to enhance its service delivery by digitizing the above processes. In addition, the Board seeks to enhance its ability to derive meaningful management and other information from its processes for both its internal use and for the benefit of other stakeholders.

The Board, now therefore, invites **Letters of Expression of Interest** from qualified ICT Firms capable of supplying, installing and configuring a Higher Education Student Financing Management System (HESFMS). Letters of Expression of Interest should be brief and to the point.

2 BACKGROUND TO THE ASSIGNMENT

The Board of Directors of the Higher Education Loans and Scholarships Board approved the setting up of a project called **Higher Education Students Financing Management System Project**, to spearhead the acquisition of the Student Loans and Scholarships Management platform. A Project has been established, and business requirements gathered.

Once implemented, the platform is expected to computerise the following processes;

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| ▪ Loan Scheme Management/Administration | ▪ Document Management Services |
| ▪ Loan Account Administration | ▪ Financial Accounting Interface |
| ▪ Scholarships Administration | ▪ Enterprise System Interfaces (Universities & Colleges, NAPSA, ZRA, etc.) |
| ▪ Loan Disbursement | ▪ Payment services (eBanking interfaces) |
| ▪ Loan Recoveries | |
| ▪ Information Services/Business Intelligence | |

3 SCOPE OF WORK

The assignment is expected to undertake the following:

- Delivery, Installation and Configuration of the fully functioning integrated solution;
- Development of Data Migration Strategy and migration of all legacy Data;
- Development and implementation of Testing strategies
- Development of Training Plans and delivery of Training
- Provision of all relevant Project Documentation

NOTE: Please note that the supply of any Hardware is **NOT** included in the Scope of Works.

4 INFORMATION REQUIRED

4.1 Company Legal Status

- i) Company Profile: the bidder must provide a company profile, stating years of existence, ownership, core business, registered business address, structure, key staff
- ii) Registration Status: Certificate of Incorporation (PACRA, for local entities)
- iii) Audit Reference: Letter from the firm's external Auditors (minimum 2 years)
- iv) Bank Reference: Letter from the firm's Bankers
- v) An Agency Agreement or Letter of Appointment, in the case of local firms who are agents of foreign firms
- vi) Litigation Status: the bidder must indicate if there is there any outstanding litigation matter pending or in the process in the Courts of Law in relation to the Company
- vii) Power of Attorney: the bidder should provide details of person(s) duly authorised to act on behalf of the firm in matters pertaining to this bid
- viii) Tax Compliance: the bidder should provide a Tax Compliance Certificate as evidence of their tax compliance certificate

4.2 Experience

- ix) Domain Experience: Demonstrable systems development experience in the fields of Loans management, education management or similar works;
- x) Technology Platforms: Experience in multiplatform technologies particularly distributed, multi-tier technology platforms, and secure payments;
- xi) Security & Standards: Experience in secure systems development environments that comply with internationally accepted Standards (e.g. ISO, OWASP).

4.3 Local Presence/Support

- xii) Foreign bidders are expected to either have a local partner or local presence in Zambia from which they will provide support to the Project and the Platform once installed.

4.4 Reference Sites

- xiii) The bidder is expected to provide at least three (3) fully operational reference sites which can be contacted and/or visited.

4.5 Proposed Concept

- xiv) A **high-level** Conceptual model of the proposed solution. The model should be accompanied by **very brief** notes, of not more than Two (2) A4 Page2. (Section 2 refers)

5 FORMAT OF SUBMISSION

The Expression of Interest should include ALL the items itemized in Section 4 above, accompanied by a Letter Expression of Interest, which should be marked:

“HELSEB/C/ /2019: TENDER FOR THE SUPPLY, INSTALLATION AND CONFIGURATION OF A STUDENT FINANCING MANAGEMENT SYSTEM – PRE-QUALIFICATION.”

Letters of Expression of Interest should be brief and not bulky and should be addressed to:

**THE DIRECTOR
HIGHER EDUCATIONS LOANS & SCHOLARSHIP BOARD
MAXWELL HOUSE, ANNEX BUILDING
LOS ANGELES BOULEVARD
P.O BOX 50464
LUSAKA, ZAMBIA**

Telephone **+260 957 090792**
Email **procurement@helsb.gov.zm**

Letters of Expression of Interest shall be deposited in the Tender Box situated on the Ground Floor in the Ministry of Higher Education Building. The deadline for the submission of Letters of Expression of Interest is **Friday 13th of December 2019**, at **10:30hrs Local Time**. The Letters of Expression of Interest shall be opened in the Conference Room at the Ministry of Higher Education soon after tender closing.

Please note that, no electronic submissions will be accepted. In addition, any Letter of Expression of Interest received after this date and time shall be considered late and shall be returned unopened to the Bidder.