

*Prince Mohammad Bin Fahd University*  
(Under Registration)

✦ **UNIVERSITY LIBRARY** ✦  
**INFORMATION SYSTEM**  
**REQUEST FOR PROPOSALS**

**RFP-IT-0003**

20 April 2005

Prince Mohammad Bin Fahd University  
Project Management Office  
Al-Falak Tower, Floor No. 5  
Al-Khobar, Saudi Arabia

**Prince Mohammad Bin Fahd University**  
(Under Registration)  
Dammam, Saudi Arabia

**LIBRARY INFORMATION SYSTEM  
REQUEST FOR PROPOSALS**

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# UNIVERSITY MANAGEMENT INFORMATION SYSTEM REQUEST FOR PROPOSALS

## I. INTRODUCTION

### A. OVERVIEW OF THE UNIVERSITY

The Prince Mohammad Bin Fahd University (PMU) is a new private university that will be located in the Eastern Province of Saudi Arabia

Based on the *University Synopsis* document published by the Founders of the PMU, the Vision and Mission of the University are described in the following manner:

“The continuing rapid development of Saudi Arabia and the growth of various new sectors of the Kingdom’s economy calls for the substantial number of graduates capable of leadership in diverse fields of business, engineering, information technology, culture, education, community development and public administration. New universities will be among the potential contributors to ensuring that the Kingdom has the necessary manpower with the appropriate competencies (skills, knowledge, attitude), technical knowledge and foresight to rise to the challenges ahead.

“The Prince Mohammad Bin Fahd University (PMU) is a new private university intended to be located in the vicinity of Al-Khobar area in the Eastern Province of Saudi Arabia. The initiative to establish the University has been taken by a group of renowned individuals under the auspices of HRH Prince Mohammad Bin Fahd Bin Abdulaziz.

“The proposed commencement of the first year of operation is September 2006.”

#### 1. Vision

The vision of the founders for the university is to be a unique and distinguished higher education institution that participates in:

- Preparing future leaders in various fields of human knowledge and its application.
- Enriching and developing intelligence.
- Exploring innovative methodologies and technologies to achieve its objectives.
- Breaking the barrier between academic and business society.

## **2. Mission**

The university mission is to achieve the following objectives:

- Contribute to advancement of human intelligence and promulgation and development of knowledge.
- Prepare specialized candidates in various fields of human knowledge through utilizing modern technologies in the education process.
- Transform the graduate to play a pioneering and leading role in the community, enabling him or her to take responsibilities and contribute to solving problems through innovative thinking, collective work, reflection and self-development.
- Link academic programs and specializations with actual requirements of the surrounding work environment. This is undertaken by maintaining effective participation and cooperation between the University and local business firms.
- Guide research activities to create solutions for persistent problems in surrounding communities, through applied research and technical consultation. The importance of performing basic scientific research for enriching human intelligence should not be neglected.
- Provide community service through continuous training and education.

## **B. INFORMATION TECHNOLOGY VISION**

Prince Mohammad Bin Fahd University will be renowned for the pervasive, ubiquitous use of state-of-the-art information technologies that enable the PMU's learning-centered environment. The PMU will be synonymous with and identified as the leading IT-based institution in the international region. This vision is supported by underlying values and principles:

- Information technology serves the mission of the university.
- To the extent possible, IT will preserve Saudi values.
- IT will serve to help protect intellectual property.
- IT will be convenient, high-quality, and user-friendly.
- IT will not consume an inappropriate portion of the PMU's budget.

The ultimate goal of this technology vision is to make it possible for the PMU to create a learning-centered environment. The infusion of technology into the university environment will enable students to obtain the information they need, when and where they need it, so they can effectively pursue their goals of academic excellence and professional competencies.

Though central to distinguishing the university from other institutions in the Kingdom, technology at the PMU will never be an end unto itself. Technology will be a tool that assists students in building their professional competencies, abilities in critical thinking, skills in problem solving, and dedication to leadership and teamwork.

### **C. REQUEST FOR PROPOSALS SCOPE**

In order to achieve its Information Technology vision, PMU is seeking assistance from qualified Vendors of IT products and services as described in this Library Information System (LIS) Request for Proposals (RFP).

This LIS RFP is one among three IT-related RFPs that have been released by PMU. The three RFPs are as follows:

#### **1. Information Technology Infrastructure (RFP-IT-0001)**

This RFP consists of specifications for “productivity” technology (including servers and desktop computers), data communications technology, smart classroom equipment, a course management system and smart card technology.

#### **2. University Management Information System (RFP-IT-0002)**

This RFP consists of specifications for a Student Information System, Finance Information System, Human Resources Information System, Portal, and MIS Technology. Specifications for implementation services are also included.

#### **3. The Library Information System (RFP-IT-0003)**

This RFP consists of specifications for an integrated library automation system that includes modules for user access to library collections and for library operations and that also operates seamlessly with data bases and other information resources that are accessed but not owned by the Learning Resources Center (LRC).

### **D. CONTRACT AWARD**

Vendors may respond to any or all of the three IT-related RFPs.

PMU anticipates a single award to a Prime Vendor as a result of the current request, University Library Information System (RFP-IT-0003).

Vendors should be aware that areas of overlap exist among the three RFPs including 1) database licensing, and 2) system hardware.

Awards in areas of overlap may not be made based solely on the current request (RFP-IT-0003). Vendors who wish to be considered for these areas of overlap should contact the PMU’s Issuing Officer (Section II. 1.1 General Correspondence) to request copies of other RFPs.

PMU may consider responses to all three RFPs before determining how awards will be made in such cases. Vendors should provide multiple options for each area of overlap if multiple options are supported.

**E. RFP SCHEDULE**

Key activities and target completion dates are set forth below. PMU may change these dates at its sole discretion and convenience without liability.

