

**PETRA DEVELOPMENT AND TOURISM REGION AUTHORITY  
(PDTRA)**



سلطة إقليم البترا التنموي السياحي

**REQUEST FOR PROPOSAL  
(PDTRA- Provision of internet services)**

لوازم ٢٠١٩/١ مشروع التحول الالكتروني

تودع العروض في صندوق العطاءات / مبنى السلطة الرئيسي، في موعد أقصاه الساعة  
الثانية عشره من ظهر يوم الثلاثاء الموافق ٢٠١٩/٢/٢٦

**Date: 7 / 2 /2019**

**RFP Ref. ٢٠١٩/١ لوازم**

**Deadline: 26 / 2 /2019**

# TABLE OF CONTENTS

- 1.0 INTRODUCTION AND BACKGROUND ..... 4**
- 2.0 Project Goals.....6**
- 3.0 Target Audiene..... 6**
- 4.0 Scope of Work .....7-12**
- 5.0 Project Requirements.....12**
- 6.0 General Specifications.....13-27**
- 7.0 Training.....28**
- 8. Proposal Format.....28**
- 8. Proposal Evaluation.....29**

## **DISCLAIMER STATEMENT**

This document is a request for proposals (RFP) and shall not be construed in whole or part as a direct or indirect order, or as a request or authorization to perform work or provide goods. The Petra Development and Tourism Region Authority is under no obligation to award a contract in response to this RFP's proposals.

The information in this RFP is intended to enable the recipient to formulate a proposal in response to the project requirements set forth. Although this RFP contains adequate information, bidders must conduct their own independent diligent assessments and investigations regarding the subject matter of this RFP. The Petra Development and Tourism Region Authority does not guarantee the accuracy, reliability, correctness and/or completeness of the information contained within this RFP and any attached documents. The bidder shall be solely responsible for identifying and requesting any further information that may be required to prepare a complete proposal.

This RFP shall constitute part of the contract that will be signed between the Petra Development and Tourism Region Authority and the winning bidder.

## **1. Introduction and Background**

Petra Development Tourism Regional Authority is an independent legal, financial and administrative Authority, founded in 2009, that aims to develop the region, economically, socially, culturally, and as a tourist destination, as well as contribute to local community development.

The Authority is managed by a Board of Commissioners that consists of five members including the President and Vice President and a member who is authorized to manage the Petra Reserve

The members are appointed by the Prime Ministry and approved by His Majesty King Abdullah II.

### Main PDTRA Objectives:

- Administrate and supervise the Petra Region.
- Manage and develop the tourism industry in Petra and coordinate with national and international entities that are related to the economic sector.
- Provide a desirable investment environment to engage in various economic activities.
- Contribute to the development of comprehensive strategies for the protection, maintenance and restoration of archaeological sites, in coordination with the Department of Antiquities.
- Identify the areas and sites of heritage value in the region, which can be used for tourism purposes.
- Enhance the social status for the local committee and private institutions, and provide support to the traditional crafts projects and the tourism industry.
- Protect the environment in the region, including water resources, natural resources and biodiversity, by setting the standards, rules and regulations.
- Develop plans for human resource development.

## 1.1 RFP Purpose

The Petra Development & Tourism Region Authority is seeking an individual/organization to lead and manage Analyzing, designing, development and complete delivery of group of E-services through PDTRA website [www.pdtra.gov.jo](http://www.pdtra.gov.jo) & new E-services portal.

The primary purpose for initiating this project is to implement the target E-Services delivery including relevant interfaces, data transfer, and web services necessary for integration with all related internal and external systems, by providing detailed functional, non-functional design, and technical specifications of the E-Services and delivery system.

Also, developing a sub internet portal that satisfies the PDTRA's needs under same domain of PDTRA current website.

Furthermore, the developed web services should satisfy Government Service Bus (GSB) needs.

Activation online payment is needed through the integration with E-fawateercom.

We want users to securely quickly and effectively understand what we can offer to enhance quality of E-services provided by PDTRA.

Increasing user access to research the target e-services is one of the key outcomes of this project.

## 1.2 Clarification Questions

All inquiries in respect to this RFP are to be addressed to the Petra Development and Tourism Region Authority in writing by e-mail or fax with the subject "RFP Ref, "PDTRA- provision of internet services ".

Inquiries may be addressed only to: [it@pra.gov.jo](mailto:it@pra.gov.jo) or fax +962-3-2157091, and may be received no later than first week after announced. Responses will be sent in writing no later than 10 days of questions deadline.

