



MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP
REQUEST FOR PROPOSAL (RFP)

DIGITAL TRANSFORMATION PROJECT FOR
INTEGRITY & ANTI-CORRUPTION COMMISSION

MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP
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DISCLAIMER

THIS DOCUMENT IS A REQUEST FOR PROPOSAL (RFP), AND SHALL NOT BE CONSTRUED IN WHOLE OR PART AS A DIRECT OR INDIRECT ORDER. IT SHALL NOT BE CONSTRUED AS A REQUEST OR AUTHORIZATION TO PERFORM WORK AT THE EXPENSE OF JIACC. THE INFORMATION IN THIS RFP IS INTENDED TO ENABLE BIDDERS TO FORMULATE A PROPOSAL IN RESPONSE TO THE PROJECT REQUIREMENTS SET FORTH. ALTHOUGH THIS RFP CONTAINS SUCH ENABLING INFORMATION, BIDDERS MUST MAKE THEIR OWN INDEPENDENT ASSESSMENTS AND INVESTIGATIONS REGARDING THE SUBJECT MATTER OF THIS RFP. JIACC DOES NOT GUARANTEE THE ACCURACY, RELIABILITY, CORRECTNESS OR COMPLETENESS OF THE INFORMATION IN THIS RFP. THE BIDDER REMAINS RESPONSIBLE IN RELATION TO IDENTIFYING ANY FURTHER INFORMATION THAT IS REQUIRED TO PREPARE THE PROPOSAL. THIS RFP SHALL CONSTITUTE PART OF THE CONTRACT THAT WILL BE SIGNED BETWEEN JIACC AND THE WINNING BIDDER.

Section 1: INTRODUCTION

1.1. RFP Purpose

The purpose of this Request for Proposal (RFP) to elicit responses from qualified local IT bidders (either alone or having joint venture with local/international firms) in order to deliver a comprehensive and integrated solution by **digitizing JIACC systems to include (investigation system, cases management system and integrity KPIs portal)** - hereafter referred to as the Project.

The winning bidder is required to host, implement and deploy the proposed solution including all components on the Government Private Cloud (GPC).

The winning bidder shall develop the required solution using any technology and provide all the required licenses.

Services included within this RFP are emerged from the following set of Goals categorized as per groups of beneficiaries:

1. For the government, the goal of e-Transformation is to increase the efficiency associated with services, eliminate and cut-down lengthy and useless iterations, reduce correspondences and approvals, reduce time needed to fulfill the service, standardize and streamline procedures, improving the quality level associated with the services along with increasing the transparency and reporting by allowing direct sharing of information.
2. From user perspective, these services will provide a transitional move that will be tangibly recognized as a successful example of e-Government program by subscribers.
3. Provide better situational awareness, data collection, data analysis, prediction and investigation support

Ministry of Digital Economy and Entrepreneurship (MODEE) seeks a bidder capable of providing functional requirements and demonstrating clear and comprehensive implementation framework together with strong project management and leadership skills.

The winning bidder will be responsible for successful delivery of the project within specified timeframe 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 according to Annex (5.4)

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

RFP Organization

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

Section 1: Introduction

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

Section 2: Project Definition and Overall Solution Description

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

Section 3: Scope of the Project

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

Section 4: Administrative Procedures and Requirements

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

Section 5: Annexes

This section includes all annexes to the RFP.

Section 2: PROJECT DEFINITION AND OVERALL SOLUTION DESCRIPTION

2.1. Project Definition

Integrity & Anti-corruption Commission (JIACC) is aiming to build a solid and inter-correlated digital system to help in combating corruption acts, prevention, eliminating corruption effects, predict future possible corruption acts and preserving government funds and assets and Jordan reputation, by strengthening the National Code of Integrity, enhancing institutional and individual ethical behaviors, reinforcing principles of good Governance, rules of Law, transparency, accountability, justice, and equal opportunities

Project will include the following components:

- **Component 1: Investigation system** نظام الاستخبار الرقمية
- **Component 2: Case Management system** نظام إدارة القضايا
- **Component 3: Integrity KPIs Portal** متابعة المؤشرات

Note: Implementation priorities will be determined in the planning phase and subject to approval by MODEE and JIACC

2.1.1. Definition and description

Component 1: Investigation system نظام الاستخبار الرقمية

In this component, JIACC aims at digitizing the investigation processes focusing on the following areas/business cases:

1. Enhancement of Anti-Corruption Mechanisms and support the Rule of Law
2. Empower integrity and transparency principles.
3. Monitor the growth of wealth for those tasked with Graft Law (قانون الكسب غير المشروع).
4. Accelerate investigations processes and the collection of evidences and needed Information, by having the capability to analyze, build correlations and alerts and generate needed reports and dashboards.

Refer to annex 5.12.A for a brief description about the investigation system (it is provided for guidance only- the actual processes will be collected during requirement gathering phase)

Component 2: Case Management system نظام إدارة القضايا

In this component, JIACC aims at digitizing Case Management processes in order to introduce a system to track All the information provided or collected by JIACC regarding any corruption act in order to build a case management system that will track the life cycle of these information (complaint (شكوى), information (إخبار), and grievance (تظلم), protection request (طلب حماية)), investor complaints (شكوى مستثمر) which will include all the process conducted by related JIACC departments which will include:

Receiving the case, investigation, determine the location, archiving, and presenting it to the board commission to take decisions, in addition to sending and receiving the case from/ to relevant departments electronically to guarantee no damages or losses of any case file or any documented information.

In order to achieve the above mentioned business objectives the winning bidder is required to automate the workflow of cases management processes and to assess , design and build the integration with JIACC portal (existing eservices) and mobile application, in order to receive the requests for the services related to this system (طلب حماية ، التظلم ، الإخبار ، الشكوى ، شكوى مستثمر ، طلب حماية) , additionally the winning bidder is required to build the Walk in application to receive requests in JIACC headquarter (Face-to-Face)

JIACC team will provide the database structure and all required information for the integration.

- For a brief about statistical information for JIACC processes refer to the annual report in JIACC web site www.jiacc.gov.jo taking into consideration that the number of information received is around 12-15 thousand per year
- Refer to annex 5.12.B for a brief description about case management processes (it is provided for guidance only- the actual processes will be collected during requirement gathering phase)

Component 3: Integrity KPIs Portal متابعة المؤشرات

- a) International Integrity KPIs (مؤشرات النزاهة): The objective behind this module is to help in the follow up and collection of data related to the international agreements, programs, and partnerships related to integrity and Anti-Corruption.
- b) Compliance KPIs(معايير الامتثال) : The objective behind this module is to help in the follow up and collection of data related to the Compliance Frame Work, programs, and partnerships related to integrity and Compliance.
- c) International Cooperation KPIs(الشراكات الدولية) : The objective behind this module is to help in the follow up and collection of data related to the UNCAC Frame Work, programs, and partnerships related to UNCAC.

Refer to annex (5.13 A, B, C) for a description about this component

The objective of this component shall be achieved by providing a portal for the related governmental entities related to each section above in order to provide all needed data, KPIs, attachments, evidences related to the integrity and anti-corruption. Notification may be added to this component according to business requirement gathering results

2.1.2. Service Recipients

Service recipients:

The following recipients could use services mentioned above (طلب الحماية، التظلم ، الإخبار، الشكوى، شكوى مستثمر) through the walk in applications and using JIACC portal and JIACC mobile application, SANAD platform and SANAD portal

Services Recipients (beneficiaries):

- Any person or entity (Jordanian or non-Jordanian)

2.1.3. Legal Aspects of Delivering the Services in JIACC

The winning bidder should consider this Law and Integrity and Anti-corruption law as basic guidelines for JIACC solution design and implementation. The following legislations (but not limited to) are listed to give an idea about the legal framework of JIACC.

JIACC will provide the winning bidder with all legal provisions that govern JIACC processes.

| |
|--------------------------------------------------------------------------|
| قانون المعاملات الإلكترونية رقم 15 لسنة 2015 |
| قانون النزاهة ومكافحة الفساد |
| قانون النزاهة ومكافحة الفساد - قانون رقم (13) لسنة 2016 وتعديلاته |
| التشريعات ذات العلاقة |
| قانون الأوراق المالية رقم 18 لسنة 2017 |
| قانون محاكم الصلح وتعديلاته لسنة 2017 |
| قانون الجرائم الإلكترونية رقم 27 لسنة 2015 |
| قانون الغذاء 2015 |
| قانون البلديات رقم 41 لسنة 2015 |
| قانون الكسب غير المشروع رقم 21 لسنة 2014 |
| قانون الاستثمار 2014 |
| قانون الاستثمار رقم 30 لسنة 2014 |
| قانون القضاء الإداري 2014 |
| قانون ضريبة الدخل رقم 34 لسنة 2014 وتعديلاته |
| قانون الدواء والصيدلة وتعديلاته رقم 12 لسنة 2013 |
| قانون الجمعيات وتعديلاته رقم 51 لسنة 2008 |
| قانون ضمان حق الحصول على المعلومات رقم 47 لسنة 2007 |
| قانون المنافسة رقم 33 لسنة 2004 وتعديلاته |
| قانون الجمارك وتعديلاته رقم 20 لسنة 1998 |
| قانون معدل مؤقت لقانون الجمارك رقم 24 لسنة 2010 |
| قانون الشركات وتعديلاته رقم 22 لسنة 1997 |
| قانون الضريبة العامة على المبيعات وتعديلاته رقم 6 لسنة 1994 |
| قانون التجارة وتعديلاته رقم 12 لسنة 1966 نظام سجل التجارة لسنة 1966 |
| قانون أصول المحاكمات الجزائية وتعديلاته رقم 9 لسنة 1961 |
| قانون البيئات وتعديلاته رقم 30 لسنة 1952 |
| قانون ديوان المحاسبة رقم 28 لسنة 1952 وتعديلاته |
| نظام الخدمة المدنية 2020 |
| نظام الرقابة الداخلية رقم 3 لسنة 2011 |
| الدستور الأردني |
| نظام المشتريات الحكومية 2022 |
| نظام معدل لنظام التنظيم الإداري لهيئة النزاهة ومكافحة الفساد لسنة 2020 |
| نظام حماية المبلغين والشهود والمخبرين والخبراء في قضايا الفساد لسنة 2014 |
| قانون التصديق على الاتفاقية العربية لمكافحة الفساد رقم 21 لسنة 2012 |
| قانون تصديق اتفاقية الأمم المتحدة لمكافحة الفساد رقم 28 لسنة 2004 |
| قانون الجرائم الاقتصادية وتعديلاته رقم 11 لسنة 1993 |
| قانون العقوبات وتعديلاته رقم 16 لسنة 1961 |

2.2. Overall Solution Description

In the following sub-section, a high-level solution is described.

