UNIVERSITY INFORMATION MANAGEMENT SYSTEM

Minimum System Requirements

Vision
To have a University Wide Integrated Information System and its support mechanisms that would facilitate FNU’s Operational, Managerial and Executive Functions across and with all Departments, Colleges, Students, Sponsors, Fiji Higher Education Commission (FHEC) and other stakeholders.
Preamble
The purpose of this document is to provide Vendors a guide to FNU’s minimum requirements of a holistic University Wide Integrated Information Management System that will eventually provide students, staff and all other stakeholders an efficient information service.

Vendors are to advise FNU if they are willing to participate in this requirement as per section 11 of this document.
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About FNU

Fiji National University (FNU) is the largest and newest University in Fiji and also the first national university. More than 1800 University staff are located at campuses spread across towns around the country and offer a wide range of programs from certificate to postgraduate degrees. FNU was formed by a merger of seven training institutions in Fiji - the Fiji Institute of Technology, Fiji School of Medicine, Fiji School of Nursing, Fiji College of Advanced Education, Lautoka Teachers College, Fiji College of Agriculture and the Training and Productivity Authority of Fiji (TPAF).

FNU retains an orientation towards technical and vocational training, with a focus on qualifications for real jobs and real opportunities for entrepreneurship and self-employment, while providing pathways to further professional studies and higher qualifications.

Although FNU was formally established in 2010, Fiji National University has a long history of relevant education dating back to the origins of its component Colleges, through institutions that were established according to national needs and aspirations as these developed.

In the case of School of Medicine, now part of the College of Medicine, Nursing and Health Sciences, there is more than 125 years of academic history. The School of Medicine was originally established in 1885 as the Suva Medical School to train vaccinators. It has since developed into the premier medical institute of the South Pacific and continues to strive towards excellence in the training and education of health professionals in the region. It has produced many motivated and skilled health care professionals who are now serving in key positions in the Pacific and overseas.

The School of Nursing is one of the oldest nursing education institutions in the Pacific and has been in existence since 1893. Now part of the College of Medicine, Nursing and Health Science, the School offers basic and post-basic nursing programs for Fiji and regional students.

The former Fiji Institute of Technology (FIT) is now part of the College of Engineering, Science and Technology. It was originally established in 1963 to train students in technical and vocational disciplines, to meet the engineering human resource needs of Fiji. The College provides education to cater for the total human resource needs of Fiji and the South Pacific in the areas of engineering, technology, including information technology and electronics, marine training and in the sciences. The then FIT was also a starting point for the College of Business, Hospitality and Tourism Studies.

The main administration Centre of Fiji National University, including the hub of its extensive teacher training faculty, is located at what was once Fiji's prestigious Queen Victoria School (known as "Vuli-Ni-Tu"), established at Nasinu in 1907. In 1947, the school was relocated to Matavatuco and the facilities were used to establish the Nasinu Teachers College, a primary teacher training institution. In 1982, it underwent some changes and re-opened as the Nasinu Residential College for students. In the 1990s, an Australian aid programme helped establish training for secondary teachers and in 1992 the Fiji College of Advanced Education opened at the Nasinu site. Meanwhile, the Lautoka Teachers College was established in 1978 as the
country's largest pre-service provider of primary teachers. This has become part of the University's College of Humanities and Education.

The Fiji College of Agriculture was established in 1954 to meet the human resource needs of the country in all areas of agriculture. The College was further developed into the University's College of Agriculture, Fisheries and Forestry.

The Training and Productivity Authority of Fiji (TPAF), formerly known as the Fiji National Training Council, was established in 1973 by the Fiji National Training Act. It established the National Qualifications Framework to benchmark training and qualifications in technical and trade areas against a national standard, based on the needs of local industries, and is comparable with overseas qualifications. TPAF became part of FNU in 2011 as the National Training and Productivity Centre to run the University's short courses in areas ranging from senior executive level management and leadership to innovative technical courses specifically designed for local conditions.

FNU now has campuses and Centre’s at 33 locations throughout the country, running a total of approximately 30 different courses and programs with a staff complement of more than 1800 and in January 2012, hitting a record student enrolment of more than 20,000. As a new and dynamic institution, yet one with an illustrious history within its component parts, FNU is daily developing, innovating and expanding to provide Fiji and the region with the education and training that they most need.

