



# Tender Specifications

Project n.: 618781-EPP-1-2020-1-IT-EPPKA2-CBHE-SP

## **D4.2 Quality assurance software in research, third mission and students' services**

### **1. Aim of the document**

The Tender specifications document describes what the beneficiary institutions intend to purchase. The description is comprehensive, clear and precise, but does not include any commercial brand. The rationale is that providing tenderers with the fullest possible information is the only way to avoid possible unequal treatment.

### **2. Object of the tender**

This document represents an invitation to tender for the purchase of a dedicated software on quality assurance aiming to allow a more accurate and professional management of the services delivered by the university QA directorate in particular with regards research, students' services and third mission in Kurdistan region of Iraq (see Annex I), as part of the APPRAIS project, co-funded by the ERASMUS+ Programme of the European Union. The Call for tender is in no way binding for the involved parties.



### **3. Disclaimer**

This project is funded with the support of the European Commission. This document reflects the views only of the author, and the European Commission cannot be held responsible for any use which may be made of the information contained therein.

### **4. About APPRAIS**

APPRAIS addresses governance, strategic planning and management of higher education institutions, with a particular focus on enhancing the capacities of human resources and proposing a reform for the local Higher Education system through the implementation of Bologna process. APPRAIS project idea comes from the willingness of the Ministry of Higher Education and Scientific Research (MOHESR KRG) to improve and develop the higher education system in the Kurdistan region of Iraq. The MOHESR KRG has encouraged several Kurdish Universities to adopt the European higher education model, supporting therefore the implementation of the Bologna Process.

Within this context, the overarching goal of APPRAIS is to support, through the cooperation of European institutions, the rebuilding and modernisation of the governance system of higher education institutions (HEIs) in the Kurdistan region of Iraq with a specific focus on strategic planning, quality assurance and Bologna process implementation. Due to the recent crisis and political economic situation, the current higher education system requires a strong intervention to face the weakness of the existing governance system by benefiting from the European expertise.

To institutionalize good governance practices in Kurdish HEIs, also means enforcing institutional values such as autonomy, accountability, participation, quality assurance, and internationalization, as well as implementing well-structured management systems, and contribute to the development of HEIs in Kurdistan region of Iraq helping them to meet the international standards. The overall aim of the project is to support HEIs in Kurdistan region





of Iraq in order to make them capable of establishing a modern governance framework through the adoption and implementation of Bologna process.

The APPRAIS specific objectives are the following:

- Enhancing good governance, by strengthening the definition and development of HEIs roadmap.
- Improving HEIs capacities on quality assurance mechanisms, strategic planning, management and accountability practices.
- Supporting the implementation of Bologna Process within HEIs in Kurdistan region of Iraq by improving knowledge on recognition of credits and learning mobility.
- Adopting the university reform on good governance and Bologna process at each HEIs, through the definition and validation of institutional action plans.

## 5. APPRAIS Partners

- UNIMED, Mediterranean Universities Union, Italy (Project Coordinator)
- University of Pisa, Italy
- University of Oslo, Norway
- University of Murcia, Spain
- University of Evora, Portugal
- Salahaddin University-Erbil, Kurdistan region of Iraq
- University of Sulaymania, Kurdistan region of Iraq
- University of Duhok, Kurdistan region of Iraq
- University of Halabja, Kurdistan region of Iraq
- Duhok Polytechnic University, Kurdistan region of Iraq
- Garmian University, Kurdistan region of Iraq
- University of Zakho, Kurdistan region of Iraq
- Charmo University, Kurdistan region of Iraq





- Ministry of Higher Education and Scientific Research KRG, Kurdistan region of Iraq

## **6. Software beneficiaries**

1. Salahaddin University-Erbil, Kurdistan region of Iraq
2. University of Sulaymania, Kurdistan region of Iraq
3. University of Duhok, Kurdistan region of Iraq
4. University of Halabja, Kurdistan region of Iraq
5. Duhok Polytechnic University, Kurdistan region of Iraq
6. Garmian University, Kurdistan region of Iraq
7. University of Zakho, Kurdistan region of Iraq
8. Charmo University, Kurdistan region of Iraq

## **7. Announcement of the tender**

The tender is meant to be public. To the aim to make more visible the announcement, it is recommended that all the APPRAIS project partners (EU and Kurdish partners) will publish the announcement on their own institutional website.

## **8. Documents to be submitted by the Tenderer**

Applicants must provide the following documents:

- a) Profile of the software provider with proof of consolidated experience in similar projects
- b) Main contact's name, phone number, email and address
- c) Detailed financial offer, with quantities, unit prices and total price [excluding VAT]. Delivery and installment charges must be included.
- d) Technical specifications of the software (see Annex I)
- e) Self-declaration (Annex II)



Additional documents such as instructions, operating manuals, warranty certificates, are required with the delivery of the software. Please ensure that all documents are sent in pdf format and the financial offer is duly signed. Please indicate in the offer, as well as in the object of the email, the below reference:

"APPRAIS - Call for tender - Quality assurance software – Project n. 618781-EPP-1-2020-1-IT-EPPKA2-CBHE-SP"

## 9. Currency of the tender

Applicants shall submit their offer with prices in EUR. Payments will also be made in EUR.