2.2.1. Strategy of provisioning the solution

2.2.1.1. Access & Delivery Channels

The following access and delivery channels are to be considered for the services:

- The Internet –through JIACC portal, JIACC mobile application, SANAD Platform and mobile app. Applicant may receive notification during service provision via SMS or e-mail which requires integration with National SMS gateway for SMS notification and email exchange.
- JIACC headquarter (walk in application) – application submission, and all needed processes that require the user presence in JIACC. Noting that the winning bidder responsibility is to build the walk in application and to integrate with the other delivery channels
- E-Government Contact Center is expected to be responsible for providing service information to public either by email or phone

2.2.2. High Level Description of System Requirements for the solution

Below is the proposed system (including all components) requirements that must be provided by the winning bidder, noting that the winning bidder and its cost should provide any additional system requirements needed for the proper functioning of the system should be included in the fixed lump sum price submitted by the bidder.

| System requirements | Description |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration | <p>For JIACC employees, the winning bidder is requested to recommend, describe, design in details and implement the most secure registration mechanism in cooperation with JIACC and Modee teams. The suggested mechanism will be subjected to MoDEE and JIACC Approval.</p> <p>For the type of users (Governmental entities- users for component 3), the system shall allow system administrator to create user profile for each entity.</p> |
| Authentication | <p>For JIACC employees, winning bidder is obliged to recommend, describe, design in details and implement the system user authentication mechanism along with information security measures in order to guarantee information confidentiality, integrity, availability and accountability (non-repudiation) to meet the security level sufficient to guarantee service delivery and to consider all types of users specified in the requirements gathering phase. The utilization shall still support secure authentication method based on business and functional requirements, best practices, and international standard such as WS-Security standards. The module shall be presented to JIACC and MODEE subject matter experts and concerned stakeholders for approval before the implementation phase. Noting that windows authentication is not accepted.</p> |
| Notification | <p>The system will send notification(s) according to the status of the requests, the supported notification delivery methods includes and not limited to:</p> <ol style="list-style-type: none"> 1. E-Mail 2. SMS <p>Any other channel that will improve service delivery</p> |

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| Inquiries Module | The system should have advance search and filtration option so it will facilitate retrieving the required data existed in the proposed solution |
| System integration | <p>The system should integrate with the following shared e-Government services:</p> <ol style="list-style-type: none"><li data-bbox="623 436 1438 709">1. National SMS Gateway: SMS will be one of the notification channels that will facilitate interactions between JIACC and their applicants. (Ex: JIACC 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.<li data-bbox="623 762 1438 1528">2. Stakeholders: The system should integrate with the stakeholders that involved in the JIACC selected services delivery. The communication and data exchange between those entities should be performed utilizing the data warehouse (NUR) (developed and hosted in MODEE), Refer to annex (5.18) : for NUR data sources and data sets noting that data sets may include historical data The winning bidder should take into consideration that there are 3 different Data Marts (for Citizens, Resident and companies) If the stakeholder will not be available on the data warehouse The communication and data exchange should be performed utilizing the SGN connectivity and GSB platform The winning bidder is required to study and assess and perform the integration through APIs, or web forms as per the assessment results The bidder is required to cost 10 integrations (not specified at this stage) as separate item in the financial proposal And clarify the cost of one integration The integration with each one will be through APIs (build provider and consumer) or web forms as per assessment results<li data-bbox="623 1539 1438 1843">3. e-Government Service bus (GSB): The winning bidder shall integrate the JIACC Service with GSB through supporting web services and message communication using XML format and SOAP messaging protocol, and / or REST APIs More details will be provided upon awarding to winning bidder. Integration with stakeholders could be implemented using SOA architecture, Micro services architecture (MSA), or hybrid solution |

It is the winning bidder responsibility to build or update Web Services to integrate with Stakeholders through Web Services or APIs.

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.

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 or SOAP 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)

4. Current JIACC portal and mobile application

The winning bidder is required to integrate the developed solution with JIACC portal (existing services) and current mobile application as they are considered the source for receiving the complaints, information, protection requests and grievances.

5. Tarasol:

The winning bidder is required to integrate the developed solution with Tarasol correspondence system for all required integration points determined in the requirements gathering phase

6. Archiving system:

The winning bidder is requested to integrate with the existing archiving system through APIs in order to archive all

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| | <p>documents/attachments related to all internal automated processes and services covered by the RFP scope of work.</p> <p>7. Integration with the proposed government ERP system: The winning bidder/s shall provide the required APIs (provider and consumer) to integrate the proposed solution with the proposed government ERP system once ready for all required integration points appeared during the analysis and implementation phase</p> |
| Reporting , dashboards | <p>The system should include reporting tools both dynamic and static to generate analytical and summary reports and dashboards and statistics Number of reports for JIACC (60) The system should include dashboard (10) Refer to annex (5.15) for a brief about the required reports. In addition to the reports mentioned in the description of case management system annex 5.12.B</p> |
| Report Builder | <p>Report builder: <u>The bidder is required to cost the report builder and all related licenses as separate Item in the financial offer</u> The system should have the ability to create dynamic report and publish the report so it can be reused later. Main functionality that can be provided are :</p> <ul style="list-style-type: none"> - Dynamic column define (at runtime). - Create Group Report - Dynamic Layout - Inherited report design - Sub Report - Calculation Variables - preview reports and export them to the most document formats: PDF, Excel, Word, PowerPoint, CSV, and all image formats (JPEG, PNG, GIF, BMP) - Add Chart and Images - Connect to different Data Sources to generate a unique data model describing the business model according to the requested reports - Matrix Report - Form Report - Control access to reports using levels of access control for users and user groups (secured reports) - Build charts and statistical reports to generate interactive reports - Save different versions of the same report to keep history of changes to go back to any version |
| System administration | <p>The system should contain administration module, to enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels.</p> <p>The winning bidder should gather all JIACC solution related administration requirements during business requirements gathering and analysis phase</p> |

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| | <p>System should allow admin to perform the following tasks but not limited as follow:</p> <ul style="list-style-type: none"> - Manage the users for governmental entities - Manage user profile. - Manage Security Permissions. - Manage authorizations and roles for different types of users - Manage lookups <p>The system should allow the administrator to enter and continuously update a list of experts in several fields (قائمة الخبراء) which is needed during the process of cases management and investigation.</p> |
| <p>Performance</p> | <p>The winning bidder shall propose the values of quality metrics below and they should adhere to industry best practices which are subject to approval, rejection or modification by MODEE in collaboration with JIACC and the relevant entities</p> <p>System reaction time: The time taken for logging into a system or being connected to a network. [Up to 1 second intranet and up to 5 seconds internet)].</p> <p>Response time: The time the system takes to respond to specific query by the user. [Up to 1-second – intranet, up to 4 seconds – internet].</p> <p>Workload: The capacity to handle the required volume of work in a given time frame.</p> |
| <p>Business Process Management System (this part must be costed as separate item in the financial offer)</p> | <p>This system should contain the following main modules:</p> <ol style="list-style-type: none"> 1. Business process automation engine: <ul style="list-style-type: none"> This engine should be capable to capture, model, implement and manage different business process activities through the use of graphical process designer. In order to achieve that, it should support the following: <ul style="list-style-type: none"> • Integration with other systems (Enterprise application integration) and Business to business integration through the e-Government Government Service Bus, this means that the automation engine should be built and designed to support Service oriented architecture and XML messaging over SOAP protocol to integrate with the GSB. This is essential in order to transfer the application between the different department within JIACC and across other external entities. • Develop processes using Web Service Business Process Execution Language 2.0 standard (WS-BPEL) to support cross-platform execution of complete business processes • Process designer: This shall allow analysts and process designers to model, design, build, and test business process flow through using any proper tool. • Business rules engine: This should enable dynamic insertion of business rules to control the process flow according to defined business logic and decisions making (automated and manual). This |

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| | <p>should also support dynamic modification of these rules to comply with changing nature of business process and user needs after deployment of the system.</p> <p>Stepping engine: this module should control the flow of the business process and enable managing and defining the interaction points with the relevant entities according to business rules captured on Business rules engine.</p> |
| Monitoring | The system should include performance monitoring for all transactions. |
| 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 JIACC and related stakeholders. |
| 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. |
| Language | The system should be bilingual (Arabic & 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 . |
| Audit, Logging and Data Versioning | <p>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:</p> <ul style="list-style-type: none"> - Timestamp of creation/modification - User last changed and date last changed - Changed record and last operation (Create, Update, and insert). - Before and after value for each column that has changed. - Keep Track of what user retrieve or view (Select) - Ability to print a report of tracking results <p>Auditing and data versioning features should be configurable based on administrator selection to specify which system resources needs to audit and track changes.</p> |
| Printing and Scanning | System should provide the ability to print/ scan document |
| APIs | The winning bidder is required to generate APIs for JIACC services (for the case management system) under scope of this RFP. The winning bidder is required to make them available through SANAD Mobile |

Application as e-Services API Enabled. More over those APIs could be used for mobile application/ chatbot (SANAD JO) / integration with any external system.