**Background of Current Solutions**

As per the merger, the University also adopted data, processes and the systems of the former institutes. Currently, the University has three different student management systems as follows

1. Premium – Internally developed and maintained which is being used by College of Engineering Science & Technology, College of Humanities & Education, College of Business Hospitality & Tourism Studies and College of Agriculture, Fisheries & Forestry’s.
2. StudentSoft – Developed externally and currently on SLA with the vendor. This solution is used by the College of Medicine, Nursing & Health Sciences.
3. PPMS – Developed by an international firm which has ceased operation. This solution does not have the codes and is currently used by the National Training & Productivity Center.

Apart from the above mentioned specialized student management systems, the University also uses Navision as its Financial Application, PayGlobal from UXC Eclipse as Human Resources application, Moodle as learning management system, Horizon as Library Management System and many other custom-built tools to automate business processes and to support the business needs.

The existing applications have been functioning well in the university. However, keeping in view the current state of advancement in technology and IT infrastructure, as well as future business requirements, the University is planning to acquire a robust University Information Management System.
System that can communicate with other business systems and support both internal and external stakeholder requirements.

**Introduction**

The University Information Management System (UIMS) will include all Institutional Administrative Systems, Student Services, Timetabling Service and will not operate in isolation; as it will integrate with other systems such as Virtual Learning Environment (VLE), Financial system, Student portal, communications platform thus providing a holistic service to students, staff and all stakeholders, as per map below. *The proposed solution may gradually replace standalone systems.*

**Aim**

To deliver a secure portfolio of integrated and resilient information systems which:

- provide a platform for accurate and high quality management information reporting
- underpin the University’s strategic goals in achieving excellence in education and student experience
- Enable efficient and effective delivery of the University’s administrative functions.
Systems Features
The solution must have General Setup of the application to support multiple faculties (Colleges of the University) across multiple campuses distributed across the whole of Fiji Islands. It must also support pre-defined study terms such as Semesters and Trimesters however it must also support custom block level study terms.

The following are the core requirements for the solution.

1. Student Administration

This feature must support admitting a student into program until graduation and beyond as an alumnus.

1.1. Registration of New Applications

New applicants submit their applications to register into offered programs into the University, attached with their Qualification documents. Applications are verified against the upload of secondary school results from the Ministry of Education and Date of Birth are verified against the registration record uploaded from the Registration office. Applications are vetted to verify if student has achieved the Minimum Entry Requirement of program in which they applied for, which can be later shortlisted.

Ministry of Education should be able to upload the secondary school results directly into this solution.

1.2. Admission of Students into Programs

Applicants are offered a place in the University in program of their choice should they meet the Minimum Entry Requirements. Otherwise, they will be provided with an alternative program. The students are provided with the offer letter upon acceptance in a program by the University.

1.3. Enrollment of Students into Courses

After a student is provided an offer letter, they can enroll into offered courses for the given program. The solution should also allow a student to withdraw and adjust the course enrolments (Take new course as well as drop enrolled courses within specified duration). Students should not be able to enrol in courses for which prerequisites are not met.

1.4. Cross Credit of Internal & External Courses

The solution must allow appropriate courses as part of student’s program to be credited with another Internal or External Course. The solution must have the provision to charge monetary value per course which requires cross credit.
1.5. Registration to Hall of residence

Student to register into Hall of Residence and other authorized charged accommodation, meal, and caution fees. Start and end dates of occupancy is recorded, which can also be adjusted. Fees charged and invoiced accordingly.

1.6. Invoicing

Student’s invoices are generated, providing them with fees owing upon on study term basis. Invoice should contain student’s Identification Number, Student Name, Debtor Name (Sponsor), Debtor Address, Program of study, Campus, Study Term, Course Name(s), Invoice Date, due date of payments and withdrawals, date when invoice was generated, fee breakdown of all courses, and other costs charged to student (Accommodation, Meals, Excursion, etc). The invoice must also include bank deposit slip to allow students to pay at the bank. This solution must also allow updating the invoice in case of enrollment adjustments such as adding or dropping of courses. Upon generation of invoice, a mandatory enrollment fee (capable of itemizing the enrollment fee) shall be charged to the invoice. While other invoice items such as courses, accommodation etc. could be withdrawn, the mandatory fee shall still remain payable.

1.7. Payments

The solution should be able to process the following mode of fee payment.

i. Cash Payment – Full – Students should be able to pay for full amount on invoices.

ii. Cash Payment – partial – Students should be able to make partial payments.

iii. Payments from Sponsors – Solution must allow full/ partial payments to be processed from sponsors

iv. Payments through superannuation – Solution must allow full/ partial payments to be processed through superannuation

v. Payments through Bank – Solution must allow processing payments received directly through backs

vi. Electronic Payments - The solution must also support electronic payments through credit cards and other digital currency such as mobile money.

vii. Fee Waiver - The solution must allow waiving student fees for students who are deemed eligible by the University

viii. Student Worker Schemes – The University allows students who face financial difficulties to work for the University for certain hours. Depending on the hours the student works, the amount of fee gets paid by the particular section of the University where the student is working.