<b>Activity</b>	<b>Date/Time</b>
Notice of "Intent to Bid" due	16 April 2005
RFP Released	20 April 2005
RFP Questions Deadline	4 May 2005
Proposals Due	18 May 2005
Vendors Selected	15 June 2005
Project Starts	1 September 2005

## **II. GENERAL RFP INFORMATION**

### **A. COMMUNICATIONS WITH PMU**

#### **1.1 Official Correspondence**

This Request for Proposals (RFP) is issued by the Prince Mohammad Bin Fahd University Project Management Office in the Kingdom of Saudi Arabia. This office is the sole point of contact for this RFP. All questions related to this RFP must be directed to the Issuing Officer as follows:

Dr. Issa H. Alansari, PMU Project Director  
Prince Mohammad Bin Fahd University  
Project Management Office  
Al-Falak Tower, Floor No. 5  
Al-Khobar, Saudi Arabia

Telephone: 966-3-882-0840, Ext. 23 or 882-0827

Fax: 966-3-882-0702

E-mail: ialansari@yahoo.com

#### **1.2 Vendor Questions and Answers**

This RFP is intended to provide Vendors with enough information to build its proposal, but it is the Vendor's responsibility to obtain any additional information it deems necessary.

PMU makes no representation or warranties regarding the accuracy or completeness of this information contained in the RFP and Appendices. Vendor is responsible for making its own evaluation of information and data contained in this RFP.

PMU will answer any Vendor questions to clarify any points in this RFP, which may not have been understood, and to determine if Vendors require additional information regarding the scope and nature of the required contractual services.

If necessary, PMU will amend the RFP. Questions must be forwarded in writing to the Issuing Officer no later than the date specified in RFP Schedule. Copies of PMU answers to all Vendors' questions will be provided to all Vendors.

Questions must be submitted in the format given in RFP Appendix B and provided on a CD accompanying the RFP document. Deviations from this format will not be accepted.

Questions must be submitted electronically either via e-mail attachment to the Issuing Offer or via a sealed CD to the Issuing Officer.

### **1.3 Contacts with PMU Personnel**

From the issue date of this RFP until a winning Vendor is selected, all contact with PMU personnel concerning this RFP, proposals, and the evaluation process must be approved through the Issuing Officer.

Any violation of this condition is cause for PMU to reject the Vendor's proposal. If it is later discovered that any violations have occurred, PMU may reject any proposal or terminate any contract awarded pursuant to this RFP.

Note that it is a violation of the university policy to give or offer to any university employee or university agent any compensation, including a promise of future employment, to influence his action, vote, opinion or judgment on behalf of PMU. It is likewise against university policy for such employee or agent to solicit or accept such compensation to influence his action, vote, opinion, or judgment.

### **1.4 Pre-Proposal Conference**

PMU may choose to hold a Pre-Proposal Conference to make sure that the purpose of the RFP is understood, to address any problems, and to answer questions related to the requirements and submitted prior to the conference. The pre-proposal conference will be held according to RFP Schedule.

PMU will specify to the Vendors whether attendance is mandatory or optional. Each Vendor attendance in the conference is restricted to maximum of two personnel.

Statements made at the conference will be non-binding unless followed by a formal amendment to the RFP. Vendors are advised that some of the important questions submitted prior to the conference may be answered or discussed during the conference. Responses to questions asked during the conference will not be considered official. Vendors, however, can submit the same questions in writing to get an official response after the conference, but before the question submission deadline as specified in RFP Schedule.

## **B. BID PROCESS**

### **1.5 Intent to Bid**

An "Intent to Bid" form is included in RFP Appendix A. Vendors must complete and return this form within the time specified in the "RFP schedule." Vendors who do not return this form may be disqualified from further participation. PMU will consider the submission of the "Intent to Bid" form as if the undersigned authorized person of the Vendor has read all RFP instructions and requirements and will submit a proposal in compliance with those instructions. Return this "Intent to Bid" form to the Issuing Officer listed in section 1.1.

Vendors who do not intend to bid are also requested to return the form specifying why they do not intend to bid on the RFP. PMU will use this information to improve its future RFPs so that more competitive proposals are submitted.

### **1.6 Proposal Submission**

All proposals must arrive at PMU by the specified time in the RFP Schedule. Late proposals may not be considered. It is the Vendor's sole responsibility to ensure that all proposal documents, properly identified, are received by the office indicated in Section 1.1 on or before the specified date and time.

### **1.7 Oral Presentations**

PMU reserves the right to require, and each Vendor must plan to conduct prior to the selection of a winning Vendor, oral presentations on the content of its proposal. PMU also reserves the right to request a visit to a Vendor site which is representative of the type LIS activity that will service PMU. The Vendor's Project Manager and other key Vendor personnel proposed for this project, if any, will conduct these oral presentations and visits to Vendor site. The presentations must be conducted at a PMU-specified location.

The Vendor will prepare a written summary of the oral presentations and Vendor answers to issues raised by PMU during the visit to the Vendor's site. These summaries must be submitted to PMU and will become part of the Vendor's Technical Proposal.

PMU reserves the right to require each Vendor to stage a live demonstration of proposed hardware and/or software. Such demonstration will be conducted at a PMU designated location or at an appropriate and convenient location mutually agreed between PMU and the Vendor.

## **1.8 RFP Revisions**

If it becomes necessary to revise any part of this RFP, addenda will be provided to all Vendors. All addenda will become part of this RFP and will be incorporated into any contract entered into between the PMU and the winning Vendor(s).

## **1.9 Prime Vendor and Subcontracting**

A Vendor may need to subcontract with other sub-contracting vendors in order to meet the requirements of this RFP, but only one Prime Vendor (referred to as Vendor throughout the RFP) should submit the proposal and that Vendor is considered solely responsible for agreeing to contract terms and for contract performance.

The Prime Vendor selected shall be solely responsible for contractual performance and management of all subcontract relationships. The selected Vendor shall assume all responsibility for work quality, delivery, installation, maintenance, and any supporting services required by a subcontracting vendor. Subcontractors are also required to submit financial and company information as requested in Section 1.33.

The winning Prime Vendor is responsible for the complete execution, within the project timeframe, of all of the requirements described in this RFP and the contract. In this regard, please note the following:

1. Vendor proposals must clearly identify such third-party Vendors or subcontractors and the services they provide
2. PMU reserves the right to approve or reject, in writing, any proposed subcontractor at any time. In such case, the Prime Vendor shall be responsible to assume the proposed subcontractor's responsibilities or to propose another subcontractor.
3. The Prime Vendor will be responsible for all services in this RFP whether they are provided or performed by the Prime Vendor or subcontractors.
4. All official documents will flow through and be certified by the Prime Vendor.
5. The Prime Vendor will be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the cost of any contract.
6. The Prime Vendor is responsible for all payments and liabilities of all subcontractors.

