MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP

REQUEST FOR PROPOSAL (RFP)

PROVIDING SMS SERVICES FOR E-GOVERMNET OF JORDAN

MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP

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1 INTRODUCTION

1.1 RFP Purpose

The Ministry of Digital Economy and Entrepreneurship (Modee) is soliciting proposals from qualified bidders to offer SMS service to government of Jordan (GOJ) entities in order to enable them to send and receive SMS messages to/from citizens and businesses

The major project objectives are in line with e-Government strategy and vision. Specifically the project objective is to improve:

- The communication Channels between citizen and Government entities
- The quality of government services provided to citizen and business and increase their effectiveness
- Easy accessibility to e-services provided from government entities through mobile channels.

The goal of the Project is:

- Providing better government services to citizen and business.
- Increasing the efficiency and effectiveness of public sector.

MODEE seeks a bidder capable of providing functional requirements and demonstrating clear and comprehensive implementation framework together with strong project management and leadership skills.

The winning bidder will be responsible for successful delivery of the project within specified timeframe. The winning bidder has to follow agreed tasks and achieve desired goals and requirements so the project is managed efficiently and effectively.

Responses to this Request for Proposal (RFP) must conform to the procedures, format and content requirements outlined in this document. Deviation may be grounds for disqualification.

1.2 RFP Organization

This RFP provides the information to enable bidders to submit written proposals for the sought solution. The organization of the RFP is as follows:

- ### Section 1: Introduction

    This section outlines the RFP's purpose and its organization.

- ### Section 2: Project Definition and Overall Solution Description

    This section provides general definition of the project scope and a high level description of the solution to be implemented,

- ### Section 3: Scope of the Project

    This section defines scope of work, proposal requirements and deliverables for the Project.

- ### Section 4: Administrative Procedures and Requirements

    This section describes the administrative rules and procedures that guide the proposal and its processes.

- ### Section 5: Annexes

    This section includes all annexes to the RFP.

2 PROJECT DEFINITION

2.1 Description of the solution

The e-Government of Jordan is seeking to contract with an SMS Service provider for contract duration of (2 years) to offer an SMS service with open standard and extensible integration interface between the Government of Jordan (GoJ) entities and the SMS Gateway of the Service Provider

3 SCOPE OF THE PROJECT

Important notes:

- There are certain activities to be performed and deliverables to be provided by the winning bidder during execution of the Project. More detailed information on each of them is given in the next paragraphs. The bidder shall provide such activities, and deliverables, including any requirements or activities needed for the proper functioning of the system beside those outlined in the following listing and the cost of these requirements, activities or deliverables shall be included in the unit rate for the push messages submitted by the bidder. Note that the bidders shall detail in their proposals all recommended mechanisms and methodologies through which its services and deliverables will be accomplished

  All the final documentation deliverables of the project are required to be prepared in both English and Arabic languages. The bilingual deliverables that are required in both Arabic and English languages require sign off and approval from Modee. Nevertheless, very technical documents can be accepted in English language only. Documents that are acceptable to be submitted in English only are to be agreed upon with the winning bidder after the award.

- Bidders shall provide official Interconnect Agreements to prove that they have a contract to cover the requirements for SMS services with all mobile operators in Jordan (Zain, Orange and Umniah). These contracts must be valid for the whole duration of project contract of this RFP. In addition, and to ensure fast and guaranteed delivery, sent and received messages must go through recipient operators directly, i.e Zain mobile numbers must go directly through Zain operator and so on

- In case of receiving complaints and to monitor the QoS in terms of required percentage of failed messages, Modee reserves the right to trace sent and received messages directly with the operators

- The winning bidder is requested to keep the database updated, cleansed and categorized and submits all database or part of it to Modee when requested at any time during the project.

- Final deliverables submitted by the winning bidder shall be attached to an original official letters properly bounded, stamped and signed as shall be defined and approved by Modee.

- The duration time for implementing this project is **730** days.

The SMS gateway provided by the winning bidder shall be built solely upon open standards in order to interoperate with other components within the e-Government framework.

In summary, the winning bidder shall provide the following major components:

1. SMS Services (Push & Pull) for all GoJ entities
2. Provide the needed integration with GoJ entities system and the provided SMS service
3. Support and Enhance an intelligent bilingual mobile application and portal to support solutions & Services

This RFP describes the specific requirements for the provided SMS service according to the following components:

3.1 Component 1 – SMS service

Winning bidder activities

The winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the required SMS service shall be provided by the winning bidder and its cost shall be included in the unit rate for the push messages submitted by the bidder

Two types of SMS must be offered for GoJ entities:

3.1.1 PUSH SMS

Push messages are those messages sent by GoJ entities in single or bulk mode to the mobile users without being requested by those users, such as notification messages, awareness campaigns, crisis events, natural disasters … etc.

The estimated number of push messages to be sent is **80 million** messages during the contract duration **(two years)**.

The provided service shall enable GoJ entities to send push messages to mobile users (**national** or **international**) either manual or automated:

> a- Manual PUSH SMS
>
> For entities that has its own database of mobile numbers, the winning bidder shall provide a professional, stable, flexible and durable SMS web interface to enable those entities to send SMS messages through the interface provided by winning bidder.
>
> For cases were entities don't have such databases, the winning bidder shall send the requested messages on behalf of the entity following below process:
> 1- Entity sends the details of broadcast through official channels to E-government program.
> 2- The e-government approves the messages (in term of content, recipients, size and volume) and forwards it to the winning bidder.
> 3- Then the winning bidder broadcast the requested message on behalf of the entity.
>
> b- Automated PUSH SMS
>
> The winning bidder shall enable GoJ entities to send SMS messages automatically from its own applications, so the winning bidder shall integrate the SMS services with GoJ entities systems, applications and e-services, as described in Connectivity and Integration section (3.2)

Currently we have published the below services list for 108 GoJ entities as :

TABLE 1: The below table explain the government services currently supported Via SMS Service either manual (M) or automated (A)

N0.	Entity	Push SMS
1	البنك المركزي الأردني	M&A
2	أمانة عمان الكبرى	M&A
3	مركز الملكه رانيا العبدالله لتكنولوجيا التعليم	M&A
4	إدارة تطوير الأداء المؤسسي والسياسات	M&A
5	وزارة الاتصالات وتكنولوجيا المعلومات	M&A
6	سلطة المياه	M&A
7	دائرة الشراء الموحد	M&A

N0.	Entity	Push SMS
8	ديوان الخدمة المدنية	M&A
9	المؤسسة العامة للغذاء والدواء	M&A
10	دائرة مراقبة الشركات	M&A
11	المجلس الأعلى لحقوق الأشخاص ذوي الإعاقة	M&A
12	شركة الحوسبة الصحية ـ حكيم	M&A
13	شركة البريد الأردني	M&A
14	دائرة اللوازم العامة	M&A
15	وزارة التعليم العالي	M&A
16	قوات الدرك	M&A
17	وزارة التخطيط	M&A
18	هيئة تنظيم النقل البري	M&A
19	وزارة العدل	M&A
20	وزاره الصناعه و التجاره	M&A
21	دائرة قاضي القضاة	M&A
22	وزارة النقل	M&A
23	الجمعية العلمية الملكية	M&A
24	مركز تكنولوجيا المعلومات الوطني	M&A
25	دائرة ضريبة الدخل و المبيعات	M&A
26	دائرة الأراضي و المساحة	M&A
27	الجمارك الاردنية	M&A
28	وزارة الداخلية	M&A
29	مجلس النواب	M&A
30	دائرة الأحوال المدنية والجوازات	M&A
31	المؤسسة العامة للضمان الاجتماعي	M&A
32	دائرة الحج والعمرة	M&A
33	دائرة المخابرات العامة	M&A
34	هيئة الاعلام	M&A
35	وزارة السياحة و الاثار	M&A
36	الأمن العام - ادارة شؤون الأفراد	M&A
37	الأمن العام - ادارة الإعلام الأمني	M&A
38	الأمن العام - ادارة ترخيص المركبات	M&A
39	الأمن العام - إدارة العمليات الأمن العام	M&A
40	الأمن العام - ادارة التنفيذ القضائي	M
41	الأمن العام - إقليم العاصمة	M
42	الأمن العام - مركز القيادة والسيطرة	M
43	الأمن العام - أكاديمية الشرطة الملكية	M
44	الأمن العام - امن وقائي	M
45	الأمن العام - ادارة تكنولوجيا المعلومات	M
46	الأمن العام - ادارة السير المركزية	M
47	الأمن العام - الادارة الملكية لحماية البيئة	M
48	الأمن العام - مكتب المتقاعدين العسكريين	M
49	الأمن العام - مديرية شرطة اربد	M