## 10. Language of the tender

All the documents related to the submitted offer shall be in English.

## 11. Submission of the tenders: means and deadline

Offers should be submitted to the project coordinator, UNIMED, **no later than 10 September 2022** by email to [uni-med@pec.it](mailto:uni-med@pec.it). Applications sent after the deadline will not be considered. Applicants are allowed to integrate / modify their offer within the deadline.

UNIMED will share the received offers only at the time of the meeting of the Tender Evaluation Committee, and will not open any received offer until then.

## 12. Software delivery time and locations

The provider will be in charge of the delivery and installment of the software for the benefit of the 8 Kurdish universities. The delivery and installment period **may not exceed 6 months** from the date of the purchase order with the selected provider.





### 13. Value of the contract

The total amount of the offer shall **not exceed 48.000 EUR**, excluding VAT.

### 14. Payment's timeline

Payments will be managed as follows:

- one advanced payment at the contract signature;
- further installments will be paid according to the progress of the software development and delivery;
- balance payment when the software development is fully completed.

### 15. Evaluation and award of the tender

The evaluation process is based on the following principles:

- o Equal treatment;
- o Non-discrimination;
- o Confidentiality;
- o Transparency;
- o No conflict of interests.

**Exclusion criteria.** Tenderers are excluded from participation if:

- o they have submitted an incomplete offer;
- o they have submitted an offer that is not compliant with the Tender specifications;
- o the financial offer is higher than the value of the contract;
- o the offer is submitted after the set deadline.



**Evaluation criteria:**

- compliance with the Tender Specification requirements;
- clarity of the offer;
- technical and professional capacity to perform the contract.

**Award criteria:** the award method will be the "best value for money" meaning that the winning tender is the one offering the best quality/price ratio.

### **16. Tender Evaluation Committee**

An Evaluation Committee will be formed by the Quality Assurance Directors and at least one expert in developing software and with IT skills from the 8 beneficiary universities in Kurdistan region of Iraq. In the Evaluation committee there will also be at least one representative of UNIMED. This Tender Evaluation Committee will perform the evaluation of the offers and award the contract.

The meeting of the Tender Evaluation Committee will be held online, and the participation of at least one representative of the MOHESR is recommended, but not mandatory.

### **17. Notification of results**

UNIMED will communicate the evaluation results to the tenderers by email, using the contact details provided in the application.

### **18. Focal point**

The Tender Evaluation Committee will select a Focal point who will be the main consultant person for the software provider during the whole process from the development to the



delivery, from the installation to the training of the university staff in charge of using the software. The provider will then communicate for any issues with the appointed Focal point.

## ANNEXES







## Annex I - Technical Specifications

The APPRAIS Software offers different solutions to provide researchers, administrators and evaluators with the tools to monitor quality of results research, increase its visibility, as well to evaluate and ensure quality of third mission activities and of students' services. It is based on established technology and is characterized by greater ease of use and flexibility in configurations.

- The software will include services that will support the university QA directorate staff in ensuring the good quality and evaluation of research services, of third mission activity and students' services.
- Technical assistance and remote maintenance (emails and phone calls) will be provided for each license without any supplementary fees during the validity period of these licenses. This includes server, management, security, maintenance, upgrades of the server, and the software support as well, for at least 3 years after the software delivery.
- For the continuous use of the software by the universities after the end of the contract and thus for the sustainability of the project results after the end of the project, the software provider will guarantee the installment without any charges of the software in each of the 8 beneficiary universities servers and its consequent transfer of the data.
- The software includes a private server that will be provided by the supplier to which each of the 8 University partners in Kurdistan region of Iraq will get access through a domain.
- This platform could be used also remotely by each of the 8 HEIs thanks to the license they own in this regard.



- Each of the 8 universities will have an account that will allow each of them to manage at distance the services and tasks that the software shall perform and deliver.
- Technical assistance for the installation and the usage of the platform as well as maintenance services will be provided by the supplier without supplementary fees during the whole validity period of the licenses.
- The software will be installed on a server provided by the supply provider complying with the requirements and technical conditions such as indicated by the tender in this current offer.
- The data used by the universities are owned by themselves.
- In presence training in Kurdistan region of Iraq and or online, about the use of the software included in the current offer, to the university staff of the 8 APPRAIS project partners (2 people per university + 2 from the Ministry), facilitated and delivered by a certified trainer.
- In force of the Kurdish law n° No 10 from 2008, Article 3, tasks 11 and 12 and article 4<sup>1</sup> which regulates the relationship between the universities and the Ministry of Higher Education and Scientific Research KRG, the provider will open an account that will allow the Ministry to follow up the universities' activities and their use of the software in order to guarantee quality control of the universities' results.
- At the end of the activities foreseen by the APPRAIS project, the KRG Ministry may foresee the extension of the use of the selected software to other universities that do not participate in the project. Therefore, the provider must guarantee that the software is technically ready to be eventually used for this purpose.