2.2.3. Definition of Required IT Systems and Architecture

The following table shows high-level description of the system components.

| System | Description | Remarks |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Principal Service Provider (JIACC) applications | | |
| (front end system and database) <u>For Integrity KPIs Portal</u> <u>متابعة المؤشرات</u> | <p>The frontend system (separate from backend) should provide the ability for users to access the system.</p> <p>It should handle multiple modules that will serve and help the applicant such as but not limited:</p> <ul style="list-style-type: none"> - Notification process - Request Status Tracking - Dashboard - Report generation - Others | The winning bidder should design, develop, deploy, and test the frontend system and database |
| Back-end system | <p>The winning bidder must build this application needed for JIACC services and processes fulfilling all the requirements and components mentioned in this RFP. The system will be hosted on GPC</p> <p>The winning bidder is expected to build the application to host all the forms needed by JIACC services and process. In addition, the application should fulfill all the requirements stated in section 2 and 3</p> | The back-end system to be analyzed, designed, implemented and deployed and tested by the winning bidder. |
| Integration layer | <p>The backend system shall connect to the frontend system via web service.(middle Integration layer)</p> <p>The integration web service will receive the applicant service request and forward it to the JIACC Backend System.</p> | The winning bidder must build all needed integrations |
| New JIACC back end system Databases | <p>The winning bidder should build the new database/databases and migrating all related data from any existing databases (if any)</p> <p>Database should store all transactions and build historical records with time stamping</p> | The back-end system databases to be analyzed, designed, implemented and deployed and tested by the winning bidder. |

Section 3: SCOPE OF THE PROJECT

Important notes:

- There are certain activities to be performed and deliverables to be provided by the winning bidder during execution of the Project. More detailed information on each of them is given in the next paragraphs. The bidder shall provide such services, deliverables, in addition to support, maintenance and warranty, including any requirements or activities needed for the proper functioning of the system beside those outlined in the following listing and the cost of these requirements or activities should be included in the fixed lump sum price submitted by the bidder. Note that bidders should detail in their proposals all recommended mechanisms and methodologies through which its services and deliverables will be accomplished. All the final documentation deliverables of the project are required to be prepared in Arabic. Nevertheless, very technical documents such as DB design, architecture design, etc. can be accepted in English language.
- Final deliverables submitted by the winning bidder should be attached to an original official letters properly bounded, stamped and signed by the winning bidder as shall be defined and approved by MODEE in cooperation with JIACC.
- The winning bidder should assure that the proposed solution architecture, design and implementation include the use of GSB in system integration and information exchange.
- The winning bidder shall develop the required solution using any technology and provide all the required licenses for the proper functioning of all system components
- All development activities must be conducted on site (at JIACC) premises.
- The duration time for implementing this project is (180) calendar days in addition to the (24) months maintenance and support time from the preliminary acceptance of the developed solution by MODEE in cooperation with JIACC. Taking into consideration that all testing activities is part of the project duration
- **The winning bidder is required to document (SOP, workflow, service card , customer journey), using ARIS platform according to MODD filter, please refer to annex (5.17) for ARIS convention manual that describes which models, object, and attributes to be used, any other documentation not covered in the manual should be uploaded to the ARIS repository.**
- **Note: MODEE will provide the winning bidder with the needed user (designer) account.**

Component 1 –System Delivery

Winning bidder activities

In order to complete the project in proper manner; the winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper fulfillment of the project should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder.

- Perform requirements gathering and analysis for JIACC processes/services related to the scope of work, and suggest any enhancement on the workflow of the services/processes that facilitate the digitization of JIACC systems taking into consideration all related laws, rules and regulations.
- Documentation of all enhanced processes/ services related to the scope of work on ARIS platform using MODEE filter.

- Study, analyze and documented of 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.
- Document service card of all related service on ARIS platform using MODEE filter.
- Provide detailed requirements specifications document for the new solution showing all integrations. (SRS template shall be approved by MODEE and JIACC before starting documentation)
- Conduct sprint review sessions with MODEE and JIACC team.
- Study, analyze, and design the proposed solution architecture, this needs to be aligned with all components and products mentioned in the RFP scope of work and aligned with the e-Government Architecture Framework including but not limited to the use of shared components and services like the SMS Gateway, e-Government Contact Center, Government Service Bus (GSB)..etc. .And provide MODEE/ JIACC with the solution architecture, MODEE has the right to study, update and approve it.
- build the Walk in application to receive requests in JIACC headquarter (Face-to-Face)
- Design, develop, implement, deploy (install, test, launch) the proposed solution
- Develop/ provide all professional activities and services needed to deliver the integration between the existing systems and new system
- Perform the integration between JIACC system and Archiving system
- The system should integrate with the stakeholders that involved in the JIACC selected services delivery. The communication and data exchange between those entities should be performed utilizing the data warehouse (NUR) (developed and hosted in MODEE), Refer to annex (5.18) for NUR data sources and data sets noting that data sets may include historical data . The winning bidder should take into consideration that there are 3 different Data Marts (for Citizens, Resident and companies).
- If the stakeholder will not be available on the data warehouse The communication and data exchange should be performed utilizing the SGN connectivity and GSB platform; The winning bidder is required to study and assess, build, consume and perform the integration through APIs, or web forms as per the assessment results
- Perform data migration for all Cases information (معلومات القضايا) available in JIACC, taking into consideration that the winning bidder should provide the new data structure for JIACC in order to perform any cleansing activities from their side required for the data
- Develop scanning functionality/feature on the walk-in application to enable JIACC users to scan documents and upload it to the system, the application will be integrated to the JIACC archiving system.
- The winning bidder is requested to integrate the developed solution with the proposed government ERP system for all required integration points appeared during the analysis and implementation phase
- 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.
- Make full cycle test of the APIs published over GSB and deliver its Postman collection.
- Develop the services in the scope (for case management system) on Sanad Platform (Portal and Mobile Application) based on Sanad theme and according to Sanad architecture.
- Working closely with MODEE – Datacenter teams to deploy the built APIs over GSB and test it.
- Install, configure needed technology and tools and deploy the solution on the development/staging/production environment on the GPC.
- Integrate the developed solution with the e-government shared services and relevant internal systems and stakeholders following the e-GAF standards and guidelines
- Provide mechanism and algorithm for data encryption to encrypt all data in JIACC database
- Develop and conduct the User Acceptance Test (UAT) in collaboration of MODEE in cooperation with JIACC and Stakeholders' teams.
- Secure approvals of MODEE in cooperation with JIACC for all deliverables required from the winning bidder.

Financial proposal requirements:

The bidder is required to provide the following information in the financial proposal in relation to the System Delivery

- List all costs associated with system delivery component as described in annex (5.4),
- The bidder is required to cost the report builder and all related licenses as separate Item in the financial offer
- The bidder is required to cost the Business Process Management System and all related licenses as separate Item in the financial offer
- The bidder is required to cost 10 integrations (not specified at this stage) as separate item in the financial proposal and clarify the cost of one integration

Deliverables

The winning bidder is required to provide all the deliverables mentioned below in Arabic except for technical documents, in addition to the complete associated models in the governmental portal, noting that any other related deliverables needed for the proper delivery of the project should be also provided by the winning bidder and associated cost should be included in the fixed lump sum price submitted by the bidder:

- SOP for the processes after enhancement.
- Detailed solution architecture
- Cleared, Searchable, and approved from all parties SRS Document for each service/ module/component
- Sprint reviews feedback and sign off.
- Detailed functional, non-functional design, and technical specifications of the delivery system
- Detailed integration documents
- Solution source code

- The database model (as a diagram, document...)
- A document explaining application setup and basic troubleshooting
- Tested and deployed APIs
- Design document for the built APIs

❖ **System Documentation**

- System technical documentation (covering use cases and use case diagrams, detailed requirements, architecture, data model, algorithms, protocols, functionality of modules, quality-related documentation and artifacts, etc.)
- System manuals (covering software and hardware installation and configuration, maintenance, backup, recovery, optimization etc.)
- End-user manuals (including and not limited to FAQ, “How do I” questions; in English and Arabic).

Component 2 – Required e-Service Infrastructure

Winning bidder activities

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.
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.
5. Provide the backup policy

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

| Government Private Cloud (GPC) Services | | |
|-----------------------------------------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Virtual Machines | |
| | Option 1 | Windows Server 2019\2022 Enterprise Edition (Licensed) |
| | Option 2 | 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 | Containers Management | |
| | Option 1 | Utilizing VMs to host the containers. |
| 3 | Databases | |
| | | <ul style="list-style-type: none"> - The bidder must provide and specify the database technology and Any required licenses must be included in the financial proposal - Install, configure ,design, tune ,operate and maintain the all databases related with the projects |
| 4 | Other services provided by GPC | |

| | |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Citrix Load Balancer (LB), the bidder must propose the needed throughput |
| 2. | Citrix web application Firewall (WAF) |
| 3. | Micro segmentation |
| 4. | Object storage |
| 5. | Backup as a Service; the bidder must provide the required backup policy |
| 6. | Warm DR on infrastructure level; the bidder must provide business continuity plan for all proposed solution components |
| 7. | antivirus |
| 8. | SSL certificate |
| 9. | Government Email services |
| 10. | SMS Gateway integration |
| 11. | Document Archiving as service <ul style="list-style-type: none"> - the winning bidder must provide indexing and cabinet design and storage sizing - number of archiving users - number of read only users - the winning bidder must integrate with DMS through API |

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 solution components and services required along with its description
4. All required licenses
5. Backup policy

Component 3 – Information Security

Winning bidder activities

The winning bidder must provide a secure by design systems and sub-systems considering but not limited to below points to ensure confidentiality integrity and availability of the provided systems

- Develop a detailed backup policy and related procedures encompassing handling the proposed solution and security controls. i.e. backup policy and procedures, auditing policy, etc., and in compliance with ISO 27001 standard. The policy and procedures should consider the operational environment of JIACC.
- Appropriately assess, implement, test and deploy information security controls and measures to secure the System considering the following:
 - Controls to enforce separation of duties depending on Need-to-Know and Need-to-Do.
 - Controls to ensure input validation, data processing and output integrity and confidentiality.

- Controls to ensure secure data at rest, in use and in transit, including encryption and hashing algorithms and encryption keys management.
- Controls to ensure secure messaging according to the WS-Security Standard.
- Controls to secure transactions and messaging among all stakeholders and solution components.
- Controls to ensure user privacy, including but not limited to, cookies management, users log file and behavior.
- Controls to ensure secure exception and error management that is both user-friendly and not revealing sensitive and structure data.
- Design and build secure connections and communication channels to ensure:
 - Secure connections between clients and the System.
 - Secure connections between the System and back-end systems (if any).
 - Internet access should use encrypted communication channels.
- Design and build secure user identification and authentication approach with MFA.
- Ensure that Portlets are protected against web application threats, such as dangerous URL and attacks such as cross-site scripting, Session Hijacking. The solution should ensure that it is not vulnerable to common vulnerabilities and latest OWASP Top 10 vulnerabilities.
- Develop map of rules document for all systems/services
- Ensure that the final solution include comprehensive audit and log management and reporting tools for all transactions, especially security logs, based on need-to-know and need-to-do basis and having the following criteria:
 - Audit and logging, comply with ISO 27001
 - Audit record should contain the:
 - When: time of event, time of log,
 - Where: application/web service identifier, Window/form/page e.g. entry point URL and HTTP method for a web application, code location.
 - Who: source address and user ID.
 - What: type, severity and description of the event, object.
 - Sensitive data is to be excluded from logs; sensitive data is private information that must be safeguarded against unauthorized access for example a combination of national ID and birthday, password, health information, financial ..
- Build security controls in the proposed service/application against Level 1 and applicable Level 2 controls of OWASP Application Security Verification Standard latest version
- Build security controls in the proposed Mobile application if it included against Level 1 and applicable Level 2 controls of OWASP Mobile Application Security Verification Standard latest version.
- Ensure that all the servers (web , application and database) are Configure using the security best practices
- Agree on both “Information Security Policy/ bit.ly/3tcxct1” and “سياسة استخدام موارد تكنولوجيا” mentioned in Annex (20)

- The winning bidder should Fill and Sign the Security Assessment Questionnaire in Annex (21) and submit it to MoDEE upon request.