N0.	Entity	Push SMS
50	الأمن العام - ادارة الإتصالات وتكنولوجيا المعلومات	M
51	الأمن العام - ادارة النقليات المركزية	M
52	الأمن العام - ادارة البحث الجنائي	M
53	الأمن العام - ادارة مراكز الاصلاح والتأهيل	M
54	الأمن العام - قيادة أمن إقليم الشمال	M
55	مؤسسة التدريب المهني	M
56	وزارة الشؤون السياسية والبرلمانية	M
57	هيئة الطاقة الذرية	M
58	مؤسسة تنمية أموال الايتام	M
59	صندوق التنمية والتشغيل	M
60	شركة المطارات الاردنية	M
61	وكالة الأنباء الأردنية بترا	M
62	وزارة العمل	M
63	وزارة البيئة	M
64	وزارة الصحة	M
65	مركز الملك عبدالله الثاني للتميز	M
66	مؤسسة المواصفات و المقاييس	M
67	غرفة تجارة عمان	M
68	غرفة صناعة عمان	M
69	وزارة الأوقاف و الشؤون و المقدسات الإسلامية	M
70	المركز الثقافي الملكي	M
71	صندوق الملك عبدالله الثاني للتنمية	M
72	وزارة الثقافة	M
73	المؤسسة العامة للإسكان و التطوير الحضري	M
74	دائرة الإحصاءات العامة	M
75	المجلس الاقتصادي والاجتماعي	M
76	مهرجان جرش	M
77	شركة المجموعة الاردنية للمناطق الحرة والمناطق التنموية	M
78	المركز الوطني للبحث والارشاد الزراعي	M
79	وزارة التنمية الاجتماعية	M
80	المديرية العامة للدفاع المدني	M
81	سلطة إقليم البتراء التنموي السياحي	M
82	المكتبة الوطنية	M
83	المؤسسة الأردنية لتطوير المشاريع الاقتصادية	M
84	دائرة الشؤون الفلسطينية	M
85	الهيئة المستقلة للانتخاب	M
86	صندوق الحج الاردني	M
87	دائرة تنمية اموال الاوقاف	M
88	مجلس الأعيان	M
89	مؤسسة المدن الصناعيه الأردنيه	M
90	هيئة تنظيم قطاع الاتصالات	M
91	سجل الجمعيات - وزارة التنمية الاجتماعية	M

N0.	Entity	Push SMS
92	وزارة المالية	M
93	وزارة الشئون البلدية	M
94	وزارة الزراعة	M
95	وزارة الطاقة و الثروة المعدنية	M
96	مياه الشمال	M
97	صندوق الزكاة	M
98	صندوق توفير البريد	M
99	هيئة الاستثمار الاردنية	M
100	المركز الوطني للامن وإدارة الأزمات	M
101	هيئة تنظيم قطاع الطاقة	M
102	وزارة الخارجية	M
103	سلطة منطقة العقبة الاقتصاديه الخاصة	M
104	دائرة العطاءات الحكومية	M
105	رئاسة الوزراء - الإعلام	M
106	صندوق التشغيل والتدريب والتعليم التقني والمهني	M
107	مركز ايداع الأوراق المالية	M
108	هيئة الاوراق المالية	M

The winning bidder must provide an SMS Solution that as the following features and capabilities

- **Intelligent Message Sending:** the winning bidder must provide a user-friendly, professional, stable, flexible and durable graphical user interface (GUI) to facilitate sending the SMS by users, and if the message cannot be sent out for any reason the user should be notified on the spot.

  The winning bidder should provide the ability to the users and to MODEE to re-send the failed messages again after fixing the cause of the failure.

- **Address Book and group management:** The winning bidder must provide the ability for the user to create and manage address books and importing contacts from external files; such as (Excel, CSV .etc), or web scripts.

  Mobile Database : The winning bidder should provide mobile database comprises of all categories of customers which includes citizens from all cities or regions within the kingdom, citizens categories classification depends on their profession, ages ,gender , operator and any many other classification   with their Clear Name, Address, Mobile Number, Land Phone Number, Email Address & Date of Birth if it exists

- **Message Templates:** The provided SMS solution must provide the facility and ability for government entities to create, modify and personalize templates for their messages and send it later in both single (one message for one recipient) and bulk (one message for multiple recipients) mode.

- **Group/bulk Messaging**: The provided SMS solution must allow sending messages with the same content in a group and in a single mode, and must provide the ability to send a different messages to different numbers by importing both messages and numbers form Excel file or from text file.

- **Message History:** the provided SMS solution must create log files during the contact period of the sent/received messages, to enable users to track their messages easily at any time.

- **Reports:** The provided SMS solution must provide a comprehensive and dynamic reporting tool that shall be accessed through the service interface. Such reporting tool shall be graphically enabled (e.g. bar charts, line trends … etc.), and could be exported to common format Excel, CSV, etc. , for more details please refer to section (3.1.3) Statistics and Reports.

- **Multi-user architecture in addition to multi-threading**: the provided SMS solution must enable different users (All users) of GoJ entities to connect to the SMS service at the same time to send SMS messages, so the users do not disturb each other as they have separate message queues, which ensures that they have the same priority.

- **Message priorities:** the provided SMS solution must provide built-in priority system allows simultaneous tasks and SMS messaging. Priority system must give all users the same priority with a separated message queues for each user, in this way, the same priority is ensured to all of the messages.

- **Support Unicode messages**: the provided SMS solution must enable users to send 160 Character long text in one message when using Latin characters (7-bit char encoding) and user must be able to send 70 Characters long text in one message when using Arabic characters (16-bit char encoding).

  The service must also support text with UTF-16 (Unicode) and user must be able to send and receive the messages in both Arabic and English.

- **Bulk messages**: The provided SMS solution must allow sending numbers of messages to multiple recipients.

- **Integration with other applications:** the provided SMS solution must provide integration based on Industry standard connection protocols (HTTPS, XML, SMPP, SMTP, SOAPetc…) **,** please refer to section (3.2) Connectivity and Integration

- **Long Messages Support (Concatenated messages):** User of the provided SMS solution must enable users to send long SMS messages, concatenated messages, Support segmentation and re-assembly of long SMS**.**

- **Branding service:** the provided SMS solution must be customizable, in which the sender of all Push messages must be "e-Gov" or the government entity's name; the name must be displayed in alpha-numeric format.

- **Schedule delivery:** the provided SMS solution must enable GoJ entities to send manual or automated scheduled push messages at configurable delivery time.

- **Current and new Features:** the winning bidder must add all the features in current SMS interface currently offered to eGov and must add any new feature as requested from Modee.

- **Administration & User Account Management:** the provided SMS solution must provide user account management and administration Console as detailed in section 3.1.4 (User administration and management)

- **Language and supported screen sizes:** the interface of the provided SMS solution shall be available in Arabic and English and run on all screen sizes and resolutions like (Personal computers, laptop and mobiles)

- **Help:** the provided SMS solution must include help guide in the context menu as well as online help.

- **Message type management**: the provided SMS solution must allow classifying messages into different categories and push messages must not be sent without having categories, these categories will be determined by MODEE and should not be edited during the project period without request and confirmation from MODEE.

3.1.2 PULL SMS:

Pull messages are those messages sent by mobile users requesting particular information from the available services. Consequently, the user receives a message with requested information that he/she asked for. Citizen can use a keyword or service code to access the requested service. The winning bidder shall provide the option for citizens to subscribe to the service where citizens receive automatic update on the requested information.

E-Government program published **34** eservices through SMS service, where citizen can obtain information by texting the code of service or specific keyword to short code 94444, and then receiving the information he requested via SMS message sent from the same short code 94444, the short code 94444 is owned by E-Government Program and the winning bidder shall take all needed actions to continue using it as the main short code for all GoJ entities services published and for future services.

All messages from and to citizens through 94444 prior to receiving the requested information are free of charge to the citizens and all costs incurred for those free messages shall be borne by the winning bidder and those costs should be included in the bidder's unit rate for the push messages. **The citizen is charged only when he receives the requested information**. The bidder shall submit in his financial proposal the unit rates for the pull messages of the information requested by service subscribers and the unit rate for the pull messages of the one-time requests, and these unit rates shall be fixed throughout the contract duration.

In addition to that the winning bidder shall provide a solution to serve the expatriates and enable them to obtain government services listed in table 2 in this RFP, Expatriates are Jordanian citizens living outside Jordan and subscribed to mobile operator of the country he/she lives in and the cost of this service incurred by winning bidder shall be included in the unit rate for the push messages submitted in the financial proposal.

