



MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP

Social Protection Management Information System (SP-MIS) for National Aid Fund (NAF)

RFP NO: 29/eGovt/2026

Dead line:.....



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Project Duration

8 months (240 Calendar days)

1. INTRODUCTION

The Jordan National Aid Fund plays a vital role in strengthening social protection systems across the Hashemite Kingdom of Jordan by providing targeted financial assistance to vulnerable and low-income households. As Jordan continues to advance its national



development agenda, enhancing the efficiency, transparency, and impact of social assistance programs remains a strategic priority.

In alignment with national objectives and international best practices, this initiative defines the scope and requirements for the design and implementation to supporting the National Aid Fund in modernizing its operational, technological, and analytical capabilities. The objective is to enable data-driven decision-making, improve service delivery, and ensure that aid reaches eligible beneficiaries in a timely, equitable, and sustainable manner.

Our approach is grounded in a deep understanding of social protection frameworks, digital transformation, and public sector innovation. By leveraging advanced data analytics, integrated systems, and user-centered design, the system shall support NAF in optimizing beneficiary targeting, streamlining processes, and enhancing program monitoring and evaluation.

Through this initiative, we are committed to partnering with the National Aid Fund to strengthen institutional capacity, improve program outcomes, and contribute to Jordan's broader vision of inclusive growth, social equity, and economic resilience.

The initiative aims to design and implement an integrated Social Protection Management Information System (SP-MIS) for the Jordan National Aid Fund, covering the full lifecycle of social protection services, to support beneficiary intake, eligibility determination, enrollment, benefit disbursement, case management, and analytics. This platform will serve as a centralized system to ensure that financial aid and services are allocated and utilized in accordance with established eligibility criteria and regulatory frameworks.

Through this solution, authorized stakeholders and regulatory entities will gain immediate, accurate, and secure access to beneficiary data, program records, and operational insights. The platform will support real-time monitoring, enhance transparency, and improve accountability across all stages of aid distribution. In addition, it will incorporate all required frontend services, as outlined in the annexes, to provide an accessible, user-friendly interface for beneficiaries, administrators, and decision-makers alike.

By enabling streamlined processes, integrated data management, and advanced reporting capabilities, the platform will empower the National Aid Fund to optimize resource allocation, strengthen oversight mechanisms, and enhance the overall effectiveness and responsiveness of its social protection programs.

The major project objectives from the project are in line with Jordan digital transformation standards. Specifically, to improve service to the public by:

- Develop a comprehensive Social Protection Management Information System (SP-MIS) to modernize the management and delivery of social assistance programs.
- Enhance efficiency, transparency, and accountability across all operational processes within the National Aid Fund.
- Enable data-driven decision-making through centralized, real-time access to accurate and reliable data.
- Enable automated welfare ranking and eligibility determination to improve beneficiary targeting to ensure that assistance reaches eligible households in a fair and timely manner.
- Streamline workflows and automate key processes to reduce errors, duplication, and administrative burden.



- Strengthening monitoring, reporting, and evaluation capabilities to support better program oversight and performance measurement.
- Optimize resource allocation by leveraging advanced analytics and integrated data systems.
- Improve user experience through intuitive, user-centered frontend services for beneficiaries and internal stakeholders.
- Build institutional capacity by implementing scalable, secure, and sustainable technological solutions.
- Align social assistance delivery with national development priorities and international best practices.
- Contribute to social equity, economic resilience, and inclusive growth across Jordan.
- The system shall operate as a **data consumer of national registries (NUR / JSR)** and shall not duplicate registry functions.
- The system shall be designed to support **progressive transition to JSR without redesign**.
- The platform shall follow a **registry-based architecture using abstraction layers**.

Objectives of the Platform (not limited to):

1. Regulate and manage all applications and processes related to social assistance programs within a unified, integrated digital platform at the national level.
2. Enable authorized entities and decision-makers to access accurate, real-time beneficiary and program data to support effective oversight and coordination.
3. Support data-driven decision-making through the provision of reliable data, advanced data driven and policy-driven decision-making, and comprehensive reporting tools.
4. Enhance social protection outcomes by ensuring accurate targeting of beneficiaries and monitoring the effectiveness of aid distribution.
5. Establish seamless integration with national platforms including NUR, JSR, SANAD, and GSB and entities, including civil registries, government databases, and other supporting platforms where applicable.
6. Automate auditing, validation, welfare ranking and eligibility determination framework, and eligibility determination processes to ensure compliance with defined criteria and reduce manual errors.
7. Provide interactive dashboards and analytical reports to monitor program performance, track key indicators, and support strategic planning.
8. Minimize fraud, duplication, and misuse of resources by strengthening control mechanisms and improving transparency across all processes.
9. Support configurable business rules to adapt to future policy changes.

The goal of the project is to provide new offering channels for the selected services online and walk-in channels in addition to suggested digital platform. The winning bidder is required to perform a detailed design and implementation for the selected services to be offered on-line and walk-in channels as NAF requirements.

Ministry of Digital Economy and Entrepreneurship Technology (MoDEE) seeks a local qualified 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 and has to follow agreed tasks and achieve desired goals and objectives so the project is managed efficiently and effectively. In addition, the bidder will be required to finance lump sum cost of the project.

Responses to this Scope of Work (SOW) must conform to the procedures, format and content requirements outlined in this document. Deviation may be grounds for disqualification.

The purpose of this (Scope of work) to elicit responses from qualified bidders in order to execute the development and implementation of a suggested digital platform.

2. Solution Description

2.1 Methodology & Approach

2.1.1 Implementation Approach and Methodology

The winning bidder shall adopt a structured, standards-based, and iterative implementation approach to ensure the successful delivery of the National Aid Fund (NAF) Digital Platform. The methodology will align with the best international practices, MoDEE standards, and the Software Development Life Cycle (SDLC) requirements.

2.1.2 Delivery Methodology

The project shall follow the **agile approach**, combining structured phase governance with iterative delivery cycles to ensure flexibility, quality, and continuous stakeholder engagement.

- **Agile practices** This approach will be applied throughout the development and testing phases using iterative sprints, enabling incremental delivery and early validation, while also ensuring proper governance, formal approvals, and the completion of key deliverables (such as the BRD, architecture documentation, and compliance requirements).

This approach ensures:

- Early identification and mitigation of risks
- Continuous alignment with stakeholder expectations
- Faster feedback cycles and improved solution quality

2.2 Governance

2.2.1 Project Governance Model

The winning bidder shall establish a robust and structured project governance model to ensure effective oversight, accountability, transparency, and successful delivery of the SP-MIS. The



governance framework will align with MoDEE standards and international best practices for public sector digital transformation projects.

2.2.2 Governance Structure

The project governance structure shall consist of the following key entities:

2.2.3 Steering Committee

The Steering Committee shall provide strategic direction, oversight, and decision-making authority for the project.

Responsibilities:

- Approve project scope, milestones, and major deliverables
- Provide strategic guidance and ensure alignment with national priorities
- Resolve high-level issues and escalations
- Monitor project performance and progress

Composition:

- Representatives from MoDEE
- Representatives from NAF
- Senior stakeholders (as required)
- Project Director (from the winning bidder)

2.2.4 Project Management Team

The Project Management Team shall be responsible for the day-to-day execution and coordination of the project.

Responsibilities:

- Plan, manage, and monitor all project activities
- Ensure delivery within scope, time, cost, and quality constraints
- Coordinate with stakeholders and technical teams
- Manage risks, issues, and dependencies
- Prepare and submit progress reports

Key Roles:

- Project Manager (winning bidder)
- Technical Lead (winning bidder)
- Business Analyst Lead (winning bidder)
- Quality Assurance Lead (winning bidder)

2.2.5 Technical and Functional Working Groups

Specialized working groups shall be established to handle specific domains such as requirements, integration, testing, and deployment.

Responsibilities:

- Conduct detailed analysis and validation of requirements
- Support system design and technical implementation
- Participate in testing and quality assurance activities
- Ensure alignment with stakeholder needs

Stakeholder Coordination

The winning bidder shall coordinate with all relevant stakeholders, including government entities and external partners, to ensure seamless integration and data exchange.

2.3 Core System / Platform

2.3.1 Scope of Work

2.3.1.1 Platform Purpose and Coverage

The project involves the design, development, and deployment of an integrated SP-MIS platform to support the National Aid Fund in managing, monitoring, and analyzing social assistance programs. The platform shall implement a **structured lifecycle-based processing model** covering:

intake → profiling → request → verification → eligibility → enrollment → payment → case management → reporting. While the platform will enhance operational efficiency and data accessibility, it will operate in alignment with existing legal and regulatory frameworks.

2.3.1.2 Data Integration and External Services

Certain external services and processes will remain governed by their existing procedures and systems. The system shall integrate with external registries through a Registry Abstraction Layer (RAL) to enable secure and standardized data exchange and synchronization to ensure accurate records, balance tracking, and reporting.

Applicable Services not limited to:

- External government systems (e.g., civil registry, income verification systems, other national databases)
- Legacy or third-party systems currently used for validation or approvals

Platform Role:



- The system shall **consume, validate, and synchronize data from external authoritative systems without duplicating ownership of data.**
- Update beneficiary records and program balances accordingly
- Support analytics, monitoring, and reporting functions

Inputs (not limited to):

- Beneficiary identification data (e.g., national ID)
- Income and employment data
- Household composition and eligibility indicators
- Updates or amendments from external systems

2.3.1.3 Core Functional Modules

a. Assess Module

- Identity verification via GSB
- Program-Level Profile Management
- Duplicate detection
- Profile referencing from registries
- Module shall not store master identity data, only reference external sources.

b. Enroll Module

- Request Management
- Field Verification (Geo-tagging, Evidence capture)
- Enrollment & Onboarding
- Request lifecycle management (submission → validation → routing → approval)
- Pre-validation and pre-screening logic before eligibility

c. Provide Module

- Financial Management & Payment Processing
- Benefit Disbursement
- Manage full payment lifecycle including calculation, approval workflows, disbursement, reconciliation, and exception handling
- Monitor payment execution, utilization, reconciliation status, and financial compliance
- Payment Integration Layer (banks, wallets, postal services, Central bank)

d. Manage Module

- Case Management
- Grievance Redress Mechanism (GRM)
- Notifications
- SLA tracking
- Escalation workflow
- Lifecycle states

- Audit& Logging

e. Eligibility & Targeting Module

- Eligibility & Targeting Engine (policy-driven, configurable)
- Consumes data from registry + field verification + request data
- Eligibility Determination Engine

f. Services Module not limited to

- Shock responsiveness
- Economic Empowerment
- Physical Rehabilitation Module

2.3.1.4 Technical and Operational Features

- Centralized database for beneficiary and program data
- Role-based access control and data security measures
- Scalable architecture to support future expansion
- Audit trails and logging for transparency and accountability
- User-friendly frontend interfaces for beneficiaries and administrators

2.3.1.5 Services

The platform will initially cover 7 main services

1. الدعم النقدي الموحد
2. برنامج المعونات الطارئة
3. برنامج الاحالات الخاصة
4. التأهيل الجسماني
5. المعونات الفورية
6. التمكين الاقتصادي
7. الاستجابة للصدمات

with the flexibility to expand and include additional services, and integrations as needed in the future expansion, and shall be fully configurable.

2.3.1.6 Compliance and Governance

- Ensure full alignment with national laws, regulations, and data protection standards
- Maintain transparency and accountability across all processes
- Support audit and oversight requirements through comprehensive reporting and traceability

Outputs:

- Updated beneficiary profiles and eligibility status
- Automatic recalculation of aid eligibility and entitlements
- Inclusion of updated data in dashboards, analytics, and reports

2.3.1.7 Processing Lifecycle

The system shall support a structured end-to-end processing lifecycle for managing social protection services, ensuring consistency, traceability, and alignment across all modules. The lifecycle shall include, but not be limited to, the following stages:

- Request Submitted
- Pre-Validated
- Verified (Data & Field Verification)
- Eligibility Determined (Eligible / Not Eligible)
- Enrolled
- Payment Processed (Paid)
- Monitored and Managed (Case Management & Reporting)

Disclaimer:

The platform will not modify or replace existing regulatory or approval procedures; it will only integrate with them to enhance data accuracy, tracking, and reporting.

2.4 System Design & Architecture

2.4.1 Overall Solution Description

The following sub-sections outlines a high-level platform solution.

2.4.2 High-Level Description of System Requirements

System requirements	Description
Solution Architecture and Design	• The Bidder shall propose, design, implement, and deliver the system using a Modular Architecture as the mandatory architecture style. The proposed architecture shall ensure scalability, maintainability, resilience, fault isolation, and readiness for future expansion. • The system shall implement a Registry Abstraction Layer (RAL) to isolate core system logic from external registries (NUR / JSR), ensuring flexibility, interoperability, and future registry switching without system redesign. The RAL shall provide a unified interface for consuming, validating, and transforming registry data into a standardized internal format. • The system shall adopt a modular design approach to support ease of maintenance, future enhancements, and the addition of new services, modules, and access channels without significant architectural rework. • All architectural principles, standards, constraints, logical layers, model services requirements, backend modules, integration requirements, data architecture requirements, security controls, observability requirements, and architecture deliverables shall be governed by and implemented in accordance with the Solution Architecture Requirements Annex(4.17).

- The system shall support a **hybrid processing model**, including:
 - Data-driven processing for batch operations such as eligibility calculations, reporting, and large-scale data updates.
 - Event-driven processing for real-time operations such as status changes, external system triggers, and workflow transitions.

Registration and User profile

1. Integration with SANAD for Jordanian Users

The winning bidder shall integrate the SP-MIS with the **SANAD platform**, which includes a comprehensive registration module for Jordanian users.

System shall support duplicate detection using multi-attribute matching

System shall flag inconsistencies and route to manual review

2. Registration for Other User Types

For any additional user categories identified during the requirements gathering phase, the winning bidder shall:

- Adhere to the registration approaches specified in the referenced annex (4.16);
- Propose and provide a detailed description and design for any required registration method not covered in the annex.

3. Unified User Profile

The bidder shall ensure that each applicant (all types) is assigned a **single, unified user profile** that consolidates and reflects the status of all transactions—regardless of the service access method (walk-in or public portal). This unified profile must remain consistent across all system components.

Profile shall be household-based, not individual-based

Authentication

Winning bidder is requested to use IDM (SANAD) Authentication mechanism for Jordanian users.

Employee's authentication must be through Active Directory

Other types of user's authentication must be through form-based authentication.