NOTE: MODEE/ JIACC reserves the right to perform their own vulnerability assessment and/or penetration test on the solution and provide the vulnerability reports to the winning bidder to apply appropriate recommendations to ensure system security. Another security test should be conducted to ensure recommendations are reflected

Financial proposal requirements

The bidder is required to provide list of all costs associated with the information security of the System in the financial proposal.

Deliverables

The winning bidder is required to provide the deliverables mentioned below:

- Detailed security policy and related procedures encompassing handling the proposed solution and security controls. i.e. backup policy and procedures, auditing policy, etc., Risk assessment and mitigation document.
- Third party security test result
- Map of rules documents
- Security Test Results clarifying the elimination of the System from dangerous URL and attacks such as cross-site scripting, Session hijacking. In addition, it is not vulnerable to latest OWASP Top 10 vulnerabilities.
- Audit and log management and reporting tools for all transactions, especially security logs based on need-to-know and need-to-do basis.
- Verification check list against all the applied controls of the required OWASP Application Security Verification Standard V4.0 (2019).
- Verification check list against all the applied controls of the required MASVS v1.2
- all servers configure based on security best practices

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

Winning bidder activities

In order to provide Change Management, Knowledge Transfer, Training and customer journey requirements, the winning bidder is required to perform the activities mentioned below, noting that any other related Change Management, Knowledge, Transfer, and training needed for the proper qualification of stakeholders personnel should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

- It is important to emphasize that the design of standard **customer Journey/experience** would be of great help to the MODEE and JIACC, who may be in the process of developing new e-Government services to ensure consistency among e-Government services and provide a focus for customer experience, please refer to Annex (5.10) for more information about the customer journey/experience.
- The winning bidder is required to prepare, present and execute plan of change management knowledge transfer and training for identified stakeholders among different users' types and levels technical team and top management awareness. It should ensure that all types of users and administrators are prepared to operate Services and to take over future enhancements or support of the developed applications (especially in technical area),. Knowledge transfer should be arranged at various phases of the Project
- Prepare and execute change management, knowledge transfer and awareness plan. Change management and awareness sessions should be conducted; in two levels; technical team and top management awareness
- taking into consideration the different training audience :
 - End user training , TOT (10)
 - End user training (90)
 - Training on report builder (6)
 - System Administrators (15)
 - Development training based on selected technology (10)
 - Using workflow engine to build internal processes (5)
- Provide training handout material, materials should include related links and videos.(soft and hard copies for all attendees)
- Training venue will be in JIACC premises
- max no. of attendees per session is 20
- State the Compliance to the customer Journey/experience requirements mentioned in Annex (5.10)

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the Knowledge Transfer, and Training:

- List all costs associated with Change Management and Customer Journey activities.
- List all costs associated with training and Knowledge Transfer.

Deliverables

The winning bidder is required to provide the deliverables mentioned below, and any other related deliverables needed for the proper Change Management, Knowledge Transfer, and training and its cost should be included in the fixed lump sum price submitted by the bidder:

- Change management, Knowledge transfer and training plan
- Awareness, Knowledge transfer, and training sessions schedule and curricula.
- Executed Knowledge Transfer awareness sessions and training sessions for all relevant solution users and stakeholders.
- Training material (hard copy and soft copy) (including Administrator training, Technical training, Stakeholders training, End-user training).
- Customer journey Compliance sheet

Component 5 – Operations Support and Maintenance

Winning Bidder Activities

- In order to execute “Operations Management” component of this project, the winning bidder is required to perform the activities mentioned below for 24 months for all solution components after running the solution and obtaining the preliminary acceptance. Noting that 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 the implemented solution by a team which possesses the proper knowledge and proven experience of the proposed solution.
- Ensure the availability of educated resources to provide on-site support when needed
- Provide detailed implementation plan for any pre-planned maintenance operation that may affect JIACC 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 for issue(s) 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 by JIACC and as shown in Annex (5.8) of this document.
- Assign a hot line number to be used for reporting incidents
- Use ticketing system that records all reported incidents and that can be accessed by JIACC and generated various incident reports

- Applying the latest fixes, patches and required upgrades (major and minor) to for the implemented solution 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

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the "Operations support and maintenance" component:

- List all costs associated with the Operations support and maintenance component

Deliverables

- Service reports for all reported and resolved incidents signed by a representative from JIACC
- List of all fix's, patch and upgrades implemented during the support and maintenance period
- Fixed and resolved outcomes of health check (if required).

Component 6 – Quality Management

Winning bidder activities

In order to provide Quality Management, the winning bidder is required to perform the activities mentioned below, the winning bidder should provide noting that any additional related activities needed for the proper functioning of the system and its cost should be included in the fixed lump sum price submitted by the bidder:

- Perform 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 behaviour of the outcomes according to the expectations and requirements of JIACC and MoDEE team.
- Prepare a detailed Quality plan scope that should include all project phases, deliverables, and artefacts of any type relevant to the project nature of (any applicable service channels; like: Portals, websites, e-Services software, integrations, documentation, and 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, Defects (Bugs) report and other required/proposed artefacts.
- Prepare the testing/staging environment to be identical to production environment taking into consideration that testing environment is fully integrated with all web services and forms.
- Assign a dedicated Quality team to ensure quality of project deliverables or software through the related set of (Verification and Validation) activities.
- The winning bidder Assigned Quality team shall be responsible for performing all testing activities according to plans and procedures defined within the quality plan, and as per the requirements stipulated within this document.

- Perform all needed activities in the User Acceptance Testing that should be done in cooperation with MODEE and JIACC, 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, quality and customer journey test on the solution (two 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.

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to Quality Management in the financial proposal:

- List all costs associated with Quality Management activities
- In case an additional round of testing is needed after the official two rounds are done, then the winning bidder will cover the cost.

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

| # | Item Description | Addition round per service (JD) |
|----|--------------------------|------------------------------------|
| 1. | Quality re-Test | 620 |
| 2. | Customer Journey re-Test | 440 |
| 3. | Performance re-Test | 620 |
| 4. | Security re-Test | 730 |

Deliverables

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

- Performed UAT sessions and final UAT report aligned with JIACC approval (UAT certificate).
- Quality Management plan (Quality and UAT Plan documents).
- Testing reports (Quality, Customer journey compliance, security, and performance).
- UAT Test Cases Scenarios documents.
- Test Data aligned with Test cases.
- Test Results documents and reports.
- Quality metrics and KPI's documentation.

Component 7 – Project Management

Winning bidder activities

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

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

- Appoint a designated Project Manager (full-time for the contract duration) to oversee the project execution together with project teams to execute all designated tasks and activities
- Develop a Project Plan, including project objectives and success criteria, deliverables, role/responsibilities, communication protocols, document control methodology, cost management, schedule management, quality management plan and any needed project plan.
- Develop and maintain the overall project schedule, and review and verify the integration of the project team's activities & deliverables
- Develop project implementation strategy based on the needs and priorities of the business owner that will ensure stakeholders buy-in and creates the needed impact at the different stages of the project
- Develop a project plan that will determine and ensure the attainment of all project objectives through the proper prioritization and dependency consideration of different project activities.
- Work with JIACC and its stakeholders to come up with solid rationale for phased approach of the project implementation plan
- Ensure close cooperation with JIACC Project team as well as the service provider and dependencies representatives
- Schedule and conduct on-site 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 JIACC 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.

Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the Project Planning and Management:

- List all costs associated with the Project Management.

Deliverables

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

- Project kick-off presentation (in English or Arabic)
- A project milestone schedule during the project preparation phase
- Project management documentation that will cover the different knowledge areas, listed below but not limited to:
 - Project Charter
 - Project management plan
 - Stakeholder management plan including project organization structure and roles and responsibilities
 - Communications management plan
 - Quality management plan (as Described in Quality Management Component)
 - Risk management plan
 - Scheduled project status and progress reports, addressing Reasons behind any deviation from Project baseline plan.
 - Deliverables traceability matrix
- Issues and risk logs
- Action log
- Weekly and monthly status and progress reports
- Project closing presentation (in English or Arabic)
- Project conclusion document outlining work completed, lessons learned and recommendations for “next steps”

Section 4: ADMINISTRATIVE PROCEDURES & REQUIREMENTS

4.1. Response Procedures

All inquiries with respect to this RFP are to be addressed to the MODEE in writing by mail, e-mail or fax with the subject “DIGITAL TRANSFORMATION PROJECT FOR INTEGRITY AND ANTI-

CORRUPTION COMMISSION ". Inquiries can only be addressed to [eGov_tenders@modee.gov.jo] by 5/2/2023. Responses will be sent in writing no later than 12/2/2023. Questions and answers will be shared with all Bidders' primary contacts.

4.2. Response Format

Bidders responding to this RFP shall demonstrate up-to-date capabilities and experience in providing similar services and similar engagements. The bidder must perform these services and engagements **during the last 7 years as the following, One project at least must be related to digital transformation**

Important Note:

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

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Project Name | |
| Start date | |
| End date | |
| Project size and number of services | |
| Project components <i>(In details)</i> | |
| Client contact number and email | |
| IMPORTANT: the bidder must provide an accomplishment letter or evidence detailing project start date and end date and project components from the client for each project | |

Bidders shall demonstrate the following specific capabilities:

- IT experience in software and other IT related areas specified in this RFP.
- Experience in Information Security
- General knowledge in Jordanian governmental laws and by-laws.
- Experience in project planning and management.
- Experience in providing post implementation support and maintenance
- Experience in quality assurance and quality control
- Experience in change management Practice.

Note: Where some skills are not available, the bidder should joint venture or sub-contract with a reputable **local/international firms** 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-A: Technical Proposal

Technical proposal: The technical proposal should include

- a. Description and references to similar projects performed in the last 7 years (one project at least).
- b. Compliance Sheet: the compliance sheet must include the statement of compliance for all activities, requirements, and deliverables as per the compliance sheet described in Annex (5.19)
- c. If a bidder is a joint venture, partners need to be specified with the rationale behind the partnership. And sign the joint venture agreement

Part I-B: Financial Proposal

The bidder is required to cost additional 8 years (maintenance, support and licenses renewal) after the 2 years support and classify per year, noting that this cost will be included in the financial evaluation of the bid

The awarding will be on the amount of the total cost of the bid included in (خلاصة بدلات الأتعاب) which includes the cost of the solution and the 2 year maintenance and support within the scope of this RFP

The bidder is required to commit to the cost/prices included in the financial offer for the additional 8 years, noting that MODEE has the right to extend the maintenance period with the winning bidder or to issue a new support and licenses tender

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 بدلات الأتعاب) attached in the Arabic Sample Agreement under ملحق (الاتفاقية رقم 2 و رقم 3) duly filled; signed and stamped by the bidder. The Financial proposal should be submitted in separation of the technical proposal. In order for the evaluation to progress quickly and effectively, bidders are requested to provide their proposal as per the format described in Annex 5.4.

