

MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP

Jordan National Platform for E-commerce and Industry

RFP NO: 44/eGovt/2024

No.	
Q 1	The RFP divides between Industrial and Commercial sectors. The platform requirements suggest that both sectors should be offered mostly the same services. Can you please briefly summarize the FUNCTIONAL differences between these sides of the e-Commerce platform?
A 1	Refer to the RFP for the main differences between the two sectors, noting that it is winning bidder responsibility to study , analyze full requirements for each sector
Q2	<u>Multi-currency</u> . Will there be a limited set of currencies supported for the buyer to select or an arbitrary set?
A2	Limited set of currencies , to be decided during project implementation
Q3	<u>Multi-currency</u> . Will all catalog products be offered for sale in a single currency (e.g., JOD) and payments only be allowed in multiple currencies? Or will all products be offered for both sale and purchase in a currency selected by the buyer? Will the shopping cart be shown in selected currency? In what currency will invoices (seller) and receipts (buyer) be shown?
A3	For commercial sector module, single currency for both sale and purchase (JD) For industrial sector module, the products offered by the currency selected by the buyer and the process will end after the agreement on a purchase order, no invoices and actual payments through the platform will be done. The shopping cart be shown in selected currency by the buyer
Q4	<u>Multi-currency</u> . How should the platform handle multi-currency operations in the buyer's wallet? Based on fluctuations in exchange rates, the amount of buying power of the wallet will also vary. For example, if the buyer's currency is devalued with respect to the USD/JOD by 20% from the time of loading the wallet to the of date of purchase, then the Buyer will only be able to buy 20% less of the product.
A4	No buyer wallet required within the platform For commercial sector module, single currency for both sale and purchase (JD)
Q5	<u>3 (UI) designs for The Platform</u> . Is the requirement for developing ALL pages on the site in 3 designs? Or, rather, should the winning bidder provide 3 top-level Design Manuals guiding platform design?
A5	3 top-level Designs
Q6	<u>Without the need for any third party component</u> . Does this mean that the platform shall not use any 3rd party e-Commerce builder platform, e.g., Wordpress? Shopify? Also, does this apply to 3rd party e-Commerce FRAMEWORKS for use as open-source components of the solution?
A6	This means that , It is the winning bidder responsibility to provide, implement, license, maintain , manage all the components of the platform regardless it is 3 rd party builder platforms, frameworks or any other component

Q7	<u>The database of The Platform should be secure.</u> What security standards shall apply to the database AND the platform? Is there a requirement for formal security testing prior to go-live production release?
A7	<p>the following should be done on the database I addition to any requirements are requested during the implementation</p> <ul style="list-style-type: none"> - Encryption of the data - Audit is enable on the database - Configure the database based on Modee minimum security baseline (will provided to the winning bidder) - The communication with database should be done through the application tire (3-tire layer) <p>Also please refer the RFP and the attached security check list for the platform security and the security test that will be done by modee</p>
Q8	<u>The system should support the following features: Availability.</u> Is there a requirement for High-availability with duplicated standby servers? How does this fit with current GPC (Government Public Cloud) infrastructure capabilities? Is there a requirement for Disaster recovery?
A8	MoDEE will provide the needed infrastructure and services for high availability and DR. However, the proposed solution architecture should be built to support these features.
Q9	<u>The cart works for one merchant at any time.</u> Will a buyer be able to fill multiple shopping carts at the same time? or is this intended to work like Talabat, where when you change a merchant, items placed in the previous shopping cart will be deleted?
A9	<p>Refer to the RFP for this point</p> <p>“The cart works for one merchant at any time; users can't add items to the same cart from different merchants' stores/ factories. Multiple items from different merchants' stores will have to be separated into different purchases using different carts.”</p>
Q10	<u>Merchant can define the courier company (ies) he would like to use.</u> Will there be a standard set of delivery couriers that the merchant chooses from? Will the buyer be able to choose a courier company from among the ones selected by the merchant? This is a key issue for determining delivery pricing.
A10	<p>Will there be a standard set of delivery couriers that the merchant chooses from?</p> <p>Yes standard set, and the merchant may select also to deliver the item by his own way Buyer cannot select which courier company he wants</p>
Q11	User Wallet: A place where users can accumulate their cashback. Will the buyer also be able to top-up their wallet? BY what means?
A11	No user wallet required in the platform
Q12	<u>Bulk discounts: A page to allow merchants to apply bulk discounts</u> Will merchants be allowed to apply a schedule of bulk discounts across products offered by a merchant, on the basis, for example, of cash value of the total purchase or quantity purchased or both?
A12	<p>Yes</p> <p>This may apply for both sectors</p>