The solution must also be able to send payment reminders to students.
1.8. **Receipting**

Students will receive a receipt after making payments to their outstanding fees. Receipt should contain student ID, Invoice Number for which fee is paid, Student Name, Student Address, receipt date, detail item list of what was paid, any refund amount, credit balance, and total amount paid.

1.9. **Student Identification Card**

The solution must allow printing of ID cards to standard, as well as Smart cards, possessing authentic mode of verification. The solution must allow checking of validity of card (by active enrollment, Fee status, Hold status etc.) by security personnel’s, Library Services, IT Services, and Examination Offices etc.

The solution must also allow printing of ID cards where student is enrolled in more than one program simultaneously. The solution must also allow managing ID card printing for Alumni’s.

1.10. **Student Validity Checks**

Students who may have enrolled in courses however if they have not generated their invoice, or those who may have generated the invoice but did not pay the minimum mandatory fee are not allowed into the classroom. The solution must have adequate reporting for Lecturers, and authorized administration officers to view legitimate student lists.

1.11. **Results Management**

The solution must support assigned course lecturers to enter student assessments (Coursework and Final Examination) for their assigned groups. The coursework mark shall be visible to the students but not the final examination mark and grades until approved by appropriate body (School and college exam board). The solution should allow the examinations office to vet the grades and approve the results, hence making the final examinations marks and the grades visible to the students.

Pending results can be entered or edited via administrative modules accessed only by office of the Registrar.

The solution must allow Colleges, Office of the Registrar, Parents and Sponsors to view student’s progressive assessment report at any time of the study term.

The solution must also allow authorized staff and students to Print transcripts.

1.12. **Completion Tracking**

The solution must flag list of students who have met the requirements of a program and are eligible for graduation.

The solution must also flag list of students who have completed 90% (should be customizable) of their program requirements.
The solution must notify the students of their completion status, as well as notify the Office of the Registrar through system generated messages/emails.

1.13. **Graduation & Certificate Printing**

The solution must support processing records of graduating students, assigning certificate numbers and printing of certificates.

1.14. **Holds**

The solution must support holding certificates, examinations etc. which a student is on various kinds of holds, such as financial hold, disciplinary hold etc.

1.15. **Alumni**

The solution must allow managing student graduates and former graduates of the University.

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2. **Program & Course Management**

This feature must support managing programs and courses

2.1. **Program Management**

The solution must support creating and editing programs, allocating Core and Elective courses and Industrial attachment requirements

i. **Adding Programs** – The solution must allow creating of new programs

ii. **Editing Programs** – The solution must allow modifying courses and other requirements for the existing programs.

2.2. **Course Management**

The solution must allow creation of courses, setting appropriate credit points (which is used to calculate the fee for the course), setting up pre-requisites, etc.

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3. **Study Term Management**

This feature must support managing study terms, scheduling course offering, allocating course coordinators and assigning lecturers to groups.

3.1. **Study Terms**

The solution must allow creation of study terms and assign start to end dates.

3.2. **Program Offering**

The solution must allow to offer selected programs by campus.
3.3. Allocating Course Coordinators

The solution must allow authorized officers to assign course coordinators to each offering. Certain courses might have course coordinator per campus while certain courses might have one centralized course coordinator.

3.4. Allocating Other Teaching Staff

The solution must support course coordinators to make groups of students and to assign to lecturers. Certain courses might have just one faculty.

3.5. Attendance Management

The solution must support lecturers taking attendance, which the sponsors, parents and the students can track.

4. Reports Management

This feature must support authorized staff to extract reports from the system.