- 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 II: Bid Security

This part includes the original Bid Guarantee.

4.3. Response Submission

Bidders must submit proposals to this RFP to MoDEE no later than 12:00 PM on 20/2/2023 (Jordan Local Time).

Ministry of Digital Economy and Entrepreneurship

Tender No: 6eGovt2023

Tendering Department – 3rd floor

Ministry of Digital Economy and Entrepreneurship

8th circle

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Proposals should be submitted as 2 separate parts each part in a separate well-sealed and wrapped envelope clearly marked, respectively, as follows:

- **Part I “DIGITAL TRANSFORMATION PROJECT FOR INTERGRITY and ANTI-CORRUPTION COMMISSION - Technical and Financial Proposals”.** This part (envelop) should contain 1 hard copy and 1 softcopy (CD) [in Microsoft Office 2010 or Office 2010 compatible formats].
- **Note:** the technical and financial proposal will open in the same session.
- **Part II “DIGITAL TRANSFORMATION PROJECT FOR INTERGRITY and ANTI-CORRUPTION COMMISSION - Bid Bond”** This part (envelope) should contain 1 hard copy.
- **Note:** Late submissions will not be accepted nor considered and in case of discrepancy between the original hard copy and other hard copies and/or the soft copy of the proposal, the hard copy marked as original will prevail and will be considered the official copy. Proposals may be withdrawn or modified and resubmitted in writing any time before the submission date.

Regardless of method of delivery, the proposals must be received by the MODEE no later than 12:00 PM on 20/2/2023 (Amman Local Time). MODEE will not be responsible for premature opening of proposals not clearly labeled.

4.4. Response Evaluation

1. Elimination criteria:

- **All participating companies will be subject to security check (تدقيق أمني) including partners and their resources, noting that any rejected company from JIACC as a result of the conducted security check will be eliminated without providing any explanation or clarification**

2. Evaluation criteria:

The overall proposal will be evaluated both technically and financially, and will be evaluated and awarded according to the clause number 29 of the Government Procurement instructions of 2022 based on a compliance sheet (please refer to annex 5.19) that should be submitted through the technical bidder proposal.

MoDEE reserves the right not to select any offer. MoDEE also assumes no responsibility for costs of bidders in preparing their submissions.

NOTE: Technical and Financial proposals will be opened at the same time for all bidders.

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 (5000 JD) in a separate sealed envelope.** The bond will be in the form of bank guarantee from a reputable registered bank, located in Jordan, selected by the bidder. The bidder shall ensure that the (tender bond) proposal security shall remain valid for a period of 90 days

- after the bid closing date or 30 days beyond any extension subsequently requested by the tendering committee, and agreed to by the bidder.
7. Any proposal not accompanied by an acceptable proposal security (tender bond) shall be rejected by the tendering committee as being non-responsive pursuant to RFP.
 8. 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.
 9. The proposal security of the unsuccessful bidders will be returned not later than 30 days after the expiration of the proposal validity period.
 10. 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.
 11. The proposal security of the winning bidder will be returned when the bidder has signed the contract and has furnished the required performance security.
 12. The proposal security may, in the sole discretion of the tendering committee, be forfeited:
 - If the bidder withdraws its proposal during the period of proposal validity as set out in the RFP; or
 - 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.
 13. The winning bidder has to pay the fees of the RFP advertisement issued in the newspapers.
 14. 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.
 15. 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.
 16. 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:

1. 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
2. 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
 3. All bidders should duly sign the joint venture agreement attached to this RFP under Annex 5.5 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 5.5 by authorized signatories and this agreement is to be certified by a Notary Public in Jordan
 4. 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.
 5. 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.
 6. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the proposal.
 7. 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
 8. MODEE requires that all parties to the contracting process observe the highest standard of ethics during the procurement and execution process. The Purchase 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 proposal submission) designed to establish proposal prices at artificial non-competitive levels and to deprive JIACC of the benefits of free and open competition.

9. No bidder shall contact MODEE, its employees or the Purchase 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 Purchase Committee or the technical committee members in the tendering committee's proposal evaluation, proposal comparison, or contract award decision will result in rejection of the bidder's proposal and forfeiture of the proposal security
10. 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.
11. A business registration certificate should be provided with the proposal
12. 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.
13. The laws and regulations of The Hashemite Kingdom of Jordan shall apply to awarded contracts.
14. The Bidder accepts to comply with all provisions, whether explicitly stated in this RFP or otherwise, stipulated in the Governmental Procurement By-Law No8 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 Governmental Procurement By-Law No8 of 2022 and its Instructions
15. 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.
16. 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 JIACC before tender submission; such amendments are to be issued as an addenda.
17. Proposals shall remain valid for period of (90) days from the closing date for the receipt of proposals as established by the Purchase committee.
18. The Purchase 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 Purchase 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.

19. 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.
20. 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.
21. 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.
22. JIACC 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.
23. Bidders may not object to the technical or financial evaluation criteria set forth for this tender.
24. The winning bidder will be expected to provide a single point of contact to which all issues can be escalated. JIACC will provide a similar point of contact.
25. JIACC 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, JIACC reserves the right to request an alternative staff at no extra cost to JIACC.
26. Each bidder will be responsible for providing his own equipment, office space, secretarial and other resources, insurance, medical provisions, visas and travel arrangements. JIACC will take no responsibility for any non-Government of Jordan resources either within Jordan or during travel to/from Jordan.
27. Any source code, licenses, documentation, hardware, and software procured or developed under '**DIGITAL TRANSFORMATION PROJECT FOR INTEGRITY and ANTI-CORRUPTION COMMISSION**' is the property of JIACC upon conclusion of 'The Project'. Written consent of JIACC must be obtained before sharing any part of this information as reference or otherwise.
28. 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.

29. The bidder may modify or withdraw its proposal after submission, provided that written notice of the modification or withdrawal is received by the tendering committee prior to the deadline prescribed for proposal submission. Withdrawal of a proposal after the deadline prescribed for proposal submission or during proposal validity as set in the tender documents will result in the bidder's forfeiture of all of its proposal security (bid bond).
30. A bidder wishing to withdraw its proposal shall notify the Purchase Committee in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also be sent by fax, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.
31. The notice of withdrawal shall be addressed to the Purchase Committee at the address in RFP, and bear the contract name "**DIGITAL TRANSFORMATION PROJECT FOR INTEGRITY and ANTI-CORRUPTION COMMISSION**" and the words "Withdrawal Notice".
32. 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.
33. 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.
34. 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.
35. 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 JIACC, and shall at all times support and safeguard JIACC's legitimate interests in any dealings with Sub-contractors or third parties.
36. 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
37. JIACC 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. JIACC 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.

38. 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 non-responsive to this RFP.
39. **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 non-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 JIACC and the winning bidder shall not be entitled to claim for any additional expenses or take any other legal procedures.
40. Nothing contained herein shall be construed as establishing a relation of principal and agent as between JIACC 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.
41. 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 JIACC's business or operations without the prior written consent of JIACC. The Winning Bidder shall sign a Non-Disclosure Agreement with JIACC as per the standard form adopted by JIACC. A confidentiality undertaking is included in annex 5.6.
42. 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 5.4 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 JIACC. 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 JIACC, or shall procure from a Sub-contractor, on behalf of JIACC, 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 JIACC 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 JIACC, 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 JIACC 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 JIACC, including its officers, employees and agents against a loss or liability that has been reasonably incurred by JIACC 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 JIACC 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 JIACC such activity or interest.
4. If the Winning bidder fails to notify JIACC or is unable or unwilling to resolve or deal with the conflict as required, JIACC 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, as far as compliance is required, with the secrecy and security requirements of JIACC, or notified by JIACC 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 JIACC, and the Winning bidder shall, not later than upon termination or expiration of the Contract, deliver all such documents and software to JIACC, 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 JIACC and MODEE may otherwise agree, no changes shall be made in the key Personnel. If, for any reason beyond the reasonable control of the Winning bidder, it becomes necessary to replace any of the key Personnel, the Winning bidder shall provide as a replacement a person of equivalent or better qualifications and upon JIACC and MODEE approval.
2. If JIACC and MODEE 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 JIACC and MODEE's written request

specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to JIACC and MODEE.

4.11. Other Project-Related Terms

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

Section 5: ANNEXES

5.1. List of Acronyms

| TERM | DESCRIPTION |
|-------|--------------------------------------------------|
| ADC | Access and Delivery Channel |
| CC | Contact Center |
| CMS | Content Management System |
| JIACC | Jordan Integrity and Anti-corruption commission |
| eGAF | e-Government Architecture Framework |
| GoJ | Government of Jordan |
| IT | Information Technology |
| KPI | Key Performance Indicator |
| MODEE | Ministry of Digital Economy and Entrepreneurship |
| PM(O) | Program Management (Office) |
| RFP | Request For Proposal |
| SENS | Secure Enterprise Nervous System |
| SGN | Secure Government Network |
| SMS | Short Message Service |
| SOA | Service Oriented Architecture |

5.2. National e-Government Contact Centre Required Information

The offered e-service solution should provide contact center agents users with enough privileges and access to Information for them to perform their required role.

In addition to the above the winning bidder is required to deliver the following for contact center use:

Documentation and training on the following:

- Objectives and benefits of the E-Service (before /after description)
- Benefits of the E-Service
- Target population
- Provide support for the E-Service application – How to use it
- Provide information about the status – When will the end user see the result
- Provide technical support in case of problems
- Or execute the whole transaction on behalf of the customer?