Notification

The system will send notification(s) according to the progress of the requests, the supported notification delivery methods includes and not limited to:

1. E-Mail
2. SMS

3. e-Service user inbox	
Inquiries Module	The system should have advance search and filtration option so it will facilitate retrieving the required data existed either in the proposed solution or in the core ENTITY backend database.
System integration	The system should integrate with the following shared e-Government services: 1. e-Government Service bus (GSB): The winning bidder shall integrate the ENTITY e-Service with GSB through supporting web services and message communication using REST APIs More details will be provided upon awarding to winning bidder. A Government Service Bus (GSB) is a pattern of middleware and software infrastructure that enables Service Oriented Architecture (SOA) by acting as middleware through which a set of reusable Government Services are made widely available. It unifies and connects services and applications within the government of Jordan and provides a framework within which the capabilities of business' applications are made available for reuse by other applications throughout the organization and beyond. It also provides a messaging framework through which government e-services exchange information. IBM API Connect is an end-to-end solution that allows users to create, secure, manage, socialize, monetize and analyze APIs. It provides a powerful set of capabilities from turning backend RESTFUL services into managed services. This is done by publishing APIs to API Gateways, while enforcing lifecycle and governance controls on those APIs. API Connect enables users to expose APIs, through a developer portal, targeting application developers both inside and outside their organization. Additionally, the solution's analytics tooling helps API providers and API consumers had better understand the health and consumption of deployed APIs. Note: Integration with stakeholders has to be system-to-system integration by implementing web services through GSB platform. However, if there are limitations for GSB integration for specific Stakeholder(s), integration will be done as user role integration through screens to be accessed by stakeholder(s) or attaching specific files or documents to the application 2. National e-Government Contact Center: The winning bidder shall integrate the ENTITY e-Service solution with the National Contact Center through the Government Service Bus (GSB). Accordingly, enabling the agents to access the entity's related applications for retrieving information, tracking the status of a service. 3. National SMS Gateway: SMS will be one of the notification channels that will facilitate interactions between ENTITY and their applicants. (Ex: entity would use the SMS service to notify their applicants about the status of their transactions, the completion of their transactions, the location of delivery and so forth). The winning bidder should

	integrate the e-Service Solution with the e-Government SMS Gateway. 4. e-Service Stakeholders: The system should integrate with the stakeholders that involved in the ENTITY selected services delivery. The communication and data exchange between those entities should be performed utilizing SGN connectivity and GSB platform; 5. Digital signature component: The proposed solution shall integrate with digital signature (if needed), and MODEE will be responsible for providing required API for the integration
Reporting, dashboards	The system should include performance monitoring and reporting tools both dynamic and static to generate summary reports and statistics on transactions and system activities. Number of reports for ENTITY, and stakeholders (28) The system should include dashboard to display the data that commonly used and needed to be monitored Support minimum 28 standard reports Query report builder
System administration	The system should contain administration module, to enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels. The winning bidder should gather all ENTITY solution related administration requirements during business requirements gathering and analysis phase System should allow admin to perform the following tasks but not limited as follow: - Manage user profile. - Manage Security Permissions. - Manage lookups - Manage Beneficiaries profile, and assistance eligibility - Manage employees and internal users - Manage services and workflows (update, configure) - Manage documents (supporting documents - Configure notifications and communication channels, and messages - Manage financial configurations
Performance	The system should meet efficiency targets to serve volumes of transactions and number of users. The system shall ensure high availability with a minimum uptime of 99.9%, supporting 24/7 continuous operation, excluding scheduled maintenance
Role based security	The system should support role based authentication, authorization and access control list. Role based security should be applied at all system functionalities.
Information Security	Security of system and exchanged transaction information should be guaranteed at all system layers Based on ISO 27001, ISO 27002, WS-Security standards including infrastructure, application, web services and integration points, and access channels. This also includes using detective and preventive

	controls for all security threats and approval by MODEE in cooperation with NAF and related stakeholders. Audit logs shall be tamper-evident and retained for minimum 5 years Zero-trust access principles <u>Data handling & Exchange must comply with Data Protection law.</u>
Supported web browser	In the cases where any parts of the user interface solution were developed web forms, those forms should support latest versions of the top 5 browsers. According to the W3C standards.
System features	The system should support the following features: Availability, Scalability, Usability, Maintainability, Reliability and flexibility for future improvements.
Service Interconnectivity	Services shall support interdependencies, including input/output relationships and reuse of data from previously completed services.
Language	The system should be bilingual (Support Arabic and English)
User interface and Help	The system provide a user friendly interface along with on-line help (in both languages) for user guidance while applying for different services transactions through messages or wizard . The system shall follow modern UX/UI standards including step-based guided journeys, smart forms, pre-filled data, and responsive design.
Audit, Logging and Data Versioning	System should Keep track of who login and in what time and what action he did. All these results should be store in separate database. The tracking system should help getting such information: - Timestamp of creation/modification - User last changed and date last changed - Changed record and last operation (Create, Update, and Delete). - Before and after value for each column that has changed.
Archiving system	- The winning bidder shall develop all needed integrations to archive / Save/ retrieve all attachments & documents related to the eservices with the Government centralized archiving solution.

2.4.3 System Requirements

Below are the proposed system requirements that must be provided by the winning bidder.

The winning bidder will design, develop, test, and deploy the platform, ensuring it meets the functional and technical requirements. The scope of work includes the following:

User	Component	Description
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Citizen / Household	Beneficiary Registration	1- Registration via SANAD (IDM) 2- OTP verification 3- Household-based application (NOT individual) 4- Multi-section form not limited to (family, income, assets, housing, education, health and all business partners mentioned)
System / Citizen	Household Profiling	1- Create unified household profile 2- Prevent modification after submission
System	Data Verification (NUR, GSB and JSR Integration)	Get all the needed information from NUR and/or JSR, GSB
Social Worker	Field Visit Management	1-Assign field visits to social workers 2- Capture structured, geo-tagged, and time-stamped data including photos, GPS location, and supporting documents
Social Worker/ Supervisor	Case Management	1-Workflow-driven case lifecycle management with SLA tracking, escalation, and monitoring 2- Multi-level approvals based on NAF needs: (two way approval) • Officer. • Supervisor • Director • Audit Researcher • Aid Researcher 3- Revisit / approve / reject
System	Eligibility Engine	1- Calculate poverty score and determine eligibility based on configurable rules and policies provided by NAF, including but not limited to: • Income • Household size • Dependency ratio • Assets

		• All other factors provided by NAF 2- Assign eligibility status
NAF Staff	Service Management	1- Service program: Manage All aid support service using lookups not hard code
Finance / NAF Staff	Payment Processing	1- Payment methods but not limited to: • Bank • E-Wallet • Cash • Post office 2- Batch processing 3- Reconciliation
Citizen / NAF	Complaints & Appeals\ Grievance Redress Mechanism (GRM)	1- Submit complaints 2- Appeal decisions 3-Track full grievance lifecycle with SLA-based resolution and escalation 4- SLA-based handling
system	Notifications	Multi-channel notifications (SMS, email, in-app).
Admin / Leadership	Reporting & Dashboards	Role-based dashboards with real-time analytics, drill-down capabilities.
Admin	System Administration	1- User roles 2- Workflow configuration (predefined steps) 3- Lookup management

System	AI Services (Controlled) (Optional)	AI Services (Controlled) and if applicable: AI capabilities shall not be considered part of the core system scope and must comply with national data governance policies. 1- Fraud Detection and Risk Analysis Identify suspicious patterns, anomalies, and potential misuse of aid through data-driven analysis. 2- Beneficiary Profiling and Pattern Recognition Analyze beneficiary data trends to support better targeting and program optimization. 3- Operational Insights and Recommendations Provide data-driven recommendations to decision-makers for improving program efficiency and resource allocation. 4- Data Quality Enhancement Detect inconsistencies, duplicates, or anomalies in beneficiary and program data. AI services shall be deployed in accordance with government hosting and security requirements: 5- AI components shall be hosted within approved infrastructure environments 6- No external or unauthorized third-party AI services shall be used without prior approval 7- Data shall not be transferred (outside approved environments)
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2.4.4 Technology Stack & Technical Components:

Frontend and backend Framework

- The system shall implement a modern, scalable frontend using:
- The proposed solution must utilize the latest stable and officially supported versions of the selected technology stack, frameworks, and development tools.
- The frontend shall follow responsive design principles to support:
 - Desktop
 - Tablet
 - Mobile devices
- The UI shall comply with national UX/UI standards and accessibility requirements.
- **Database:** The solution shall utilize the latest stable and vendor-supported database platform, including advanced data encryption features such as Always Encrypted or equivalent technology.

Caching Layer

- The system shall implement a distributed caching mechanism using:
 - Redis or equivalent
 - The caching layer shall support:
 - Session management
 - Performance optimization
 - Frequently accessed data caching
 - The solution shall ensure cache consistency and security compliance.

Integration Standards

The solution shall adopt standardized integration practices to ensure interoperability, maintainability, and consistency across all internal and external system integrations.

API Design Standards

- All APIs shall be designed using:
 - RESTful services and/or GraphQL APIs
 - JSON as the standard data exchange format
- APIs shall follow consistent naming conventions and resource-oriented design principles

API Documentation

- All APIs shall be fully documented using:
 - OpenAPI Specification (Swagger or equivalent)
- Documentation shall include:
 - Endpoints
 - Request/response schemas
 - Authentication methods
 - Error codes and examples
 - Postman collection

API Versioning

- All APIs shall support versioning to ensure backward compatibility
- Versioning strategy shall be clearly defined (e.g., URI-based or header-based)
- Deprecated versions shall be managed through controlled lifecycle policies

Error Handling & Response Standards

- APIs shall implement standardized error handling mechanisms

- All responses shall follow consistent structures, including:
 - Status codes
 - Error messages
 - Validation feedback
 - content
- The system shall ensure clear and descriptive responses for both success and failure scenarios

2.4.5 Registry Transition Strategy (NUR → JSR)

2.4.5.1 Phase 1 – NUR Integration

- The system shall initially integrate with the National Unified Registry (NUR) as the primary data source.
- The integration shall support:
 - Administrative data consumption
 - One-directional data flow from NUR to the system
 - Derivation of additional attributes where required for eligibility and program processing
 - The system shall operate as a data consumer and shall not duplicate registry ownership.

2.4.5.2 Phase 2 – JSR Integration

- The system shall support a progressive transition to the Jordan Social Registry (JSR) without requiring system redesign.
- The integration shall support:
 - Full household-level socio-economic data
 - Poverty scoring and welfare indicators
 - Continuous bidirectional data exchange between the system and JSR
 - The system shall leverage the Registry Abstraction Layer (RAL) to enable seamless switching between registries.

2.4.5.3 Migration Requirements

- The solution shall support a controlled transition from NUR to JSR, including:
 - Data mapping and transformation between NUR and JSR data models
 - Re-evaluation of beneficiary eligibility and benefit entitlements based on JSR data
 - Conflict detection, handling, and reconciliation between data sources
 - Preservation of historical program and beneficiary data to ensure auditability and continuity

- The migration process shall ensure minimal disruption to ongoing operations and service delivery.

2.4.6 Integration Architecture Framework

The solution shall adopt a layered integration architecture to ensure scalability, interoperability, and loose coupling between internal components and external systems. The integration architecture shall consist of the following core layers:

1. API Gateway Layer

- Acts as the centralized entry point for all internal and external API requests
- Provides:
 - Request routing and traffic management
 - Authentication and authorization enforcement
 - Monitoring, logging, and throttling
- Enables standardized and secure exposure of APIs to:
 - Government platforms (e.g., GSB, SANAD)
 - Third-party systems
 - Internal services

2. Integration Gateway Layer

- Responsible for orchestration and transformation between systems
- Provides:
 - Protocol mediation (REST, GraphQL, SOAP, messaging)
 - Data transformation and mapping
 - Workflow orchestration across services
- Ensures loose coupling between the SP-MIS platform and external systems
- Supports both synchronous and asynchronous communication patterns

3. Registry Abstraction Layer (RAL)

- Provides a unified interface for accessing external registries (NUR, JSR)
- Transforms external data into standardized internal formats
- Enables switching between registries without impacting core system logic
- Ensures the system operates as a data consumer without duplicating registry ownership

2.5 Functional & Business Logic

2.5.1 Functional Requirements

2.5.1.1 Registration

- FR-01: System shall support SANAD login
- FR-02: System shall allow household-based profile

2.5.1.2 Verification

- FR-04: System shall integrate with GSB, NUR and JSR APIs
- FR-05: System shall validate not limited to income & assets and all other information requested from NAF staff members during requirement gathering phase and mentioned in this document.

2.5.1.3 Field Visits

- FR-06: System shall assign visits automatically and/or manually based on NAF social worker's criteria.
- FR-07: System shall capture GPS & images and all type of documents as evidences when needed.
- FR-08: Allow to update the visit information without revisit.

2.5.1.4 Case Management

- FR-09: System shall support multi-level approvals (two way)
- FR-10: System shall allow case reassignment

2.5.1.5 Eligibility

- FR-11: System shall classify eligibility

2.5.1.6 Payments

- FR-12: System shall calculate subsidy amounts
- FR-13: System shall generate payment batches
- FR-14: System shall integrate with e-wallets and bank accounts and post office

2.5.1.7 Complaints

- FR-15: System shall allow appeals
- FR-16: System shall track complaint lifecycle

2.5.1.8 Reporting

- FR-17: System shall generate reports
- FR-18: System shall support dashboards

2.6 Reporting & Analytics

2.6.1 Reporting Capabilities

The system shall support both **predefined (static)** and **dynamic (ad-hoc)** reporting capabilities, including:

- Generation of real-time and historical reports



- Drill-down and drill-through capabilities for detailed data analysis
- Filtering and advanced search options
- Exporting reports in multiple formats (PDF, Excel, CSV)
- Role-based access to reports and data

2.6.1.1 Standard Reports

The system shall provide a comprehensive set of standard reports, including but not limited to:

- Transaction summary and activity reports
- Payment exchange and reconciliation reports (aggregated and detailed)
- Service requests and payment reconciliation reports
- Audit and compliance reports (including Audit Bureau requirements)
- Deductions, allowances, and additional support reports
- Beneficiary-level reports (including added/deducted cases by entity and batch)
- Labor and skills-related reports categorized by not limited to:
 - Skills
 - Aspirations
 - Educational qualifications
 - Employment status
- Payments Exchange Report
- Summary report on transactions
- Service level report
- Kingdom level report
- Reconciliation Report Aggregates
- Reconciliation Report Details
- Frequency Level Report
- Service Requests Level Report
- Service and Payment Reconciliation Report
- Audit Bureau report
- Deductions Report
- Additional Support Report
- Report the names of the cases that have been deducted or added to, according to the entity
- Deductions and allowances report according to the batch
- Payment Supported Report
- Work and skills report by skills
- Word and skills report by aspirations
- Word and skills report by Edu Qualifications
- Word and skills report by Not Join Work
- Indicators report
- Dynamic report builder based on predefined views and metadata

The solution shall support **no fewer than 28 standard reports**, with the ability to expand as required.

2.6.1.2 Dashboards and Visualization

The system shall provide interactive dashboards tailored to different user roles (e.g., administrators, leadership, operational staff), including:

- Financial and payment tracking dashboards
- Operational dashboards for case management and field activities

Dashboards shall include:

- Charts, graphs, and visual indicators
- Real-time data updates
- Drill-down capabilities

2.6.1.3 Query Report Builder

The system shall include a **Query report builder** that enables authorized users to create customized reports based on:

- Predefined data models and metadata
- Configurable business rules
- Flexible selection of fields, filters, and aggregations

Users shall be able to save, reuse, and share custom reports.

2.6.1.4 Business Intelligence and Analytics

The solution shall support advanced analytics capabilities, including:

- Trend analysis and forecasting
- Performance benchmarking
- Data aggregation across multiple services and entities
- Integration with Business Intelligence tools (e.g., Tableau or equivalent)

The system shall enable decision-makers to derive actionable insights to improve services efficiency and resource allocation.