Currently we have published the services below list from 34 GOJ entities:

TABLE 2: Government Services Currently Supported Via SMS Service

Ser	Government Entities	Pull Services	Service Code
1.	جامعة البلقاء التطبيقية	نتائج علامات امتحان الشامل	262
2.		كشف علامات امتحان الشامل	263
3.		المعدل الفصلي	22
4.		العلامات	21

Ser	Government Entities	Pull Services	Service Code
5.		المعدل التراكمي	23
6.	أمانة عمان	مخالفات المركبات	41
7.		الشكاوي	42
8.		المسقفات	43
9.		العطاءات	44
10.		رخص المهن	45
11.		مخالفات رخص المهن	46
12.	ضريبه الدخل	الرصيد الضريبي للشركات	52
13.		الرصيد الضريبي للأفراد	51
14.	ديوان الخدمة المدنية	الترتيب التنافسي/ديوان الخدمة	71
15.	الاسكان والتطوير الحضري	الاعلانات	91
16.	الارصاد الجوية	توقعات حالة الطقس	101
17.	المركز الثقافي الملكي	نشاطات المركز الثقافي	111
18.	دائرة الإفتاء العام	الاشتراك بالفتاوي	121
19.		طلب فتوى شرعيه	122
20.		حساب الزكاة	123
21.	سلطه المياه	توفير المياه	131
22.	وزارة الداخلية	الاستعلام عن معاملة في مديرية الجنسية	161
23.	وزارة الاتصالات وتكنولوجيا المعلومات	شكاوي	171
24.	مركز الاتصال الوطني	إسأل الحكومة	180
25.	وزارة الثقافة	نشاطات وزارة الثقافة	201
26.	دائرة مراقبة الشركات	شكاوي واستفسارات	281
27.		استعلام الشركات بواسطة اسم الشريك	284
28.		استعلام الشركات بواسطة الرقم الوطني للشريك	285
29.		استعلام الشركات بواسطة اسم الشركة	283
30.		استعلام الشركات بواسطة الرقم الوطني للمنشأة	282
31.	وزارة العدل	متابعة طلب شهادة عدم محكومية	291
32.	مديرية الأمن العام	إدارة التنفيذ القضائي	321
33.		متابعة طلب شهادة عدم محكومية	291
34.	الهيئة المستقلة للإنتخاب	الاستفسار عن المعلومات الانتخابية	-

There are two ways to access the services:

The winning bidder must enable citizen to use the SMS services by one of the following methods:

- **Using text messages**

Enable citizen to obtain the services by texting the code of the required service to the short code 94444 and then he will receive the required information in an agreed timeframe (to be agreed with Modee), otherwise if the information wasn't submitted, a notification message must be delivered to the applicant informing him about the required time to deliver his request.

Modee owns the short code 94444 through which all government customers can obtain the SMS services. The winning bidder must utilize this short code, and shall be responsible to provide and sustain the current services listed in table 2 of this RFP. The bidder must include in the unit rate for the push messages that is submitted in his proposal all cost incurred for sustaining the current services and continuing to use this short code.

- **Using SMS Mobile application and Portal**

The winning bidder must maintain and improve the current SMS mobile application and Portal and must provide SMS mobile applications to run on different mobile operating system (Android, iOS and HTML5 for SMS Mobile Portal) which enable citizen to explore the government SMS services and inquire information from any the available services either one time or by subscribe to the service to receive the information more than one time.

The user must register first with his mobile number and to confirm his mobile number through the registration process, once registration completed, the system stores the user information in the database for future use.

The mobile application and Portal will communicate with the e-Gov SMS gateway to deliver the SMS requests (service inquiry or subscription) with all required parameters, e-Gov SMS gateway pulls the required information live from the entity and deliver the requested information through SMS message and directly to the requester mobile.

3.1.3 Statistics and Reports

For purpose of monitoring sent/received messages, the winning bidder shall provide comprehensive reporting tools to generate various summary reports (i.e. No of messages sent/received per time frame (Month, day, etc.), and Includes status of sent messages (failed, delivered,, etc.) along with reasons behind failed delivered messages, the reports should fulfill the requirements of all expected system users and can be exported to most common format (CSV, Excel, ..etc.), and thus reports will be customized upon the needs during the contract duration.

The availability of reports and their scope is dependent on the defined role in the system where the following minimum reports shall be provided by the winning bidder to enable all system users to generate them:

- Admin level reports (E-government program): the e-government program must be able to generate reports on all sent/received messages (push or pull)
- Entities' admins and User Level reports: This includes allowing the government entities to generate statistical reports about the sent/received messages.
- Generate dashboards and reports to enhance performance and increase customers' satisfaction thus eliminating redundancy and cutting on costs
- Detailed report about the failure reasons should be provided from the winning bidder, and corrective action should be proposed.
- Generate statistical reports (Performance Indicators, Visits and others)

- System must provide basic reporting capabilities on SMS messages specifically by:Entity, Category, Queue, System User

3.1.4 User administration and management

The service shall provide an Administration and Account Management Console that enables expected users for the system to manage their accounts.

The service shall define the e-Government program as the service **Super User** that can monitor and generate reports and statistics on the SMS service usage of all GoJ entities.

So the winning bidder shall provide administration console for each GoJ entity enabling them to view and manage their accounts and the ability to create, edit or delete entity's subaccounts.
For the e-Government program console, this should enable the eGovernment program users (super users) to manage all system accounts in term of creating accounts, update, delete and set SMS balance credit for each entity/account.

3.1.5 Promotional messages

For sake of promoting new services added to the 94444, the winning bidder is responsible for all needed arrangements with all local mobile operators to broadcast promotional messages for not less than 50% of each mobile operator's customer database during the contract duration.
All cost incurred for those promotional messages shall be included in the unit rate for the push messages submitted by the bidder in his financial proposal.

In addition, the winning bidder shall broadcast promotional messages for the service subscribers informing them with major update related to that service, and all cost incurred for those promotional messages shall be included in the unit rate for the push messages submitted by the bidder in his financial proposal.

3.1.6 SMS Mobile Application and Portal:
The winning bidder is required to perform the activities mentioned below:

3.1.6.1 Support and Maintain SMS Mobile Application and Portal

- The winning bidder is requested to support and maintain the current mobile applications and Portal
- The SMS mobile application provides access to all existing e-Gov SMS services with friendly menu driven web application, the main menu is categorized to Citizens, Business, Visitors, Bekhedmetkom(Ask the Government…), e-Gov Directory and includes a shortcut to the e-government of Jordan web page, speed-dial to National Call Center and all services are controlled through a registration system.
- After the end of the contract the source code of the developed applications will be handed back to E-government program including manuals and Software Development Kits (SDK) in addition to all related documents.
- The SMS mobile application is used by the citizens to explore the e-Gov SMS services and to inquire about specific service for one time or to subscribe to receive the required information once updated.

- The SMS mobile application communicates with the e-Gov SMS gateway to deliver the SMS requests (service inquiry or subscription) with all required parameters, e-Gov SMS gateway pulls the required information live from the entity and deliver the requested information through SMS message and directly to the requester mobile.
- New government entity subscribed or added to the SMS gateway solution (pull or push) messages also should be added to the SMS Mobile Applications and Portal and should be maintained and supported by the winning bidder.

3.1.7 Additional Functionality

To continue perform and support the following services and functionality for the current SMS environment, the winning bidder should support the following features:

- **School Address Book Management tailored for government schools:** This address book which is tailored for the needs of schools should make the Address book management much easier and more user friendly, giving the user the flexibility to select the required mobile numbers based on different criteria such as per classroom, grade & section, gender, religion etc…
- **System can be integrated with NCC IVR**
- **SMS Credit control**: The admin can control the SMS credit assigned to his account and to assign the required bulk credit for each subaccount individually.
- **CDR (Call Detail Record)**: CDRs can be generated with the required fields if required
- **IP access restriction**: By enabling this feature the admin can restrict subaccount to use their account from certain IP's or he can prevent them from using their account from certain IP's.
- **Forget password can be sent by SMS to the registered mobile numbers.**
- SMS Solution should be monitored to ensure high availability, reliability, system integrity and up-time to help MODEE technical staff stay informed about the status of all equipment &applications taking part in the SMS messaging service by alerting them via SMS/email.

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to SMS service:

- Provide a high level design of the solution, describing system components, functions and interactions with other systems.
- Provide response on how to meet all requirements in the RFP.
- Describe methodology and approach to guarantee sending messages through mobile operator's gateways.
- Elaborate on their capacity for sending requested promotional messages
- Copy of Interconnect Agreements signed with all mobile operators in Jordan

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to SMS services taking into consideration that Modee will pay for the delivered messages only, the failed & undelivered messages are the responsibility of the winning bidder.