7. The Prime Vendor and all subcontractors must sign a Non-Disclosure Agreement with PMU and all non-financial agreements between the parties must be submitted to PMU.
8. Nothing contained in the RFP or in any Definitive Agreement, Letter of Intent, or Contract shall create or be construed as creating any contractual relationship between any subcontractor and PMU.

#### **1.10 Alternative Proposals**

An alternative proposal is one that offers a solution that is different from what has been requested in the RFP. Thus, an alternative proposal is either a radically new product or approach to the RFP problem or a new way of approaching several of the requirements in the RFP while responding to all of the requirements in the RFP.

Alternative proposal may be considered by PMU, but only if the Vendor also submits a proposal that does meet all of the requirements as stated in the RFP. In submitting alternative proposals, Vendors must clearly indicate that they are taking exceptions to a requirement as stated in the RFP but are in fact satisfying that requirement in an alternative manner.

More than one alternative proposal can be submitted. Each alternative proposal should be marked as "Alternative Proposal #1, "Alternative Proposal #2, and so on.

#### **1.11 Proposal Evaluation**

##### **1.11.1 Consideration of Proposals**

PMU will seriously consider proposals only from qualified Vendors. While PMU will accept and evaluate all proposals that meet the RFP requirements, it is unlikely a proposal from other than a proven provider of LIS services will be considered. Vendors must be able to cite the substantive levels of experience as required by this RFP in Section 1.27 Proposal Appendix B - Vendor References.

##### **1.11.2 Rejection of Proposals**

PMU reserves the right to reject, at any time and for any reason, all proposals received as a result of this RFP, or to negotiate separately with any and all competing Vendors.

### **1.11.3 Vendor Legal Responsibility**

Vendors must fully comply with PMU 's requirement that Vendors must certify on company letterhead that they and all of their subcontractors are not currently under suspension or have any pending legal issues with any government or private sector concern in Saudi Arabia.

### **1.11.4 Criteria for Selection**

#### **1.11.4.1 Review and Evaluation of Proposals**

All proposals received from Vendors will be reviewed and evaluated by a committee of personnel selected by the PMU. The committee may, at the discretion of the PMU, consist of any person other than competing Vendors. The committee will recommend for selection the responsive proposal which best meets the needs of PMU in terms of the requirements of this RFP.

#### **1.11.4.2 Mandatory Requirements**

All mandatory requirements, as stated in the Section 1.13 - Mandatory Requirements will be reviewed for acceptance and compliance. Proposals that fail to confirm all mandatory requirements will be disqualified.

#### **1.11.4.3 Evaluation Method**

PMU RFP Committee will evaluate proposals that meet all mandatory requirements to determine which best satisfy PMU needs.

After all Technical Proposals and responses have been evaluated, the RFP Committee, at its discretion, may eliminate proposals which have not scored adequately in relation to other proposals to warrant further consideration.

For the remaining Vendors, PMU reserves the right to require more presentations if deemed necessary.

Cost will be considered in conjunction with the technical proposal review when PMU makes a contract award. PMU reserves the right to request from Vendors remaining under consideration a best and final cost proposal.

## **1.12 Contract Negotiations**

### **1.12.1 Letter of Intent**

It is important that work begin as soon as possible. Therefore, the winning Vendor will be required to return to PMU a signed Letter of Intent within five (5) business days following notification from the PMU. After receipt of the signed Letter of Intent by the PMU, the Vendor will immediately enter into contract negotiations.

### **1.12.2 Negotiations**

Negotiations will be undertaken with the Vendor. These negotiations with PMU will result in a formal contract between the parties. PMU shall have the right to delete or modify quantities offered by the Vendor during negotiation of final contract.

At the discretion of the PMU, all or portions of the winning Vendor's proposal(s) and all or portions of this RFP will become part of any contract resulting from this RFP.

## **1.13 Mandatory Requirements**

The Vendor must confirm that it meets all the following mandatory requirements. Non-acceptance of or noncompliance with any mandatory requirement, or modification of, or the placing of conditions on acceptance or compliance with any of the mandatory requirements in whole or in part, will result in immediate disqualification.

If there are any conflicts between the answers to the mandatory requirements and any answers in any other part of the proposal, the answers in this section will take precedence in any contract that may be entered into as a result of this RFP.

The contents of the Definitive Agreement [Pre-Contract Award] are a contractual obligation when executed.

The mandatory requirements include the following:

1. The Vendor agrees to meet or exceed all requirements mandated by PMU.
2. The Vendor's proposal contains a cover letter, on company letterhead, with an original signature(s) of an official(s) authorized to bind the Vendor to provisions of this RFP.
3. The Vendor agrees that its proposal will remain valid until after a Definitive Agreement is fully executed and approved.
4. The Cost Data has been bound, sealed, and identified as "Cost Data" and is separate from the Technical Proposal.

5. All Cost Data has been removed from the Technical Proposal.
6. All copies of the Vendor's proposal(s) will arrive at PMU on or before the date and time specified in the RFP.
7. The Vendor's Project Manager, once assigned to the PMU project, will not be reassigned by the Vendor from the project without PMU written consent and if deemed necessary by PMU, the Vendor will replace any project staff who have not met PMU expectations of professionalism and experience.
8. The Vendor acknowledges that it will attend the Pre-Contract Presentations when requested by PMU.
9. All software that is developed especially for this project shall be owned fully and solely by PMU, including analysis and design material and source code. All software licensing must be based on a one-time fee and must be indicated as such in the statement of compliance. All exceptions or amendments to this requirement must be justified and indicated by the Vendor. Periodic support fees are acceptable, but must be quoted.