2.6.1.5 Data Accuracy and Consistency

The reporting module shall ensure:

- Data validation and consistency checks
- Alignment with integrated external systems (via GSB, NUR and JSR)
- Elimination of duplication and inconsistencies

2.6.1.6 Security and Access Control

All reporting functionalities shall adhere to strict security and access control measures:

- Role-based access control (RBAC)

- Data visibility restrictions based on user roles and organizational units
- Secure data handling and transmission
- Full log of report generation and access

2.6.1.7 Performance and Scalability

The reporting system shall be designed to:

- Handle large volumes of data efficiently
- Provide fast query response times
- Support concurrent users without performance degradation
- Scale to accommodate future reporting needs

2.7 Security

2.7.1 Component 3 - Information Security

Required Activities

- **API Security** : the winning bidder should follow the OWASP API Security Top 10 guide when implement and develop the APIs in addition to Modee API Security policy annex 4.16
- **Web application security**: make sure that any new Portlets developed are protected against web application threats. At latest OWASP Top 10 vulnerabilities([OWASP Top 10:2021](#))
- For secure development the bidder should follow the OWASP Application Security Verification Standard (ASVS) and Mobile Application Security Verification Standard (MASVS) and Web Security Testing Guide project and apply the applicable control from them
- Input validation and sanitization must be done on the client side and server side
- Two factor authentication/OTP must be implement on the user login and the password policy must have the minimum standard requirement
- Ensure registration, credential recovery, and API pathways are hardened against account enumeration attacks by using the same messages for all outcomes
- Establish and use a secure development lifecycle and Establish and use a library of secure design patterns or paved road ready to use components
- Use a server-side, secure, built-in session manager that generates a new random session ID with high entropy after login. Session identifier should not be in the URL, be securely stored, and invalidated after logout, idle, and absolute timeouts
- Design and build secure connections and communication channels using TLSv1.2 or above and only Strong Cipher is used
- Ensure all login, access control, transaction and server-side input validation failures SHOULD be logged with sufficient user context to identify suspicious or malicious accounts and held for 1year (CONTAIN AND NOT LIMITED TO) (SOURCE IP, Date AND TIME,USER NAME .ACTIVITY,..)
- Ensure high-value transactions have an audit trail with integrity controls to prevent tampering or deletion, such as append-only database tables or similar.
- Work with MODEE to add the service on the web application firewall(WAF)

- MODEE reserves the right to perform their own vulnerability assessment and/or penetration test on any task that has been done by the bidder 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
- Agree on both “Information Security Policy/ bit.ly/3tcxct1” and “سياسة استخدام موارد تكنولوجيا المعلومات” annex 4.6
- The winning bidder should Fill and Sign the Security Assessment Questionnaire in Annex (5.5) and submit it to MoDEE upon request.
- The winning bidder must read and adhere on the national cyber security center instruction ,guideline and control
([compressed.pdf](#) [معايير وضوابط الامن السيبراني للجهات المتعاقدة مع الوزارات والدوائر الحكومية 2023](#) [f\(ncsc.jo\)](#))
- As part of the process for granting access permissions to the GSB-Portal, bidders should confirms compliance with the requirements mentioned on the SDLC Security minimum requirements) – attached annex 4.12

Note:

Access within Jordan:

- The institution providing the services must offer a VPN connection to its private network.
- This connection is used to access the institution’s servers located at the main headquarters.
- The following conditions must be complied:
 - The concerned institution must approve the connection.
 - Two-factor authentication must be implemented to ensure secure access.

Access from outside Jordan:

- Access is subject to a risk assessment based on the country of origin and the individuals involved.
- The risks are evaluated before granting access permission to ensure security and protection, especially when access is requested from regions that may pose higher security risks.

Deliverables

Security testing reports

2.8 Technical Deliverables

2.8.1 Project Deliverables

The winning bidder shall deliver all required outputs, documentation, and system components necessary for the successful implementation, operation, and sustainability of the National Aid Fund (NAF) SP-MIS. All deliverables shall comply with MoDEE standards, SDLC requirements, and applicable regulatory frameworks.

2.8.1.1 Project Management Deliverables

- Project Management Plan
- Detailed Project Schedule and Timeline
- Resource Allocation Plan
- Risk Management Plan and Risk Register
- Communication and Reporting Plan
- Weekly and Monthly Progress Reports
- Issue and Change Logs

2.8.1.2 Requirements and Analysis Deliverables

- Business Requirements Document (BRD)
- System Requirements Specification (SRS)
- Stakeholder Analysis and Integration Mapping
- Process Mapping and Workflow Diagrams (As-Is and To-Be)

2.8.1.3 Design Deliverables

- System Architecture Design Document (Logical and Physical)
- Database Design and Data Models
- Integration Design Document (APIs and GSB integration)
- Security Architecture Design
- UI/UX Design Prototypes using Figma (aligned with MoDEE standards)
- Infrastructure Architecture and Hosting Requirements

2.8.1.4 Development Deliverables

- Fully developed backend and frontend system components
- Configured workflows, business rules, and system parameters
- Developed APIs in compliance with MoDEE API standards
- Integration with:
 - Government Service Bus GSB, NUR and JSR
 - SANAD platform
 - National SMS Gateway
- Source code and technical documentation

2.8.1.5 Testing and Quality Assurance Deliverables

- Test Strategy and Test Plan
- Unit, Integration, and System Test Cases
- User Acceptance Testing (UAT) Scenarios and Test Data
- Test Execution Reports and Defect Logs
- Performance, Load, Stress, and Security Test Reports
- Quality and Customer Journey Checklists (as per MoDEE standards)
- UAT Sign-off Documentation

2.8.1.6 Deployment and Go-Live Deliverables

- Deployment Plan and Release Notes

- Production Environment Setup Documentation
- Data Migration Plan and Execution Reports (if applicable)
- System Configuration Documentation
- Go-Live Readiness Report

2.8.1.7 Training and Knowledge Transfer Deliverables

- Training Plan and Schedule
- Training Materials (User Manuals, Admin Guides, Technical Guides)
- Conducted Training Sessions for:
 - System administrators
 - Technical teams
- Knowledge Transfer Documentation

2.8.1.8 Documentation Deliverables

- System User Manuals (Arabic and English)
- System Administration Guide
- Technical Documentation (Architecture, APIs, integrations)
- Operational and Maintenance Manuals
- Audit and Compliance Documentation

2.8.1.9 Reporting and Analytics Deliverables

- Configured dashboards and reporting modules
- Predefined reports as will be explained in this scope, including but not limited to 28 static reports
- Dynamic report builder configuration

2.8.1.10 Support and Maintenance Deliverables

- Support and Maintenance Plan for 2 years
- Incident and Issue Management Reports
- System Monitoring and Performance Reports
- Periodic System Updates and Enhancements if needed with no additional cost within the scope of work

2.8.1.11 Infrastructure and Technical Deliverables

- Logical Infrastructure Architecture
- Required computing resources and hosting setup
- Installation and configuration of required software and licenses (if applicable)
- Backup and recovery configurations

2.8.1.12 Compliance and Security Deliverables

- Security compliance documentation (ISO 27001 / MoDEE standards)
- Data protection and privacy compliance documentation

- Audit logs and tracking mechanisms
- Penetration testing and vulnerability assessment reports

2.9 Stakeholders & Users

2.9.1 Service Recipients & Major Stakeholders

Service recipients:

The following recipients could benefit from suggested platform:

- NAF staff members
- Beneficiaries (individuals) to check if the service for Jordanians only or for non-Jordanian too
- Other type of users

Major Stakeholders:

Winning bidder is required to integrate with the following stakeholders

Availability on GSB	Required information	Stakeholder Name	
Available on GSB	بيانات الهوية الشخصية وبيانات منطقة السكن	دائرة الأحوال المدنية والجوازات.	1
Available on GSB	سجلات الضمان الاجتماعي (الخبرات) وتقاعد الضمان الاجتماعي	المؤسسة العامة للضمان الاجتماعي.	2
Available on GSB	بيانات الثانوية العامة	وزارة التربية والتعليم.	3
Available on GSB	بيانات المؤهلات العلمية	وزارة التعليم العالي والبحث العلمي.	4
Available on GSB		وزارة العدل.	5
Available on GSB	شهادات مزاولة المهن الصحية	وزارة الصحة.	6
Available on GSB	للتحقق بان لا يكون طالب الخدمة شريكا في شركة تضامن أو ان يشارك في إدارة أي شركة أو مالكا لمؤسسة فردية أو مكتسبا صفة تاجر	وزارة الصناعة والتجارة.	7
Available on GSB	بيانات التقاعد المدني والعسكري	مديرية التقاعد المدني والعسكري.	8
Available on GSB	بيانات الرخصة وبيانات امتلاك مركبة	إدارة ترخيص السواقين والمركبات.	9
Not Available on GSB	للاستعلام في حال ما اذا كان مقدم الطلب له انتساب لنقابة معينة و/او يستفيد من راتب نقابة.	النقابات	10
	للتأكد ان طالب الخدمة لا يستفيد من خدمات الصندوق	صندوق المعونة "حماية"	11
	للتأكد ان طالب الخدمة لا يملك وغير شريك في شركة	دائرة مراقبة الشركات	12

13	دائرة الأراضي والمساحة	للتأكد ان طالب الخدمة لا يمتلك عقار او اراضي
14	الإقامة والحدود	للتأكد فيما اذا كان طالب الخدمة متواجد بالأردن او خارجها
15	دائرة قاضي القضاة	للتأكد من واقعات الزواج والطلاق
16	وزارة العمل	للتأكد من عدم وجود خادمت
17	وزارة الزراعة	للتأكد من ان طالب الخدمة لا يمتلك ثروة حيوانية (جمال, اغنام, ابقار)
18	ضريبة الدخل والمبيعات	للتأكد ان طالب الخدمة خاضع للضريبة
19	هيئة الاتصالات وتكنولوجيا المعلومات	للاستعلام ما اذا كان مقدم الطلب يعمل على احد التطبيقات المرخصة من الحكومة (اوبر, كريم... الخ)
20	هيئة الأوراق المالية	للاستعلام ما اذا كان مقدم الطلب يملك اسهم في السوق المالية الأردنية
21	المجلس الأعلى لحقوق الأشخاص ذوي الإعاقة	وذلك للاستعلام في حال ما اذا كان مقدم الطلب عنده إعاقة معينة
22	الأجهزة والجهات الأمنية	(شهادة التعيين العسكرية) وذلك للتأكد من ما اذا كان طالب الخدمة عسكري في احد الجهات الأمنية ام لا
23	وزارة الصحة	وذلك للتأكد من حالة وفاة وتسجيلها مباشرة في المستشفى
24	امانة عمان الكبرى	وذلك للتأكد في حال ما اذا كان مقدم الطلب يملك رخصة او تصريح للدخول للسوق المركزي او في ما اذا كان يملك رخصة كشك او جميع التراخيص الصادرة من امانة عمان بالإضافة الى عوائد الايجار
25	البلديات	لتوفير نفس المعلومات المسترجعة من امانة عمان لكن على مستوى المحافظات والبلديات

2.10 Activities and Deliverables

2.10.1 Component 1 – e-Services System Delivery

Required Activities

- Perform requirements gathering and analysis for processes/services related to the scope of work, and commit on the workflow of the services/processes that facilitate the digitization of the system taking into consideration all related laws, rules and regulations.
- Document SOPs after enhancement on ARIS platform using MODEE filter. Study, analyze and document customer experience in providing the required services and processes describing all channels and touch points for each type of recipient proposed to deliver and provide the services and Document service card of all related service after enhancement on ARIS platform using MODEE filter. Note: Either updated the existence service cards on ARIS platform or create any amendments such as merge or separated any services and create the related service card for them.

- Noting that MODEE will provide the winning bidder with the needed user (designer) account, please refer to Annex (4.14) for the manual that describes which models, object, and attributes to be used
- Integrate the new systems with ENTITY internal systems through APIs/ if required in the scope of work
- Provide detailed requirements specifications document (SRS) for online and walk in scenarios for the new systems showing integration with both internal and external systems and stakeholders.
- Provide a HLD /LLD of the solution, describing system architecture for 3 Tier(Web/App/DB) or kubernetes, functions and interactions of all the components taking into consideration providing all options for solution architecture that may result from the assessment which will be conducted in the entity (integration with current data base / migration/ availability of current systems/ no current systems. etc.).
- Conduct sprint review sessions with MODEE and entity team.
- Provide solution architecture, NAF with collaboration with MODEE team have the right to study, update and approve it.
- Design, develop, implement, deploy (install, test, launch) and rollout of the proposed solution. This needs to be aligned with the e-Government Architecture Framework including the use of shared components and services like the SMS Gateway, billing module, e-Government Contact Center, Government Service Bus (GSB), IDM (SANAD) where required.
- Develop/ provide all professional activities and services needed to deliver the integration between the existing systems and new system (if needed).
- Perform the integration between all stakeholders and the new system through GSB which may require provide, update and / or consume of web services and APIs.
- Perform data migration The winning bidder shall perform data cleansing prior to migration to ensure data quality and consistency.
- The winning bidder must take into consideration that services requests must be directed/ redirected to the related directorate for processing through the system.
- Develop scanning functionality/feature on the walk-in application to enable entity users to scan documents and upload it to the system, the application should be integrated to the entity archiving system.
- Build restful APIs to expose the services in the scope of work over GSB to be consumed by any other channel or application (i.e SANAD). Those APIs should be developed according to MODEE standards.*
- Develop all needed web services and APIs as provider and /or consumer, needed for the proper functioning of the system.
- The built APIs should comply with MoDEE and Sanad requirements.
- Build the new services within this scope using the restful APIs which published on GSB.
- Provide very well documentation for the built APIs.
- Provide full use case scenarios for the built APIs.
- Working closely with MODEE – Datacenter teams to deploy the built APIs over GSB and test them.
- Make full cycle test of the APIs published over GSB and deliver its Postman collection.
- Develop and conduct the User Acceptance Test (UAT) in collaboration of MODEE.
- Develop the QR code on all delivered documents (where applicable and if needed) using the QR Code as a Service that provided by MoDEE.

Deliverables

- Documented Standard Operating Procedures (SOP) for the processes after enhancement on ARIS.
- Document services card with customer journey models for the processes after enhancement on ARIS.
- Detailed solution architecture, with the description of models in UML, BPMN, or other relevant standard largely adopted by the ICT industry, which will include sufficient details of the architecture in several sections
- SRS (Software Requirement Specifications)
- Sprint reviews feedback and sign off.
- Detailed integration document for integrations with internal and external stakeholders
- Complete Solution source code with documentation
- The database model (as a diagram, document, etc.)
- Tested and deployed APIs
- Technical and business documentation for the implemented APIs
- End-user manuals (including and not limited to FAQ, “How do I” questions; in Arabic).
- Deliver a full cycle test of the APIs published over GSB and deliver its Postman collection.
- Deliver very well documentation for the built APIs and a full use case scenarios for the built APIs.

2.10.2 Component 2 – Required e-Service Infrastructure

The winning bidder is required to perform the activities mentioned below regarding solution Infrastructure:

1. Must provide the solution hosted on the Government Private Cloud (GPC) and fully integrated with Nutanix AHV/VMware Vsphere.
2. Must provide the solution design architecture that includes the required virtual machines (VMs), databases (DBs), or any other related services (GPC and infrastructure services are listed in the below table*).
3. Must describe each component’s functionality and role in the architecture, knowing that GPC provides 3-tiers architecture for management and security purposes (Web, App, and Data).
4. Must provide the required sizing (computing specifications) that will be utilized for VMs and DBs.

* GPC provides the bidders with different services as shown in the below table.