- Push Messages: Unit rate for the push messages
- Pull Messages:
    - Subscribing in the service: Unit rate for the pull messages of information requested by service subscribers.
    - One Time Request: Unit rate for the pull messages of the information requested by citizens

Deliverables

The winning bidder is required to provide the deliverables mentioned below, and any other related deliverables needed for the proper functioning of the SMS service and its cost shall be included in the unit rate for the push messages submitted by the bidder:

- Copy of Interconnect Agreement signed with all mobile operators for Push messages
- Detailed vision scope document for the development of mobile application
- Detailed system specifications documents.
- Detailed functional, non-functional design and technical design documents.
- Final SMS Mobile Application Source Code for (Android, IOS based Mobiles Operating systems and HTML5 for SMS Mobile Portal)
- End-user and Administrator manuals

3.2 Component 2 – Connectivity and Integration

Winning bidder activities:

The winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the required connectivity and integration shall be provided by the winning bidder and its cost shall be included in the unit rate for the push messages submitted by the bidder.

- The SMS services shall be provided to all GoJ Entities, where some of those entities reside on the SGN and others are not, some entities will access the SMS service through the internet so the winning bidder must offer secure communication mechanism.

- The winning bidder must integrate GoJ entities to the SMS gateway within six weeks of the date of the order to proceed to enable GoJ entities to send PUSH messages, the integration shall be based on open standards with extensible integration interfaces and based on industry standards such as HTTPS, FTP, XML, web service, Mail2SMS and adapters.

- The winning bidder shall provide web services that represent all SMS business scenario in order to be consumed by government entities and application, within one month of the date of order to proceed.

- The winning bidder must maintain the integration for pervious entities already connected to SMS gateway and do the needed integration for newly introduced entities.

- The winning bidder must provide the non-interactive integration between the SMS gateway and GoJ Entities Systems, applications and Databases via adapters, DLLs, etc... The integration shall be done when needed within one week duration from informing the bidder to provide the integration.

- The winning bidder must provide Data migration form the existing SMS gateway solution to the new system which includes :

  - Address book and groups
  - Web services developed to integrate the entities with the SMS Messaging service describing all the parameters used, and with contain informational response messages and error codes.
  - Database from the old services provider

Technical proposal requirement

The bidder is required to provide the following information in the technical proposal in relation to Connectivity and Integration
- High level architecture design.
- List of Technical manuals that will be prepared and delivered such as :

  Physical and digital design, data model, algorithms, protocols, functionality of modules, quality-related documentation and artifacts

Financial proposal requirements

- The bidder shall include all costs incurred by him for this component in the unit rate for the push messages submitted by the bidder.

Deliverables

The winning bidder is required to provide the deliverables mentioned below, and any other related deliverables needed for the proper functioning of the SMS service and its cost shall be included in the unit rate for the push messages submitted by the bidder:

- All SDK and documentations developed by the winning bidder as result of integrating GoJ entities' system with SMS Gateway
- System Interfaces Manuals (HTTPS, XML, & WebServices): MS Word document outlining the method &means to integrate the entities with the SMS Messaging service, the document will describe the parameters used, and with contain informational response messages and error codes.
- System HELP in English & Arabic Available on line for admin and subaccount
- Document for PUSH & PULL SMS Messaging Service.
- MS Word document containing technical diagrams, system specifications, features.

3.3 Component 3 – Information Security

- **Authentication & Authorization:**

A secure authentication method based on business and functional requirements, best practices, and international standard shall be enforced when accessing the SMS service, the winning bidder shall ensure the confidentiality, integrity and availability of information it stores or disseminates.

The following Appropriate Authorization rules shall be enforced:

1. Users should provide usernames and passwords when challenged to ensure they are authorized to access sensitive information or transactions.
2. Secure authentication method based on business and functional requirements, user authentication should support SAML V2.0, andand WS-Security standards.
3. User registration should support SAML V2.0 Just-in-Time approach.
4. Password policy should comply to the following:
   - Length 10 characters,
   - History: 3
   - Lifetime: 30 days
5. Utilization of secure connections, sessions and protocols.
6. The Web interface is controlled by HTTPS sessions that have a configurable idle time which will expire & terminate the active session if left idle for the preset time.
7. Ensure that application is protected against web application threats, such as dangerous URL and attacks such as cross-site scripting, Session Hijacking. The solution should ensure that it is not vulnerable to common vulnerabilities and latest OWASP Top 10 vulnerabilities.
8. Modee reserves the right to perform their own vulnerability assessment and/or penetration test on the solution and provide the vulnerability reports to the winning bidder to apply appropriate recommendations to ensure system security. Another security test should be conducted to ensure recommendations are reflected.
9. Deploy all controls needed to guarantee the authenticity of communicated messages.

- **Audit Trails:**

  Elaborative and comprehensive Audit Trails shall be kept by the winning bidder for a specific period of time and archived afterwards; this shall contain information like Message Delivery Status, Message Sent Time, User/Service Sending Message, and User Changed Settings … etc.

- **Secure Delivery:**

  The service shall guarantee secure delivery of messages to end clients.

- **Privacy of Information:**

  The winning bidder shall guarantee the privacy of information interchanged between the system users and the proposed solution including content of messages, mobile numbers and insure not to use or disclose such information to any third party under any circumstances, except when instructed by a court order, and he shall abide with Jordanian laws regarding this matter.

  The winning bidder will have access to confidential and private information, wherever the information are stored, applies all Jordanian user privacy laws in addition to the signed NDA "Annex 5.6"

  Storage of user and provider (entity) information should be inside the Kingdom of Jordan.

Winning Bidder activities:

The winning bidder is required to perform the activities mentioned below within one week of the date of the order to proceed., noting that any additional related activities needed for the proper

functioning of the required security shall be provided by the winning bidder and its cost shall be included in the unit rate for the push messages submitted by the bidder:

- Develop and implement secure authentication, registration and access methods based on business and functional requirements, best practices, and international standard such as WS-Security standards.

- Define baseline security measures in compliance with all e-Government information security policies which will be provided by Modee to the winning bidder.

- Design and build authentication and authorization of users and servers using secure connections, sessions and protocols.

- Design the SMS service offered for support of information security auditing, logging, accountability, non-repudiation, confidentiality and data integrity.

Technical proposal requirements
- Describe the authentication and registration method and approach.
- Describe the approach of authentication and authorization of users and servers using secure connections, sessions and protocols.
- Describe the authenticity of the provided SMS solution, and elaborate on approach for authentication mechanisms.
- Elaborate on the period to keep audit trails for the provided Solution.
- Describe approach to ensure Secure Delivery of messages to end-clients, including any measures between them and mobile operators.

Financial proposal requirements
The bidder shall include all costs incurred by him for this component in the unit rate for the push messages submitted by the bidder. .

Deliverables
The winning bidder is required to provide the deliverables mentioned below, and any other related deliverables needed for the security of the SMS Solution and its cost shall be included in the unit rate for the pushed messages submitted by the bidder:

- Provide written security measures, policies and procedures for proposed solution in compliance with all e-Government information security policies which will be provided to the winning bidder.
- Documentation describing approach and methodology for authentication and authorization of users and servers using secure connections, sessions and protocols.
- Documentation showing how the service offered supports auditing, logging, accountability, non-repudiation, confidentiality and availability.

3.4 Component 4- Service Level Quality

Winning Bidders Activities
The system should meet efficiency targets to serve volumes of transactions and expected number of users according to statistical information's provided in section 3.1.2 and annex no 5.4 As well as the performance measures defined below.

The winning bidder shall propose values for the quality metrics shown below which should adhere to industry best practices which are subject to approval, rejection or modification by Modee.

- **Throughput**: The number of messages sent by the system per unit of time.
- **Response time**: The time the system takes to respond to specific query by the user.
- **Workload**: The capacity to handle the required volume of work in a given time frame as described above in throughput and response time.
- **Capacity**: The capability to handle a number of simultaneous requests.
- **Utilization**: The system availability time vs. the system down time.
- **Service Availability**: the service must be available 24/7
- **Message soundness**: messages sent/received should not be fragmented or wrongly encoded.
- **Duplicate messages**: The winning bidder must guarantee not to send duplicate messages; not to send the same message for the same mobile number within the same broadcast.
- **Client Help Desk**: bidders shall detail their customer support approach including problem resolution procedures.
- **Failed Messages**: the number of failed messages should not exceed (1%) from each broadcast

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the service level quality:

- Determine the value for quality metrics governing the SMS service as mentioned in the above metrics.

- Develop approach to development of performance management processes and Key Performance Indicators to govern the performance of SMS service

Financial proposal requirements

The bidder shall include all costs incurred by him for this component in the unit rate for the push messages submitted by the bidder.