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<sup>1</sup> Law No 10 from 2008, Article 3, tasks 11 and 12

11: Evaluation of the educational institutions of the Ministry and the development of a necessary reform mechanism by the educational institution itself.

12: Follow up the work of educational and scientific research institutions to ensure that the scientific level is maintained under the applicable international regulations and standards and take the necessary measures to ensure this."

Law No 10 from 2008, Article 4: "The apparatus of supervision and quality assurance is responsible for verifying the quality of the performance of universities and institutes and the legitimacy of their actions and their harmony with the legislation in force".



## Technical specifications about Research

- **Research Institutional Repository**

One of the fundamental features of the APPRAIS software is the Research Institutional Repository which allows the archiving, consultation and communicating with authors of the products resulting from research activities. It is a unique and integrated system able to communicate with national and international central systems for the management and dissemination of publications, compliant with the requirements of the Ministry of Higher Education and Scientific Research. The system is also integrated with open access and free bibliometric information and metadata.
- **Research Activities and Projects**

The Activities & Projects module allows the census and management of the various research activities, including projects and contracts related to research, starting from the proposal phase up to the realization of the results. The application allows managers to enter the data necessary for the representation of scientific aspects, funding, partnerships and collaborations, linking them to institutional research assets (people, groups, equipment, etc)
- **Scientific evaluation (Evaluation and Review)**

Evaluation & Review is the module of the APPRAIS software dedicated to the evaluation of scientific research and production based on statistics and summary indicators. It allows to manage the internal evaluation cycles and to prepare to successfully pass the evaluation initiatives promoted by the Ministry. The module contains a sophisticated reporting suite of scientific production relating to aspects of bibliometric.
- The software has to join ORCID the international standard for the unique identification of the researcher, an integration module to download or send their data from / on this platform through API.
- **Expertise & Skills (ES)** module for the skills management is the solution available to teachers and researchers, to enhance the skills of the university. Open to public consultation online, it allows you to encourage collaboration and exchange between the university and the economic system of production.





## Technical specifications about Third Mission (TM)

- **Outreach**

The software shall list the study programmes that have courses in “outreach” where students learn how to communicate academic material to a wider public (such as courses in research communication for academic staff and communication workers).
- **Information database**

The software shall track all the information and data on scientific objectives, research activities, organisation and their results, quality policies pursued for research and its promotion, and critical observations through a review annual college/faculty research form. This tool shall allow universities to consider their research planning activities while providing students, families and stakeholders with an overview of the skills existing in the colleges and their research activities.
- **Assessment**

The software shall guarantee an assessment exercise for TM through a tool that enable to collect TM case studies by each evaluated institution, as a selection of the impacts generated by the department/institution’s activities (the Ministry of HE in accordance with the Ministry of Labour and social affairs), shall indicates the number of required case studies. The quality of the submitted case studies will be assessed and expressed into a 5-point rating scale according to some criteria and indicators. The results of this assessment exercise are the quality profile of Third Mission at institution and department level.

## Technical specifications about Students’ services

- **Access and collect information on services**

The software shall allow the production of qualitative and quantitative studies to present a detailed report with the general information of the university and its student



services. In the project there are some criteria that specifically compile information about the services for the student with the aim to facilitate the administrative issues, learning process, international mobility, pre-professional practices and professional advice and, in general, to encourage their participation in the university as student (students associations, cultural activities, sports services...

- **Assessment and satisfaction**

Specific services for students that are measured according to the internal quality assurance system: selection and admission process, public information, the teaching and learning process, international mobility, external practices, employment services, general supports services and general satisfaction with the study program. Thus, the software, using polls and surveys, registers information and evidences about the satisfaction of the students, not only with the teaching and learning activity but also with the student service in each university. Other general services for students measure the quality and satisfaction using poll and surveys which are directly sent to the student. This is the case of the General Library, Observatory for Employment, General Information Service, Special Learning Support Service, Sports Services, Language Services, Social Attention Office, among others





## Annex II

### Self-declaration

[to be sent on the supplier's headed paper]

I, the undersigned, \_\_\_\_\_, legal representative of supplier's name, hereby certify that the supplier:

- is not bankrupt or wound up, does not have its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, or is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- is not convicted of an offense concerning the professional conduct by a judgment which has the force of res judicata;
- is not guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- has fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the national legal provisions;
- has not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests.

Name and Surname of the legal representative:

Function:

Date:

Signature and stamp:





# APPRAIS

governAnce, quality, accountability:  
a Piloting Reform PRrocess  
in kurdistAn region of Iraq