E-Service frequently asked questions

- Technical
- Business (informational)

Furthermore, a number of categories of queries / contact reasons and contact drivers are anticipated:

- Difference between e-Service and physical, traditional service
- How to use
- Payment
- Fulfillment (the paper work)
- Status information
- Technical support
- Complaints

The winning bidder is required to review the above contact reasons and add to them if necessary. In addition to contact reasons types definition, the winning bidder to provide all related information to the anticipated questions. (Answer to the questions illustrated in the matrix below)

Question & Answer Matrix - Illustrative

| Moment: Category: | Pre-use | During use | Post use |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Difference between E-Service and traditional service | “What are the benefits, compared to going to the relevant government entities?” | “I have completed this process now, should I not go somewhere to pick up the paperwork?” | “I used to receive notification via letter, is the e-mail I just received replacing the letter?” |
| How to use | “How long will it take to complete the process? I use dial-up Internet access and do not want to spend a fortune of phone costs” “What kind of information do I need to have in order to complete the process?” | “I have filled in this information on that screen, what do I do next?” | |
| Status information | | “I have completed the E-Service process, when will I receive confirmation that it went OK?” | “I received confirmation last week that the process was completed. Can you see where my request is?” “Can you please confirm that you received my payment?” |
| Payment | “I do not trust your online payment; can I make the payment separately?” | | “It has been 2 weeks since I was supposed to receive my paperwork. Why haven’t I received it already?” |
| Fulfillment | “If I submit the request tomorrow, when will I receive the output?” | | |
| Technical support | “What are the minimum systems requirements?” “I cannot access the application, is the website down?” | “I think my browser’s pop-up blocker is interfering with the application, is that correct?” “The application crashed while I was entering my information, is everything lost?” | |
| Complaints | “I do not have Internet access and cannot use the | “I am having problems completing the transaction | “I have completed the transaction but did not receive the paperwork and |

E-Service, this is discrimination”

and the person trying to help me was very rude”

was charged for it, this is scandalous”

The winning bidder should make the following information ready to the contact center team to learn about:

- The Service
- The issues related to the current processes
- The changes and improvements made with the E-Service
- The processes surrounding the E-Service
- The remaining issues that people have to deal with around the E-Service
- The impact on the Civil Servants population
- identify the as-is situation in the relevant government entities, as well as the expected changes due to the introduction of E-Service
- Activities that the contact center could / need to “piggyback” in order to complete the whole process.

5.4. Financial Proposal Response Format

Please indicate the overall estimated cost of your proposed solution.

Cost should be broken down as per the schedules below as well as the detailed scope of work presented in section 3 of this document.

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]

The bidder is required to finance lump sum cost of the project according to Annex 5.4

- The bidder is required to cost the report builder and all related licenses as separate Item in the financial offer
- The bidder is required to cost the Business Process Management System and all related licenses as separate Item in the financial offer
- The bidder is required to cost 10 integrations (not specified at this stage) as separate item in the financial proposal and clarify the cost of one integration

| Services | Amount |
|----------------------------------------------------------------------------------------|--------|
| System delivery component | |
| Required Licensees | |
| Infrastructure component | |
| Information Security | |
| Change Management, Knowledge Transfer, Training and Customer Journey/Experience | |
| Operations Support, Maintenance and Warranty | |
| Quality Management | |
| Project Management | |
| Total | |

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

Project Detailed Cost for all components :

1. Component name :

| Component name | Resource | Unit cost (man day cost) <u>per resource</u> | Number of Units (man days) per resource | Total Cost | Comments |
|---------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------|-----------------------------------------|------------|----------|
| <i>[List all activities associated with Requirements Gathering, Assessment and Digital Transformation Roadmap]</i> | <i>Skill 1</i> | | | | |
| | <i>Skill 2</i> | | | | |
| | <i>Skill N</i> | | | | |
| | <i>Skill 1</i> | | | | |
| | <i>Skill 2</i> | | | | |
| | <i>Skill N</i> | | | | |
| | <i>Skill 1</i> | | | | |
| | <i>Skill 2</i> | | | | |
| | <i>Skill N</i> | | | | |
| TOTAL | | | | | |

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

2. Component name :

| <u>Component name</u> | Resource | Unit cost (man day cost) <u>per resource</u> | Number of Units (man | Total Cost | Comments |
|-----------------------|----------|----------------------------------------------|----------------------|------------|----------|
|-----------------------|----------|----------------------------------------------|----------------------|------------|----------|

| | | | days) per resource | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|--|--------------------|--|--|
| [List all activities associated with Business Process Re-Engineering (Re-design the business processes "TO BE") and e-Services System Delivery] | 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)

3. Required Licenses

| Software Supplier | Name of Software | License Metrics (i.e. by number of clients, processor power or other | No Licenses | Unit price | Total | two years 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)

ETC ...

4. 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.

5.5. Joint Venture Agreement Template

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.

..... Represented by Mr.

..... Represented by Mr.

..... ويمثلها السيد

..... ويمثلها السيد

..... 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 أشغال عقد العطاء رقم (/) المتعلق ب..... 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 الأشغال المتعلقة بالعطاء رقم (/) والعقد الخاص به. وفي حالة تخلف أو تأخر أحد أطراف الائتلاف عن إنجاز المسؤوليات المناط 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 او 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 finally taken over as per the conditions of taking over specified in the Tender / Contract documents .
- 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
- 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 الأول

الطرف الثاني

الطرف الثالث

First Party

Second Party

Third Party

توقيع الشخص المخول بالتوقيع
قانونياً

Signature of the
Authorized Personnel

الخاتم المعتمد
Seal

Notary Public Certification

تصديق كاتب العدل

5.6. Confidentiality Undertaken

Confidentiality Undertaking

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

WHEREAS, JIACC 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

5.7. Key RFPs Dates & Deadlines

| ITEM | DATE (DD/MM/YY) |
|------------------------------------------------------|--------------------|
| Date of RFP distribution | 29/1-19/2/2023 |
| Deadline for submission of bidders' questions to RFP | 5/2/2023 |
| Expected date for answers to bidders' questions | 12/2/2023 |
| Proposal deadline | 20/2/2023 |

5.8. Support Procedures & Policies

Support Requirements:

The bidder is required to provide the following:

1. Provide communication channels to enable JIACC to report incidents that should be tracked and monitored till final resolution by the winning bidder, and keeping JIACC informed about the status for these incidents
2. Define Escalation Procedure including the levels of escalation and name and contact details for contact person.
3. Adhere to response and resolution times as per Response and Restoration Matrix shown in table below

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.

Examples of Severity one cases: DB becoming corrupted or inaccessible.

➤ **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.

Example of Severity two cases: one node of cluster becomes down or unavailable, inability to update DB by entities representatives or solution administrators, or inability to synchronize data between DB nodes.

➤ **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.

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

| Severity | Response Time | Resolution Time |
|----------|---------------|-----------------|
| 1 | 1 hour | 4 hours. |
| 2 | 3 hours | 24 hours |
| 3 | 4 hours | 72 hours |
| 4 | 8 hours | One Week |

* Support is required to be 24x7 basis 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. Resolution Time is calculated from the end of the defined response time for each severity level as shown in the above table.

Escalation Procedures & Penalties

The winning bidder is required to provide the support and maintenance services according to the Response and Resolution Matrix shown in table 1 above. Penalty will be deducted according to table 2 below:

- If the winning bidder passed the Response Time: first level of escalation will be applied by notifying bidder’s Technical Support Manager, and assigned contact person.
- If the winning bidder passed the Resolution Time without accepted reason form JIACC, then : JIACC is entitled to fix the problem and to apply penalty on the winning bidder in accordance with the following criteria in table 2 below and all costs incurred by JIACC for fixing the problem shall be charged to the winning bidder and deducted from his dues or the performance or maintenance bond.

Table 2: Penalties

| Severity | Definition | Penalty |
|----------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Must be done, essential to business survival. Business can’t continue | A penalty of 170 J.D/ day. shall be applied for each day or part of a day passing the resolution time. This penalty will be applied for a maximum duration of 3 days; after that, 3 rd party will be called to fix the problem. |
| 2 | Should be done, near essential to business survival. | A penalty of 140 J.D/day. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 3 days; after that, 3 rd party will be called to fix the problem. |

| | | |
|---|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Could be done, high benefit to business if time and resources are available. | A penalty of 110 J.D/day. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 4 days; after that, 3 rd party will be called to fix the problem. |
| 4 | Important problem but can wait | A penalty of 75 J.D/day. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3 rd party will be called to fix the problem. |

5.9. Sample Arabic Contract Agreement (Attached)

<Sample contract in Arabic attached>

5.10. Customer Journey/Experience

It is envisaged that the design of standard **customer experience 'component'** would be of great help to the MODEE e-Government team and any other associated government departments, who may be in the process of developing new e-Government services to ensure **consistency** among e-Government services and provide a focus for **customer experience**.

1. Technical Requirements:

- **Responsiveness and Cross-Platform Capability:** The website must be accessible from various platforms including desktops, laptops, tablets and mobile devices. And ensure that e-services are responsive to IOS and Android OS browsers.
- **Browser Compatibility:** The vendor must ensure that the website works equally well with all popular browsers including **Chrome, Firefox and Internet Explorer** etc.
- **Mobile App:** Ensure ease of use on all operating systems such as IOS, Android
- **Systems Integration:** The developer must ensure the website **integrates** with the relevant **backend** systems e.g. CRM, Billing, payments gateway etc. and make sure transactions are **recorded** on such systems and customer records are **updated** correctly.
- **Load Time:** The vendor must ensure that the speed of the main page and associated pages **always** load up within **4 seconds**. The speed test must be performed using recognized applications/tools e.g. **pingdom.com** or similar

2. Features:

- **Bi-Lingual:** The website must cater for both **Arabic** and **English** versions.
- **Search Engine:** The website must contain a **search engine** that can be interrogated for **keywords** and **multiple** criteria where appropriate.
- **Rating and Feedback Form:** The e-services must provide a function for the user to provide **customer satisfaction** rating for **Voice of Customer** purposes and The eservices must provide a '**Feedback form**' **ارضاك يهنا** to enable the customer to provide **comments, questions** or report **problems/complaints**. And to add National contact centre no. 06-5008080
- **Links to e-Government Social Media Accounts:** The website must provide working links to all JPSF, MODEE, e-Government **Social Media Accounts**



- **On-Screen Message Confirmation:** For non-browsing function, each customer transaction must display a '**success**' or '**failure**' message on the screen to notify the customer of the outcome of his/her transaction.
- **Home Page:** Make sure that the Home page icon is available on all pages to help the user to navigate easily

3. Validation, Verification

- **Functional and Integration Tests:** Ensure that all service functions have been fully checked and all necessary interconnection and compatibility is done between the systems
- **Links Tests :** Make sure all links work and load successfully
- **Focus Group:** The vendor is expected to conduct a Net Promoter Score (NPS) survey through the use of focus group (10-20 people from the general public) through a recognized market research agency to assess the user-acceptability levels of the website.

4. User Manual

- Ensure that there is a user manual includes steps how to use the e-service, and the written evidence should include practical images explaining how to use the e- service to assist the user while using the service.And provide educational videos if available.