Deliverables:

The winning bidder is required to provide the deliverables mentioned below, and any other related deliverables needed for the service level quality and its cost shall be included in the unit rate for the pushed messages submitted by the bidder:

- List of performance metrics and KPI with their values
- Process of Performance Management

3.5 Component 5 – Training and Knowledge Transfer

Winning Bidder Activities

The winning bidder is required to perform the Training and knowledge Transfer activities mentioned below, noting that any additional related activities needed for the proper functioning of the required Training and knowledge Transfer shall be provided by the winning bidder and its cost shall be included in the unit rate for the push messages submitted by the bidder:

- Conduct on-job training to all system users on how to use of the SMS service features for PUSH & PULL. Training will be in the form of train the trainer or end user training as Modee sees fits, the winning bidder shall provide the training venues and training materials, noting

that all government entities (all users) that are connected to the SMS gateway must be trained within six weeks from the date of the order to proceed and within two business days for newly added entities

- Provide training for two e-government program employees (Technical Administrator and Business user) within six weeks from the date of the order to proceed on how to use and administer the SMS service.

- The winning bidder shall provide technical training to (All users) in GoJ entities within six weeks from the date of the order to proceed on how to perform the integration between the government entities systems and applications and SMS service, The winning bidder technical team shall work closely with entities technical staff to implement the needed integration to SMS service for each entity.

Technical proposal requirement

The bidder is required to provide the following information in the technical proposal in relation to training and knowledge transfer:

- Describe approach and methodology of conducting training for all GoJ employees and System Administrators on the interface provided in terms of tools used, number of sessions and others

- Provide a high level training schedule showing the training activities by phase.

Financial proposal requirements

The bidder shall include all costs incurred by him for this component in the unit rate for the push messages submitted by the bidder.

Deliverables

The winning bidder is required to provide the following deliverables:

- Knowledge transfer, training and sessions plans and schedule
- Training material and integration manuals

3.6   Component 6 - Handover

Winning Bidder Activities

The winning bidder is required to perform the handover activities mentioned below, noting that any additional related activities needed for handover shall be provided by the winning bidder and its cost shall be included in the unit rate for message submitted by the bidder:

After the completion of contract duration and during the handover, the bidder shall provide the following to Modee**:**

- Ensure that all service provided from entities that are supported via SMS Gateway are up and running without any disruption during transition period of **six weeks** as of the expiration of contract duration.
- Provide all utilized SDKs and all related technical documents to Modee.
- Handover the source code of developed mobile applications and any developed web services during the contract period to the e-government program.
- Handover the SMS Gateway solution Data bases created during the contract period and data should be categorized, readable, cleansed and organized
- Such databases includes any data used to send or receive SMS/MMS to government entities or to E-Government Program such as :
    o Users and admins DB
    o Address book and groups ,Categories DB

- - o Mobile Numbers data Base's
  - o Any other related data

- Web services developed to integrate the entities with the SMS Messaging service describing all the parameters used, and which contain informational response messages and error codes

Technical proposal requirement

The bidder is required to provide the following information in the technical proposal in relation to Handover:

- List of all technical documents associated with developed & utilized SDKs by the winning bidder that shall be handed to E-Government program after end of contract
- Description of approach and methodology of how the winning bidder will ensure that service provided from entities that are supported via SMS Gateway are up and running without any disruption after end of contract.

Financial proposal requirements

The bidder shall include all costs incurred by him for this component in the unit rate for the push messages submitted by the bidder.

Deliverables

The winning bidder is required to provide the following deliverables in relation to Handover:
- All technical documents associated (Design document, data model, algorithms, protocols, functionality of modules, quality-related documentation and artifacts)
- All utilized SDKs developed by the winning bidder should be delivered to E-government Program.
- Final Source code of the developed mobile applications include (Android, iOS and HTML5 for SMS Mobile Portal) last updated versions.
- All SMS Services Solution Data bases which includes and not limited to
  - o all Users and admins DB
  - o Address book and groups DB
  - o Categories DB,
  - o Mobile Numbers data segmentation

3.7   Component 7- Project Management

Winning Bidder Activities

The Ministry of Digital Economy and Entrepreneurship is following the PMI standards for managing projects and as per the PMI best practices.

In order to provide project management services, the winning bidder is required to perform the project management processes in addition to the activities mentioned below, noting that any other related activities and processes needed for the proper functioning of the project implementation should be provided by the winning bidder and its cost shall be included in the unit rate for message submitted by the bidder:

- Appoint a designated Project Manager (full-time for the contract duration) to oversee the project execution together with project teams to execute all designated tasks and activities

- Develop a Project Plan, including project objectives and success criteria, deliverables, role/responsibilities, communication protocols, document control methodology, cost management, schedule management, quality management plan and any needed project plan
- Develop and maintain the overall project schedule, and review and verify the integration of the project team's activities & deliverables
- Develop project implementation strategy based on the needs and priorities of the business owner that will ensure stakeholders buy-in and creates the needed impact at the different stages of the project
- Develop a project plan that will determine and ensure the attainment of all project objectives through the proper prioritization and dependency consideration of different project activities.
- Work with MODEE and its stakeholders to come up with solid rational for phased approach of the project implementation plan
- Ensure close cooperation with the MODEE Project team as well as the service provider and dependencies representatives
- Schedule and conduct on-site bi-weekly progress meetings involving the project team.
  Meeting Minutes will be recorded and distributed, including an outstanding action Item Log, detailing the status of key decisions, responsibility and required timing.
- Conduct Weekly progress meetings with MODEE team.
- Conduct periodic progress (steering committee) meetings with MODEE and all stakeholders' representatives at least once a month. Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, HR, communication, risk, etc.)
- Develop project organization structure to underline all possible resources needed from engaged parties including their roles and responsibilities as well as their involvement at different stages of the Project
- Establish and execute a process for reporting project progress including deadlines; delays, issues and critical paths to ensuring deliverables are met within resource constraints
- Establish and execute a process for project risks and issues management and mitigation
- Implement submission, key performance indicators and acceptance procedures for approving project deliverables
- Close the project and document lessons learnt.

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the Project Management:

- The project's implementation methodology and approach. And the description of the different phases of the project
- Describe ideas how the overall project coordination should be tackled in order to assure proper time and effective use of resources and information
- Describe proposed implementation strategy that will ensure project success.
- Provide Project management organization structure describing roles and responsibilities
- Describe approach to Quality Assurance for all components of the scope and relevant qualifications in this field
- Describe approach for communication on the project
- Describe approach to report on project progress
- Describe approach to risks and issues management and mitigation
- Provide a list of deliverables for the Project Management.
- Describe methodology for the overall Project Management and bidder's professional qualifications (like PM certificates) in project management field
- Explicitly state commitment to adopt MODEE EPM is the one and only project management tool to manage and collaborate regarding project activities

Financial proposal requirements

- The bidder shall include all costs incurred by him for this component in the unit rate for messages submitted by the bidder.

Deliverables

The winning bidder is required to provide the deliverables mentioned below, noting that any other related deliverables needed for the proper functioning of the project implementation should be provided by the winning bidder and its cost should be included in the unit rate for messages submitted by the bidder

- Project kick-off presentation (in English and Arabic)
- Project implementation strategy that shows the rationale behind the chosen phase implementation approach
- A project milestone schedule during the project preparation phase
- Project management documentation that will cover the different knowledge areas, listed below but not limited to:
    - Project Charter
    - Project management plan
    - Stakeholder management plan including project organization structure and roles and responsibilities
    - Communications management plan
    - Quality management plan
    - Risk management plan
    - Procurement management plan
    - Detailed project schedule and WBS
    - Detailed work breakdown structure outlining all tasks, milestones and resource needs
    - Scheduled project status and progress reports
    - Requirements tractability matrix
    - Deliverables acceptance Plan
- Issues and risk logs
- Weekly and monthly status and progress reports
- Project closing presentation (in English and Arabic)
- Project conclusion document outlining work completed, lessons learned and recommendations for "next steps"

3.8 Component 8 - Quality Management

Winning Bidder Activities

The winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost shall be included in the unit rate for message submitted by the bidder:

- Assign a dedicated quality team to ensure quality of project deliverables or software through the related set of (Verification and Validation) activities.
- Prepare a detailed quality plan scope that should include all project phases, deliverables, and artefacts of any type relevant to the project nature like, Portals, websites, e-Services, applications, documentation, etc. The quality plan shall ensure the proper implementation and launching of project elements including the verification of the deliverable outcome.

- The winning bidder quality team shall be responsible for performing all quality activities defined within the quality plan that includes planning, control, and assurance. In additional to functional, non-functional testing to ensure conformance to requirements and fitness for use, in compliance with best practices and best business standards.

- Develop a detailed documentation of quality management activities, including, planning, assurance, and control, outlining various types of functional and non-functional tests and test results. This includes but is not limited to: full functional testing (unit testing, integration testing, system testing, and acceptance testing), in addition to non-functional testing such as (load, stress, performance, availability, reliability, security, backup, recovery testing, etc.).