## **2. Project Goals**

PDTRA is looking for a vendor that can implement a complete solution that covers the E-Services PDTRA wants to provide to both companies and individuals by:

1. Designing and developing a sub portal under the same domain name of the PDTRA`s current website.
2. Providing guides that can be found by users in order to quickly and effectively understand how they can get the E-services provided by PDTRA through guides.
3. Implementing of (23) target E-Services and online [Vocational License System\VL renewal] with all needed integrations with all related internal and external systems and also (GSB) needs.
4. Managing the workflow of the E-Services by updating the current correspondence management system PDTRA has.
5. Manage the E-Vocational license workflow and fees calculation by integrating with the current system and do all updates on the system need for the eservice.
6. Provide online payment through the integration with efawateercom.
7. The integration with the E-Gov SMS gateway and Email services
8. Integrate the services with Ministry of trade and the companies control department
9. Regarding [Vocational License System\VL renewal] ; Certificates provided can be distinguished through verified QRC codes and unique number in order for users to have it printed and manage an online verification process

## **3. Target Audience**

Users who are exploring the website and the informative knowledge provided by it

Users who are interested in the E-Services where these users may be:

- Individuals: where a dedicated form should be provided in order for visitors to submit the service they need and attach documents that will be required.

- Companies: this category will have one service-for now- the vocational license renewal.

## **4. Scope of Work**

### **4.1 E-services Portal**

The new sub portal should be

- Simple, appealing, consistent and intuitive navigation.
- User-friendly and easy to use by citizens.
- Responsive across browsers and devices. The portal must be mobile-friendly for different smartphones and pads.
- Correct in all new versions of browsers. The solution supports cross-browser capabilities and work using common browsers.
- Fast-loading with a balance of text and graphics.
- The sub portal should provide a simple Arabic user interface and easy to use menus for the users.
- The transfer of data is important as some data must be uploaded to the CMS.
- Dashboards and Reports.
- Alerts & Notification functionalities for the needed operations such as approvals and follow-ups. The sub portal shall provide capabilities to send notifications by SMS and E mail.
- Secure, Integrated System that provides all best practice capabilities.
- The sub portal should be built using latest Microsoft web design & development technologies.
- MS SQL server for databases must be used.
- Flexible Contact Management.
- The winning bidder is required to deliver the source code of any in-house developed solution, customizations, scripts or batch files that have been developed or provided for the PDTRA project. Additionally, the source code shall contain internal documentation and apply well defined standards to write the source code.

## 4.2 Government Service Bus (GSB)

### 4.2.1 Security:

- The e-service solution needs authentication and it must authenticate the user through the central authentication unit (CAU). In case the CAU is not ready by the time of implementation, the winning bidder must implement authentication internally (against a local users' directory). It is recommended that the implementation imitates the CAU authentication shared service.
- By the time the CAU is established; the developed e-services solution must be capable to switch easily (i.e. no programming and only configuration) to the CAU authentication service.
- The winning bidder should take into consideration that government entities must depend on the local user directories (provided by the CPU) to store the users attributes and authorization roles. In case the CPU is not alive by the time of implementation the winning bidder is required to implement a local users directory (LDAP v3.0 compliant users directory).
- The service authorization logic must be stored in the users directory and not be hard-coded within the e-service code.
- The winning bidder should take into consideration when publishing the e-Service solution through the e-government GSB the WS-Security standards.
- The winning bidder should consider the implementation of this cross governmental services in terms of understanding the non-repudiation shared service model.
- The winning bidder e-services platforms must support Identity Federation standards Federated such as SMAL1.1, SMAL 2.0 , WS-Federation.
- The winning bidder must implement sufficient security auditing at their infrastructure.
- The winning bidder is required to execute virus scanning, web filtering, securing the connection, and cleaning for their Web service messages prior to sending any Web service message.
- The winning bidder is required to secure their SGN side from executing malicious attacks against other SGN participants. Physical, hardware and software security measures need to be implemented

### 4.2.2 Contact Center

The winning bidder is required to implement the contact center Web service at the e-Service solution side. The purpose behind such service is to enable the contact center operator to view the application status at the various government entities when a customer initiates a contact center ticket. Government entities need to implement the contact center Web service according to the specifications provided in the IIF.

In case the contact center Web service interface specification is not ready then the government entity is required to log all e-services users' actions and statuses. This will guarantee minimal effort when implementing the contact center Web service when its interface specifications are ready. An example for data to be logged:

Action timestamp

Username/User ID

e-Service Id

e-Service Name

Action Id

Action description

Action status (Or application status)

Pending action Id (Next step(s))

Pending action description (Next step(s))

#### 4.2.3 Collaboration services

□ Government entities willing to utilize the email notification Web service must understand and comply with the email Web service interface (WSDL). In case the specification is not ready by the time of implementation the government entity is advised to build a simulator (Web service client) for a dummy email notification Web service. The simulator must be design to at least send the following details in XML SOAP asynchronous message:

□ Email To: The email for the destination

□ Subject: The subject of the email

□ Body: The body of the email (Text only)

□ Language: Arabic or English

When the email Web service is up and running it will be much easier for the entities to update the simulator code to invoke the true email Web service interface.

□ Government entities willing to utilize the fax notification Web service must understand and comply with the fax Web service interface (WSDL). In case the specification is not ready by the time of

implementation the government entity is advised to build a simulator (Web service client) for a dummy fax notification Web service. The simulator must be design to at least send the following details in XML SOAP asynchronous message:

- Phone Number: The fax number for the destination
- Body: The body of the fax (Text only) in case of text-type fax.
- Body Attachment: The body of the fax (Attachment only) in case of attachment-type fax. Attachment can be in TIF format, Microsoft Word format or Adobe Acrobat format.