5. Customer information:

- Userid/password : the e-service apply the Single sign on (IDM Sign in)

6. Information Architecture:

- **Fonts & color schemes:** The website should use the fonts (type & size) and color schemes as per website standards for government entities. This is to give a consistent '**look & feel**' for all e-Government services.
- **Ownership:** The website should clearly show its **ownership** for JIACC and that it is part of the e-Government services through the use of **Joint logos**.
- **Information Structure:** The information must be organized in such a way (links, drop-down menus etc.) that the user must be able to access the required information within **3 clicks**.
- **Tool Tips and error messages:** Ensure that hints and error messages appear correctly and in a format that enables the user to know what is required immediately.
- **Images and Banners:** Ensure that high-resolution images, logos and banners are used in any **electronic** service.

7. Usability-UX/UI:

- **Efficiency of use:** Ease of using the service without any obstacles to complete the journey of the e-service
- **E-service Design:** the general design of the service is clear and understandable to the user, it is easy to learn to use it and navigate it, and it is suitable for the target user
- The location of basic function is expected and easy-to-reach, with sufficient explanations regarding the service or the function.
- Clarity in naming the function used in the service in proportion to its functions.

8. Email and SMS:

- **SMS:**
 - The language of the text is linguistically correct, expressive and professional
 - The SMS Sender is clear
 - The SMS contain ns important information to follow up on the request (for example, the request number, its status, or specific links to enter it ... etc. depending on the nature of the service).
 - If it contains an activation code, its validity period must be clarified and kept as needed
- **E-Mail:**
 - The language of the text is linguistically correct, expressive and professional
 - The SMS Sender is clear
 - The SMS contains important information to follow up on the request (for example, the request number, its status, or specific links to enter it ... etc. depending on the nature of the service).
 - If it contains an activation code, its validity period must be clarified and kept as needed
 - A welcome statement for the recipient of the service, taking into consideration his gender (for example: Mr.
 - Text orientation is correct according to the appropriate language.
 - Do not use warning colors such as red
 - Do not use non-current or unclear font types,
 - Use effects only when needed (for example, the Bold font).

- Having contact information for service recipients to use in case he has an inquiry or encounters a problem.

1- المتطلبات الفنية (Technical Requirements):

| الرقم | المعيار |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1 شمولية برامج تصفح الانترنت (Browser Compatibility) | |
| 1.1.1 | الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم "Google Chrome" |
| 1.1.2 | الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم "Mozilla Firefox" |
| 1.1.3 | الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم " Microsoft Edge" |
| 1.1.4 | الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم "SAFARI" |
| 1.2 خاصية الإستجابة و الاستخدامات المتعددة (Responsiveness and Capability Cross-Platform) إمكانية استخدام واستعراض الخدمات الإلكترونية عن طريق كافة الوسائط الإلكترونية | |
| 1.2.1 | الإستجابة على الكمبيوتر/اللابتوب: • توافق وظهور الأقسام و الحقول و الأزرار بشكل كامل و مرتب واستخدامها بسهولة، للإتجاهين العمودي و الأفقي. ظهورها على جميع أنواع و أحجام الأجهزة المدعومة. |
| 1.2.2 | الإستجابة على الأجهزة اللوحية • توافق وظهور الأقسام و الحقول و الأزرار بشكل كامل و مرتب واستخدامها بسهولة، للإتجاهين العمودي و الأفقي. • ظهورها على أنواع و أحجام الأجهزة المدعومة المختلفة. |
| 1.2.3 | الإستجابة على أجهزة الموبايل • توافق وظهور الأقسام و الحقول و الأزرار بشكل كامل و مرتب واستخدامها بسهولة، للإتجاهين العمودي و الأفقي. • ظهورها على أنواع و أحجام الأجهزة المدعومة المختلفة. |
| 1.3 ربط و تكامل الأنظمة (System Integration) | |
| 1.3.1 | الخدمة الإلكترونية مبروطة مع جميع الأنظمة ذات العلاقة الضرورية لعمل الخدمة أو لتسهيل استخدام الخدمة مثل (CRM, Billing, payments Gateway, CSPD) ويتعين على مزود الخدمة الاحتفاظ بسجل حول كافة الإجراءات التي تتم عبر هذه الأنظمة (يتم تحديد بند خاص لكل تكامل مع جهة معينة حسب نطاق عمل كل خدمة. مثال البنود أدناه): |
| 1.3.1.1 | التكامل مع الأحوال المدنية (CSPD) |
| 1.3.1.2 | التكامل مع بوابة الدفع الإلكتروني اي فواتيركم (payments Gateway) |
| 1.3.1.3 | التكامل مع (CRM) |

| | |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.4 تطبيقات الهاتف النقال (Mobile App) في حال توفر تطبيق للهاتف | |
| 1.4.1 | قابلية الإستخدام بسهولة ووضوح على نظام التشغيل: Android |
| 1.4.2 | قابلية الإستخدام بسهولة ووضوح على نظام التشغيل : IOS |
| 1.5 الوقت اللازم للتحميل (Load Time) | |
| 1.5.1 | وقت التحميل الخاص بالصفحات ووقت التنقل بين الصفحة الرئيسية مع الصفحات المرتبطة بها يجب ان يكون خلال 4 ثواني كحد أقصى، مع التأكد من استخدام تطبيقات وبرامج متخصصة باختبار سرعة التحميل. |

2- الخصائص و المميزات (Features):

| الرقم | المعيار |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.1 متعددة اللغة (Bi-Lingual) | |
| 2.1.1 | الخدمة الإلكترونية متوفرة باللغة العربية بشكل صحيح من حيث الصياغة و الوظائف و ضمان توحيد نوع الخط. |
| 2.1.2 | الخدمة الإلكترونية متوفرة باللغة الإنجليزية بشكل صحيح من حيث الصياغة و الوظائف و ضمان توحيد نوع الخط (اذا لم يكن خيار اللغة الانجليزية موجوداً بنطاق عمل المشروع، يجب أن لا يكون الخيار متوفراً على أي من الشاشات الخاصة بالخدمة). |
| 2.2 | محرك البحث (Search Engine) الخدمات الإلكترونية تحتوي على محرك بحث يمكنه البحث والتحقق من الكلمات الرئيسية و الخيارات المتعددة عند الحاجة إلى ذلك |
| 2.3 التقييم ورصد آراء المستخدمين (Rating and feedback forms) | |
| 2.3.1 | الخدمة الإلكترونية توفر خيار التقييم للمستخدم لقياس مدى رضى مستخدم الخدمة (رضاك يهمننا) حتى يتمكن مستخدم الخدمة من إضافة ملاحظات و أسئلة. |
| 2.3.2 | وضع رقم مركز الاتصال الوطني في حال ورود أي استفسارات أو شكاوي 06-5008080 بالربط مع هذه الوظيفة على موقع الحكومة الإلكترونية. |
| 2.4 | الربط مع حسابات مواقع التواصل الاجتماعي يتم تزويد روابط فعالة لكافة قنوات التواصل الاجتماعي لل (المؤسسة الحكومية أو الحكومة الإلكترونية) بالربط مع هذه الوظيفة على موقع الحكومة الإلكترونية |
| 2.5 | رسالة التأكيد اللحظي على الشاشة (On-Screen Message Confirmation) يتم عرض رسالة توضح إما إتمام العملية أو عدمه على الشاشة لكل إجراء يقوم به مستخدم الخدمة لتبليغ المستخدم نتيجة الإجراء الذي قام به و الخطوات القادمة المطلوبة من المستخدم |
| 2.6 | الصفحة الرئيسية (Home Page) سهولة التنقل بين الصفحات من خلال زر "رجوع" و زر "التالي" وتوفر أيقونة الصفحة الرئيسية على كافة الصفحات حتى تساعد مستخدم الخدمة على التنقل بسهولة |

3-المصادقة و التحقق (Validation, Verification):

| الرقم | المعيار |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | فحص الوظائف (Functionalities) كافة وظائف الخدمة تم فحصها بشكل كامل وتعمل بنجاح (بناء على نتائج فحص الجودة). |
| 3.2 | فحص الروابط (URLs -Links) كافة الروابط تعمل و يتم تحميلها بنجاح. |
| 3.3 | مجموعة تجربة المستخدم: (من ضمن مدخلات وزارة الريادة والاقتصاد الرقمي للتأكد من صحته وإرسال دليل) تم عقد جلسة لتجربة المستخدم (5-10 شخص من مختلف الفئات) لتقييم تقبل مستخدم الخدمة للخدمة. |

4- دليل المستخدم (User Manual):

| الرقم | المعيار |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.1 | دليل المستخدم (User Manual) <ul style="list-style-type: none"> توفير دليل مستخدم واضح وبدون اخطاء املائية يتضمن خطوات استخدام الخدمة، ويجب أن يتضمن الدليل الكتابي على صور عملية تشرح كيفية استخدام الخدمة الإلكترونية لمساعدة المستخدم أثناء استخدامه للخدمة توفير فيديو تعليمي يوضح خطوات الاستخدام |

5- معلومات مستخدم الخدمة (Information Customer):

| الرقم | المعيار |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.1 | فحص امكانية الدخول اسم المستخدم/ كلمة المرور الخدمة الإلكترونية تطبق الدخول الموحد من بوابة الحكومة الإلكترونية باستخدام الرقم الوطني/ كلمة المرور (IDM sign in) |

6- هندسة/ هيكلية المعلومات (Architecture Information):

| الرقم | المعيار |
|-------|---------|
| | |

| | |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.1 | الخط والالوان (Fonts & color Schemes) محتوى الخدمة الإلكترونية موحد من ناحية الخط (النوع) والألوان مع محتوى الموقع الإلكتروني للمؤسسة أو موقع بوابة الحكومة الإلكترونية ضمن معايير المواقع الإلكترونية للمؤسسات الحكومية للتمكن من اعطاء تناسق الشكل و المظهر لكافة خدمات الإلكترونية. |
| 6.2 | الملكية (Ownership) الخدمة الإلكترونية تظهر بوضوح ملكية المؤسسة الخاصة بها ، و أنها جزء من خدمات الحكومة الإلكترونية من خلال إضافة الشعارات المشتركة و ذلك على مستوى كافة الخدمات. |
| 6.3 | هيكلية الصفحات (Information Structure) ترتيب المعلومات (روابط، القوائم المنسدلة، القوائم) بطريقة تمكن مستخدم الخدمة الوصول للمعلومات <u>المطلوبة من خلال 5 نقرات كحد أقصى</u> . |
| 6.4 | التلميحات و رسائل الخطأ (Tooltips and Error messages) ظهور التلميحات و رسائل الخطأ بالوقت الصحيح و بصيغة تمكن مستخدم الخدمة من معرفة ما هو مطلوب فوراً . |
| 6.5 | الصور و البانرز (Images and Banners) استخدام صور وشعارات و بانرز ذات درجة وضوح عالية في أي خدمة إلكترونية. |