4.1. Report Types

The following are the key types of reports that the system must be able to generate. All reports must be exportable to Excel and PDF format.

i. Financial Reconciliation Reports
   The solution must be able to automatically generate financial reconciliation reports from the system and notify authorized staff.

ii. Audit Reports
    The solution must be able to generate period audit reports for internal and external use.

iii. Program Reports
    The solution should be able to generate program reports, such as offered programs, dropped programs, student numbers, revenue collection, etc.

iv. Enrollment Reports
    The solution should be able to generate enrollment reports, such as offered courses, dropped courses, student numbers, revenue collection, etc.

v. Course Reports
    The solution should be able to generate student lists for the entire course as well as selected course groups. The solution should also generate reports to show student fee status. The solution must also allow generating, progressive records, coursework, examination attendance sheets, grade reports and summary reports in tabular and graph format for exam and enrollment statistics.
vi. Finance Reports
The solution must allow generating of reports for all invoices, receipts, refunds, de-registration of enrollments, withdrawals of enrollments, credit notes, payments for overdue invoices and detailed invoice reports.

vii. Executive Management Reports
The solution must be able to generate summarized reports for executive managements.

viii. Security Reports
The solution must be able to log client device details for each activity, including the IP address and the MAC address. The solution must be able to generate reports of abnormal activated, including failed attempts, attempts to alter results or fee.

4.2. Report Filter
The solution should be able to filter the reports based on the following parameters:

i. Year
ii. Month
iii. Campus
iv. Faculty (College, School & Department level)
v. Study Term
vi. Custom Date Range
vii. Combination of all of the above filters

4.3. Scheduled Reports
The solution must be able to support scheduling of one time and recurring reports.

4.4. Reports for External Parties

i. The education sector in Fiji is governed by a national body “Fiji Higher Education Commission (FHEC)”. FHEC must have the flexibility to generate and extract real time reports. The solution must also have API’s allowing FHEC to interface their applications to extract real time reports.

ii. The solution must allow sponsors (Scholarship agencies) to extract progressive reports, gradebooks, Fee status of their sponsored students and other custom reports as per their requirements.
5. Finance Management

This feature must support finance departments to deal with student activities

5.1. Invoicing

The solution should be capable of generating individual Proforma Invoices during the enrollment period. The solution must also have the capability to generate batch invoices upon the end of the enrollment period. Authorized officers should also be able to process individual invoices for late enrollments and adjustments to course enrollments.

5.2. Reversal of Invoice, Credit Notes, Receipts and Refund activities

For any invoice, credit note, receipt, or refund generated, the solution must be able to allow the reversal of any of these activities.

5.3. Electronic Invoicing

The students should be capable of generating and printing their own Invoices online.

5.4. Electronic Payments

The students should be capable of making online payments and printing of receipts.

5.5. Refunds

The solution must be capable of processing refunds for student’s credit balances.

5.6. Transfer of Credit Balances

The solution must be capable to allow students to transfer their credit balance to another students

5.7. Withdrawals from Courses

When a student withdraws from a course, the total fee is updated in the invoice should there still be outstanding amount.

5.8. Fee Management

All programs and courses must be tagged with a fee. The fee can either be pre-specified or calculated based on the credit points.

5.9. Canteen/ Bookshop Management with Point of Sale Support (POS)

The solution must have Point of Sale feature to cater for students who are residence other users of the canteen.
5.10. **Hall of Residence**

The solution must provision to manage student accommodation, as well as to cater for fines, and other disciplinary cases.

6. **Levy and Grants Management**

Levy is the sum payable to FNU by all employers in Fiji, which is also managed by the University. The amount of levy payable is 1% of the Gross Wages and Salaries of the organizations. This scheme is then reinvested into these organizations by enhancing the training and skill development of their human resources and at the same time improving the productivity of the nation. One method of training used is employees of these organizations, being part of this scheme, are enrolled into the courses at the University and are trained on specific skills.

Grants can be claimed on all courses offered by FNU and this is whereby organizations claim Grant from the Levy. In addition, trainings provided by other training institutions that have been given grant claimable status for specific training may also be claimable.

The solution must be able to register the receipt of levy as well as support registering the employees of those Employers as students upon their application to study. The solution must be able to process the grants for the employers.

7. **Online Portals**

The solution must have online portal for students (New & Existing) to perform the following activities:

7.1. **New Application**

Students should be able to apply for a new program of study online.

7.2. **Admission**

Students applications are automatically evaluated against the minimum entry requirements. The entered marks are automatically verified with results provided by Ministry of Education. Applicants meeting the requirements are automatically offered the program by sending the applicants the offer letter to their specified email address. The unsuccessful applicants are forwarded to the Office of the Registrar for an alternate program of study.

7.3. **Enrollment**

Students should be able to enroll online in courses offered under their approved program. The solution must check for pre-requisite for courses prior to enrolling.
7.4. Cross Credit

Students should be able to apply for cross credit online.

7.5. Graduation

Students should be able to apply for graduation online.

7.6. Hall of Residence

Students should be able to apply online for hostel and its related package such as transportation, meals etc.