#### **1.14 Proposal Preparation**

The following shall be adhered to in preparing the proposal:

1. It is mandatory that the Vendor addresses each point (work element) specified in each section of this RFP and in the same sequence. Otherwise, PMU is entitled to rely on their best knowledge about the Vendor's offer or consider that feature ignored and unfulfilled by the Vendor.
2. In addressing each point, the Vendor shall complete a comprehensive response to the requirements detailed in each of the sections of this RFP.
3. If the Vendor considers the items or approach mentioned in this RFP not appropriate for their proposed solution, the Vendor shall indicate the reasons why they need to propose another approach or alternate solution, stating all the necessary components (hardware, software, and manpower).
4. The Vendor shall confirm its acceptance, or provide alternate solutions, to all requirements stated in this RFP.
5. The Vendor shall confirm compliance, or otherwise, with all relevant international and industry standards specified in this RFP.
6. The Vendor shall provide any additional features or options if it believes that these features are significant.
7. The Vendor shall provide a detailed work plan specifying deliverable quantities, deliverable schedules with the proposal accompanied by a timetable, associated manpower resources, and floor space required to accomplish each work element defined in this RFP.

### **1.15 Proposal Format as it Affects Validity**

To be considered, a Vendor's proposal must consist of a complete response using the format provided in the RFP.

Each proposal must be submitted to the PMU on CD-ROM (soft copy) and on paper (hard copy) in accordance with the number of copies specified in Section 1.16, Proposal Sections Format.

Product brochures may be submitted in hard copy only. Hard copy responses represent the official Vendor response. Soft copy will be used by the RFP Committee to facilitate review.

PMU's preference is that Vendors use Microsoft Office documents for their proposal.

The authorized signature(s) must appear on company letterhead, and be attached to the Technical Portion of the proposal.

For this RFP, the proposal must remain valid until these documents are fully processed and approved by PMU management.

Proposals should be prepared simply, providing a straightforward, concise description of the Vendor's ability to meet the requirements of this RFP. Proposals should address only those services requested. Vendors should be aware of the fact that excessive information in response to a question may impair PMU's ability to properly evaluate the Vendor's response.

### **III. FORMAT OF PROPOSAL**

#### **A. CONTENTS SUMMARY**

##### **1.16 Proposal Sections Format**

The proposal must be submitted as two (2) separately sealed packages. Vendors shall submit their proposals in the format prescribed below:

##### **Volume I: Technical Proposal**

The Technical Proposal should be divided into sections and tabbed as follows:

Cover Page

Table of Contents

Transmittal Letter

Executive Summary

Response to Technical Requirements

Response to Price Proposal Requirements

Vendor's Section for Additional Information

Proposal Appendix A -Vendor Information

Proposal Appendix B -Vendor References

Proposal Appendix C -Reference Info, Product Brochures, etc.

Proposal Appendix D -Vendor Resumes

Proposal Appendix E – Financial Information

##### **Volume II: Price Proposal Requirements**

Requirements for the price proposal are described in section 1.31.

#### **B. PREPARATION OF PROPOSAL**

##### **1.17 Language and Sequencing**

The format of the Vendor's response to this RFP is required to be consistent with the RFP's structure, sequencing, and nomenclature. Vendor's responses must be provided in the same sequence as the requirements listed in the RFP. Vendor must restate requirements followed by its response to that requirement. If a requirement is not applicable, or if the Vendor has no response, the Vendor should state so.

In preparing the proposal, Vendor should emphasize brief, complete, and factual data in the areas that are set forth in the RFP. Phrases such as "yes", "will comply," "standard procedures will be employed," "industry standards are followed," or "well-known techniques will be used," will be considered insufficient and grounds for rejection of the proposal. Content and quality of the responses are more important than quantity.

The technical proposal and resumes shall be in English. The price proposal shall be in English and Arabic.

**1.18 Binding**

Proposals must be submitted in three-ring presentation-style binders no more than 2 inches wide. In the event that a proposal exceeds this width, it must be conveniently separated into multiple binders. If the proposal is divided into multiple binders, a cover sheet must clearly identify the Vendor's identity and proposal section as part of each binder.

**1.19 Page Size and Printing**

Pages must be A4 size (8.27 x 11.69 inches) and must be printed using VA line spacing with a minimum of 12-point type. Paper printed on both sides must be counted as two pages. A 1-inch minimum margin must be used on all pages for top, bottom, and sides.

Drawings, charts, graphs, tables, and photographs must be no larger than foldout size, shall fold entirely within the standard A4 page size, and may not include any material on the back. Foldout text pages will not be allowed.

Drawings larger than foldout size must be rolled, placed in a tube, and delivered along with the proposal. A blank call-out page shall direct the reader to this separately provided illustration, and the illustration must include a figure number, figure title, and cross-reference to the relevant page number in the text of the proposal.

**1.20 Indexing**

The Vendor must include a master table of contents for the overall proposal, which must identify major paragraphs by section, number, title, and page number as the following example shows:

- 2 ADMINISTRATIVE INFORMATION AND REQUIREMENTS
  - 2.1 RFP CONTACT
  - 2.2 RFP SCHEDULE
  - 2.3 INTENT TO BID
  - 2.4 PRIME VENDOR AND SUBCONTRACTING
  - 2.5 VENDOR INFORMATION
    - 2.5.1 Financial Information
    - 2.5.2 Company Information

## C. CONTENTS OF VOLUME I: TECHNOLOGY PROPOSAL

### 1.21 Volume I: Technical Proposal - Transmittal Letter

A transmittal letter must accompany all proposals. A corporate officer or person who is authorized to represent the Vendor must sign this letter. The letter of transmittal must meet the following requirements:

1. Identify the submitting organization.
2. Identify the name and title of the person authorized by the organization to obligate the organization contractually.
3. Identify the name, title, and telephone number of the person authorized to negotiate the contract on behalf of the organization.
4. Identify the name, titles, and telephone numbers of person to be contacted for clarification.
5. Explicitly indicate acceptance of the requirements in this RFP by confirming each of the Mandatory Requirements as stated in 1.13.
6. Bear the signature of the person authorized to obligate the organization contractually.
7. Acknowledge the receipt of any and all amendments to this RFP.

### 1.22 Volume I: Technical Proposal - Executive Summary

The executive summary shall serve to familiarize PMU executives and evaluators with the key elements and unique features of the proposal by briefly describing what the Vendor is proposing and how the Vendor intends to accomplish the work. This section must be written with the executive in mind and should not be overly technical but rather concentrated on the business reasons for selecting the proposal. The executive summary must not exceed five pages.