When the fax Web service is up and running it will be much easier for the entities to update the simulator code to invoke the true fax Web service interface.

□ Government entities willing to utilize the SMS notification Web service must understand and comply with the SMS Web service interface (WSDL). In case the specification is not ready by the time of implementation the government entity is advised to build a simulator (Web service client) for a dummy SMS notification Web service. The simulator must be design to at least send the following details in XML SOAP asynchronous message:

- Phone Number: The GSM number for the destination
- Body: The body of the SMS
- Language ID: Arabic or English

When the SMS Web service is up and running it will be much easier for the entities to update the simulator code to invoke the true SMS Web service interface.

□ Government entities willing to utilize the SMS Access shared service must implement the SMS Access Web service according to the specifications provided in the IIF.

#### 4.3 الربط و التكامل مع كافة الجهات الخارجية و الداخلية:

- ١. الربط مع الانظمة الداخلية:
  - ✓ نظام الديوان الالكتروني
  - ✓ نظام رخص المهن والحرف
- ٢. الربط مع الجهات الخارجية:
  - وزارة الصناعة و التجارة : بيانات السجل التجاري مثل المفوضين بالتوقيع و الشركاء و اسم الشركة و الأسم التجاري ، و غيرها
  - الاحوال المدنية: سحب معلومات المواطن مثل بيانات الفيد المدني و غيرها.
  - الدفع الالكتروني: الربط مع شركة (اي فواتيركم) ليتم الدفع من خلالها
  - بوابة الحكومة الالكترونية للرسائل القصيرة: لأرسال رسائل نصية لمقدم الطلب عن حالة الطلب

#### 4.4 Registration and Login

To access the services portal, users will have to register depending on their category:

##### 4.4.1 Individuals

1. Filling a Form with the national ID number, Civil ID number, Civil registration number, in order for the portal to check that entries are correct from the Civil Status and Passport Department, and then extract all other data, also from Civil Status and Passport Department.
2. After that, user can register by adding username, password, phone number, and email address in order to create an account.
3. Account and all related data will be stored through the MS SQL Database in order to issue reports.
4. User can change the password with verification through SMS.

##### 4.4.2 Companies

1. Submitting the company number in order for the portal to check from either the companies control department or the ministry of industry, trade and supply - portal should distinguish from number format - and then extract all other data, also from companies control department or the ministry of industry, trade and supply.
2. After that, user can register by adding username, password, phone number, and email address in order to create an account.
3. Account and all related data will be stored through the MS SQL Database in order to issue reports.
4. User can change the password with verification through SMS.

## 4.5 E-services ( Appendix A)

### 4.5.1 Individuals' E-Services Sub Portal

Related Service	Integration Point	Integration Type	Connectivity
طلب جدار استنادي	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب استدعاءات بيئية	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب عمل مطب	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب رخصة انشاءات	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب تعويض عن ممتلكات	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب اعتراض على تقدير	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب شهادات متفرقة	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب تعديلات الطرق	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب إعادة تأمينات	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب تركيب وصيانة وحدات الانارة	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب استدعاء مساعدات	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب استدعاء كتاب رخص مهن	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب استخدام اليات/تنك المياه	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب تعديل بيانات رخصة الانشاءات	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب المساهمة في غرس أعمدة الكهرباء	الاحوال المدنية SMS gate way ,	Web-Service (GSB)	SGN

	Efawateercom		
طلب صفة استعمال	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب كف طلب	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب فتح شارع	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب تعبيد شارع	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب استملاك	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب بيع فضلة	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب شراء فضلة	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN
طلب تقسيط رسوم	الاحوال المدنية SMS gate way , Efawateercom	Web-Service (GSB)	SGN

1. Filling a Form with the service he/she needs and attach the required documents.
2. After submitting the request form, an SMS should be sent to user in order to confirm receiving. And the form should be directed to the new page in the E-services that allow the Diwan employee to accept or reject the request form.
3. The Diwan employee will have to accept or reject the service request, where if accepted, form should be transferred to the PDTRA diwan internal system. An SMS should be sent to user that the request is under processing.
4. The system should provide service request status in order for users to check the status of his/her requests.
5. If rejected, form should be sent back to the user in order to edit it and resubmit it with alerting by SMS.
6. If approved the request should be integrated into the Diwan workflow.
7. The user should be able to inquiry about the status of the applied service any time she/he wants.