7.7. Attendance Tracking

Student attendance’s is captured and can be viewed by students online to verify class attendance progress.

7.8. Course Grading Reports

Students can view their course work as well as view and print unofficial transcripts online.

7.9. Examination

Student can view their exam venues, dates, exam seat numbers and results online

7.10. Profile View

Student having access to all of their records online and having the functionality to check the outstanding payments, fees, enrolment status, timetables, transcripts, library books available and booked, view their fines if any etc.

7.11. Bulletin Board

The solution must support event publication, university calendar, campus shuttle transports etc. on a bulletin board easily accessible upon login on student portal. This would serve as a core communication tool with active students.

7.12. Library

The solution must allow students to search for books in library as well as to reserve a copy if available.

7.13. E-Learning Management

The solution must have the ability to support e-learning, fostering collaboration amongst the students. Feature such as discussion forum, online exam must be included.
7.14. **Customer Service**

The solution must allow students to book consultations with staff, support call center, allow students to live chat with authorized staff etc.

7.15. **Student Mobile Application**

The solution must have mobile app to allow students to use the system as well as to engage in online learning.

7.16. **Job Placement Service**

The solution should allow students who are about to complete their program to apply as a job seeker. Registered employers can browse through the candidates profiles and select students for employment.

8. **Scheduling Applications**

The solution must be able to meet Universities scheduling needs.

8.1. **Timetabling of Lectures and Examinations**

The solution must be able to automatically generate timetables based on certain constraints keeping in consideration of student and staff clashes. The lecture timetable must also consider time for movement of students across multiple campuses for specialized classes.

8.2. **Facility Management**

The solution must support booking for conference rooms and other similar facilities

8.3. **Fleet Management**

The solution must be able to support scheduling of transport, bookings and publishing shuttle time to online portals

9. **Collaboration**

The solution must have the ability to send messages within the application as well as external through Emails and SMS (Short Message Service).
10. Other University Management System Requirements

The solution must be able to integrate with other popular applications to ensure accurate and up-to-date data. The solution must allow phasing out other systems to use the built in system with minimum effort with Data migration

10.1. Finance System
   i. The solution must be able to integrate on real time basis with any Financial system for student invoicing, payments, receipts and reversals
   ii. The solution must have a finance system of its own, which may replace University’s current solution.

10.2. Learning Management System
   i. The solution must have able to integrate with Moodle LMS on real time basis.
   ii. The solution must have a learning management system of its own, which may replace University’s current solution

10.3. Library System
   i. The solution must be able to integrate with library management system to search for books, reserve books, pay fines etc.
   ii. The solution must have a library management system of its own, which may replace University’s current solution

10.4. Bank Systems (Online Payments) & Other Electronic Payment Modes

The solution must be able to integrate with banks, government organizations and other solutions such as mobile money to empower students to make payments from any of these modes.

10.5. Human Resource Management System
   i. The solution must be able to integrate with Human Resource System and to generate staff workload.
   ii. The solution must have a HR system of its own, which may replace University’s current solution
   iii. The solution must have capability to take staff attendance through biometric devices and to process payroll

10.6. Properties Management

The solution must have a Properties Management system which would enable keeping records of multi campus buildings, fleet, their maintenance schedule etc.
10.7. **Inventory Management**

The solution must have Inventory management system with ability to tag fixed assets by location and departments.

10.8. **Document Management**

The solution must have Document Management system to allow

i. Support paperless concept to apply for services, track application, seek approvals etc.

ii. Support filing of approved organizational documents in vaults with limited access to read only.
11. Message to Vendors

Fiji National University understands that commercial off the shelf applications requirements might not fit that of the University.

Vendors are required to highlight clearly what requirements:

- Are fully supported by their solution?
- Are partially supported by their solution and can be customized to meet the requirements
- Are partially supported by their solution however it cannot be customized to meet the requirements
- Are currently not supported by their solution but can be developed
- Cannot be met by their solution.

Vendors are required to complete the form UIMS 01/16 attached and email to UIMS@fnu.ac.fj

The vendor of the solution would then be invited to present a demo of the application to the University. While local vendors would be required to do the demo in-person, International Vendors can do the presentation through Skype or any other similar teleconference technologies. The presentation time shall not be for more than 2 hours, with a 15 minutes break after the 1st hour.

Vendors are required to provide a list of Universities where solutions have been provided and where possible, list of contact person for those Universities.

To avoid any misassumptions, FNU advices vendors that initial presentation does not have any commercial value.

After a series of Vendor presentations, FNU will work to prepare a final requirements document and then invite responses to the Request for Proposals.