The executive summary should contain the following:

1. A summary of the approach to the project, including the main points of all sections shall be described. Material presented in this section shall not be considered as meeting any technical requirement. Vendor should try to maintain a "features/benefits" style of writing and include the business reasons that make the proposal attractive and different.
2. A master milestone schedule of all major efforts to be undertaken in the program. Dates shall begin as listed in RFP Schedule. The schedule should be a high level summary of the detailed schedule.

3. A list of exceptions taken to this RFP and the reason these exceptions were taken. If an alternative solution or product is being proposed, it should be briefly described.
4. A list of problematic areas that are cause for concern, such as unrealistic deadlines, incompatible technologies, or overly tight specifications. Vendors will not be evaluated on this paragraph. These concerns will be addressed with the successful Vendor prior to contract negotiations.

### **1.23 Volume I: Technical Proposal – Response to Technical Requirements**

Detailed response to all technical requirements shall be included by the Vendor as described in the following section, which is attached as a separate file:

- Section IV. Technical Specifications for a Library Information System (LIS)

Vendors are encouraged to answer all requirements without reference to manuals, data sheets, product brochures, or other supporting material. When necessary, Vendors may support answers by reference to other material, but answers should be understandable without reading the supporting material. Answers such as "See Proposal Appendix XXX, Technical Manual" will be marked as non-responsive. Any supporting material cited in an answer must be referenced by appendix, name of document, and page(s) to be reviewed.

### **1.24 Volume I: Technical Proposal – Response to Management Requirements**

The Vendor shall include a comprehensive plan for managing and coordinating the different phases and activities of the project. It is very important to PMU that the Vendor stresses work quality and how quality is ensured in all aspects of the project. This should be explicitly outlined in the project management plan.

The plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases. In addition, the Vendor shall also indicate in his plan other specific points in which status and visibility of project progress can be clearly monitored. Thus, Vendors must describe their approach to project management during both the transition and operational phases as follows.

### **1.24.1 Project Management**

1. The project management team structure, along with the roles and responsibilities of all team members.
2. Detailed project management processes, methodologies, and procedures.
3. Detailed description of how the Vendor will conduct planning for this project. Identify Vendor participants in the planning phase of the project.
4. What PMU resources will be necessary for the project to succeed.
5. What automated tools will be used in managing this project.
6. How PMU management will be kept informed up-to-date on project status.
7. The change management procedures to handle such things as "out-of-scope" requests or changing business needs of PMU while the project is underway.
8. What procedures will be used to keep the project on track and what escalation procedures will be employed to address any problems with project progress?
9. What quality assurance processes, procedures, formal reviews, etc. will be in place over and above the day-to-day work of the project team?
10. How both parties would work together to permit "contract flexibility" to accommodate changing PMU business needs.
11. The mechanisms for transferring data, applications and related processes to PMU or PMU-selected service provider at the conclusion or termination of this contract.
12. What customer satisfaction surveys the Vendor proposes that would be jointly administered by the Vendor and the PMU.
13. The proposed conflict resolution/escalation process between the Vendor and PMU to handle contractual disputes.

### **1.24.2 Project Scheduling**

The Vendor shall describe how the Vendor will approach project scheduling. Specifically, the vendor will create a master schedule, based on a work breakdown structure for defining and controlling the project. All subcontractors' individual plans will become part of this master schedule. The Vendor's Project Control Office shall maintain the master schedule.

The Vendor shall also use standard project management tools such as precedence diagrams, critical path charts, etc., to create and maintain the master schedule. The latest revision of the master schedule shall be used as the source of schedule data for developing all lower level subsidiary or supporting schedules and shall be used as the basis for all resource estimating and forecasting activities.

### **1.24.3 Project Reporting**

The Vendor's proposal shall include a reporting plan. The reporting plan shall outline the types of reports that will be used by the Vendor to report project status. These include but are not limited to:

- Executive summary reports
- Monthly reports
- Quarterly reports
- End of phase reports
- Productivity reports
- Trouble reports

The reporting plan should also indicate the frequency and content of each report.

### **1.24.4 Project Manager**

PMU requires that a Project Manager be assigned to oversee the operation of the entire contract, including the performance of all Vendor and subcontractor personnel. In this section, identify the Vendor's Project Manager and address the following PMU requirements:

- The Project Manager must be available through the duration of the contract.
- The Project Manager must not be reassigned during the period of the contract without the written consent of the PMU.
- The Project Manager will function as the Vendor's authorized point of contact with PMU and must be available to respond promptly and fully to all contract requirements. Project manager responsibilities will include, but are not limited to:
  - providing administrative, supervisory, and technical direction to project personnel.
  - monitoring work performance for accuracy, timeliness efficiency, and adherence to contract requirements.
  - coordinating the resolution of contract problems and the implementation and enforcement of problem escalation procedures.

- The Project Manager must be an employee of the Vendor and must be authorized to make decisions on behalf of the Vendor and all subcontractors.
- The Project Manager should have a minimum of five (5) years' experience managing projects similar in scope and complexity to this project and must have demonstrated effective oral and written communication skills.
- For each of the Project Manager's last two (2) assignments, provide company name, address, phone number, and contact person.

#### **1.24.5 Project Staffing Plan**

The Vendor shall provide an organization and staffing plan that includes the organization for the management and execution of the project. Functions and responsibilities of each subcontractor, department, or group shall be detailed. Interfaces between subcontractors, departments, sections, or groups, and between the Vendor and PMU, shall be identified and explained, as well as the practices and procedures that will govern the control and execution of the work by these subcontractors, departments, sections, or groups.

#### **1.25 Volume I: Technical Proposal – Vendor's Section for Additional Information**

Vendors may use this section to provide information determined as beneficial but not requested or required. Vendors can also discuss potential issues that are relevant to the RFP and to their proposal and have not been covered in the RFP. Vendors may also comment on requirements they feel are missing from the RFP, or present a unique solution that was not anticipated by PMU.

Vendor can also highlight additional product features believed to be useful in future for PMU. In general, the Vendors should use this section for any additional information outside the scope of the information provided or requested in RFP.

#### **1.26 Volume I: Technical Proposal - Proposal Appendix A - Vendor Information**

The Vendor must provide the following information about its business:

1. Complete name and address
2. Ministry of Commerce registration data
3. Pension and Unemployment Compensation number from GOSI.