8. After completion, user is alerted through SMS to get his service.

#### 4.5.2 Companies E-Services Sub Portal

Service	Integration Point	Integration Type	Connectivity
Vocational licenses Renewal	وزارة الصناعة و التجارة ، SMS gate way , Efawateercom	Web-Service (GSB)	SGN
Vocational licenses verification	وزارة الصناعة و التجارة ، SMS gate way , Efawateercom	Web-Service (GSB)	SGN

#### **VL Request**

1. User can renew the VL by requesting the renewal button on the portal where he/she can review the VL details extracted by the PDTRA VL system.
2. After having the VL details reviewed the user can press on calculate the fees button. The system will automatically generate. the total amount of the payment and a Ref ID will be auto generated and stored at the VL system for reference with a pending status. And the Ref ID will be passed to EFAWATEERcom for collection.
3. Online Payment: The user will be able to press payment button to be redirected to EFAWATEERcom to complete the payment process. Once the payment is done from EFAWATEERcom the status will be reflected on the VL system with a paid notice.
4. Print Certificate: After completing the above process the user can print the VL through the portal, in addition each VL will have a unique code.

#### **VL Verification**

PDTRA is considering the ability for users to print their own documents without the need to visit PDTRA. Each issued document should have its own QRC & Unique number .

- To make the process easier the services should include VL verification tool that will help VL owner and others like government entities to verify the VL details and expiration using VL code.
- Portal VL Verification: Through the portal, users can display VL details by entering the code then the system will display the VL details.

- QRC Code: To allow users to display and verify the VL. Where the user has to scan the QRC code to verify the VL.
- Unique number: To allow users to display and verify the VL then to PDTRA portal.

## 4.6 Eservices Integration

### 4.6.1 Stakeholders

#### Companies Control Department

In order for the portal to check that company number entered by the company is correct. Then extract all other data.

#### Ministry of Industry, Trade and Supply

In order for the portal to check that company number entered by the company is correct. Then extract all other data.

### 4.6.2 Internal Systems

#### E-Diwan System:

This system is used by PDTRA to manage correspondence, where each incoming is specified from which channel it was received; by hand, fax, Email, or Mail. And passed to the responsible employee to process it. The vendor shall add "online service" channel integrated with (GSB), where service shall be transferred to the responsible employee. The vendor will be responsible to integrate E-Diwan through API's with the requested services portal to retrieve and/or feed data to the internal system.

1. Data need to be transferred from applying form to E-Diwan system and vice versa.
2. Fields, forms, reports, and all users' data must be interconnected in order to launch the eservices on the new sub portal.
3. E-Diwan ( MS SQL) should provide statuses of requests for the user to check on his request.
4. Reports should be issued on rejected requests and its details, and applied requests.
5. Printing: The winning bidder is expected to build their application to include the necessary printing feature taking into consideration the different printers and special printing forms.

#### E- Vocational License System:

This system retrieves VL information from the internal system so each company can see all licenses they're applying for, its status, its fees, and if fees are paid, etc. PDTRA currently has Vocational Licenses VL system and the VL Process fully automated. Vendor will be responsible to upgrade the current system and develop the e-mode module for the online VL renewal. Vendor will be responsible to build and integrate the internal system through API's with the requested VL sub portal to retrieve and/or feed data to the internal system.

#### 4.6.3 External Systems

##### EFAWATEERcom

Users should have the option of paying online in order to get the complete service. Vendor will be responsible for integrating the implemented VL renewal service with the online payment gateway EFAWATEERcom. PDTRA will handling the agreement issuing with EFAWATEERcom and the Vendor will be responsible for the technical integration with EFAWATEERcom.

##### SMS Gateway

Users should receive SMS notifications on services receiving, statuses, and completion. Vendor should integrate all the implemented services with current Company for SMS.

## 5. Project Requirements

### 5.1 Hosting

The Project is required to be hosted at NITC [National Information Technology Center).

### 5.2 Security

The Project is required to go under a complete testing procedures. Vendor should perform extensive testing and quality assurance before requesting PDTRA team review:

- Injection
- Broken Authentication and Session Management
- Cross-Site Scripting (XSS)
- Insecure Direct Object References

- Security Misconfiguration
- Sensitive Data Exposure
- Missing Function Level Access Control
- Cross-Site Request Forgery (CSRF)
- Using Components with Known Vulnerabilities
- Invalidated Redirects and Forwards
- Passwords must NOT be transmitted across the network in clear text or using un-encrypted format.
- Provide customizable password rules in order to allow conforming to PDTRA policy.
- Sensitive information such as passwords, and sensitive account data should NOT be stored in the logs.

### 5.3 عمل وثيقة SRS

و التي تبين فيها كافة الخدمات و الاجراءات و الربط مع الانظمة الاخرى و الحقول المستخدمة و النماذج و التقارير اللازمة و كافة البيانات المتعلقة بالمستخدمين و كل ما يلزم اطلاق الخدمات الكترونية و يتم المصادقة عليها من قبل السلطة قبل البدء في عملية الاتمة .