Government Private Cloud (GPC) Services		
1	Virtual Machines	
	Option 1	Windows Server 2022/2025 Enterprise Edition (Licensed).
	Option 2	UPUNTU / Oracle Linux
	Option 3	Any other OS is the bidder responsibility to provide, install, configure, and license it. Any required licenses must be included in the financial proposal as optional item.
2	Kubernetes	

	Option 1	Nutanix Kubernetes Platform(NKP)
	Option 2	Installing native Kubernetes , It is winning bidders responsibility to install, configure and manage.
3	Databases	
		Installing and operating a standalone database environment using MySQL, Microsoft SQL Server, Oracle Database, PostgreSQL, or any other equivalent database solution hosted on dedicated servers/VMs. In this case, the bidder shall be responsible for providing, installing, configuring, managing, and supporting the required database solution and related components.
4	Other services	
	1.	Load Balancer (LB)
	2.	web application Firewall (WAF)
	3.	Publishing & DNS
	4.	Object storage
	5.	Micro Segmentation
	6.	Backup Solution
	7.	Warm DR Site on infrastructure level; the bidder must provide business continuity plan for all proposed solution components
	8.	antivirus
	9.	SSL certificate
	10.	SMTP Integration
	11.	SMS Gateway integration

Technical proposal requirements

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

1. Proposed options for hosting on GPC
2. Logical infrastructure architecture showing all solution components and its description
3. Proposed GPC services that will fulfill project's needs and requirements
4. Required computing resources to host the solution

Note: If during the implementation found that the infrastructure component described in the technical proposal submitted by the winning bidder does not fulfill the requirements of the scope of this project, then the winning bidder must provide all additional needed infrastructure components and the cost of all these additional components will borne by the winning bidder

Financial proposal requirements

The bidder is required to provide list of all costs associated with the required infrastructure components, services, and licenses in the financial proposal.

Deliverables

The winning bidder is required to provide the below deliverables:

1. Comprehensive logical infrastructure architecture
2. Computing resources required to host the solution.
3. All required licenses

2.10.3 Component 4 – Change Management, Knowledge Transfer, Training & Customer Journey/Experience

Required activities

- a) It is important to emphasize that the design of standard **customer Journey/experience** would be of great help to the Moderee and Entity, who may be in the process of developing new e-Government services to ensure consistency among e-Government services in general and with launched services in Entity in specific, and provide a focus for customer experience, please refer to Annex (4.7) for more information about the customer journey/experience
- The winning bidder is required to prepare, present and execute plan of knowledge transfer and training for identified stakeholders among different users' types.
 - Change management and awareness sessions should be conducted; in two levels; technical team and top management awareness
 - The following are training types:
 - End user training (10)
 - Training on the selected technology (4)
 - Training audience numbers shall vary according to the services in each phase
 - Provide training handout material, materials should include related links and videos.(soft and hard copies for all attendees)
 - Provide educational videos (for services recipients), the duration for the videos must be within 2– 3 minute with Arabic professional narration services for providing dialogue and narration.
 - The final educational video; will be used on YouTube, Social media channels, websites and as seems appropriate.
 - Comply to Customer journey Compliance sheet attached

Deliverables

- Training plan for all training sessions
- Arabic and English videos detailing how to use the system upon the requirements mentioned above in activities section.
- Executed training sessions for all relevant e-Service stakeholders. - provide delivery notes for executed sessions
- Training material (hardcopy and soft copy) (including Administrator training, Technical training, Stakeholders training, End-user training).

- Customer journey Compliance sheet

2.10.4 Component 5 – Operations Support and Maintenance

To execute “Operation Support and Maintenance” component of this project, the winning bidder is required to perform the activities mentioned below for 24 months after obtaining the preliminary acceptance for the system under the scope of work. Noting that the system will be under the responsibility of the winning bidder during this period, any additional related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the winning bidder:

- Assign a contact person / account manager to be responsible during the support and maintenance period of this contract.
- Provide support and maintenance services on 24x7 basis for severities 1&2 and 8x5 for severities 3&4 for the implemented solution by a team which possesses the proper knowledge and proven experience of the proposed solution.
- Ensure the availability of qualified resources at the local partner’s premises to provide on-site support when needed.
- Provide detailed implementation plan for any pre-planned maintenance operation that may affect entity services availability, functionality or stability, with necessity to provide roll-back plan before commencing with maintenance operation
- Issue a service report after each and every site visit registering the reported incident, its root cause and the followed procedures that resulted in the successful resolution including the taken and/or suggested recommendations and measures that shall prevent such incidents / issues from reoccurring in the future.
- Comply with the service level requirements defined below
- Provide a renewal of the software license (if any and requested) to cover the maintenance and support period.
- Provide communication channels to enable the entity to report incidents that should be tracked and monitored until final resolution by the winning bidder, and keeping entity informed about the status for these incidents until the final resolution.
- Use a ticketing system that records all reported incidents and service request and ensuring government entity have access to both the system and report incident the generated incident-reports, and it shall be able to integrate with the ticketing system in Modet if requested.
- Applying the latest fixes, patches and required updates to the installed software during the support and maintenance period (if required) while ensuring system’s integrity, reliability, conformity, and normal operation for all system features including the content
- If hardware provide in the scope of the project, then spare parts required under the scope of this RFP shall be provided and installed by the winning bidder, the winning bidder has to use only genuine parts when replacing defected ones otherwise the winning bidder will be held responsible for all losses incurred due to using non-genuine spare parts or not adequate parts (in case the resolution needed replacing a spare parts, and if more time needed, the winning bidder must get the related government entity approval to extend the time, otherwise a penalty will be apply)
- Define Escalation Procedure including the levels of escalation and name and contact details for contact person.

Deliverables

- Service reports for all reported and resolved incidents approved by a representative from the owner.
- Proof of licenses renewal (if any available in the scope)

Service level requirements

Severity Levels:

Severity One (Urgent)

A severity one (1) issue is a catastrophic production problem which may severely impact the Required Service\Solution Availability, In such case, part or all Required Service\Solution production components are down or not functioning; loss of production data and no procedural work around exists.

Severity Two (High)

A severity two (2) issue is a problem where the Required Service\Solution is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of business operations and productivity of Required Service\Solution. The system is exposed to potential loss or interruption of service.

Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem, which involves partial non-critical functionality loss one, which impairs some operations but allows the Required Service\Solution users/administrators to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Severity Four (Low)

Important problem but it can wait no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Severity Five (Planned)

Means an occurrence that can be scheduled and planned to a specific timing.

Table 1: Response, Resolution, times for different severity levels

Severity	Response Time	Resolution Time
1	1 hour	8 hours.
2	2 hours	24 hours
3	4 hours	3 working days
4	8 hours	5 working days
5	As will be planned and agreed between the related government entity and the winning bidder	

*Support required to be 24x7 basis for severities 1&2 and 8x5 for severities 3&4.

Where:

Response Time: Time taken to acknowledge receiving of reported incident calculated from the time sending an email explaining the incident, opening a ticket on bidder ticketing system, or conducting a phone call with the assigned support engineer by the bidder or bidder's first line of support.

Resolution Time: Time taken to solve the reported incident completely (permanent or workaround solution). Resolution Time is calculated from the end of the defined response time for each severity level as shown in the above table.

Escalation Procedure and Penalties:

For incidents classified as Severity Level 1, 2, 3 & 4, if bidder:

1. Passed the Response Time: first level of escalation will be applied by notifying bidder's Technical Support Manager or the assigned contact person.
2. If the winning bidder Passed the resolution time without solving the incident (permanent or a temporary solution) and without accepted reasons from the government entity (who owns the project), then the government entity is entitled to fix the problem and to apply a penalty on the winning bidder in accordance with the following criteria in the below table and all costs incurred by the government entity for fixing the incident will be charged to the winning bidder and deducted from his dues or the performance/ maintenance bond.

Table 2: Penalties

Severity	Definition	Penalty
1	Must be done, essential to business survival. Business can't continue	A penalty of (Awarding Value in J.D/Project Duration in days)*0.1 J.D. shall be applied for each day or part of a day passing the resolution time. This penalty will be applied until resolving the incident. After 2 days, if the incident not resolved then (the government entity who owns the project) have the right to called 3rd party to resolve the incident and all cost incurred by government entity for fixing the problem will be charged to winning bidder .
2	Should be done, near essential to business survival.	A penalty of (Awarding Value in J.D/Project Duration in days)*0.085 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until resolving the incident. After 3 days, if the incident not resolved then (the government entity who owns the project) have the right to called 3rd party to resolve the incident and all cost incurred by government entity for fixing the problem will be charged to winning bidder
3	Could be done, high benefit to business if time and resources are available.	A penalty of (Awarding Value in J.D/Project Duration in days)*0.065 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until resolving the incident. After 4 days, if the incident not resolved then (the government entity who owns the project) have the right to called 3rd party to resolve the incident and all cost incurred by government entity for fixing the

		problem will be charged to winning bidder
4	Important problem but can wait	A penalty of (Awarding Value in J.D/Project Duration in days)*0.045 J.D. shall be applied for each day pass the resolution time. This penalty will be applied until resolving the incident. After 5 days, if the incident not resolved then (the government entity who owns the project) have the right to called 3rd party to resolve the incident and all cost incurred by government entity for fixing the problem will be charged to winning bidder

2.10.5 Component 6 – Agile Project Management

Required activities

- 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 ENTITY and its stakeholders to come up with solid rational for phased approach of the project implementation plan
- Ensure close cooperation with MoDEE and ENTITY 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 in cooperation with ENTITY 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.

Note: MoDEE will be providing the winning bidder with a project management kit that is mandatory to comply with.

Deliverables

- Project kick-off presentation (in English or Arabic)
- Project charter
- 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 management plan
 - Communications management plan
 - Requirements management plan
 - Stakeholder management plan including project organization structure and roles and responsibilities
 - Risk management plan
 - Quality management plan (as Described in Quality Management Component)
 - Deliverables traceability matrix
- Issues and risk logs
- Action log
- Scheduled project status and progress reports (Weekly) addressing Reasons behind any deviation from Project baseline plan.
- Project closing presentation (in English or Arabic) outlining work completed, lessons learned and recommendations for “next steps”

Notes:

1. The period allocated for conducting tests by both the Business owner (Business UAT) and MODEE, consisting of two rounds for each type of test, including the period for addressing comments by the company — is considered part of the contractual project duration.
2. The project plan must be submitted in MS Project format.
3. It is the winning bidder responsibility to document and write all minutes of meetings related to the project.

2.10.6 Component 7 – Quality Management

Required activities

- Perform agile testing as it will be an integral part of the software development, where the whole development team will be conducting the testing on the developed features and functionalities and check behavior of the outcomes according to the expectations and requirements of MODEE and entity team.
- 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 software, documentation, etc.
- Provide all Quality deliverables, which ensure that all related activities are done successfully. This includes but not limited to Test Plans, Test Case Scenarios including acceptance test scenarios, testing results/reports, Testing Summary report, Defect (Bug) report and other required/proposed artefacts.
- Prepare the testing/staging environment to be identical to production environment in the following points:
 - Testing environment is fully Integrated to all web services and web forms
 - Testing environment is fully integrated to staging e-payment gateways and shared government services
- Ensure full compliance with the e-services standards, including the E-Services Portals Design Kit, Standards & Guidelines for End Users and Employees, the SANAD Mobile Application (Citizen Interface) Standards & Guidelines, and all other related documents attached in the annex 4.16.
- Perform all needed activities in the User Acceptance Testing that should be done in cooperation with MODEE and entity, all bugs and defects should be solved in order to get the approval on e-Services launching before each phase.

NOTE: MODEE reserves the right to perform their own functional and non-functional test including security, performance, load, stress, quality and customer journey test on the solution (2 rounds test) and provide the reports to the winning bidder to apply bug fixing and recommendations to ensure system functionalities this will be done in each phase.

- **Prior conducting performance test, winning bidder, with collaboration with MoDEE project manager, has to deliver the requirements listed in annex 4.9: Performance Test Checklist.**
- In case an additional round of testing is needed after the official 2 rounds, the cost will be covered by the winning bidder.

Following are the estimated cost in JD for each testing type for each service:

#	Item Description	Cost (JD)
1.	Quality Test (per service)	620
2.	Customer Journey Test (per round)	440
3.	Performance test (per round) Note: MODEE has the right to decide the need to conduct the test as per this business need	100
4.	Load test (per round) Note: MODEE has the right to decide the need to conduct the test as per this business need	100
5.	Stress test	100

	(per round)	
	Note: MODEE has the right to decide the need to conduct the test as per this business need	
6.	Security (per round)	150

Deliverables

- Quality and customer journey checklists: Complete the forms provided in the Annex 4.16 (e.g., *E-Services Standards End User & Employee Checklist* or *SANAD Application Checklist 2025*).
- sUAT test cases and scenarios, properly aligned with test data and MODEE standards.
- Report from performed UAT sessions.

3. ADMINSTRATIVE PROCEDURES & REQUIREMENTS

4.1 Response Procedures

All inquiries with respect to this RFP are to be addressed on JONEPS in writing by e-mail (eGov_tenders@modee.gov.jo) with the subject “**Social Protection Management Information System (SP-MIS) for National Aid Fund (NAF)**“. Inquiries can only be addressed by Joneps . Questions and answers will be shared with all Bidders’ On JONEPS .

4.2. Response Format

Bidders responding to this RFP shall demonstrate up-to-date capabilities and experience in providing similar services and similar engagements of the same scope and size. **These services and engagements must be performed by the bidder during the last 7 years (1 similar successfully accomplished projects is required).** **As the following:**

مطلوب مشروع واحد على الأقل مشابه لنطاق العمل على ان تكون بداية ونهاية المشروع خلال اخر 7 سنوات
علما بأن علامة المشروع (10 علامة) سيتم وضعها اعتمادا على تقييم أفضل مشروع تم تقديمه يغطي كافة مكونات نطاق العمل ولا يتم تجزئة
المكونات على أكثر من مشروع.

Note: accomplishment letters might be requested during the evaluation process

Important Note:

- 1) Bidders must detail the description about Scope, size and year for each project according to the below template

Project Name	
Start date	
End date	
Project size	



Detailed Project components	
Client contact number and email	

Note: Where some skills are not available, the bidder should joint venture or sub-contract with a reputable **local/international firm** to cover for this specific skill, services or equipment provided that all partners to a joint venture will be jointly and severally responsible towards Modee In case of subcontracting, the subcontractor has to be approved by Modee and the contractor will be liable for all works performed by the sub-contractor.

Bidders' written response to the RFP must include:

Part I: Technical Proposal

A. Corporate capability statement : Corporate capability statement must include all the following:

- Corporate technical capabilities and experience in implementing similar solutions together with detailed description and reference to each component underlined in Section 3: Scope of the project.
- Detailed proposed Team Resumes (with names) (each resume will be subjected to the approval of Modee, in case of replacements the winning bidder has to abide by 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)
- Description and references to similar projects performed in the last 8 years.
- Reference to appropriate work samples
- If a bidder is a joint venture, partners need to be specified with the rationale behind the partnership. Corporate capability statement should be provided for all partners
- Current client list, highlighting potential conflict of interest
- Submit work plan allocation resources with their percentage of involvement
- Project Organizational Structure

B. 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 4.12

Part II: Financial Proposal

The financial proposal should include a cost summary and a detailed cost analysis section. The cost summary must provide a fixed lump sum price 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) and **summary of remuneration_ خلاصة** (ملحق الاتفاقية رقم 2 و رقم 3) duly filled; signed and attached in the Arabic Sample Agreement under (ملاحق الاتفاقية رقم 2 و رقم 3) attached in the Arabic Sample Agreement under (ملاحق الاتفاقية رقم 2 و رقم 3)



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 their proposal as per the format described in Annex 4.13

- على الفريق الثاني ان يشمل سعره الضريبة العامة على المبيعات بنسبة (16 %) الا اذا كانت الشركة خاضعة للضريبة العامة على المبيعات بنسبة (0) % (بموجب كتاب رسمي من هيئة الاستثمار يرفق مع العرض المالي) يتم عكس هذه النسبة على السعر المقدم من قبلها.
- في حال عدم توضيح الضريبة العامة على المبيعات على السعر المقدم من قبل الشركة يعتبر سعر الشركة شامل للضريبة العامة على المبيعات بنسبة 16 %.