4. A short narrative description of company's organization, including organization charts, indicating company officers where applicable.
5. Principal type of business
6. Total number of years in business.
7. Number of years providing services similar to those requested in this RFP and provides documented references as requested in Section 1.27.
8. Number of offices in the local area, with name, address, contact telephone numbers, fax number, email address, and name of manager for each.
9. Percentage assignment of personnel at local area offices, by competency (technical, management, marketing)
10. Certification that the Vendor does not owe any amounts unpaid to the Government Zakat and Income Office.
11. Certification that the Vendor is not currently under suspension or disbarment by any Government Office, Ministry, Agency, or Emirate.
12. Acknowledgement that if the Vendor is currently under suspension or disbarment or is party to a legal suit, the Vendor's proposal may not be considered
13. A signed formal agreement (e.g. teaming agreement or any other legally binding document) between the Vendor and each proposed subcontractor and these formal agreements must be placed in an appendix to the technical proposal.

If subcontractors are proposed for this RFP, answer the following for each subcontractor:

1. Subcontractor name and address
2. Saudi Ministry of Commerce registration data and any International identification/registration
3. Saudi GOSI Unemployment Compensation number and any similar non-Saudi registration numbers.
4. A short narrative description of company's organization, including organization charts, indicating company officers where applicable.
5. Principal type of business
6. Total number of years in business
7. Number of years providing services similar to those requested in this RFP
8. Certification that the proposed subcontractor does not owe the Zakat and Income Office any unpaid amounts

9. Certification that the proposed subcontractor is not currently under suspension or disbarment by any Saudi Government ministry/office/agency or Emirate
10. Acknowledgement that if the proposed subcontractor is currently under suspension or disbarment, the proposal may not be considered

**1.27 Volume I: Technical Proposal - Proposal Appendix B - Vendor References**

Vendors and subcontractors shall provide a list of five implementations where the Vendor has done work similar in size, application, and scope to the project described in this RFP. PMU will contact these companies and will ask them about Vendor's technical capabilities, project management skills, and ongoing support after installation. One of the five reference accounts may be chosen for a site visit by PMU assigned evaluation team.

To warrant consideration for this contract, Vendors and major subcontractors must successfully pass reference checks. Major subcontractors are those with more than 25 percent participation in the project by Riyal amount.

Preferred references are references at peer universities with approximately 5,000 students in the Middle East. The Vendor and subcontractors must provide three customer references in Saudi Arabia relevant to the subject of this RFP. The other two may be from Saudi Arabia or other countries in the Middle East. The customers should be willing and able to testify regarding the Vendor's performance. The following information must be provided in each case:

- Client name.
- Client address.
- Contact person.
- Alternate contact person
- Contacts telephone numbers.
- Contacts e-mail addresses.
  - Brief information about reference business activity
  - Brief description of the work performed.
  - Project summary.
  - System description.
  - Software/Hardware Platform.
  - Software installed.
  - Methodology used
  - Date project implementation started.
  - Date project was approved for production.
  - Project expansions later carried out, if any.

- The Vendor must provide a description of related engagements performed for government entities over the past three years (one page maximum.).
- The Vendor must identify any key personnel proposed for this project who have worked on any of the above engagements and describe their roles and responsibilities in each case.

**1.28 Volume I: Technical Proposal - Proposal Appendix C – Reference Info, Product Brochures, etc**

References to documentation provided in support of the Technical Proposal should have appropriate page number and reference. Proposals not providing the appropriate page number and reference will be considered to have no appropriate reference material included for that particular requirement.

All product brochures, specification sheets, white papers, etc. must be in Proposal Appendix C. This appendix should start with a "Table of Contents" of all product brochures, specification sheets, white papers etc. in the same sequence as they appear in the appendix. As mentioned above if a specific part of the information in this appendix is referred in the proposal then each page of the appendix should be numbered and the table of contents for appendix should have page numbers. The information related to one product should be tabbed with product name on the tab sheet for easy location.

**1.29 Volume I: Technical Proposal - Proposal Appendix D – Vendor Resumes**

The vendor should attach resumes of all proposed personnel for the project including staff from major subcontractors.

**1.30 Volume I: Technical Proposal - Proposal Appendix E – Financial Information**

To warrant consideration for the proposal in response to this RFP, Vendors and all subcontractors must submit financial information, including an annual report or audited balance sheets and income statements. For the purpose of this section, "audited" shall mean that a certified public accountant has reviewed the financial reports and has expressed an opinion regarding the fairness of the information reviewed.

Financial information provided by Vendor should include:

- An audited profit and loss statement and balance sheet for the Vendor's last three fiscal years
- Vendor's total revenues received from related business during each of the last three fiscal years

- Annual contract value of Vendor's three largest related projects and contracts
- An audited profit and loss statement and balance sheet for the subcontractor's last three fiscal years.

The financial information will be kept confidential by PMU during the evaluation process.

## **D. CONTENTS OF VOLUME II: BID PRICE**

### **1.31 Volume II: Price Proposal Requirements**

For the current request (RFP-IT-0003), PMU prefers to award the entire scope of work to one Vendor. Vendors shall submit pricing both in writing and electronically.

PMU intends to purchase a fully integrated LIS. However, the Vendor should submit pricing that breaks prices down by their component parts, including:

- Implementation and development  
Vendors shall price the implementation and development effort in accordance with the number of project personnel and their time. Pricing shall include all projected travel expenses.
- Commercial off-the-shelf and custom application system
- Operations and maintenance costs
- Centralized catalog and databases
- Software links to PMU MIS
- Software
- Services
- Training:
- Documentation:  
Vendors shall show the cost of all documentations required including:
  - Documentation of user manuals
  - Documentation of all application system functions
  - Documentation of all programs
  - Documentation of Database Design (Databases, Tables, Relationship, etc)
  - Developing and documenting all forms used in work processes
  - Documentation of management and security policies, procedures and standards

- Other costs  
Vendors are to specify any other costs that have not been specifically requested. Any cost listed should be tied to a specific task or product in the proposal.
- Overall Costs  
Vendors shall summarize all of totals from above tables in overall costs table.

These instructions are intended to assist Vendors in submitting pricing data. Compliance with these instructions is mandatory. Failure to comply will result in disqualification of the proposal.