### 5.4 التقارير

يتم عمل كافة التقارير اللازمة حسب متطلبات العمل بالاضافة الى امكانية المستخدم من استصدار اي تقرير من النظام

## 6. General Specifications

The winning bidder should make sure that the following generic specifications are satisfied for each module of the solution:

Ref # :	Required Specifications :	Supplied Specifications Or Ref to Documentations
GR-1	Latest products models are being proposed wherever possible	
GR-2	Products road maps are stable with proof.	
GR-3	All provided products are 100% compatible with existing PDTRA hardware and software solutions. "if some are not, kindly identify and Explain"	
GR-4	Solution interoperability with open system	
GR-5	Solution is designed for rapid deployment and implementation	
GR-6	Solution maintenance and support can be provided directly by the supplier, if requested.	
GR-7	Supplier has the capability to provide 6x12 support to PDTRA	
GR-8	A bundled Maintenance and Support Service for at least 3 years should be provided by the supplier for software .	

Component 1: Project Planning & Management

Ref # :	Required Specifications :	Supplied Specifications Or Ref to Documentations
PR-1	The Tenderer "Bidder" should name a dedicated full time project manager in order to manage this project; the Tenderer "Bidder" project manager should coordinate closely with PDTRA project manager, s/he must have sufficient experience in managing similar projects, and shall not be replaced without an approval from PDTRA.	
PR-2	The Tenderer "Bidder" should use a proven project management methodology, which shows the role and responsibilities of the team, and should fulfill the SDLC (Software Development Life cycle).	
PR-3	The documentation, deliverables and milestones should be well defined in the provided methodology.	
PR-4	The Tenderer "Bidder" should provide an approximate project plan/schedule that shows the estimated durations and proposed activities that the Tenderer "Bidder" is going to use in order to achieve the project goals, the project plan subject of PDTRA approval	
PR-5	Provide a well defined communication plan that illustrates the audience,	

Ref # :	Required Specifications :	Supplied Specifications Or Ref to Documentations
	communication media and communication frequency.	
PR-6	Provide a detailed deliverables' distribution and acceptance plan concerning solution documentation	
PR-7	Provide a detailed Quality Assurance Plan ("QAP"), and final acceptance procedures of project deliverables concerning the solution.	
PR-8	Provide risk management and issues escalation plan.	

The winning bidder should commit to deliver the following reports and documentations:

<b>The Winning Bidder should submit the following regular reports for approval during the project performance:</b>		
RR-1	Inception report - to be produced during the first month of the project must include the project synopsis and context, the key findings of the phase, the project organization, the quality assurance plan and a detailed project plan.	

RR-2	<p>Bi-weekly Progress reports - To be produced for presentation to the Project Coordination Committee, including the following information :</p> <ul style="list-style-type: none"> <li>• Main tasks performed during the period and progress made in the development of the stages.</li> <li>• Key findings and decisions taken during the period.</li> <li>• Risk analysis of the project evolution: incidences, pending decisions, use of resources, schedule progress, etc.</li> <li>• Updated project plan.</li> </ul>	
RR-3	<p>Final report - to be elaborated at the completion of the project, the supplier will prepare this report summarizing the key findings of the project development. The final report will cover the project synopsis, a summary of project evolution, the review of project stages and deliverables and a final chapter of the lessons learned and recommendations.</p>	
<p><b>In addition to regular reports, the winning bidder must submit the following technical reports :</b></p>		
RR-4	<p>Quality assurance plan - To be submitted before the end of the first month along with the Inception Report, it must include the quality assurance approach, the description of quality assurance tools and records and the scheduling of quality assurance activities.</p>	
RR-5	<p>Details design report - It is aimed to provide with the modelling of the new PDTRA's solution, including all the modules and components. The detail</p>	

	<p>design report will specifically include the solution data model and the detailed network, infrastructure and database design. The document will be the basis for the further building and implementation stages of the new solution and it must include the design principles, the solution architecture, the overall module design and specification, the data volumes, frequencies and performance expectations for the solution.</p>	
RR-6	<p>Implementation plan - Must include the implementation schedule, the description of stages and tasks and the development and implementation resources.</p> <p>Major millstones</p>	
RR-7	<p>Training plan - The training plan must describe the required training modules, the number of people that will need to be trained and the duration of each training module.</p>	
RR-8	<p>Testing plan - the winning bidder will define the testing strategy and the framework within which the solution testing of the project will operate. The testing plan will show the main activities and milestones for project's testing phase and the detailed procedures for conducting the software tests and for the overall acceptance of the solution.</p>	
RR-9	<p>Application and infrastructure testing - Different types of interim module tests will be conducted by the supplier in</p>	

	close collaboration with the PDTRA. The documents for testing will be standardized and each and every test done and executed will be documented and preserved. The test results should be tabulated and recorded in a structured format.	
RR-10	Solution integration testing - A final application software and solution integration test must be performed. It will supervise the successful installation of all the solution's modules and infrastructure as well as its adequate integration and correct interaction between each other. At this stage the supplier must deliver to PDTRA all solution documentation (users, administrators, etc) and a summary report of all the tests conducted on the solution and the confirmatory/non-confirmatory reports generated.	

**Submission of reports:** All reports should be formally submitted to the PDTRA project manager according to agreed deliverables management and distribution plan. All reports should be submitted in English, in electronic format as well as in hard copy.