Q13	<u>Return and Cancelation Policy</u> . What are the expected parameters related to return, cancellation, and refund? Will the buyer be able to return parts of an order (e.g., 5 units out of 10 ordered)? Or only the entire quantity purchased? If partial returns are allowed, how do you refund discounts, especially if they were originally purchased under a bulk discount?
A13	Return and Cancelation Policy will be defined during the requirement gathering phase
Q14	<u>Content Management System (CMS)</u> . Given the restrictions defined in Section General requirements #8, can a 3rd party CMS be integrated? What about Open-source CMS frameworks?
A14	Refer to Q8
Q15	<u>The Platform should provide an approval cycle for registering factories</u> (industrial sector). Will the approval cycle also apply to the commercial sector?
A15	Yes
Q16	<u>The Platform should regenerate thumbnails of the images</u> . What kinds of platform images does this refer to? Product catalog pictures? Do you mean “regenerate” in the sense of automatically generating a lower-resolution and smaller dimension image from a high-resolution one for use in a textual context?
A16	Yes for product catalog pictures Yes, generate smaller picture with acceptable resolution
Q17	<u>Platform should display the latest added products on the home page</u> . Each Merchant will have a homepage to show the latest products as above. There will be a site (platform) landing page for registration of the buyer and merchant, etc. Will selected merchants’ products be displayed on this landing page? How will these products be selected? Will products’ search results be prioritized by merchants based on some kind of algorithm (like google)?
A17	The platform shall have a page to display latest products from all merchants/factories who have new products (latest added products) Will products’ search results be prioritized by merchants based on some kind of algorithm (like google)? Not clear
Q18	<u>The Platform should provide powerful and advanced search features in The Platform languages</u> . What kind of interface is recommended for product search? Something like a google textual search bar? Or more advanced intelligent search?
A18	To be offered by the bidder , taking into consideration to fulfil platform needs
Q19	<u>The Platform should provide powerful and advanced search features in The Platform languages</u> . Will products’ search <i>results</i> be prioritized for selected merchants based on some kind of algorithm (like google)?
A19	To be defined during the requirements gathering phase
Q20	<u>The Platform should provide powerful and advanced search features in The Platform languages</u> . Is there a need for intelligent product/merchant search across all product catalogs? Is there a requirement to be able to discover all products based on product features without having to look through and perform textual search in all of the merchant catalogs?
A20	

	yes
Q21	<u>The Platform should provide powerful and advanced search features in The Platform languages. Shall buyers be able to indicate their preferences to be able to drive catalog search across all products? Is there a need to automate this process and discover buyers' needs in an automated way?</u>
A21	Area of interest do not drive search results Is there a need to automate this process and discover buyers' needs in an automated way? Not clear
Q22	Will the ministry extend the submission date?
A22	يرجى متابعة إعلانات دعوة العطاء
Q23	The winning bidder is required to upload profile content (images, text, video ...etc.) for the factories for the first time noting that number of factories are around 100, and the content preparation is factory responsibility in cooperation with ACI How many items?
A23	For industrial sector The winning bidder shall upload profile content for 50 Product for each factory
Q24	Regarding uploading the content of merchants the bidder is required to cost it as optional item (approximate number of merchants is 50, 000) How many items?
A24	This requirement is no longer required for commercial sector Uploading the content is merchants responsibility Noting that the winning bidder responsibility is to define the acceptable specifications for the content
Q25	Integration with stakeholders will be done through consuming the already available APIs through GSB Please list down all the stakeholders
A25	All potential stakeholders are available on GSB- (10 stakeholders)
Q 26	The winning bidder must take into consideration that services requests must be directed/redirected to the related directorate for processing through the system Need explanation
A26	This requirement is no longer required
Q27	Develop scanning functionality/feature to enable MoITS, ACC and ACI users to scan documents and upload it to the system. What is the purpose
A27	The platform should have this feature The purpose will be determined during the requirements gathering phase
Q28	Develop all needed web services and APIs as provider and /or consumer, needed for the proper functioning of the system. Please list down all the integration and web forms. And the purpose of integration for each stakeholder
A28	Refer to Q25
Q29	Developing all delivered documents forms including QR code by using the Government QR-Code System What are the delivered documents
A29	QR code integration is part of the scope of work if needed during project implementation Delivered documents if any will e determined during the requirement gathering phase
Q30	Responsive Design: Ensure that the CMS supports responsive design principles, allowing the created content to adapt and display correctly on different devices and screen sizes. Should the admin panel be responsive, since it is very hard to manage all administration functions in responsive mode

A30	No
Q31	ورد في العطاء طلب تسعير رفع معلومات التجار و المقدرة ب 50000 تاجر. يرجى الاجابة على التالي: 1. هل المطلوب جمع هذه المعلومات من التجار أنفسهم. 2. في حال سيتم تزويدنا بها هل ستكون المعلومات نسخة الكترونية (رقمية) ام ورقية.
A31	Refer to Q24