## **E. PROCESS FOR SUBMISSIONS**

### **1.32 Submission of Proposals**

Vendor proposals must be submitted to Issuing Officer identified in section 1.1. Submissions must be received by PMU on or before the time specified in section I.E. RFP Schedule.

PMU will not accept delivery of a proposal by facsimile. Proposals not received at the specified address, in the number of copies specified, in the format specified, and by the time and date specified, may be rejected by PMU. If the Vendor intends not to provide a proposal, PMU requests written confirmation of that fact as soon as possible (by marking "No" in "Intent to Bid" form and returning it to the RFP contact) and requires the subsequent return of the RFP document or a certification of its destruction. Bids must be sealed and not delivered in open packages or binders.

Additional proposal materials such as books, CDs, and other materials should be packaged separately but should be received with proposals.

The two volumes of the proposal must be submitted as two (2) separately sealed packages:

Package 1 containing Volume I:	Technical Proposal
Package 2 containing Volume II:	Price Proposal

The Vendor must submit copies of the proposal as follows:

1. Ten (10) printed copies of the Volume I (Technical Proposal), each including the printed copies of compliance matrix identified in RFP Appendix C.
2. One electronic copy of the Volume I (Technical Proposal) on CD-ROM. All files must be in Microsoft Office for Windows format.

3. Ten (10) printed copies of the Volume II (Price Proposal), each including the printed copies of completed cost tables identified in the file attached named "costs tables".
4. One electronic copy of the Volume II (Price Proposal) on CD-ROM along with spread sheets for cost tables. All files must be in Microsoft Office for Windows format.
5. One printed copy and one electronic copy of a sample contract that the Vendor proposes that PMU execute.

Vendors must observe the following instructions in proposal submission:

- Do not place the electronic copies of the technical proposal and the price proposal on the same CD-ROM.
- The copies of the proposal must be labeled and numbered on the sealed package.
- The copies must be accompanied by an official cover letter or letter of transmittal, on company letterhead, signed by a company officer authorized to bind the Vendor to provisions of this RFP.
- The Vendor is responsible for ensuring that the proposal copies are delivered to PMU complete and in good shape. PMU will provide the receipt of proposal.

### **1.33 Proposal Costs**

PMU is not liable for any cost or expenses incurred by the Vendors in the preparation of their proposals or for attendance at any conferences or meetings related to this RFP.

### **1.34 Errors or Omissions in Proposals**

PMU will not be liable for any errors or omissions in Vendor proposals. Vendors will not be allowed to alter proposal documents after the proposal due date without written permission from PMU.

No oral, telephone, or faxed modifications or corrections will be accepted.

PMU may correct simple math errors and alert the Vendor to the error, or if the error appears to be significant, PMU may either disqualify the Vendor or require the Vendor to make the recalculation and resubmit the data.

PMU will not be liable if the winning Vendor's proposal, which is incorporated into the contract, later proves to have math errors or if a product now required in the Vendor's solution was not listed in the proposal.

### **1.35 Proposal Debriefing**

PMU may arrange debriefing sessions to the losing Vendors in order to help them understand why they were not selected so that they can submit better proposals for future RFPs from PMU. Vendors, however, should be absolutely clear that such a meeting would not be a chance for them to try to challenge or argue with PMU's decision.

PMU's decision of selecting the shortlist of Vendors and winning Vendor shall be final and cannot be challenged. All Vendors must acknowledge this administrative requirement in their proposal and failure to do so may be grounds for disqualification. The losing Vendors will be informed about the date and time of these sessions by the RFP Issuing Officer.

### **1.36 Best and Final Offer (BAFO)**

PMU intends to request the Best and Final Offer (BAFO) from the short-listed Vendors. The BAFO will provide a mechanism for short-listed Vendors to formally change the pricing based on their better understanding of the RFP requirements in order to be competitive with other short-listed Vendors. All Vendors must be ready to offer BAFO to PMU and failure to do so when requested may be grounds for disqualification.

### **1.37 Requirement for Products**

Unreleased or beta test hardware, system software, or application software will not be accepted. PMU prefers that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by at least three other customers, have been in use for at least six months, and have been generally available from the manufactures for a period of six months. Vendors must respond to this requirement for all the products included in proposals giving appropriate details.

### **1.38 RFP Process**

- PMU reserves the right to discontinue the RFP process at any time without liability, and makes no commitments, expressed, implied, or otherwise, that this process will result in a business transaction with one or more Vendors.
- PMU reserves the right to reject, at any time and for any reason, any or all proposals received as a result of this RFP, or to negotiate separately with any or all-competing Vendors.

- Information provided herein is intended solely to assist Vendors in the preparation of proposals. To the best of PMU's knowledge, the information provided is accurate. However, PMU does not warrant such accuracy, and any variations subsequently determined will not be construed as a basis for invalidating the RFP. PMU management reserves the right to cancel this Request for Proposal (RFP) at any time.
- The Vendor must be prepared to enter into fact-finding discussions and negotiation in good faith with PMU and take the appropriate action to conduct such negotiations within the stated time period at PMU facilities or other facilities designated by PMU.
- The Vendor is advised that subsequent to issuance of this RFP, additional material may become available and will be transmitted for Vendor's consideration. The Vendor will consider such information in its firm response to this RFP, and PMU will assume that all changes or additional information transmitted have been included in the Vendor's firm response price, unless otherwise specified.
- From the issue date of this RFP until a winning Vendor is selected, all contacts with PMU personnel, if required, concerning this RFP, proposals, and the evaluation process must be approved through the Issuing Officer. Any violation of this condition is cause for PMU to reject the Vendor's proposal. If it is later discovered that any violations have occurred, PMU may reject any proposal or terminate any contract awarded pursuant to this RFP.