DR-1	Documentation will be supplied and kept up-to-date by the supplier during the different project stages. The Tenderer will elaborate and transfer to PDTRA an itemized list of all documentation transferred upon completion of the project.	
------	---	--

DR-2	<p>The Winning "Bidder" will provide a minimum set of documentation for all software including:</p> <ul style="list-style-type: none"> <li>• Engineering and technical documentation.</li> <li>• Support, operations and maintenance documentation.</li> <li>• End-user documentation.</li> </ul> <p>Preparation of end user and procedural manuals.</p>	
DR-3	<p>End-user documentation will be provided in <b>Arabic/English</b> language. The supplier could provide solution administration and other technical documentation in English, if such documents do not exist in language. Documentation should be available in electronic format as well as in hard copy, including the documentation developed specifically for this project.</p>	

Component 2: Delivering E-Service system

Ref # :	Required Specifications :	Supplied Specifications Or Ref to Documentations
IR-1	<p>Detailed description of the SDLC should be included in the Tenderer "Bidder" proposal, with clear definitions of the deliverables, milestones and major activities.</p>	

<b>Ref # :</b>	<b>Required Specifications :</b>	<b>Supplied Specifications Or Ref to Documentations</b>
IR-2	The Tenderer should take into consideration the existing hardware and information technology infrastructure, licensees & facilities;	
IR-3	All the software solutions, sub-solutions and modules and hardware delivered to PDTRA should be compatible with PDTRA current platforms, and IT infrastructure.	
IR-4	The Tenderer "Bidder" working team must have proper technical certifications issued by relevant authorized institution.	
IR-5	The Tenderer "Bidder" Working team must have proper technical experience, and enough experience in similar projects as indicated above.	
IR-6	The Tenderer "Bidder" should insure that all software modules are well tested and reliable.	
IR-7	The Tenderer "Bidder" should indicate in his/her proposal the testing techniques and testing tools that s/he is going to use in the testing process.	
IR-8	The winning bidder will make recommendations and training to the appropriate number and skill of staff required to operate, support, and maintain the solutions and the products. Supplier will also make	

<b>Ref # :</b>	<b>Required Specifications :</b>	<b>Supplied Specifications Or Ref to Documentations</b>
	recommendations and training with respect to the most appropriate operational and administrative organization necessary to operate, support, and maintain the solutions and the products.	
IR-10	<p>The Tenderer "Bidder" should provide maintenance support services by means of direct or indirect support for a period of 3 years following the PDTRA's final acceptance of the project. The cost of these services has to be included within the scope of the global price stated in the Financial Proposal.</p> <p>Support contract shall include a 4 working days annually to support service compensated from the contract cost.</p>	
IR-11	The Tenderer "Bidder" should specify in the Technical Proposal the scope of the maintenance services they intend to provide.	
IR-12	The Tenderer "Bidder" should also demonstrate in his/her proposal its capability for providing long-term maintenance services after the above-mentioned period.	
IR-13	The Tenderer "Bidder" must commit to deliver the source code of all customization, configuration, scripts or	

<b>Ref # :</b>	<b>Required Specifications :</b>	<b>Supplied Specifications Or Ref to Documentations</b>
	batch files etc, generated for the purpose of this project.	
IR-15	The Implementation duration may not exceed 3 Months	

F-SEC	<b>Security</b>	
F-SEC-G	General	
F-SEC-G1	The solution should enable the administrator to add and remove users and identify users' privileges (include allowable data to access and functions to perform).	
F-SEC-G2	The solution should enable the administrator to define a set of roles and groups, and the associated privileges, to append the user to according to their job needs.	
F-SEC-G3	The solution should prevent unauthorized users from reading or manipulating data, application resources, devices, etc. that are created, manipulated, or used by the application.	
F-SEC-G4	The solution should prevent authorized users from accessing and utilizing unauthorized solution recourses.	
F-SEC-G5	The solution must prevent authorized users from using the solution to perform any function that they are not authorized to perform.	
F-SEC-	The solution should enable the administrator to control and	

G6	audit the authorized or unauthorized events and the reconstruction and review of events that may threaten the company's information assets. And to provide accountability and audit mechanism that restricts or remove privileges and access rights that are abused or misused.	
F-SEC-G7	The solution must inform the user when he/ she makes any changes on the data and alerts the user for any illegal transactions or operations.	
F-SEC-G8	The solution must prevent modification of any data that are designated as read-only.	