Part III: Bid Security

This part includes the original Bid Guarantee.

4.3 Response Submissions

Bidders must submit proposals to this RFP on JONEPS no later than 12:00 PM on [.....] (Jordan Local Time).

Ministry of Digital Economy and Entrepreneurship

Tender No: [29/eGovt/2026]

Tendering Department – 3rd floor

Ministry of Digital Economy and Entrepreneurship

8th circle

P.O. Box 9903

Amman 11191 Jordan

Tel: 00 962 6 5805642

Fax: 00 962 6 5861059

Proposals should be submitted as 3 separate parts as follows:

- **Part I “Social Protection Management Information System (SP-MIS) for National Aid Fund (NAF) - Technical and Corporate Capabilities Proposal”**. This part should not contain any reference to cost or price. Inclusion of any cost or price information in the technical proposal will result in the bidder’s proposal being disqualified as irresponsible. (on Joneps) .
- **Part II “Social Protection Management Information System (SP-MIS) for National Aid Fund (NAF) – Financial Proposal”**. (on Joneps) .
- **Part III “Social Protection Management Information System (SP-MIS) for National Aid Fund (NAF)– Bid Bond”** This part (envelope) should contain 1 hard copy. This part should not contain any reference to cost or price. Inclusion of any cost or price information in this part will result in the bidder’s proposal being disqualified as irresponsible.

Note: Late submissions will not be accepted . Proposals may be withdrawn or modified and resubmitted on JONEPS.

Regardless of method of delivery, the proposals must be received by JONEPS no later than 12:00PM [.....] (Amman Local Time). Modee will not be responsible for premature opening of proposals not clearly labeled.



4.4 Response Evaluation

All responses to the RFP will be evaluated technically and financially and the winning proposal will be selected on the basis of “best value” in terms of technical superiority as well as cost effectiveness. Technical and financial proposals shall be reviewed by the Purchase Committee at the Ministry and evaluated in accordance with the following procedure:

The overall proposal will be evaluated according to the following criteria:

Overall Technical Proposal 70%

Overall Financial Proposal 30%

The overall bidders mark will be calculated as follows:

$$(30 \times \text{least value of financial proposals}) / \text{bidder financial proposal value} + (\%70 \times \text{bidder technical mark})$$

If the bidder does not achieve a minimum technical score of **70%**, the **financial proposal will not be considered and shall be disqualified.**

Technical Proposal Evaluation: Refer to the detailed evaluation criteria attached in annex (4.18)

Each bidder is required to fill annex 4.9 and annex 4.10 and 4.11 and provide them in the technical proposal

Only those bidders that qualify in the technical proposal (qualification mark 70% or above), will have their financial offers reviewed. The Financial proposal will be evaluated only for companies who qualify. The financial offer of those who do not qualify 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:

1. All prices should be quoted in Jordanian Dinars inclusive of all expenses, governmental fees and taxes, including sales tax
2. The type of contract will be a fixed lump sum price contract including costs of all software or/and hardware, licensees, documentation, maintenance, support, knowledge transfer, training, warranty, and professional fees, profits and overheads and all other expenses incurred
3. A clear breakdown (table format) of the price should be provided including price for consulting time, other expenses, etc.
4. The bidder shall bear all costs associated with the preparation and submission of its proposal and Modee will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the proposal process.
5. 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.
6. 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 (5000J.D) (in a separate sealed envelope. The bond will be in the form of certified cheque or bank guarantee from a reputable registered bank, located in Jordan, selected by the bidder
 7. The bidder shall ensure that the (tender bond) proposal security shall remain valid for a period of 120 days after the bid closing date or 30 days beyond any extension subsequently requested by the Purchase Committee, and agreed to by the bidder.
 8. Any proposal not accompanied by an acceptable proposal security (tender bond) shall be rejected by the Purchase Committee as being non-responsive pursuant to RFP.
 9. The proposal security of a joint venture can be in the name of all members participating in the joint venture submitting the proposal or in the name of one or more members in the joint venture.
 10. The proposal security of the unsuccessful bidders will be returned not later than 30 days after the expiration of the proposal validity period.
 11. 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 letter.
 12. The proposal security of the winning bidder will be returned when the bidder has signed the contract and has furnished the required performance security.
 13. The proposal security may, in the sole discretion of the Purchase Committee, be forfeited:
 - If the bidder withdraws its proposal during the period of proposal validity as set out in the RFP; or
 - In the case of winning bidder, if the bidder fails within the specified time limit to sign the contract; or sign the joint venture agreement in front of a notary public in Amman, Jordan; or furnish the required performance security as set out in the contract.
 14. The winning bidder has to pay the fees of the RFP advertisement issued in the newspapers.
 15. 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.
 16. Bidders must take into consideration that payments will be as specified in the tender documents and will be distributed upon the winning 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 first party.
 17. 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 winning or otherwise.

4.6 Legal Terms

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

0. If the Bidder decides to form a joint venture, Each partner in the joint venture shall be a business organization duly organized, existing and registered and in good standing under the laws of its country of domicile. The Bidder must furnish evidence of its structure as a joint venture including, without limitation, information with respect to:



- the legal relationship among the joint venture members that shall include joint and several liability to execute the contract; and
 - the role and responsibility of each joint venture member
1. The Bidder must nominate a managing member (leader) for any joint venture which managing member will be authorized to act and receive instructions on behalf of all the joint venture members
 2. All bidders should duly sign the joint venture agreement attached to this RFP under Annex 4.3 by authorized representatives of the joint venture partners without being certified by a notary public and to be enclosed in the technical proposal in addition to authorization for signature on behalf of each member. Only the winning bidder partners in a joint venture should duly sign the joint venture agreement attached to this RFP under Annex 4.3 by authorized signatories and this agreement is to be certified by a Notary Public in Jordan
 18. 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.
 19. The proposal shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. The latter authorization shall be indicated by duly-legalized power of attorney. All of the pages of the proposal, except un-amended printed literature, shall be initialed by the person or persons signing the proposal.
 20. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the proposal.
 21. 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
 22. Modee requires that all parties to the contracting process observe the highest standard of ethics during the procurement and execution process. The Special Tenders Committee 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 Modee, and includes collusive practice among Bidders (prior to or after NAF of the benefits of free and open competition.

23. No bidder shall contact Modee, its employees or the Special Tenders Committee or the technical committee members on any matter relating to its proposal to the time the contract is awarded. Any effort by a bidder to influence Modee, its employees, the Special Tenders Committee or the technical committee members in the Purchase 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
24. 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-contractors, and agents of either of them similarly shall not receive any such additional remuneration.



25. A business registration certificate should be provided with the proposal
26. If the bidder is a joint venture, then the partners need to be identified with the rationale behind the partnership. Corporate capability statement should also be provided for all partners.
27. The laws and regulations of The Hashemite Kingdom of Jordan shall apply to awarded contracts.
28. The Bidder accepts to comply with all provisions, whether explicitly stated in this RFP or otherwise, stipulated in the government Procurement ByLaw 8 of 2022 and its Instructions, , and any other provisions stated in the Standard Contracting sample Arabic Contract Agreement Annexed to this RFP including general and special conditions, issued pursuant to said Unified Procurement ByLaw 8 of 2022 and its Instructions
29. 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 winning or otherwise.
30. Bidders must review the Sample Arabic Contract Agreement provided with this RFP and that will be the Contract to be signed with the winning bidder. Provisions in this Sample Arabic Contract Agreement are not subject to any changes; except as may be amended by MODEE before tender submission; such amendments are to be issued as an addenda.
31. Proposals shall remain valid for period of (90) days from the closing date for the receipt of proposals as established by the Special Tenders Committee.
32. The Special Tenders 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 shall also be suitably extended. A bidder may refuse the request without forfeiting its proposal security; however, in its discretion, the Special Tenders 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.
33. 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/withdraw this tender without providing reasons for such action and with no legal or financial implications to Modee.
34. 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 technical proposal will only be accepted if a written version has also been submitted by the closing date.
35. 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, the other copies and/or the softcopy of the proposals, the original hardcopy will prevail and will be considered the official copy.
36. NAF 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. The value of such penalties will be determined in the Sample Arabic contract for each day of unjustifiable delay.

37. Bidders may not object to the technical or financial evaluation criteria set forth for this tender.
38. The winning bidder will be expected to provide a single point of contact to which all issues can be escalated. NAF will provide a similar point of contact.
39. NAF is entitled 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, NAF reserves the right to request an alternative staff at no extra cost to NAF.
40. Each bidder will be responsible for providing his own equipment, office space, secretarial and other resources, insurance, medical provisions, visas and travel arrangements. NAF will take no responsibility for any non-Government of Jordan resources either within Jordan or during travel to/from Jordan.
41. Any source code, licenses, documentation, hardware, and software procured or developed under '**National Aid Fund SP-MIS**' is the property of NAF /MODEE upon conclusion of 'The Project'. Written consent of NAF must be obtained before sharing any part of this information as reference or otherwise.
42. 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.
43. The bidder may modify or withdraw its proposal after submission, provided that written notice of the modification or withdrawal is received by the Purchase 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 (bid bond).
44. A bidder wishing to withdraw its proposal shall notify the Special Tenders Committee in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also sent by fax, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.
45. The notice of withdrawal shall be addressed to the Special Tenders Committee at the address in RFP, and bear the contract name "**National Aid Fund SP-MIS**" and the words "Withdrawal Notice".
46. 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.
47. 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 may result in forfeiture of the bidder's proposal security.
48. The Bidder accepts to comply with all provisions, that are explicitly stated in this RFP and any other provisions stated in the Standard Sample Arabic Contract Agreement attached hereto and Tendering Instruction and attached hereto.
49. 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 this Contract or

- to the Services, as faithful advisers to NAF, and shall at all times support and safeguard NAF's legitimate interests in any dealings with Sub-contractors or third parties.
50. If there is any inconsistency between the provisions set forth in the Sample Arabic Contract Agreement attached hereto or this RFP and the proposal of Bidder; the Sample Arabic Contract Agreement and /or the RFP shall prevail
51. NAF 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. NAF shall have a perpetual, irrevocable, non-transferable, paid-up right and license to use and copy such materials mentioned above and prepare derivative works based on them.
52. Bidders (whether in joint venture or alone) are not allowed to submit more than one proposal for this RFP. If a partner in a joint venture participate in more than one proposal; such proposals shall not be considered and will be rejected for being none-responsive to this RFP.
53. **Amendments or reservations on any of the Tender Documents:** Bidders are not allowed to amend or make any reservations on any of the Tender Documents or the Arabic Sample contract agreement attached hereto. 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, reservations on any of the tender documents or the Contract; then such amendments or reservations shall not be considered and the items in the tender documents and the Contract shall prevail and shall be executed without additional cost to NAF and the winning bidder shall not be entitled to claim for any additional expenses or take any other legal procedures.
54. Nothing contained herein shall be construed as establishing a relation of principal and agent as between NAF and the Winning Bidder. The Winning Bidder has complete charge of Personnel and Sub-contractors, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
55. The Winning Bidder, their Sub-contractors, and the Personnel of either of them shall not, either during the term or after the expiration of the Contract, disclose any proprietary or confidential information relating to the Project, the Services, the Contract, or NAF's business or operations without the prior written consent of NAF. The Winning Bidder shall sign a Non-Disclosure Agreement with NAF as per the standard form adopted by NAF. A confidentiality undertaking is included in annex 4.2.
56. Sample Arabic Contract Agreement Approval:

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

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 2 and enclose it in their financial proposals.

Bidders must fill out the summary payment schedule form sub annex 3 (الملحق رقم 3) which is part of the Arabic Sample Contract version provided with the RFP, sign and stamp it, and enclose it with the Financial Proposal.



Bidders must also fill out and duly sign the Financial Proposal Response Formats under Annex 4.13 of this RFP and enclose it in the financial proposals.

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

- **PROHIBITION OF CONFLICTING ACTIVITIES**

Neither the Winning Bidder nor their Sub-contractors nor their personnel 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 abroad 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.

- **INTELLECTUAL PROPERTY RIGHTS PROVISIONS**

- Intellectual Property for the purpose of this provision shall mean all copyright and neighboring rights, all rights in relation to inventions (including patent rights), plant varieties, registered and unregistered trademarks (including service marks), registered designs, Confidential Information (including trade secrets and know how) and circuit layouts, and all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.
- Contract Material for the purpose of this provision shall mean all material (includes documents, equipment, software, goods, information and data stored by any means):
 - a) Brought into existence for the purpose of performing the Services;
 - b) incorporated in, supplied or required to be supplied along with the Material referred to in paragraph (a); or
 - c) Copied or derived from Material referred to in paragraphs (a) or (b);
- Intellectual Property in all Contract Material vests or will vest in NAF. This shall not affect the ownership of Intellectual Property in any material owned by the Winning Bidder, or a Sub-contractor, existing at the effective date of the Contract. However, the Winning Bidder grants to NAF, or shall procure from a Sub-contractor, on behalf of NAF, a permanent, irrevocable, royalty-free, worldwide, non-exclusive license (including a right of sub-license) to use, reproduce, adapt and exploit such material as specified in the Contract and all relevant documents.
- If requested by NAF to do so, the Winning Bidder shall bring into existence, sign, execute or otherwise deal with any document that may be necessary or desirable to give effect to these provisions.
- The Winning Bidder shall at all times indemnify and hold harmless NAF, its officers, employees and agents from and against any loss (including legal costs and expenses on a solicitor/own client basis) or liability incurred from any claim, suit, demand, action or proceeding by any person in respect of any infringement of Intellectual Property by the Winning Bidder, its officers, employees, agents or Sub-contractors in connection with the performance of the Services or the use by NAF of the Contract Material. This indemnity shall survive the expiration or termination of the Contract.
- The Winning Bidder not to benefit from commissions discounts, etc. 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-contractors, and agents of either of them similarly shall not receive any such additional remuneration.

- THIRD PARTY INDEMNITY

Unless specified to the contrary in the Contract, the Winning Bidder will indemnify NAF, including its officers, employees and agents against a loss or liability that has been reasonably incurred by NAF as the result of a claim made by a third party:

- Where that loss or liability was caused or contributed to by an unlawful, negligent or willfully wrong act or omission by the Winning Bidder, its Personnel, or sub-contractors; or
- Where and to the extent that loss or liability relates to personal injury, death or property damage.