7- سهولة الاستخدام (Usability-UX/UI) :

| الرقم | المعيار |
|-------|-----------------------------------------------------------------------------------------------------------|
| 7.1 | كفاءة الاستخدام: سهولة استخدام الخدمة بدون وجود معيقات لإتمام الخدمة. |
| 7.2 | التصميم العام للخدمة واضح و مفهوم للمستخدم و يسهل تعلم استخدامها و التجول فيها و مناسب للمستخدم المستهدف. |
| 7.3 | تواجد الوظائف الأساسية في أماكن متوقعة و سهل الوصول إليها، مع توضيحات كافية بخصوص الخدمة أو الوظيفة. |
| 7.4 | وضوح تسمية المصطلحات المستخدمة في الخدمة بما يتناسب مع وظائفها. |

8- التواصل مع متلقي الخدمة (Emails & SMS):

| الرقم | المعيار |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.1 | <p>الرسائل النصية (SMS)</p> <ul style="list-style-type: none"> • صياغة النص صحيحة لغوية باللغة المناسبة ومعبرة واحترافية. • مرسل الرسالة تبعيته واضحة للجهة الرسمية الحكومية المعنية • النص يحتوي على المعلومات الهامة لمتابعة الطلب (مثلاً رقم الطلب، او حالته، او روابط محددة للدخول لها...الخ حسب طبيعة الخدمة). • في حال كانت تحتوي على رمز تفعيل يجب توضيح مدة صلاحيته والاحتفاظ بها حسب الحاجة |
| 8.2 | <p>البريد الإلكتروني (Emails)</p> <ul style="list-style-type: none"> • صياغة النص صحيحة لغوية باللغة المناسبة ومعبرة واحترافية. • مرسل الرسالة تبعيته واضحة للجهة الرسمية الحكومية المعنية • النص يحتوي على المعلومات الهامة لمتابعة الطلب (مثلاً رقم الطلب، او حالته، او روابط محددة للدخول لها...الخ حسب طبيعة الخدمة). • في حال كانت تحتوي على رمز تفعيل يجب توضيح مدة صلاحيته و الاحتفاظ بها حسب الحاجة • وجود شعار الجهة الرسمية الحكومية و أن الإيميل تابع للخدمات الإلكترونية. • جملة ترحيبية بمتلقي الخدمة، مع مراعاة جنسه (مثلاً: السيد/ة). • اتجاه النص سليم وفقاً للغة المناسبة. • عدم استخدام ألوان تحذيرية كالأحمر • عدم استخدام أنواع خطوط غير متداولة أو غير واضحة، • عدم استخدام التأثيرات إلا عند الحاجة فقط (مثلاً الخط Bold). • وجود معلومات التواصل ليستخدما متلقي الخدمة في حال كان لديه استفسار او واجه مشكلة. |

ملاحظة:

المعايير التالية يتم فحصها على مستوى كل خدمة في حال انطبق:

- 1.4 ربط وتكامل الأنظمة (System Integration)
- 2.6 رسالة التأكيد اللحظي على الشاشة (On-Screen Message Confirmation)
- 4.1 دليل المستخدم (User Manual)
- 6.3 هيكل الصفحات (Information Structure)
- 6.4 التلميحات ورسائل الخطأ (Tooltips and Error messages)

Compliance Table:

The vendor is expected to **complete a compliance table** as part of his/her bid to show the **level** of compliance with the above-mentioned requirements

5.11. Questions and Answers Template

| | |
|--------------------------------------------------------|--|
| DIGITAL TRANSFORMATION PROJECT FOR JIACC Tender No. () | |
|--------------------------------------------------------|--|

| | |
|----|----|
| Q1 | |
| A1 | -- |
| Q2 | |
| A2 | -- |
| Q3 | |

5.12. Processes Brief Description

5.12 A نظام الاستخبار

1. آلية عمل النظام:
-1 يتم طلب المعلومات الرقمية (Digital Data) للشخص أو الجهة موضع شبهة الفساد من (Data warehouse) حسب الوقت والتاريخ لغايات المقارنة المستقبلية.
- 2 يتم إنشاء ملف شخصي وصفي (Profile) للشخص أو الجهة مدار البحث وكما يلي:
-1 يتم تحديد الأشخاص المخولين في هيئة النزاهة ومكافحة الفساد بقرار من رئيس المجلس أو نائبه (في حال غياب الرئيس) وأحد أعضاء المجلس) بإجراء البحث عن شخص أو جهة لغايات إنشاء ملف شخصي وصفي (Profile) بناء على قرار من مجلس الهيئة أو موافقة رئيس مجلس الهيئة.
- 2 يتم إدخال الرقم الوطني للشخص أو الرقم الوطني للمنشأة أو الاسم الرباعي أو الاسم التجاري أو الرقم الشخصي حيث يقوم النظام بإحضار معلومات الشخص / الجهة من وتعبئة حقول المعلومات الشخصية تلقائياً (Autofill) له ولن معه في القيد المدني.
- 3 يقوم النظام بالتدقيق وإحضار المعلومات الرقمية في قواعد بيانات هيئة النزاهة ومكافحة الفساد حول شهادات سابقة أخرى أو أي قضايا سابقة حفظت أو أحييت للمدعي العام لدى الهيئة وضمها للملف الشخصي لموضع الشبهة إضافة إلى أي بيانات رقمية أخرى له وحفظها في قواعد بيانات الهيئة.
- 4 يقوم النظام بتحليل هذه البيانات الرقمية وبناء العلاقات (Correlations) بين الأشخاص والجهات الأخرى للوصول إلى أدلة تساعد في إثبات أو نفي شبهة الفساد وحسب التشريعات والتي بدورها تسرع في عمليات التحقيق والمصادرة والاسترداد إضافة إلى التسهيل على الجهات القضائية تسريع عملية التقاضي.
- 5 يتم منح صلاحيات متابعة معلومات الأشخاص من خلال برمجة النظام مع مراعاة متطلبات أمن وسرية المعلومات. (يمكن أتمته إجراءات طلبها والحصول على الموافقات إلكترونياً).
- 6 إمكانية تعبئة الحقول الغير مرتبطة بقواعد بيانات مثل رقم الهاتف، العنوان، البريد الإلكتروني، الملكيات خارج المملكة والحقول العينية وعقود المنفعة داخل وخارج المملكة إضافة إلى الديون الغير بنكية.
- 7 طباعة النموذج والتوقيع عليه.

- 8- إمكانية إدخال معلومات أشخاص أو جهات لغايات وضع تحذيرات (Alerts) في النظام في حال وجود نمو غير مبرر في الثروة من خلال استخدام الذكاء الاصطناعي (AI) بحيث يتم وضع قوائم بيانات في قواعد البيانات للمؤسسات الحكومية وشبه الحكومية بضرورة تزويد قواعد بيانات هيئة النزاهة ومكافحة الفساد بأي تعديل على بياناتهم وحسب أسس (Parameters) محددة مسبقاً تطبيقاً لنص المادة (8/ج) من قانون النزاهة ومكافحة الفساد ويقوم النظام بإرسال تحذير (Alert) للجهة المسؤولة.
- 9- يقوم النظام بالبحث في (datawarehouse) وإدخالها في نموذج مخصص (Autofill) اعتماداً على القيد المدني من شركات وملكيات وأوراق مالية وغيرها ويتم حفظها في الملف الشخصي لكل منهم.
- 10- يتم رفع السرية المصرفية حسب التشريعات النافذة من خلال الربط الإلكتروني مع البنك المركزي والحصول على المعلومات البنكية (أرصدة دائن ومدين، قروض وغيرها) وإدخالها في النموذج تلقائياً (Autofill).

Attached – 5.12 نظام القضايا

5.13. International Integrity KPIs description

5.15. List of Reports

5.17. ARIS convention manual (attached)

5.18. NUR Data sources and data sets / will be provided to bidders who buy the RFP document

5.19. Compliance Sheet

| Item | Comply |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <ul style="list-style-type: none"> Approved reference to similar projects performed in the last 7 years (one project at least related to digital transformation). With accomplishment letter or evidence | |
| <ul style="list-style-type: none"> Compliance to provide qualified staff as per RFP requirements to implement and deliver the proposed solution in the required time frame and comply that modee has the right to request replacing any resource that cannot fulfill the job or does not meet MODEE requirements <p>Minimum Resources Required:: <u>(minimum Bachelor Degree for all CVs):</u></p> <ol style="list-style-type: none"> Two Business analyst, minimum 5 years of relevant experience. One Solution Architect, minimum 5 years of relevant experience. | |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ol style="list-style-type: none"> 3. One DB engineer with DBA qualifications, minimum 3 years of relevant experience 4. 4 Developers: <ul style="list-style-type: none"> • 2 Senior Developers, minimum 5 years of relevant experience. • 2 Junior Developers 5. One Project manager (PMP certified or equivalent), minimum 5 years of relevant experience. 6. One CTFL Certified Senior Quality engineer / specialist with minimum 5 years of relevant experience. 7. Two Quality testers with minimum 2 years of relevant experience | |
| <ul style="list-style-type: none"> • Compliance to apply all requirements mentioned in the “<i>High Level Description of System Requirements for the solution</i>” table and “<i>Definition of Required IT Systems and Architecture</i>” table | |
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the eservice delivery component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the eservice delivery component | |
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the required eservice infrastructure component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the required eservice infrastructure component | |
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the information security component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the information security component | |
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the change management component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the change management component | |
| <ul style="list-style-type: none"> • Compliance to customer Journey/experience requirements mentioned in Annex (5.10) | |
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the operation support component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the operations support component | |
| <ul style="list-style-type: none"> • Compliance to the Support Procedures and Policies under Annex 5.8 | |

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the project management component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the project management component | |
| <ul style="list-style-type: none"> • Compliance to perform all activities\requirements mentioned in the quality management component | |
| <ul style="list-style-type: none"> • Compliance to submit all deliverables mentioned in the quality management component | |
| <ul style="list-style-type: none"> • Commit to resolve all issues raised by the performed test(s) by MoDEE team or assigned 3rd party regarding any component mentioned within the scope of work | |

5.20. سياسة استخدام موارد تكنولوجيا المعلومات (attached)

5.21. Security assessment questionnaire (attached)