## B: Non functional Specification Matrix:

Ref # :	Area:	Specifications :
NF-U	<b>Usability &amp; Documentation</b>	
NF-U1	All kinds of users (operators, administrative and power users) must be able to use the solution efficiently after a reasonable training period.	
NF-U2	All tasks (including business, administrative and operational tasks) must be fulfilled in reasonable time and click count.	
NF-U3	All user interfaces must be consistent, logically connected, and user friendly	
NF-U4	Sufficient user help must be available in all parts of the solution.	
NF-U5	User help and the different kinds of user manuals must be clear, easy to use, divided into modular sections, and written in a simple business language.	
NF-U6	The solution design and technical manual should be delivered.	
NF-R	<b>Reliability</b>	
	General  All modules and components of the product must maintain acceptable:	
NF-R1	Accuracy of processing and output	
NF-R2	Availability time percentage	
NF-R3	Frequency of failure: expressed in terms of Mean Time Between Failures (MTBF)	
NF-R4	Severity of failure	

NF-R5	Recovery time: expressed in terms of Mean Time To Repair (MTTR)	
NF-R6	Bugs or defect rate: expressed in terms of bugs/KLOC (thousands of lines of code), or bugs/function-point.	
NF-R7	Bugs or defect rate: categorized in terms of minor, significant, and critical bugs, where "critical" bugs are not acceptable (e.g., complete loss of data or complete inability to use certain parts of the functionality of the solution)	
NF-S	<b>Supportability</b>	
	General	
NF-S1	All source code generated for this project must be delivered to PDTRA along with its proper and full documentation to be capable of supporting and maintaining the product in the future.	
NF-S2	All source code delivered should be well documented according to well known coding standards.	
NF-S3	The solution must provide a user friendly and effective maintenance utility, which can be divided into multiple usage privileges.	

NF-I	<b>Implementation and Integration</b>	
	General	
NF-I1	<p>The solution must have a clear and specific integration schema that defines the following areas:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hardware Interfaces</li> <li><input type="checkbox"/> Software Interfaces</li> <li><input type="checkbox"/> Communications Interfaces and Protocols</li> </ul>	
NF-I2	Implement the solution free of bugs, errors or any disruption, and in align with PDTRA's current infrastructure and software environment.	
NF-L	<b>Licensing, Legal, and Copy Rights</b>	
	General	
NF-L1	All software, programs, libraries, components, and other materials used for the project must be legally licensed and adhere to copy rights laws.	

## **7.0 Training**

- Offers should include a session of training for PDTRA\IT specialists; Training for Administrators and Editors (highest-level users), Onsite training.
- It should ensure that all types of users and administrators are prepared to operate EService, and to take over future enhancements or support of the EService developed applications
- Training manuals and user guides are required.
- Offers should include a training course for two of PDTRA/IT specialists(ASP.NET,MVC,...)at least 20 hours.

### 7.1 Support

The winner bidder should provide three years warranty.

## **8.0 Proposal Format**

Bidder must submit 2 separated proposals:

Technical Proposal mentioning the following:

- Company Profile
- Scope of Work and Solution Architecture
- Project Plan
- Training
- Maintenance and Support.
- Qualifications of key personnel.
- Past Experience with governmental entities.
- Reference clients, contact details, and testimonials.

The bidder must address:

- Ability to meet project goals in the proposed time frame.
- Demonstrated success in creating engaging and easy to navigate internet portal\E-Government services.
- Demonstrated success in developing intuitive web navigation and organizing extensive internet portal\E-Government services.

Financial Proposal.

## **9.0 Proposal Evaluation**

### Evaluation of Technical Proposals (50 points):

The technical proposal will be rated according to the following criteria:

- Qualifications and competence of personnel: 5 pts
- Adequacy of approach and methodology: 10 pts
- Responsiveness to the Project requirements: 25 pts
- Profile of the bidding firm and relevant experience: 5 pts
- The total time frame for implementing the complete project: 5 pts

### Evaluation of Financial Proposals (50 points)

If the technical proposal achieves the minimum of (75 % \* 50), the financial evaluation will be taken into account in accordance to these guidelines:

The total amount of points for the cost component is 50. The maximum number of points shall be allotted to the lowest fees proposed by the qualified bidders the points for the other proposals are computed by dividing the lowest proposal by each subsequent proposal, and multiplying the result by the total points allocated.

المناقصة

Appendix to Tender

العطاء رقم: لوازيم ٢٠١٩/١

المشروع: التحول الإلكتروني للخدمات المقدمة من السلطة

التحديدات	رقم المادة	البيان
اسم صاحب العمل: عنوانه:	٢/٢/١/١ و ٣/١	سلطة اقليم البترا التنموي السياحي البترا - الاردن ص ب ( ٢٨ )
اسم المهندس : عنوانه:	٤/٢/١/١	
اسم المقاول: عنوانه:	٣/٢/١/١ و ٣/١	
كفالة المناقصة	التعليمات	( ٥ % ) من قيمة دخول العطاء
كفالة اصلاح العيوب	التعليمات	( ٥ % ) من قيمة العقد
مدة الإنجاز للأشغال	٣/٣/١/١	(١٢٠) يوما تقويميا من تاريخ أمر المباشرة
فترة الإشعار بإصلاح العيوب	٧/٣/١/١	(—) يوما تقويميا
القانون الذي يحكم العقد	٤/١	القوانين الأردنية السارية المفعول
اللغة المعتمدة في العقد	٤/١	اللغة العربية
لغة الاتصال	٤/١	اللغة العربية
المدة التي سيمنح فيها المقاول حق الدخول إلى الموقع	١/٢	(٧) أيام تقويمية من تاريخ أمر المباشرة .
قيمة ضمان الأداء قيمة ضمان الأداء خلال فترة الإشعار بإصلاح العيوب (ضمان اصلاح العيوب)	٢/٤	(١٠% ) من قيمة العقد المقبولة" (- % ) من قيمة العقد
نظام توكيد الجودة	٩/٤	مطلوب
أوقات العمل المعتادة	٥/٦	
الفترة المحددة لمباشرة العمل بعد التاريخ المحدد للمباشرة	١/٨	(١٥) يوما، وتعتبر هذه الفترة مشمولة ضمن مدة الإنجاز
قيمة تعويضات التأخير	٧/٨	( ٢٥ ) دينار عن كل يوم تأخير