- Ensure proper deployment from staging environment to the ultimate production environment after getting the approval from Modee

- Develop and implement a non-functional testing management process that involves monitoring and measuring the performance of the product against the pre-defined quality metrics and performance measures (KPIs), noting that the winning bidder has to measure in order to guarantee product compliance by providing required system performance reports.

- The mobile devices that will be used to Test and Verify the SMS mobile application when needed, must be provided by the winning bidder, these devices will be used for testing purposes and will be sent back to the winning bidder

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the quality management, and demonstrate the approach and components through which the quality management activities shall be implemented. The proposal should provide adequate explanation regarding the proposed Quality management, including but not limited to:

- Describe bidder's professional qualifications (like Quality certificates/accreditation) in quality management if available

- Describe the proposed quality management organizational structure including roles and responsibilities, in terms of estimate number of needed resources to complete the quality activities and their qualifications.

- Describe methodology for the overall quality management that guarantees the assurance and conformance of project deliverables and work products to established contractual agreements, processes, plans, policies, standards and procedures and e- Government requirements, this including but not limited to:-
    o Process of identification of defects and corrective action as early in the project as possible, thereby facilitating product reliability.
    o Methodology for performing checkpoints and set of reviews for the requirements, design, security, code walkthroughs, and results to be completed and recorded.
    o Process for reviewing the test plans, test cases, and test results; identify the defect tracking processes, test environments, test roles and responsibilities, and test phase entrance/exit criteria.
    o Process for determining whether deliverables are ready to deploy to the ultimate production environment and production readiness criteria.
    o Process for documenting change and configuration management practices within the project if required
    o Process for capturing and tracking resolutions to problems found during the reviews include product, project and process issues and defects.
    o Standards and KPIs to be used to measure project deliverable quality.
    o Quality metrics to be used to measure project deliverable quality.
    o Process of documenting the links between the requirements and the products developed to implement and verify those requirements. It should be referenced throughout the entire software development life cycle.

- o Describe testing strategy, testing techniques and approach to setting up the test environment.
        - o Describe the testing tools to be used by the bidder to perform all required testing types to measure quality of project deliverables and final product.
- Provide a list of deliverables for the Quality Management, as mentioned in the deliverable section below, and as per the bidder proposed approach.

Financial proposal requirements

The bidder shall include all costs incurred by him for this component in the unit rate for messages submitted by the bidder.

Deliverables

The winning bidder is required to provide the deliverables mentioned below, noting that any other related deliverables needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the unit rate for messages submitted by the bidder. Quality management documentation that will cover the different knowledge areas, including but not limited to:

- o Quality Management plan (Quality and Test Plan documents)
- o Test Case Scenarios documents
- o User and System Acceptance Criteria documents including recommendations for acceptance criteria to be signed by concerned parties.
- o Quality Monthly status and progress reports

4 ADMINISTRATIVE PROCEDURES AND REQUIREMENTS

4.1 Response procedures

All inquiries with respect to this RFP are to be addressed to Tendering department at Modee in writing by mail, e-mail or fax with the subject: Providing SMS Services for E-Government of Jordan. Inquiries can only be addressed to 9eGovt2019@modee.gov.jo by 14/10/2019. Responses will be sent in writing no later than 15/10//2019. Questions and answers will be shared with all Bidders' primary contacts. All inquiries, procedural and otherwise, must be addressed to the Tendering department by fax, mail or email.

4.2 Response format

Bidders responding to this RFP should demonstrate up-to-date capabilities and experience in providing similar services and similar engagements of the same scope, size and nature especially in the public sector. These services and engagements are expected to be performed by the bidder during the last 5 years.

Bidders should demonstrate the following specific capabilities:

- Experience as SMS service provider

- Experience in similar projects of the same scope and size especially in the public sector

- Knowledge in Jordanian governmental laws and by-laws

- **Note** Where some skills, services or equipment are not available, the bidder is expected to sub contract with a reputable firm to cover for this specific skill,. In case of sub-contracting, the subcontractor has to be approved by Modee and the contactor will be liable for all works performed by the sub-contractor.

Bidders' written response to the RFP must include the following in addition to other technical proposal requirements shown above under components 1 to 7:

Part I: Technical Proposal

- Corporate capability statement : Corporate capability statement must include all the following:
  - o Corporate technical capabilities and experience in implementing similar projects together with detailed description and reference to each component underlined in the Scope of the project.
  - o Detailed proposed Team Resumes (each resume will be subjected to the approval of Modee, in case of replacements the winning bidder has to abide by the Modee requirements for replacements and approvals. In the implementation phase Modee reserves the right to request replacement of any resource that cannot fulfill the job)
  - o Description and references to similar projects performed in the last 5 years
  - o Reference to appropriate work samples
  - o Current client list, highlighting potential conflict of interest
  - o Submit work plan allocation resources with their percentage of involvement
  - o Project Organizational Structure

- Technical proposal: The technical proposal should include the approach to achieving the scope of work defined in this RFP and delivering each of the major components as specified in the Deliverables section.

- In order for the evaluation to progress quickly and effectively, bidders are requested to provide Part I of their proposal as per the format described in Annex 5.2, non-compliance to the specified format may lead to disqualification.

Part II: Financial Proposal

The financial proposal should include a cost summary and a detailed cost analysis section. The cost summary must provide unit rates for (Push messages, Pull messages of requested information for service subscribers and one-time requests) in Jordan Dinars for the overall scope of work and deliverables including all fees, taxes including sales tax. The supporting detailed cost analysis should provide a breakdown and details of the pricing should be provided. The day rates and expenses for any consultants should be included separately along with the time for which they will be required. The bidder will provide separately all professional fees and expenses (travel, project equipment, accommodation and subsistence, etc) for the duration of the project. The pricing should show the proposed linkage between deliverables and payments. Financial proposal should include the Form of Bid (عرض المناقصة), (خلاصة بدلات الاتعاب) and (خلاصة أسعار الرسائل القصيرة من نوع) Pull) attached in the Arabic Sample Agreement under 7 ورقم 6 رقم و 2 رقم (ملحق الاتفاقية) duly filled signed and stamped by the bidder. The Financial proposal should be submitted in separation of the technical proposal. In order for the evaluation to progress quickly and effectively, bidders are requested to provide Part II of their proposal as per the format described in Annex5.3

- **يجب على الفريق الثاني ان يشمل سعر بنود العطاء المطلوبة للضريبة العامة على المبيعات بنسبة (16%)**

- **وفي حال عدم توضيح الضريبة العامة عل المبيعات على السعر المقدم من قبل الشركة لبنود العطاء المطلوبة، سيتم اعتبار سعر البنود شامل للضريبة العامة على المبيعات بنسبة 16%.**

Part III: Bid Security

This part includes the original Bid Guarantee.

4.3 Response submission

Bidders must submit proposals to this RFP to the Ministry of Digital Economy and Entrepreneurship no later than 2:00 PM on [22/10/2019] (Jordan Local Time).
Tendering Department – 3rd floor
Ministry of Digital Economy and Entrepreneurship
8th Circle
P.O. Box 9903
Amman 11191 Jordan
Tender No. 9eGovt2019
Tel: 00 962 6 58055642
Fax: 00 962 6 5861059

Proposals should be submitted as 3 separate parts each part in a separate well-sealed and wrapped envelope clearly marked, respectively, as follows:

• Part I "Providing SMS Services for E-Government of Jordan – Technical Proposal". This part (envelop) should contain 3 hard copies (1 original and 2 copies) and 1 softcopy (CD) [in Microsoft Office 2010 or Office 2010 compatible formats].

• Part II "Providing SMS Services for E-Government of Jordan - Financial Proposal". This part (envelop) should contain 3 hard copies (1 original and 2 copies) and 1 softcopy (CD) [in Microsoft Office 2010 or Office 2010 compatible formats].

• Part III "Providing SMS Services for E-Government of Jordan – Bid Security" This part (envelope) should contain 1 hard copy.

Note: Each CD should be enclosed in the relevant envelop. Late submissions will not be accepted nor considered and in case of discrepancy between the original hard copy and other hard copies and/or the soft copy of the proposal, the hard copy marked as original will prevail and will be considered the official copy. Proposals may be withdrawn or modified and resubmitted in writing any time before the submission date.

Regardless of method of delivery, the proposals must be received by the Ministry of Digital Economy and Entrepreneurship no later than 2:00 PM [22/10/2019] (Amman Local Time). Ministry of Digital Economy and Entrepreneurship will not be responsible for premature opening of proposals not clearly labeled.