### **1.39 Proprietary Information and Non-Discloser Agreement**

- Any information or data provided to the Vendor, including this RFP and PMU's process of evaluating responses will be deemed PMU's proprietary information and will be treated as such in accordance with applicable non-disclosure agreements (NDAs) between PMU and the Vendor. PMU proprietary information, including the contents of this RFP, shall not be published or disclosed to others, or used for any other purpose, or duplicated in whole or in part. Within the Vendor's company, RFP proprietary information should not be disclosed to any person outside the group directly responsible for responding to its contents. Upon PMU's request, Vendor will immediately destroy or cause to be destroyed all notes, memoranda, summaries, or other writings related to this RFP or due diligence prepared by the Vendor or its partners and agents.
- In case where there is no prior NDA between the Vendor and PMU, the Vendor must sign an NDA with PMU before receiving the RFP

- Vendors are not allowed to share the RFP with other Vendors or subcontractors unless they have been approved by the PMU and have also signed an NDA.
- Consistent with the confidentiality provisions, the Vendor is not permitted to make any public announcement or release any information regarding this Request for Proposal without PMU's written approval.
- PMU reserves the right to share the Vendor's response to this RFP with its advisors and consultants.

#### **1.40 Proposal Contents**

- Technical and cost information provided in proposals will be held in confidence and, except for the winning Vendor's proposal, will not be revealed or discussed with competitors.
- The proposal of the selected Vendor, however, becomes part of any contract entered into. Proposal and all other material submitted with the proposal becomes the property of PMU. Proposals and supporting materials will not be returned to Vendors. Proposals submitted to PMU will be reviewed and evaluated by PMU assigned RFP Evaluation Committee, which may include PMU consultants, as well as PMU Staff. PMU has the right to use any or all ideas presented in any reply to this RFP, Selection or rejection of the proposal does not affect this right.
- Vendors are requested to mark the proposal pages that contain confidential information about the company, financial details, and new product offerings not publicly available. Vendors are requested to put such information in last appendices of the proposal so that they can easily be removed from the submitted proposal, if needed. It is not acceptable to mark all pages of the proposal as confidential.
- Vendors must submit the proposal submission checklist along with the proposal (RFP Appendix C).
- Vendors must agree to make no other distribution of their proposal beyond that made to the RFP Issuing Officer. A Vendor who shares cost information contained in their proposal with other PMU personnel and/or competing Vendor personnel will be subject to disqualification.

#### **1.41 Legal Issues**

All Vendors shall agree to the following clauses:

##### **1.41.1 No surreptitious code warranty**

The Vendor shall warrant that no copy of licensed software provided to PMU contains or will contain any self-help code or any unauthorized code as defined below. This warrant is referred to in the contract as the "no

Surreptitious Code Warranty". "Self-help code" means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person or organization other than PMU.

"Unauthorized code" means any virus, Trojan horse, spy ware, worm, or other software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such action. In addition, the Vendor shall use the latest commercial virus detection software to check and detect the presence of any viruses and remove them from any software prior to delivering it and installing it at PMU.

1.41.2 Third-Party Software warranty

The Vendor shall warrant that it will disclose the use or incorporation of any third-party software into the deliverable. At any time the Vendor shall provide in writing the name and use of any third-party software, including information regarding the Vendor's authorization to include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Vendor to use such software.

1.41.3 Vendors must fully comply with PMU's requirement that Vendors must certify on company letterhead that they and all of their subcontractors are not currently under suspension or have any pending legal issues with any government or private sector concern in Saudi Arabia.

1.41.4 Any or all portions of the Vendor's response to this RFP may be incorporated into any contract issued as a result of this solicitation, as well as those modifications mutually agreed upon through negotiations between PMU and the Vendor, and any terms and conditions required by law, regulation, or local ordinance. PMU reserves the right to conduct negotiations concerning any or all aspects of any proposals received from prospective Vendor.

1.41.5 The winning Vendor will be required to return to PMU a signed "Letter of Intent" within three business days following notification from the PMU. After receipt of the signed Letter of Intent by the PMU, the Vendor will immediately enter into contract negotiations.

**1.42 Proposal Validity**

PMU requires that the Vendor's proposal must remain valid for 180 days starting from the first working day after the proposal due date and excluding any official holidays in the Kingdom of Saudi Arabia. Vendors are advised to put the date on their proposal(s) for its validity in consideration of the above requirement.

PMU reserves the right to ask for an extension of time if needed.

#### **1.43 News Releases**

PMU reserves the right to review and approve all news releases pertaining to this RFP. The winning Vendor will submit such news releases in writing to the RFP Issuing Officer for approval prior to their issuance.

PMU reserves the right to make presentations related to this project to any audience with or without the participation and approval of the winning Vendor.

#### **1.44 Additional Services**

At PMU's option, PMU may request that the winning Vendor provide additional related services not specified in this RFP. PMU will define the scope of work with the Vendor for each assignment. PMU is interested in understanding the man month rates the Vendor would charge for such services. At its discretion PMU may use this information in the evaluation for this RFP.

#### **1.45 PMU Participation**

PMU personnel participation in every step of this project is essential. PMU will provide appropriate personnel support for implementation of this project, but the selected Vendors will have primary responsibility for successful delivery of the required products and services.

The levels of PMU commitment will be determined during contract negotiations arrived at by mutual agreement between the Vendor and PMU. For the purpose of project administration after the contract has been awarded, PMU will designate a person to serve as PMU Project Manager and Contract Officer for each contract award.

The PMU Project Manager will serve as the primary liaison between PMU and the Vendor and will coordinate overall management and administration of the project for the PMU. For purposes of this RFP, all communication is to be exclusively with the Contract Office.

PMU may provide complimentary office space within the PMU complex for the selected Vendor's personnel use while installing the system and as required for onsite maintenance. This may be an item to be negotiated as described in section 1.12.2.

#### **1.46 International Standards**

All systems and components of this project must comply with all relevant industry standards to ensure that systems can be upgraded, are compatible with other similar systems, and use open-system architecture. Vendor must clearly identify all standards with which the proposed solution complies.

#### **1.47 Bilingual (Arabic/English)**

In order to comply with the regional/local Arabic requirements, all project components should be bilingual (Arabic and English). This means that all user interfaces (prompts, commands, labels) should be Arabic, user data will be either Arabic or Latin, and user manuals and documentation will be in Arabic and English.

#### **1.48 Application Ownership**

All programs and add-on programs that are developed especially for this project shall be owned fully and solely by PMU, including analysis and design material, source code, object code, and command code. All software licensing must be based on a one-time fee and must be indicated as such in the statement of compliance. All exceptions or amendments to this requirement must be justified and indicated by the Vendor. Periodic support fees are acceptable, but must be quoted. Any exceptions must be clearly specified and justified by the Vendor in his proposal.