## نموذج اتفاقية العقد

### Form of Contract Agreement

المشروع:التحول الالكتروني للخدمات المقدمة من السلطة العطاء رقم: لوازم ١ / ٢٠١٩

حررت هذه الاتفاقية في هذا اليوم ..... من شهر ..... لسنة ٢٠١٩

بين

صاحب العمل .....سلطة إقليم البترا التنموي السياحي .. على اعتباره "الفريق الأول"

و

المقاول ..... على اعتباره "الفريق الثاني"

لما كان صاحب العمل راغبا في أن يقوم المقاول بتنفيذ أشغال مشروع:

ولما كان قد قبل بعرض المناقصة الذي تقدم به المقاول لتنفيذ الأشغال وإنجازها وإصلاح أية عيوب فيها وتسليمها وفقا لشروط العقد،

فقد تم الاتفاق بين الفريقين على ما يلي:

- ١ - يكون للكلمات والتعابير الواردة في هذه الاتفاقية نفس المعاني المحددة لها في شروط العقد المشار إليها فيما بعد.
- ٢ - تعتبر الوثائق المدرجة تاليا جزءا لا يتجزأ من هذه الاتفاقية وتتم قراءتها وتفسيرها بهذه الصورة:
  - أ - "كتاب القبول" .....
  - ب - "كتاب عرض المناقصة" .....
  - ج - ملاحق المناقصة ذات الأرقام: .....
  - د - شروط العقد (الخاصة والعامة)
  - هـ - المواصفات وكما هو وارد في نموذج استدرج العروض المرفق بطيه .

د-٤

- ٣ - "قيمة العقد المقبولة" ( )
- "مدة الإنجاز" ( ) يوما تقويميا
- ٤ - إزاء قيام صاحب العمل بدفع الدفعات المستحقة للمقاول وفقا للشروط، يتعهد المقاول بتنفيذ الأشغال وإنجازها وإصلاح أية عيوب فيها وتسليمها وفقا لأحكام العقد.
- ٥ - إزاء قيام المقاول بتنفيذ الأشغال وإنجازها وإصلاح أية عيوب فيها وتسليمها، يتعهد صاحب العمل بأن يدفع إلى المقاول قيمة العقد بموجب أحكام العقد في المواعيد وبالأسلوب المحدد في العقد.
- وبناءً على ما تقدم فقد اتفق الفريقان على إبرام هذه الاتفاقية وتوقيعها في الموعد المحدد أعلاه وذلك وفقا للقوانين المعمول بها.

الفريق الأول (صاحب العمل)

الفريق الثاني (المقاول)

التوقيع: .....

التوقيع: .....

الاسم: .....

الاسم: .....

الوظيفة: .....

الوظيفة: رئيس مجلس المفوضين

وقد شهد على ذلك: .....

وقد شهد على ذلك: .....

## نموذج ضمان الأداء (كفالة حسن التنفيذ)

### Performance Guarantee

إلى السادة: ..... يسرنا إعلامكم  
بأن مصرفنا: ..... قد كفل بكفالة مالية، المقاول:

بخصوص العطاء رقم ( / )  
المتعلق بمشروع: ..... بمبلغ: ( )  
دينار أردني .....  
وذلك لضمان تنفيذ العطاء  
المحال عليه حسب الشروط الواردة في وثائق عقد المقابلة، وأتينا نتعهد بأن  
ندفع لكم - بمجرد ورود أول طلب خطي منكم المبلغ المذكور أو أي جزء تطلبونه منه بدون أي تحفظ أو شرط - مع ذكر  
الأسباب الداعية لهذا الطلب بأن المقاول قد رفض أو أخفق في تنفيذ أي من التزاماته  
بموجب العقد - وذلك بصرف النظر عن أي اعتراض أو مقاضاة من جانب المقاول على إجراء الدفع.  
وتبقى هذه الكفالة سارية المفعول من تاريخ إصدارها ولحين تسلم الأشغال المنجزة بموجب العقد المحدد مبدئياً بتاريخ  
شهر ..... من عام ..... ما لم يتم تمديدها أو تجديدها بناء على طلب  
صاحب العمل.

توقيع الكفيل / مصرف: .....  
المفوض بالتوقيع: .....  
التاريخ: .....