4.4 Response evaluation

The overall proposal will be evaluated both technically and financially, and will be awarded to the lowest eligible proposal with section 3: Scope of work (أرخص العروض المؤهلة), based on the following technical evaluation criteria :

- Past Experience in similar projects and track records (30 marks)

  • Official interconnect agreement to provide the SMS solution with the three operators in Jordan
  • Past Experience in providing SMS solutions (Manual Through interface and Automated by connecting the SMS system with the customer System)
  • Developing mobile applications

- Proposed Approach and Methodology in correspondence to the RFP requirements including the following components: (70 marks)

  • High level design of the solution describing the required system components, functions and interactions with other systems
  • Solution for connectivity and integration
  • Approach for security
  • Approach on how to meet the service level of quality
  • Approach on how provide Training and Knowledge Transfer
  • Approach on how meet the project management requirement
  • Approach for maintaining and enhancing SMS mobile apps
  • Approach on how meet the Quality management requirement

Only those bidders that are qualified in the technical proposal will have their financial offers reviewed.

The Financial proposal will be evaluated only for companies who are qualified, based on a minimum acceptable score that will be defined by the special tenders committee. The financial offer of those who are not qualified will not be opened and will be returned. Modee reserves the right not to select any offer. Modee also assumes no responsibility for costs of bidders in preparing their submissions.

4.5   Financial terms

Bidders should take into consideration the following general financial terms when preparing and submitting their proposals:

- All prices should be quoted in Jordanian Dinars inclusive of all expenses, profits, governmental fees and taxes, including sales tax

- **يجب على الفريق الثاني ان يشمل سعر بنود العطاء المطلوبة للضريبة العامة على المبيعات بنسبة (16%).**

- **وفي حال عدم توضيح الضريبة العامة عل المبيعات على السعر المقدم من قبل الشركة لبنود العطاء المطلوبة، سيتم اعتبار سعر البنود شامل للضريبة العامة على المبيعات بنسبة 16%.**

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- The type of contract will be a Quantity based contract and the monthly payment for the winning bidder shall be calculated by multiplying the actual quantities of push messages executed each month by the unit rate for push messages in the contract (ملحق رقم 7 من الاتفاقية). Cost of unit rate for push messages shall include all costs incurred by winning bidder to perform all items mentioned in the scope of the project section and the RFP including costs of professional fees, profits and over heads and all other expenses incurred.

- A clear breakdown (table format) of the price should be provided including price for consulting time, and other expenses incurred

- The bidder shall bear all costs associated with the preparation and submission of its proposal including solution design and MODEE will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the proposal process.

- The bidders shall furnish detailed information listing all commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and to contract execution if the bidder is awarded the contract. The information to be provided shall list the name and address of any agents, the amount and currency paid and the purpose of the commission or gratuity.

- The Bidder shall submit a (Tender Bond) proposal security on a form similar to the attached format in Jordanian Dinars for a flat sum of (8000.00 J.D) Eight thousand Jordanian Dinars in a separate sealed envelope. The bond will be in the form of bank guarantee from a reputable registered bank, located in Jordan, selected by the bidder on a form similar to the attached form. The bidder shall ensure that the (tender bond) proposal security shall remain valid for a period of 90 days after the bid closing date or 30 days beyond any extension subsequently requested by the tendering committee, and agreed to by the bidder.

- Any proposal not accompanied by an acceptable proposal security (tender bond) shall be rejected by the Special tendering committee for being non-responsive pursuant to RFP.

- The proposal security of the unsuccessful bidders will be returned not later than 30 days after the expiration of the proposal validity period.

- The winning bidder is required to submit a performance bond of 10% of the total value of the contract within 14 days as of the date of award notification.

- The proposal security of the winning bidder will be returned when the bidder has signed the contract; and has furnished the required performance security as set out in the contract within the specified time limit.

- The proposal security may, in the sole discretion of the tendering committee, be forfeited:
    - If the bidder withdraws its proposal during the period of proposal validity as set out in the RFP; or

- o In the case of winning bidder, if the bidder fails within the specified time limit to sign the contract ; or to furnish the required performance security as set out in the contract.
- The winning bidder has to pay the fees of the RFP advertisement issued in the newspapers.
- The MODEE is not bound to accept the lowest bid and will reserve the right to reject any bids without the obligation to give any explanation.
- Bidders must take into consideration that payments will be as specified in the tender documents and will be distributed upon the successful submission and acceptance of the scope of work and of the deliverables and milestones of the scope of work defined for the project by the Modee
- MODEE takes no responsibility for the costs of preparing any bids and will not reimburse any Bidder for the cost of preparing its bid whether successful or otherwise.

4.6   Legal terms

Bidders should take into consideration the following general legal terms when preparing and submitting their proposals:
- Bidders are not allowed to submit more than one proposal for this RFP. Similarly sub-contractors are not allowed to participate in more than one proposal. If a partner is sub-contractor participate in more than one proposal; such proposals shall not be considered and will be rejected for being none-responsive to this RFP.
- Bidders are not allowed to amend or make any reservations on any of the Tender Documents or the Arabic Sample contract. In case any bidder does not abide by this statement, his proposal will be rejected for being none-responsive to this RFP. If during the implementation of this project; it is found that the winning bidder has included in his proposal any amendments or reservations on any of the tender documents or the Arabic Sample Contract or there is any inconsistency between the provisions set forth in this RFP or the sample Arabic agreement and the proposal of the winning Bidder; then such amendments, reservations or inconsistency shall not be considered and the items in the tender documents and the contract shall prevail and shall be executed by the winning bidder without any additional cost to Modee and the winning bidder shall not be entitled to claim for any additional expenses or take any other legal procedures.
- If during the implementation of this project it is found that the solution design submitted by the winning bidder in his technical proposal does not comply with the contract requirements, then Modee shall request the contactor to amend the submitted solution to satisfy the contract requirements within a defined duration or provide a new solution that complies with the contract requirements noting that all costs incurred by the contractor to amend or provide a new solution shall be borne by the contractor. If the contractor fails to amend or provide a new solution, then Modee is entitled to take all necessary measures to fulfill the contract requirements and all costs incurred by Modee shall be borne by the contractor and Modee is entitled to deduct these costs from any money or guarantees of the contractor.
- The bidders shall not submit alternative proposal. Alternative proposals will be returned unopened or unread. If the bidder submits more than one proposal and it is not obvious, on the sealed envelope(s), which is the alternative proposal, in lieu of returning the alternative proposal, the entire submission will be returned to the bidder and the bidder will be disqualified.
- The proposal shall be signed by the bidder or a person duly authorized to bind the bidder to the contract. The latter authorization shall be indicated by duly-legalized power of attorney and a certified copy of this authorization is to be attached to technical proposal. All of the pages of the proposal, except un-amended printed literature, shall be initialed by the person or persons signing the proposal.

- Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory-(ies) to the proposal.
- The bid shall contain an acknowledgement of receipt of all Addenda to the RFP, the numbers of which must be filled in on the Form of Bid attached to the Arabic Sample Agreement.
- Bidders must submit a Non-Disclosure Agreement as presented in annex 5.6 signed by a duly authorized representative of the company as part of the response to this Request for Proposal (RFP). All members of the bidder's team, their agents and business partners involved in the project must each sign an individual Non-Disclosure Agreement. All bidders are obliged to maintain the confidentiality of information obtained and/or exchanged while working on the RFP. All of the information contained in this RFP shall be deemed to be "Confidential Information" within the meaning of the NDA (Annex 5.6) and shall be treated accordingly. Such information may not be copied, disclosed or distributed to any other person without the prior written consent of MODEE.
- MODEE requires that all parties to the contracting process observe the highest standard of ethics during the procurement and execution process. Government of Jordan will reject a proposal for award if it determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

Corrupt Practice means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution

Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of government of Jordan, and includes collusive practice among Bidders (prior to or after proposal submission) designed to establish proposal prices at artificial non-competitive levels and to deprive government of Jordan of the benefits of free and open competition

- The winning bidder shall perform the Services and carry out their obligations with all due diligence, efficiency, and economy, in accordance with the highest generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Winning bidder shall always act, in respect of any matter relating to the execution of the Services, as faithful adviser to The MODEE, and shall at all times support and safeguard MODEE's legitimate interests in any dealings with third parties
- No bidder shall contact MODEE, or its employees, members of the special tendering or the technical committees on any matter relating to its proposal to the time the contract is awarded. Any effort by a bidder to influence MODEE, its employees, members of the tendering or the technical committees in the tendering committee's proposal evaluation, proposal comparison, or contract award decision will result in rejection of the bidder's proposal and forfeiture of the proposal security.
- The remuneration of the Winning bidder stated in the Decision of Award of the bid shall constitute the Winning bidder sole remuneration in connection with this Project and/or the Services, and the Winning bidder shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Winning bidder shall use their best efforts to ensure that the Personnel, any Sub-consultants, and agents of either of them similarly shall not receive any such additional remuneration.
- Neither the winning bidder nor their sub-contractors shall engage, either directly or indirectly, in any of the following activities:

- ▪ During the term of the Contract, any business or professional activities in Jordan or outside Jordan which would conflict with the activities assigned to them under this bid; or
- ▪ After the termination of this Project, such other activities as may be specified in the Contract

- A business registration certificate should be provided with the proposal.
- The laws and regulations of The Hashemite Kingdom of Jordan shall apply to awarded contracts.
- MODEE takes no responsibility for the costs of preparing any bids and will not reimburse any bidder for the cost of preparing its bid whether successful or otherwise.
- Proposals shall remain valid for a period of (90) day from the closing date for the receipt of proposals as established by the Tendering Committee.
- The Tendering Committee may solicit the bidders' consent to an extension of the proposal validity period. The request and responses thereto shall be made in writing or by fax. If a bidder agrees to prolong the period of validity, the proposal security (Bid-Bond) shall also be suitably extended. A bidder may refuse the request without forfeiting its proposal security; however, in its discretion, the tendering committee may cease further review and consideration of such bidder's proposal. A bidder granting the request will not be required nor permitted to modify its proposal, except as provided in this RFP.
- MODEE reserves the right to accept, annul or cancel the bidding process and reject all proposals at any time without any liability to the bidders or any other party and to withdraw this tender without providing reasons for such action and with no legal or financial implications to the Government of Jordan.
- MODEE reserves the right to disregard any bid which is not submitted in writing by the closing date of the tender. An electronic version of the proposal will only be accepted if a written version has also been submitted by the closing date.
- MODEE reserves the right to disregard any bid which does not contain the required number of proposal copies as specified in this RFP. In case of discrepancies between the original hardcopy and other hardcopies and or the softcopy of the proposals, the original hardcopy will prevail and will be considered the official copy.
- MODEE reserves the right to enforce penalties on the winning bidder in case of any delay in delivery defined in accordance with the terms set in the Sample Arabic Contract and this RFP.
- Bidders may not object to the technical or financial evaluation criteria set forth for this tender.
- The bidder will be expected to provide a single point of contact to which all issues can be escalated. MODEE will provide a similar point of contact.
- MODEE reserves the right to meet (in person or via telephone) each member of the consulting team prior to any work, taking place. Where project staff is not felt to be suitable, either before starting or during the execution of the contract the MODEE reserves the right to request an alternative staff at no extra cost to MODEE.
- Each bidder will be responsible for providing its own equipment, office space, secretarial and other resources, insurance, medical provisions, visas and travel arrangements. MODEE will take no responsibility for any non-MODEE resources either within Jordan or during travel to/from Jordan.
- The MODEE reserves the right to furnish all materials presented by the Winning bidder at any stage of the Project, such as reports, analyses or any other materials, in whole or part, to any person. This shall include publishing such materials in the press, for the purposes of informing, promotion, advertisement and/or influencing any third party, including the investment community.

- Bidders are responsible for the accuracy of information submitted in their proposals. MODEE reserves the right to request original copies of any documents submitted for review and authentication prior to awarding the tender.
- The bidder may modify or withdraw its proposal after submission, provided that written notice of the modification or withdrawal is received by the Special tendering committee prior to the deadline prescribed for proposal submission. Withdrawal of a proposal after the deadline prescribed for proposal submission or during proposal validity as set in the tender documents will result in the bidder's forfeiture of all of its proposal security.
- A bidder wishing to withdraw its proposal shall notify the Special Tendering Committee in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also be sent by fax, but it must be followed by a signed confirmation copy, postmarked not later than the deadline for submission of proposals.
- The notice of withdrawal shall be addressed to the tendering committee at the address in RFP, and bear the tender name and the words "Withdrawal Notice".
- Proposal withdrawal notices received after the proposal submission deadline will be ignored, and the submitted proposal will be deemed to be a validly submitted proposal.
- No proposal may be withdrawn in the interval between the proposal submission deadline and the expiration of the proposal validity period. Withdrawal of a proposal during this interval will result in forfeiture of the bidder's proposal security.
- The Bidder accepts to comply with all provisions, whether explicitly stated in this RFP or otherwise, stipulated in the Public Works By-Law No. 71 of 1986 and its amendments, the General Tendering Instructions of 1987 issued pursuant to PWB, and to any other provisions stated in the Arabic sample Contract annexed to this RFP including general and special conditions, issued pursuant to said Public- Works By-Law and Tendering Instruction.
- The Winning bidder's total remuneration shall not exceed the Contract Price and shall be including all staff costs, sub-consultants costs, printing, spare parts costs and its installation, communications, travel, accommodation, profits, overheads and the like, and all other costs incurred by the Winning bidder in carrying out the Services required. Payments will be made to the account of the Winning bidder in Jordanian Dinars and according to the payment schedule stated in the Arabic Sample Contract attached herewith.
- of Liability:

  The liability of either party for breach of the Contract or for any other statutory cause of action arising out of the operation of the Contract will be determined under the relevant law in Hashemite Kingdom of Jordan as at present in force. This liability will survive the termination or expiry of the Contract. Winning bidder's total liability relating to contract shall in no event exceed the fees Winning bidder receives hereunder for the portion of the work giving rise to liability, such limitation shall not apply in the following cases (in addition to the case of willful breach of the contract):

  A-1.1. gross negligence or willful misconduct on the part of the Consultants or on the part of any person or firm acting on behalf of the Consultants in carrying out the Services,
  A-1.2. an indemnity in respect of third party claims for damage to third parties caused by the Consultants or any person or firm acting on behalf of the Consultants in carrying out the Services,
  A-1.3. infringement of Intellectual Property Rights

- Sample Arabic Contract Approval:

Bidders must review the Sample Arabic Contract version provided with the RFP, which shall be binding and shall be signed with winning bidder.

- If there is any contradiction or inconsistency between the provisions set forth in this RFP or the Sample Arabic Contract Agreement attached hereto and the proposal submitted by the Bidder, then the provisions of the RFP and/or the Sample Arabic Contract Agreement shall prevail to the extent of contradiction or inconsistency.

  - **Bidders must fill out, stamp and duly sign the Form of Bid (نموذج عرض المناقصة) attached to the Arabic Sample Agreement under (2) ملحق رقم and enclose it in their financial proposals.**

  - **Bidders must fill out the payment schedule form (6 الملحق رقم و 7 الملحق رقم) which is part of the Arabic Sample Contract version provided with the RFP, sign and stamp it, and enclose it with the Financial Proposal.**

    Proposals that do not include these signed forms are subject to rejection as being none responsive.

4.7 Conflict of interest

- The Winning bidder warrants that to the best of its knowledge after making diligent inquiry, at the date of signing the Contract no conflict of interest exists or is likely to arise in the performance of its obligations under the Contract by itself or by its employees and that based upon reasonable inquiry it has no reason to believe that any sub-winning bidder has such a conflict.
- If during the course of the Contract a conflict or risk of conflict of interest arises, the Winning bidder undertakes to notify in writing The MODEE immediately that conflict or risk of conflict becomes known.
- The Winning bidder shall not, and shall use their best endeavors to ensure that any employee, agent or sub-winning bidder shall not, during the course of the Contract, engage in any activity or obtain any interest likely to conflict with, or restrict the fair and independent performance of obligations under the Contract and shall immediately disclose to MODEE such activity or interest.
- If the Winning bidder fails to notify MODEE or is unable or unwilling to resolve or deal with the conflict as required, MODEE may terminate this Contract in accordance with the provisions of termination set forth in the Contract.

4.8 Secrecy and security

The Winning bidder shall comply and shall ensure that any sub-consultant complies, so far as compliance is required, with the secrecy and security requirements of MODEE, or notified by MODEE to the Winning bidder from time to time.

4.9 Document property

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Winning bidder in accordance shall become and remain the property of MODEE, and the Winning bidder shall, not later than upon termination or expiration of the Contract, deliver all such documents and software to MODEE, together with a detailed inventory thereof. Restrictions about the future use of these documents, if any, shall be specified in the Special Conditions of the Contract.

4.10 Removal or/and replacement of personnel

- Except as MODEE may otherwise agree, no changes shall be made in the key Personnel. If, for any reason beyond the reasonable control of the Winning bidder, it becomes

necessary to replace any of the key Personnel, the Winning bidder shall provide as a replacement a person of equivalent or better qualifications.

- If MODEE finds that any of the Personnel have committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Winning bidder shall, at MODEE's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to MODEE.

4.11 Other project-related terms

MODEE reserves the right to conduct a technical audit on the project either by MODEE resources or by third party