

## PDTRA ERP RFP – Summary

الأوراق المرفقة تمثل مقدمة موجزة عن العطاء ولغايات الحصول على كامل متطلبات العطاء (الوثيقة كاملة) يرجى التقيد بما جاء بالإعلان.

### 1. Project Overview

The Petra Development & Tourism Region Authority (PDTRA) is launching a comprehensive Request for Proposal (RFP) to implement, activate, automate, and sustain a fully integrated Enterprise Resource Planning (ERP) system covering all financial, administrative, HR, payroll, procurement, fleet, and project management operations.

This RFP represents the second phase following the full redesign and reengineering of PDTRA's procedures. The current phase focuses on transforming these redesigned processes into an automated digital environment aligned with PDTRA's strategic objectives and national digital transformation policies.

The selected bidder will provide a **turnkey ERP solution**, covering design, implementation, customization, testing, training, integration, support, maintenance, warranty, and digital governance.

### 2. Strategic Intent

PDTRA aims to:

- Replace fragmented, manual, or outdated systems with a **unified and centralized ERP platform**.
- Achieve full **process automation**, improved efficiency, and operational transparency.
- Integrate the ERP with PDTRA's full ecosystem of internal/external systems.
- Enable data-driven decision-making through **Business Intelligence (BI)** dashboards and analytics.
- Ensure full compliance with PDTRA policies, administrative instructions, and national cybersecurity and digital standards.

The ERP system will become PDTRA's **single operational backbone**, supporting all departments.

### **3. Turn-Key Delivery Requirements**

The winning bidder must provide:

- Complete responsibility for system installation, customization, development, integration, and delivery.
- Full configuration of core and non-core modules.
- Multilingual system support including full Arabic UI.
- A 5-year cost-free warranty followed by a 5-year maintenance plan.
- Clear migration strategy from legacy/manual systems.
- Full delivery of training, knowledge transfer, and change management.

PDTRA reserves the right to fully evaluate, accept, reject, or request amendments to any proposed element.

### **4. Modules to Be Implemented**

- Financial Management
- Budget & Cash Management
- Procurement & Tenders
- Inventory & Warehousing
- HR & Payroll
- Fleet & Garage Management
- Project Management
- Business Intelligence (BI)
- Mobile Attendance & Field Workforce Automation
- Integration Layer & API Framework

## 5. Key Evaluation Framework

Technical Score: **70%**

Financial Score: **30%**

Technical evaluation is based on:

- Adherence to RFP requirements
- Company experience
- Proposed team & expertise
- Methodology
- Solution compliance
- Presentation quality

Minimum passing score: **75% of 70 points = 52.5**

Financial evaluation includes:

- One-time implementation cost (75%)
- Recurring cost (25%)

## 6. Project Milestones

From contract signature through:

1. Discovery & Gap Analysis
2. Detailed Design & Project Plan
3. Management Presentation
4. Notice to Proceed
5. Full ERP Implementation
6. Training & User Acceptance Testing
7. Go-Live for core modules
8. Go-Live for non-core modules

9. Provisional Acceptance

10. Final Acceptance

11. Warranty

12. Maintenance

Implementation period: **18 months** maximum.

## **7. Integration Requirements**

The ERP must integrate with:

- Citizen e-Services CRM System
- Electronic Ticketing System
- Traffic Violations System
- Vehicle Fuel Monitoring System
- Attendance & Time Tracking System
- Government SMS Gateway
- eFAWATEERcom Payment System
- Government e-Signature System
- Civil Status & Passport Department (CSPD) System
- JONEPS – Jordan National Electronic Procurement System
- Civil Service Bureau (CSB) Exam & HR System
- Agenda & Committee Meeting Management System
- Ministry of Transport Vehicle Tracking System
- Mobile attendance application (native to ERP, no third-party tools)

## 8. Mandatory Compliance

The proposed ERP must comply with:

- PDTRA policies & administrative instructions (Appendix N)
- Cybersecurity requirements of the Ministry of Digital Economy & Entrepreneurship
- Financial & procurement regulations
- Future scalability and upgradeability standards

## 9. Support, Warranty & Maintenance

- **5-year zero-cost warranty** after Final Acceptance
- **5-year maintenance plan**, including:
  - SLA-based support
  - Hotfixes & updates
  - Response time:
    - Critical: 3 hours
    - Operational: 1 working day
    - Minor: next update
  - 10 free support days yearly
  - Full patch management

## 10. Bidder Eligibility Requirements

- Local & international/regional providers may apply.
- Mandatory valid local registration in Jordan.
- Proven experience with at least 3 comparable ERP implementations.
- Audited financial statements.
- Signed NDA.
- Authorized partnership certificates (if applicable).

- Submission of comprehensive technical & financial proposals.

وعلى الراغبين بالمشاركة مراجعة مديرية اللوازم والعطاءات في المبنى الرئيسي للسلطة للحصول على وثائق  
العطاء المختومة.