- 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, such limitation shall not apply in the following cases (in addition to the case of willful breach of the contract):
 - 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,
 - 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,
 - infringement of Intellectual Property Rights

4.7 Conflict of Interest

1. 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-contractor has such a conflict.
2. If during the course of the Contract a conflict or risk of conflict of interest arises, the Winning bidder undertakes to notify in writing NAF immediately that conflict or risk of conflict becomes known.
3. The Winning bidder shall not, and shall use their best endeavors to ensure that any employee, agent or sub-contractor 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 NAF such activity or interest.
4. If the Winning bidder fails to notify NAF or is unable or unwilling to resolve or deal with the conflict as required, NAF may terminate this Contract in accordance with the provisions of termination set forth in the Contract.

4.8 Secrecy & Security

The Winning bidder shall comply and shall ensure that any sub-contractor complies, so far as compliance is required, with the secrecy and security requirements of NAF, or notified by NAF 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 with the Contract shall become and remain the property of NAF, and the Winning bidder shall, not later than upon termination or expiration of the Contract, deliver all such documents and software to NAF, 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 and/or Replacement of Personnel

1. Except as NAF 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 and upon NAF approval.
2. If NAF finds that any of the Personnel have (i) 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 NAF's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to NAF.

4.11 Other Project-Related Terms

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

3.3 Financial & Submission

3.3.1 Financial proposal requirements

The Financial proposal should include

- a. Compliance to implement the scope of work as described in the scope of work document and with reference to all annexes mentioned below.
- b. Financial proposal should include the Form of Bid (عرض المناقصة) and summary of remuneration (خلاصة بدلات الأتعاب) attached in the Arabic Agreement annex 4.3 under (ملحق امر العمل رقم 2 و رقم 4) duly filled; signed and stamped by the bidder.
- c. The bidder must indicate the overall estimated cost of their proposed solution as per the schedules below

The price quotation should be all-inclusive fixed lump sum price and provided in Jordanian Dinars (JD). All prices are inclusive of all fees, finance rate and taxes. All prices are for site delivery.

Project Total Cost (Lump Sum Contract Amount) for the total compensation for the whole WORK contemplated under this proposal: [JD]



1. The bidder is required to finance lump sum cost of the project according to

component	Amount
System delivery component	
Required Licensees	
Infrastructure component	
Information Security	
Change Management, Knowledge Transfer, Training and Customer Journey/Experience	
Operations Support, Maintenance and Warranty for 24 months	
Quality Management	
Project Management	
Frontend development for suggested platform	
Backend development for suggested platform	
AI Proposed solution (OPTIONAL ITEM)	
Total	

Total Amount in Words: (Only -----Jordanian Dinars)

2. The bidder is required to finance lump sum total cost of the project according to

Module (take into consideration all component)	Amount
Assess Module Submodules if any	
Enroll Module Submodules if any	
Provide Module	



Submodules if any	
Manage Module	
Submodules if any	
Eligibility & Targeting Module	
Submodules if any	
Services Module (specify each service price)	
1. الدعم النقدي الموحد 2. برنامج المعونات الطارئة 3. برنامج الاحالات الخاصة 4. التأهيل الجسماني 5. المعونات الفورية 6. التمكين الاقتصادي 7. الاستجابة للصدمات	
Welfare Ranking and Eligibility	

Total Amount in Words: (Only -----Jordanian Dinars)

Project Detailed Cost:

1. System Delivery:

System Delivery	Resource	Unit cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
	Skill 1				
	Skill 2				
	Skill N				
	Skill 1				
	Skill 2				
	Skill N				
	Skill 1				

	Skill 2				
	Skill N				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

2. Integration points (If Any)

Integration points	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
<i>[List all activities associated with Integration points with stakeholders]</i>	<i>Skill 1</i>				
	<i>Skill 2</i>				
	<i>Skill N</i>				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

1. ITEMS requested to be costed separately (If any)

Number of Users	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments

2. Software Licenses (....Licences)

Software Supplier	Name of Software	License Metrics (i.e. by number of clients, processor power or other	No Licenses	Unit price	Total	1 year maintenance (24/7) and upgrade	Total (Including maintenance)
			TOTAL				

(i) Use several lines in the table if the license complexity warrants

Total Amount in Words: (Only -----Jordanian Dinars)

3. Information Security:

Information Security	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Information Security]	Skill 1				
	Skill 2				
	Skill 3				
	Skill N				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

4. Knowledge Transfer Training and Customer Journey/Experience

Knowledge Transfer, and Training	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Knowledge Transfer, Training and Customer Journey/Experience]	Skill 1				
	Skill 2				
	Skill 3				
	Skill N				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

5. Operation Support, Maintenance and Warranty:

- List all costs associated with the Operations, support and maintenance component for **24 months after obtaining the preliminary acceptance for NAF system under the scope of this RFP**

Operations Support	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
	Skill 1				
	Skill 2				
TOTAL					

6. Agile Project Management

Project Management	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
--------------------	----------	--------------------------	----------------------------	------------	----------



[List all activities associated with Project Management]	Skill 1				
	Skill 2				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

7. Quality Management

Quality Management	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Quality Management]	Skill 1				
	Skill 2				
	Skill n				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

8. Other Costs (if any)

Note (1): The Itemized Financial Proposal will be examined prior Contract Award in order to ascertain that the items are correctly calculated. The itemized prices are for reference only and the lump sum price shall constitute all costs ...etc. incurred by the bidder for the execution of the project. Should any arithmetical error be found, it will be corrected and the Proposal Value will be amended accordingly. Modee encourages all bidders to study carefully their prices and to submit their final and lowest prices.

Note (2): The bidder shall also take into account that all the rates quoted in his Price Proposal shall be fixed throughout the Contract duration and that no adjustment to such rates shall be accepted by Modee, except when otherwise provided for in the Contract.

- على الفريق الثاني ان يشمل سعره الضريبة العامة على المبيعات بنسبة (16%) الا اذا كانت الشركة خاضعة للضريبة العامة على المبيعات بنسبة (0) % (بموجب كتاب رسمي من هيئة الاستثمار يرفق مع العرض المالي) يتم عكس هذه النسبة على السعر المقدم من قبلها.
- في حال عدم توضيح الضريبة العامة على المبيعات على السعر المقدم من قبل الشركة يعتبر سعر الشركة شامل للضريبة العامة على المبيعات بنسبة 16%.

3.3.4.1 Bid Evaluation criteria

All responses to the RFP will be evaluated technically and financially and the winning proposal will be selected on the basis of "best value" in terms of technical superiority as well as cost effectiveness. Technical and financial proposals shall be reviewed by the Purchase Committee at the Ministry and evaluated in accordance with the following procedure:

The overall proposal will be evaluated according to the following criteria:

Overall Technical Proposal 70%

Overall Financial Proposal 30%The overall bidders mark will be calculated as follows:



(30* least value of financial proposals) / bidder financial proposal value + (%70*bidder technical mark)

If the bidder does not achieve a minimum technical score of **70%**, the **financial proposal will not be considered and shall be disqualified**.

Technical Proposal

Category	Detailed Criteria	Weight (%)
Understanding of Requirements & Methodology	-Clarity of understanding project objectives and scope 5% - Completeness and relevance of proposed solution 5% - Appropriateness of development methodology (Agile/Scrum, etc.) 3% - Alignment with functional & non-functional requirements 7%	20%
System Architecture & Technical Approach	Proposed system architecture and design quality	20%
	Use of modern technologies (frameworks, DB, APIs, security standards)	5%
	Scalability, interoperability, and maintainability	5%
	Integration with existing systems and government databases	5%
System Delivery	Describe the implementation methodology for all the points that are mentioned in the scope of work and eservice system delivery component overall implementation strategy covering all Phases of implementation Describe Requirements Gathering Method for collecting functional and non-functional requirements, Techniques for validating requirements with stakeholders and business owners. Provide a high-level design and logical architecture of the solution, describing system architecture, functions, and interactions of all the components. Describe the implementation approach methodology for the migration process, demonstrate capability to successfully migrate two legacy systems currently used, ensuring data integrity, service continuity, and minimal downtime during the transition to a modern platform, as well as Test and validation process.	10%
Security & Data Protection	- Compliance with information security standards (ISO 27001, OWASP, etc.) 5% - Data privacy and protection approach- Encryption, authentication, and access control mechanisms 5%	10%
Support, Maintenance & Knowledge Transfer	- Post-deployment support plan- SLA commitments (response, resolution times) 5% - Training and capacity building plan for client team 5%	10%

Project Management Plan	- Detailed implementation plan and milestones 2% - Risk management approach 1% - Quality assurance/testing strategy 1% - Change management and communication plan 1%	5%
Required Infrastructure	- Proposed options for hosting on GPC - Logical infrastructure architecture showing all solution components and its description - Proposed GPC services that will fulfill project's needs and requirements - Required computing resources to host the solution	5%
Team Qualifications & Experience	- Experience of the project manager and key technical staff 10% 1 Project manager, with at least bachelor degree. At least five years as a project manager for development and implementation of IT software systems. With PMP certificate or equivalent Preferable to have more certifications in project management (ACP, PMI-RMP ,SP....etc) 1 Business Analyst, with at least bachelor degree. At least five years as an analyst of business requirements for projects for the development and implementation of IT software systems. Preferable to have more certification in business analysis (PMI-PBA,,, etc) 1 Technical leader /system architect, with at least bachelor degree in the field of ICT. At least five years in design (including DB design and System architecture), development and implementation of IT software systems with service-oriented software architecture 2 Software backend/full stack developer, with at least bachelor degree in the ICT field. At least five years of experience 2 Software frontend developer/client side of IT software systems, with at least bachelor degree in the field of ICT. At least five years of experience 1 Quality Control Engineer, with at least bachelor degree. At least five years as quality tester for projects of the development and implementation of IT software systems. With ISTQB certificate or equivalent 1 System Engineer, with at least bachelor degree in the field of ICT. At least five years of experience 1 information security Specialist with at least three years' experience and industry-recognized certifications may be preferred 1 UI\UX expert with at least 3 years' experience in Customer journey and UI\UX. - Relevant past performance in similar government or IT projects(in scale) 10% مطلوب مشروع واحد على الأقل مشابه لنطاق العمل على ان تكون، بداية ونهاية المشروع خلال اخر 7 سنوات علما بأن علامة المشروع سيتم وضعها اعتمادا على تقييم أفضل مشروع تم تقديمه يغطي كافة مكونات نطاق العمل ولا يتم تجزئة المكونات على أكثر من مشروع . حجم المشروع ومعايير تقييم المشروع التفصيلية: نطاق العمل المشروع يتضمن ربط مع جهات خارجية او داخلية او كلاهما (work flow) يتضمن سير عمل (frontend) يتضمن واجهات امامية (Backend) يتضمن واجهات خلفية	20%

1. Technical Compliance

Understanding of Requirements & Methodology:

- Clarity of understanding project objectives and scope.
- Completeness and relevance of proposed solution.
- Appropriateness of development methodology (Agile/Scrum, etc.).
- Alignment with functional & non-functional requirements.

System Architecture & Technical Approach:

- Proposed system architecture and design quality.
- Use of modern technologies (frameworks, DB, APIs, security standards).
- Scalability, interoperability, and maintainability.
- Integration with existing systems and government databases.

Security & Data Protection:

- Compliance with information security standards (ISO 27001, OWASP, etc.).
- Data privacy and protection approach- Encryption, authentication, and access control mechanisms.

Support, Maintenance & Knowledge Transfer:

- Post-deployment support plan- SLA commitments (response, resolution times).
- Training and capacity building plan for client team.

Project Management Plan:

- Detailed implementation plan and milestones.
- Risk management approach.
- Quality assurance/testing strategy.
- Change management and communication plan.

Team Qualifications & Experience:

- Experience of the project manager and key technical staff.
- Relevant past performance in similar government or IT projects.
- Certifications and technical competencies (e.g., PMP, ISO, Microsoft, AWS).

2. Functional Solution & Methodology

- Quality and completeness of proposed solution design
- Clarity of implementation approach and delivery methodology (Agile)

- Coverage of full system lifecycle (intake, verification, eligibility, enrollment, payment, case management)
- Innovation and alignment with best practices

3. Experience & Past Performance

- Proven experience in similar national-scale systems (MIS, social protection, government systems)
- References and successful project delivery track record
- Experience in system integration with government platforms

4. Team & Capacity

- Qualifications and experience of proposed project team
- Availability of key roles (PM, Tech Lead, BA, QA, etc.)
- Organizational capacity to deliver within timeline

5. Support & Sustainability

- Post-implementation support model
- Maintenance and knowledge transfer approach
- System sustainability and scalability readiness

4. Annexes

4.1 ANNEX: Technical Proposal Response Format

Introduction

Executive Summary

This includes the bidder's understanding of the terms of reference, scope of work and necessary skills, and company profile. This involves including an overview of the main points contained in the proposal with references to sections where more detailed discussion of each point can be found (maximum 4pages).

Approach

A detailed description of how the bidder will undertake each major area in the SCOPE OF THE PROJECT and DELIVERABLES section, required resources (bidder, MODEE and third party) and any special skills required, the deliverables (format and structure), use of any methodology and how it will cover the scope, use of any standard tools, and duration of any work streams.

[Activity 1]

Implementation Approach

Actions	Approach
<i>Provides a listing of the actions needed for the Activity</i>	<i>Describes the bidder's approach for implementing the action; including Process (i.e. steps) Standard methodologies adopted Scope of involvement for each stakeholders</i>
...	...

Deliverables

Deliverables	Format and Structure
<i>Provides a listing of the deliverables of the Activity</i>	<i>Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.</i>
...	...

[Activity 2]

Implementation Approach

Actions	Approach
<i>Provides a listing of the actions needed for the Activity</i>	<i>Describes the bidder's approach for implementing the action; including Process (i.e. steps) Standard methodologies adopted Scope of involvement for each stakeholders</i>
...	...

Deliverables

Deliverables	Format and Structure
<i>Provides a listing of the deliverables of the Activity</i>	<i>Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.</i>
...	...

[Activity ...]

Implementation Approach

Actions	Approach
<i>Provides a listing of the actions needed for the Activity</i>	<i>Describes the bidder's approach for implementing the action; including Process (i.e. steps) Standard methodologies adopted Scope of involvement for each stakeholders</i>
...	...

Deliverables

Deliverables	Format and Structure
<i>Provides a listing of the deliverables of the Activity</i>	<i>Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.</i>
...	...

Work Plan and Duration

The work plan and duration for the overall consulting work, including any dependencies between the separate items in the scope. The bidder should provide milestones for each deliverable. The work plan

should break down the phases and tasks within each phase and indicate which resources will be working on these tasks.

Track Record

The bidder's track record on projects similar in both size and nature undertaken in the last five years, and references of suitable client references with contact details.

CVs of Project Staff

A summary of proposed team and a description of each project staff role and their relevant experience. Brief resumes of the team who will work on the project (all detailed resumes should be included in an Appendix). The bidder should also indicate the availability of the proposed staff and indicate which phases of the project each team member is participating in, what role they will be playing, and what their utilization rate will be (percentage of their time), below is the required template to be filled for each team member.

Curriculum Vitae

Proposed Position on the Project:

Name of Firm:

Name of Personnel:

Profession/Position:

Date of Birth

Years with the Company: _____

Nationality: _____

Proposed Duration on Site: _____

Key Qualifications and Relevant Experience

—

—

—

Expected Role in MODEE Project



—
—
—
Education

—
Employment Record:

(a) Employment Record From date — present

Employer

Position held

(b) Employment record

Employer

Position held

(c) Employment record

Employer

Position held

Languages:

ReadingSpeaking

Writing

Language 1

Language n

Signature

Date

Other Information

4.2 ANNEX: CONFIDENTIALITY UNDERTAKING

Confidentiality Undertaking

This Undertaking is made on [DATE] by [NAME] “[Consultant]” to the benefit of (ENTITY NAME), “[Principal]” [Entity Address].

WHEREAS, (ENTITY NAME) possesses certain financial, technical, administrative and other valuable Information (referred to hereinafter as Confidential Information)

WHEREAS, [Consultant], while performing certain tasks required by the Principal in connection with the (the Project), did access such Confidential Information,

WHEREAS, the Principal considers the Confidential Information to be confidential and proprietary.

Confidential Information:

As used in this Agreement, the term “Confidential Information” means all information, transmitted by Principal or any of its subsidiaries, affiliates, agents, representatives, offices and their respective personnel, consultants and winning bidders, that is disclosed to the Winning bidder or coming to his knowledge in the course of evaluating and/or implementing the Project and shall include all information in any form whether oral, electronic, written, type written or printed form. Confidential Information shall mean information not generally known outside the Principal, it does not include information that is now in or hereafter enters the public domain without a breach of this Agreement or information or information known to Winning bidder by Third Party who did not acquire this information from Principal”.

The Consultant hereby acknowledges and agrees that;

- (1) The Confidential Information will be retained in the Principal’s premises and will not be moved without the express written consent of the Principal. All Confidential Information shall be and remain the property of the Principal, and such Confidential Information and any copies thereof, as well as any summaries thereof, shall be promptly returned to the Principal upon written request and/or destroyed at the Principal's option without retaining any copies. The Winning bidder shall not use the Confidential Information for any purpose after the Project.
- (2) It will use all reasonable means and effort, not less than that used to protect its own proprietary information, to safeguard the Confidential Information.
- (3) The Winning bidder shall protect Confidential Information from unauthorized use, publication or disclosure.



- (4) It will not, directly or indirectly, show or otherwise disclose , publish, communicate, discuss , announce, make available the contents of the Confidential Information or any part thereof to any other person or entity except as authorized in writing by the Principal.
- (5) It will make no copies or reproduce the Confidential Information, except after the Principal's written consent.

Remedy and damages:

The Winning bidder acknowledges that monetary damages for unauthorized disclosure may not be less than 20% of the Project and that Principal shall be entitled, in addition to monetary damages and without waiving any other rights or remedies, to such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction.

Employee Access and Control of Information

It is understood that the Winning bidder might need from time to time to discuss the details of confidential Information with other individuals employed within its own or associated companies in order to support, evaluate, and/or advance the interests of the subject business transaction. Any such discussion will be kept to a minimum, and the details disclosed only on a need to know basis. Prior to any such discussion, the Winning bidder shall inform each such individual of the proprietary and confidential nature of the Confidential Information and of the Winning bidder's obligations under this Agreement. Each such individual shall also be informed that by accepting such access, he thereby agrees to be bound by the provisions of this Agreement. Furthermore, by allowing any such access, the Winning bidder agrees to be and remain jointly and severally liable for any disclosure by any such individual that is not in accordance with this Agreement.

Miscellaneous

The obligations and rights of the Parties shall be binding on and inure to the benefit of their respective heirs, successors, assigns, and affiliates. This Agreement may be amended or modified only by a subsequent agreement in writing signed by both parties. Winning bidder may not transfer or assign the Agreement or part thereof. No provision of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of the Principal, its agents or employees, nor shall any waiver of any provision of this Agreement constitute a waiver of any other provision(s) or of the same provision on another occasion. This Agreement shall be construed and enforced according to Jordanian Law. The Winning bidder hereby agrees to the jurisdiction of the Courts of Amman, Jordan and to the jurisdiction of any courts where the Principal deems it appropriate or necessary to enforce its rights under this Agreement.

Term of Agreement

The obligations of the parties under this Agreement shall continue and survive the completion of the Project and shall remain binding even if any or all of the parties abandon their efforts to undertake or continue the Project.

IN WITNESS WHEREOF, the Winning bidder hereto has executed this Agreement on the date first written above.

Consultant:

By: _____



Authorized Officer

4.3 ANNEX: JOINT VENTURE AGREEMENT

Standard Form of Joint-venture Agreement

JOINT-VENTURE AGREEMENT

اتفاقية ائتلاف

It is agreed on this day.....of.....2008
between:-

تم الاتفاق في هذا اليوم / / الموافق

..... Represented by Mr.

..... ويمثلها السيد

..... Represented by Mr.

..... ويمثلها السيد

..... Represented by Mr.

..... ويمثلها السيد

1- To form a Joint Venture to execute the works specified in the Contract of the Central Tender No. (/) which was signed or to be signed with the Employer.

1- على تشكيل ائتلاف فيما بينهم لتنفيذ أعمال عقد العطاء رقم (/) (المتعلق بـ..... المبرم أو الذي سوف يبرم مع صاحب العمل.

2- All parties of the Joint Venture shall be obliged to perform all works agreed upon with the employer which are specified in the tender contract, and they are jointly and severally responsible for all works related to tender no. (/) and the contract pertaining thereto. Should one party fails or delays to perform its obligations either partially or totally, it shall be the responsibility of all other parties jointly and severally without reservation to execute all obligations set under the contract with the Employer to the same standards specified by the contract .

2- يلتزم جميع أطراف الائتلاف بإنجاز جميع الأشغال المتفق عليها مع صاحب العمل والمنصوص عليها في عقد العطاء ويكونون متضامنين ومتكافلين في مسؤولياتهم نحو صاحب العمل فيما يخص كافة الأعمال المتعلقة بالعطاء رقم (/) والعقد الخاص به. وفي حالة تخلف أو تأخر أحد أطراف الائتلاف عن إنجاز المسؤوليات المناطة به تنفيذها جزئياً أو كلياً يلتزم بقية الأطراف مجتمعين و / أو منفردين دون تحفظ بإنجاز جميع الالتزامات المحددة بالعقد الموقع مع صاحب العمل بالشكل المتفق عليه في العقد.

3- The parties to the Joint Venture nominate as leader of the Joint Venture. Any correspondence between the Employer and the parties to the Joint Venture shall be addressed to such leader.

3- يعين أطراف الائتلاف رئيساً للائتلاف،..... لإدارة العطاء رقم (/) ، وأي مراسلات تتم بين صاحب العمل والائتلاف، التجمع أو المشاركة توجه إليه

4- The parties to the Joint Venture nominate Mr..... as a representative of the leader and he is authorized to sign on behalf of the Joint Venture all documents and contracts related to tender no. (/) , and to represent the Joint Venture before all competent courts and non-official bodies in all contractual, administrative , financial and legal issues related to tender No. (/) and the contract pertaining thereto.

4- يسمي أطراف الائتلاف السيد ممثلاً لرئيس الائتلاف ومفوضاً بالتوقيع نيابة عن الائتلاف على كافة الأوراق والعقود الخاصة بالعطاء رقم (/) ويتمثل الائتلاف أمام المحاكم المختصة والدوائر الرسمية وغير الرسمية في كافة الأمور العقدية والإدارية والمالية والقضائية المتعلقة بالعطاء رقم (/) والعقد الخاص به .

5- The parties to the Joint Venture have no right to terminate this agreement or substitute the leader's representative until the works awarded to them by the contract to this tender are completed and shall remain responsible before the employer until the works are

5- لا يحق لأطراف الائتلاف أو أي طرف فيه فسخ الائتلاف فيما بينهم أو تبديل ممثل رئيس الائتلاف إلا بعد انتهاء الأشغال المحالة عليهم بموجب العقد الخاص بهذا العطاء وتكون مسؤولياتهم تجاه صاحب العمل قائمه إلى حين تسليم الأشغال استلاماً نهائياً حسب شروط الاستلام المحددة في وثائق العقد / العطاء

finally taken over as per the conditions of taking over specified in the Tender / Contract documents .

6- This agreement is written in both Languages Arabic and English should any discrepancy in interpretation arise the Arabic text shall be considered the authentic.

6- حررت هذه الاتفاقية باللغتين العربية والإنجليزية في حالة نشوء أي اختلاف في تفسير أي من بنودها تعتبر لغة العقد المعتمدة هي اللغة العربية وملزمة للطرفين

الطرف الثالث

الطرف الثاني

الطرف الأول

Third Party

Second Party

First Party

توقيع الشخص المخول بالتوقيع
قانونياً

.....

.....

.....

Signature of the
Authorized Personnel

.....

.....

.....

الخاتم
المعتمد
Seal

Notary Public Certification

تصديق كاتب العدل

4.4 ANNEX: SAMPLE ARABIC AGREEMENT

Attached

4.5 ANNEX: Supplier Security Assessment Questionnaire

This Security Assessment Questionnaire has been issued by MoDEE to [Supplier Name] to serve as a preliminary assessment of the security controls provided as part of the requested service. On completion MoDEE will make a decision as to the level of physical audit required. Any deliberately false statements on this assessment will be treated as a breach of contract

Instructions: Please provide a detailed response to each question with evidence if possible. For questions that are not applicable to the services provided to MoDEE, please mark the question as “N/A” and provide an explanation.

Part 1: Document Control

Company name and address	
Assessment complete by	
Date of assessment	

Part 2 : Policy Compliance



Control Area	Control Question	response
Security Policies	Does your organization have a documented information security policy	
	Are all security policies and standards readily available to all users (e.g., posted on company intranet)	
Policy Coverage	Select the security areas which are addressed within your information security policies and standards: ☐ Acceptable Use ☐ Access Control ☐ Data Privacy ☐ Encryption Standards ☐ Remote Access / Wireless ☐ Data/System Classification ☐ IT Security Incident Response ☐ Anti-Virus ☐ Email / Instant Messaging ☐ Physical Security ☐ Personnel Security ☐ Clear Desk ☐ Network/Perimeter Security Clear Desk Other Details:	

Part 3: Detailed Security Control Assessment

Control Area	Control Question	response
Asset Classification and Control	Do you maintain an inventory of all important information assets with asset owners clearly identified	
	Describe how user access is granted to different information classifications	
	What are your procedures with regards to the handling and storage of information assets	
Personnel Security	Do terms and conditions of employment clearly define information security requirements, including non-disclosure provisions for separated employees and contractors	
	Do you conduct formal information security awareness training for all users, including upper management	
	Is there a formal procedure dictating actions that must be taken when a user has violated any information security policies	
	Are all users required to sign a confidentiality agreement	
Physical and Environmental Security	Describe the physical security mechanisms that prevent unauthorized access to your office space, user workstations, and server rooms/data centres	

	What physical access restrictions have you put in place	
	Do you have a formal media destruction policy	
	Do you employ automatic locking screen savers when users' workstations remain idle after a set period of time	
	Are logs maintained that record all changes to information systems	
	How do you protect the confidentiality and integrity of data between your company and MoDEE	
Communications and Operations Management	Describe how you segregate duties to ensure a secure environment.	
	How do you protect your systems against newly-discovered vulnerabilities and threats?	
	Do you scan traffic coming into your network for viruses?	
	Are backup procedures documented and monitored to ensure they are properly followed	
	How many users will have privileged access to systems containing MoDEE Data	
	What processes and standards do you follow for incident management, problem management, change management, and configuration management	
	How do you dispose of computer media when they are no longer of use	
Access Control	Describe your account and password restrictions	
	Do you conduct periodic checks on users' accesses to ensure their access matches their responsibilities	
	Are failed login attempts recorded and reviewed on a regular basis	
	Do workstations or production servers currently utilize any type of Host Intrusion Prevention or Detection software	
	Are employee devices encrypted	

Information Security Incident Management	Has a dedicated Information Security Response Team been established	
Business Continuity Management	Has a listing of current emergency telephone numbers for police, fire department, medical aid and company officials been strategically located throughout all facilities and at off-site locations	
	Do you have procedures in place for business continuity	

Do you have or plan to get ISO27001 Certificate :

4.6 ANNEX: سياسة استخدام موارد تكنولوجيا المعلومات (Modee website)

4.7 ANNEX: Customer Journey Experience Standard

4.8 ANNEX: e-service Performance KPI's

The below stated MODEE KPIs values to be achieved over internet for non-cached pages, cached numbers should be much less, also many on the numbers depends on gateway bandwidth at MODEE. The below sections act as the accepted thresholds for all MODEE developed websites and vendor should assure they are in comply with these guidelines before requesting Performance and stress test from MODEE.

Performance Metrics for E-services Criteria / Element	Description	Value / Measurement
Time to First Byte	Time elapsed for the first byte of a website to make it to the visitor's browser	Less than 3 sec
Time to Last Byte	Time elapsed when every byte of a website has made it to the visitor's browser	Less than 6-9 sec
Time to Connect	Time elapsed from initial request to when the connection between the visitor's browser and an origin server is established	Less than 2 sec

Page Load Time (for both E-services and Informational Websites)	Page load time is the average amount of time it takes for a page to appear on your client's screen. To measure page load time, you should be testing website speed using available tools.	Largest Contentful Paint (LCP): should occur within 3 seconds of when the page first starts loading. First Input Delay (FID): pages should have a FID of 200 milliseconds or less. Cumulative Layout Shift (CLS): pages should maintain a CLS of 0.1. or less.
Time to Start Render	Time elapsed when the first visible element appears on the blank page	Less than 6 sec
Throughput:	The quantity of useful work	[15 request/second]

Content Complexity Metrics for E-services

Criteria / Element	Description	Value / Measurement
Capacity	The capability of the newer system to handle a number of simultaneous requests from the network for the application and the volume of data that it can handle from each of the users (Internal users through the LAN as well as external users through the internet/ dedicated WAN). In addition to the H/W capacity such as processing capability of all servers including DB, Apps. [CPU Utilization: 80%, Memory Utilization: 80%.	
Weight Basis		
Page Weight	Total weight of assets including requests, domains, HTML, JavaScript, CSS, images, media and others	Not exceeding 2 – 4.5 MB
JS Weight	Weight of Java Scripts	Not exceeding 1600 KB
CSS Weight	Weight of Cascading Style Sheets	Not exceeding 1800 KB
Image Weight	Weight of site images	Not exceeding 1.75- 2.5 MB
Count Basis		
Asset Count	Total number of assets including requests, domains, HTML, JavaScript, CSS, images, media and others	Not more than 100
Image Count	Images count in a site	Less than 50

- For Informative websites that need to have higher asset resources CDN network should be used.
- For any web services that used Video asset CDN network should be used.

Site Availability and Access Metrics:

Criteria / Element	Description	Value / Measurement
Uptime (Availability) in stress test	System availability uptime vs. system downtime within Stress test	99 %
Active Users	The number of concurrent users that the website should be handled during the load test, with lowest error rate ratio.	The number of concurrent users will be determined during the project initiation phase. If not mentioned, the default value will be 200 users. Error rate less than 0.9%

4.9 ANNEX: Performance test checklist (Attached)

4.10 ANNEX: Bidders Information

<i>Required info</i>	<i>Details</i>
<i>The name of the company (as in the registration license)</i>	
<i>The location of the company</i>	
<i>The owners of the company</i>	
<i>The name and owners of the subcontractor company (if any)</i>	
<i>The name of the Joint Venture members and their owners (if any)</i>	
<i>The name and owners of the local partner (in case of international bidder)</i>	

<i>The human resources working on this tender (names, experience, current employer ...)</i>	
<i>The registration license of the bidder (the subcontractor and the JV member)</i>	<i>Attachment</i>

4.11 ANNEX: Letter of acceptance

Letter of Acceptance of the World Bank's Anticorruption Guidelines and Sanctions Framework¹

Date: _____

Invitation of Bids/Proposals
No. _____

To: _____

—

We, along with our sub-contractors, sub-consultants, service providers, suppliers, agents (whether declared or not) consultants and personnel, acknowledge and agree to abide by the World Bank's policy regarding Fraud and Corruption (corrupt, fraudulent, collusive, coercive,

¹[Drafting note: This document shall be signed by bidders/proposers/consultants and submitted as part of their bids/proposals. In addition, this document shall be signed by the winning bidder/consultant and incorporated as part of the contract.]



and obstructive practices), as set out and defined in the World Bank's Anti-Corruption Guidelines² in connection with the procurement and execution of the contract (in case of award), including any amendments thereto.

We declare and warrant that we, along our sub-contractors, sub-consultants, service providers, suppliers, agents (whether declared or not), consultants and personnel, are not subject to, and are not controlled by any entity or individual that is subject to, a temporary suspension, early temporary suspension, or debarment imposed by a member of the World Bank Group, including, inter alia, a cross-debarment imposed by the World Bank Group as agreed with other international financial institutions (including multilateral development banks), or through the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement. Further, we are not ineligible under the laws or official regulations of MoDEE or pursuant to a decision of the United Nations Security Council.

We confirm our understanding of the consequences of not complying with the World Bank's Anti-Corruption Guidelines, which may include the following:

- a. rejection of our Proposal/Bid for award of contract;
- b. in the case of award, termination of the contract, without prejudice to any other remedy for breach of contract; and
- c. sanctions, pursuant to the Bank's Anti-Corruption Guidelines and in accordance with its prevailing sanctions policies and procedures as set forth in the Bank's Sanctions Framework. This may include a public declaration of ineligibility, either indefinitely or for a stated period of time, (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;³ (ii) to be a nominated⁴ sub-contractor, sub-consultant, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project.

²Guidelines on Preventing and Combating Fraud and Corruption in Projects Financed by International Bank for Reconstruction and Development Loans and the International Development Agency Credits and Grants, dated October 15, 2006, and revised in January 2011 and July 2016, as they may be revised from time to time.

³ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification or initial selection), expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

⁴A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the bidding document) is one which has been: (i) included by the bidder in its pre-qualification or initial selection application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

We understand that we may be declared ineligible as set out above upon:

- a. completion of World Bank Group sanctions proceedings according to its prevailing sanctions procedures;
- b. cross-debarment as agreed with other international financial institutions (including multilateral development banks);
- c. the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement; or
- d. temporary suspension or early temporary suspension in connection with an ongoing World Bank Group sanctions proceeding.

For avoidance of doubt, the foregoing effects of ineligibility do not extend to a sanctioned firm's or individual's execution of its ongoing Bank-financed contracts (or its ongoing sub-agreements under such contracts) that are not the subject of a material modification, as determined by the Bank.

We shall permit, and shall cause our sub-contractors, sub-consultants, agents (whether declared or not), personnel, consultants, service providers or suppliers, to permit the Bank to inspect⁵ all accounts, records, and other documents relating to the procurement process and/or contract execution (in the case of award), and to have them audited by auditors appointed by the Bank.

We agree to preserve all accounts, records, and other documents (whether in hard copy or electronic format) related to the procurement and execution of the contract.

Name of the Bidder/Proposer/Consultant: _____

Name of the person duly authorized to sign the Bid/Proposal on behalf of the Bidder/Proposer/ Consultant:

⁵Inspections in this context are usually investigative (i.e., forensic) in nature: they involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data, and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third-party verification of information.

Title of the person signing the Letter: _____

4.12 ANNEX: SDLC Security minimum requirements (attached)

4.13 ANNEX: Financial Proposal Response Format

The Financial proposal should include

- d. Compliance to implement the scope of work as described in the scope of work document and with reference to all annexes mentioned below.
- e. Financial proposal should include the Form of Bid (عرض المناقصة) and summary of remuneration (خلاصة بدلات الأتعاب) attached in the Arabic Agreement annex 4.3 under (ملحق امر العمل رقم 2 و رقم 4) duly filled; signed and stamped by the bidder.
- f. The bidder must indicate the overall estimated cost of their proposed solution as per the schedules below

The price quotation should be all-inclusive fixed lump sum price and provided in Jordanian Dinars (JD). All prices are inclusive of all fees, finance rate and taxes. All prices are for site delivery.

Project Total Cost (Lump Sum Contract Amount) for the total compensation for the whole WORK contemplated under this proposal: [JD]

3. The bidder is required to finance lump sum cost of the project according to

component	Amount
System delivery component	
Required Licensees	
Infrastructure component	
Information Security	
Change Management, Knowledge Transfer, Training and Customer Journey/Experience	
Operations Support, Maintenance and Warranty for 24 months	
Quality Management	
Project Management	

Frontend development for suggested platform	
Backend development for suggested platform	
AI Proposed solution (OPTIONAL ITEM)	
Total	

Total Amount in Words: (Only -----Jordanian Dinars)

4. The bidder is required to finance lump sum total cost of the project according to

Module (take into consideration all component)	Amount
Assess Module Submodules if any	
Enroll Module Submodules if any	
Provide Module Submodules if any	
Manage Module Submodules if any	
Eligibility & Targeting Module Submodules if any	
Services Module (specify each service price) 8. الدعم النقدي الموحد 9. برنامج المعونات الطارئة 10. برنامج الاحالات الخاصة 11. التأهيل الجسماني 12. المعونات الفورية	

13. التمكين الاقتصادي	
14. الاستجابة للخدمات	
Welfare Ranking and Eligibility	

Total Amount in Words: (Only -----Jordanian Dinars)

Project Detailed Cost:

3. System Delivery:

System Delivery	Resource	Unit cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
	Skill 1				
	Skill 2				
	Skill N				
	Skill 1				
	Skill 2				
	Skill N				
	Skill 1				
	Skill 2				
	Skill N				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

4. Integration points (If Any)

Integration points	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Integration points with stakeholders]	Skill 1				
	Skill 2				
	Skill N				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

9. ITEMS requested to be costed separately (If any)

Number of Users	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments

10. Software Licenses (60 Licences)

Software Supplier	Name of Software	License Metrics (i.e. by number of clients, processor power or other	No Licenses	Unit price	Total	1 year maintenance (24/7) and upgrade	Total (Including maintenance)
			TOTAL				

(i) Use several lines in the table if the license complexity warrants

Total Amount in Words: (Only -----Jordanian Dinars)

11. Information Security:

Information Security	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
<i>[List all activities associated with Information Security]</i>	<i>Skill 1</i>				
	<i>Skill 2</i>				
	<i>Skill 3</i>				
	<i>Skill N</i>				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

12. Knowledge Transfer Training and Customer Journey/Experience

Knowledge Transfer, and Training	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Knowledge Transfer, Training and Customer Journey/Experience]	Skill 1				
	Skill 2				
	Skill 3				
	Skill N				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

13. Operation Support, Maintenance and Warranty:

- List all costs associated with the Operations, support and maintenance component for **24 months after obtaining the preliminary acceptance for NAF system under the scope of this RFP**

Operations Support	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
	Skill 1				
	Skill 2				
TOTAL					

14. Agile Project Management

Project Management	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Project Management]	Skill 1				
	Skill 2				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

15. Quality Management

Quality Management	Resource	Unit cost (man day cost)	Number of Units (man days)	Total Cost	Comments
[List all activities associated with Quality Management]	Skill 1				
	Skill 2				
	Skill n				
TOTAL					

Total Amount in Words: (Only -----Jordanian Dinars)

16. Other Costs (if any)

Note (1): The Itemized Financial Proposal will be examined prior Contract Award in order to ascertain that the items are correctly calculated. The itemized prices are for reference only and the lump sum price shall constitute all costs ...etc. incurred by the bidder for the execution of the project. Should any arithmetical error be found, it will be corrected and the Proposal Value will be amended accordingly. Modee encourages all bidders to study carefully their prices and to submit their final and lowest prices.

Note (2): The bidder shall also take into account that all the rates quoted in his Price Proposal shall be fixed throughout the Contract duration and that no adjustment to such rates shall be accepted by Modee, except when otherwise provided for in the Contract.

- على الفريق الثاني ان يشمل سعره الضريبة العامة على المبيعات بنسبة (16%) الا اذا كانت الشركة خاضعة للضريبة العامة على المبيعات بنسبة (0) % (بموجب كتاب رسمي من هيئة الاستثمار يرفق مع العرض المالي) يتم عكس هذه النسبة على السعر المقدم من قبلها.
- في حال عدم توضيح الضريبة العامة على المبيعات على السعر المقدم من قبل الشركة يعتبر سعر الشركة شامل للضريبة العامة على المبيعات بنسبة 16%.

4.14 ANNEX: ARIS Convention manual

4.15 ANNEX: E-Services Portals Design Kit, Standards & Guidelines

"SANAD Mobile Application Standards 2025," "e-Service Design Kit v1.11
<https://drive.google.com/drive/folders/1R6DGHpASjggopr-WiBPEAoXv03UuFaQN?usp=sharing>

4.16 ANNEX: API security Policy

4.17 ANNEX: Solution Architecture Requirements

4.18 ANNEX: Detailed Evaluation Criteria (ATTACHED)

4.19 ANNEX: Scope of Work Details

1 General Requirements

The winning bidder shall design, develop, implement, and maintain a comprehensive management information system for social protection services, including assessment, enrollment, service provision, and case management.

The system shall be modular and structured into defined domains and sub-domains, ensuring scalability, integration readiness, and compliance with national standards.



2 System Domains

2.1 Domain 1: Assess

The winning bidder shall implement functionalities related to identity verification and beneficiary profiling, including:

(a) Identity Management

The system shall:

- Authenticate users through integration with national identity systems (SANAD).
- Enforce multi-factor authentication for all user categories.
- Implement role-based access control (RBAC).
- Detect and prevent duplicate registrations.
- Maintain audit logs for all authentication and authorization activities.
- Validate eligibility criteria including:
 - Head of household status
 - Employees
 - Other uses
- Flag inconsistencies for manual review.

(b) Profile Management

The system shall:

- Create and maintain unique household profiles.
- Capture and store socio-economic data including demographics, assets, income, education, health, and living conditions and other information as needed.
- Integrate with government data sources through GSB to automate data population
- Maintain historical records and audit trails for all profile updates.
- Ensure data consistency across integrated systems.

2.2 Domain 2: Enroll

(a) Request Management

The system shall:

- Enable submission of requests for all NAF services.
- Generate dynamic criteria based on service type.
- Validate completeness and perform initial eligibility screening.
- Assign unique tracking numbers to each request.
- Maintain full request lifecycle tracking and audit history.
- Support bulk request processing for emergency cases.

(b) Home Visits Management

The system shall:

- Schedule and assign field visits based on geographic distribution.
- Record visit outcomes and recommendations.
- Validate field data against submitted requests.
- Generate reports and track visit performance.
- Integrate visit outcomes with eligibility determination processes.
- Capture GPS coordinates and photographic evidence during visits.

(c) Enrollment Management

The system shall:

- Perform monthly eligibility processing and scoring.
- Apply program-specific eligibility criteria.
- Support registration of multiple payment methods, including:
 - E-wallets
 - Bank accounts
 - Postal services
- Validate payment details and integrate with financial service providers.
- Generate enrollment confirmations and notify applicants of decisions.
- Maintain enrollment records and support appeals processing.

2.3 Domain 3: Provide

(a) Financial Management

The system shall:

- Calculate benefits based on configurable rules.
- Implement multi-level approval workflows.
- Integrate with Payment Service Providers (PSPs) via secure APIs.
- Support multiple payment channels simultaneously.
- Track payment status in real time.
- Perform automated reconciliation and maintain transaction history.
- Handle failed transactions and retry mechanisms.
- Ensure compliance with Anti-Money Laundering (AML) regulations.
- Support emergency payment processing.

(b) Economic Empowerment

The system shall:

- Facilitate referral of beneficiaries to employment and training programs.
- Maintain program databases and track beneficiary participation.
- Support role-based access and approval workflows.
- Track changes in benefit eligibility due to economic improvement.

(c) Shock Responsiveness

The system shall:

- Enable authorized users to define emergency events and affected geographic areas.
- Identify eligible households based on predefined criteria.
- Automatically refer eligible beneficiaries for assistance.
- Capture service delivery feedback from providers.

2.4 Domain 4: Manage

(a) Case and Household Management

The system shall:

- Maintain comprehensive case records for each household.
- Track case assignments and activities.
- Record case notes, interventions, and follow-ups.
- Monitor compliance with program conditions.
- Support escalation workflows and reporting.

(b) Grievance Redress Mechanism (GRM)

The system shall:

- Support multi-channel complaint submission.
- Assign unique tracking identifiers for complaints.
- Categorize and prioritize complaints.
- Track resolution timelines and escalate unresolved cases.
- Notify complainants of status updates.
- Maintain documentation and generate analytical reports.

(c) Notifications Management

The system shall:

- Support communication via SMS, email, WhatsApp and in-app notifications.
- Integrate with the national SMS gateway.
- Provide configurable notification templates.
- Track delivery status and maintain notification history.

(d) Administration, Audit, and Logging

The system shall:

- Provide user and role management capabilities.
- Enable control over the system configuration.
- Maintain comprehensive audit trails of all system activities.
- Log system events, errors, and performance metrics.
- Support monitoring, reporting, and compliance requirements.

(e) Dashboard and Reporting

The system shall:

- Provide role-based dashboards.
- Enable real-time monitoring and KPI tracking.
- Support analytical reporting and data export.
- Provide historical and comparative analysis tools.

3 Welfare Ranking and Eligibility

3.1 Welfare Ranking Algorithm

The system shall:

- Calculate welfare scores using configurable formulas based on:
 - Income and expenditure
 - Assets and property
 - Demographics
 - Geographic factors
 - Vulnerability indicators
 - Any other factors as needed
- Allow updates to scoring logic without code changes.
- Support batch recalculation and historical comparisons.

3.2 Eligibility Determination

The system shall:

- Apply predefined business rules and predictive models.
- Integrate with external data sources for validation.
- Maintain a complete audit trail of eligibility decisions.

3.3 Benefit Calculation

The system shall:

- Calculate benefits based on defined service rules.
- Support multiple benefit types (cash and in-kind).
- Ensure transparency in calculation logic.

3.4 Services Modules

3.4.1 Rehabilitation Services

The system shall support a fully digital service lifecycle including request submission, verification, approval, delivery, and payment processing.

3.4.2 Special Programs

The system shall:

- Automate eligibility determination for vulnerable groups.

- Calculate benefits based on predefined rules.
- Provide monitoring, reporting, and exception handling.
- Ensure fully digital end-to-end processing.

3.4.3 Emergency Aid

The system shall:

- Enable submission of emergency assistance requests by citizens or authorized staff.
- Validate identity and eligibility automatically.
- Assign field investigators and capture verification data.
- Implement multi-level approval workflows.
- Integrate with payment systems for disbursement.
- Notify beneficiaries via predefined notification channels.
- Provide dashboards and analytical reporting.
- Maintain full audit trails for all transactions and decisions.

3.5 Core Platform Components

The winning bidder shall deliver the following components:

- Citizen Portal (public interface)
- Employee Portal (internal operations)
- Administrator Dashboard (system control and configuration)