



MINISTRY OF DIGITAL ECONOMY AND ENTREPRENEURSHIP

Tender Name: Agentic AI Platform for AI Voice Agents for Citizen Services and Knowledge Management platform.

Tender Number: 47eGovt2026

Proposal Deadline: As stated on JONEPS



Signed by
Ministry of Digital Economy
Signed on: 2026-09-24 13:51

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1. INTRODUCTION

The Ministry of Digital Economy and Entrepreneurship (MoDEE) is soliciting proposals from qualified local bidders alone or having a joint venture with a local or international firm (comprising a maximum of two members). The proposed solution will provide a **bilingual (Arabic and English), AI-powered voice interaction agent** that enables citizens to access government information and services through natural voice conversations.

1.1 Introduction:

The Ministry of Digital Economy and Entrepreneurship (MoDEE), in collaboration with the Prime Ministry, is implementing a set of strategic Artificial Intelligence (AI) initiatives under the Public Sector Modernization Program. These initiatives aim to enable AI-driven government services and operations, enhance efficiency and consistency, improve citizen experience, and establish secure and reusable AI capabilities across the public sector.

The Ministry of Digital Economy and Entrepreneurship (MoDEE), has launched the Jordanian Artificial Intelligence Strategy and Implementation Plan (2023–2027), approved by the Cabinet in October 2022. The strategy comprises a five-year implementation plan that includes 68 projects, structured around two key objectives:

- The first objective focuses on building the AI ecosystem in Jordan.
- The second objective is a group of practical, applied projects focusing on the development of AI in the public and priority sectors.

As part of this strategic direction, MoDEE intends to implement a transformative project for the design, development, and deployment of AI Agent capabilities to enhance government service delivery and improve citizen engagement. The project shall include the implementation of the following core components:

- 1- AI-Powered Government Knowledge Management System: A centralized intelligent knowledge platform that enables the capture, organization, management, and retrieval of government knowledge.
- 2- AI-Enabled Interactive Voice Response (IVR) Agent: An intelligent conversational voice platform supporting both Arabic and English languages to provide citizens with accessible, efficient, and personalized interactions through voice-based channels.

Target Government Entities:

The solution shall be initially deployed and tailored to support the following entities:

- Civil Status and Passports Department (CSPD)
- Ministry of Labor (MoL)
- Service and Public Administration Commission (SPAC)
- Ministry of Justice (MoJ)

The solution shall be designed to be **scalable and extensible**, enabling the seamless onboarding and integration of additional government entities in the future without requiring major architectural changes or redevelopment.

The solution shall provide a seamless conversational experience, including voice-first interactions, while ensuring secure, governed, and compliant access to government data and knowledge assets in accordance with applicable government policies and standards.

Furthermore, the solution will integrate with existing government platforms, including Sanad and other official digital channels, to provide a unified and intelligent service experience. **(Subject to the approval of the Target Entities and determined by each Target Entity during the implementation phase.)**

The winning bidder will be responsible for successful delivery of the project within specified timeframe. The winning bidder has to follow agreed tasks and achieve desired goals and requirements so the project is managed efficiently and effectively.

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. Deviation from procedures, and content requirements will be considered grounds for disqualification.

The successful Bidder shall complete the implementation of all project deliverables within 6 months, commencing from the Project Commencement Date.

1.2 Project Requirements and Scope

There are certain deliverables to be provided by the winning bidder during execution of the Project.

The winning bidder shall provide such deliverables, including any requirements or actions needed for the proper completion outlined in the following listing, and the cost of these requirements or activities should be included in the fixed lump sum prices submitted by the bidder.

Bidders must comply with the following minimal technical specifications and requirements (mentioned in the scope of work); therefore, bidders are required to comply in full with these technical specifications and requirements, and any proposal that does not comply with these technical specifications and requirements shall be rejected.

1.2.1 Project Definition

1.2.1.1 AI-Powered Government Knowledge Management System

Definition: A platform that aggregates, organizes, manages, and governs government knowledge, serving as a unified source of truth that provides clear guidance on government services to citizens. The platform enables citizens to access clear, accurate, and up-to-date guidance on government services, while integrating directly with government entities' systems to ensure the availability of reliable service information.

Knowledge Base per Entity: The bidder shall build and deliver a dedicated Knowledge Base for each of the four participating government entities (CSPD, MoL, SPAC, MoJ), covering the full lifecycle of data gathering, cleansing, structuring, and validation of that entity's knowledge content.

The Knowledge Management System shall also be independently accessible through its own documented API by other authorised government systems, and not only by the voice agent, so that the same knowledge can also serve chat channels, Sanad, entity websites, staff-facing tools, and any future front end.

The Knowledge Base shall also include integration with the government systems to ensure seamless access to accurate, up-to-date, and reliable information. **(Subject to the approval of the Target Entities and determined by each Target Entity during the implementation phase.)**

1.2.1.2 AI-Enabled Interactive Voice Response (IVR) Agent

Definition: The solution leverages advanced Interactive Voice Response (IVR) capabilities to handle citizen inquiries, provide accurate guidance on government services, and enable seamless, natural language interactions in both Arabic and English. (Simple Jordanian dialect)

The system utilizes a Government Knowledge Management System (Knowledge Base) as its primary source of information.

1.2.1.3 Project Objectives

1. Enhance Service Efficiency: Improve access to government information by reducing response times, minimizing repetitive inquiries, and decreasing the need for physical visits.
2. Ensure Consistency and Standardization: Provide a unified and consistent service experience across all channels and entities, while enforcing compliance with standardized procedures and service delivery guidelines.

1.2.2 Governance

1.2.2.1 Knowledge and Data Governance

The solution shall establish a centralized Knowledge Base in which all government data, policies, procedures, and service-related content are collected, managed, and maintained. The Knowledge base shall be governed by clearly defined data governance frameworks, including content ownership, approval workflows, version control, and audit mechanisms.

All knowledge assets must be subject to formal validation and approval by the designated owning entities to ensure accuracy, consistency, and compliance with official sources.

The bidder must submit a data governance framework defining: content ownership per institution, content approval workflow, and correction procedures.

1.2.2.2 Knowledge Management System (Data)

The system shall provide a comprehensive Knowledge Management capability that includes, but is not limited to, the following content domains:

- Existing Knowledge hubs
- National policies
- Laws, regulations, and official procedures instructions
- Government service guides and procedures

Integration with the government systems to ensure seamless access to accurate, up-to-date, and reliable information. (When needed), the bidder shall review the existing knowledge base, analyze all relevant data provided by the entities, identify any additional data required to be collected, and assess the systems that need to be integrated. Such activities shall be based on the respective entities' needs and requirements and shall be subject to their approval.

The knowledge base's content chunking strategy shall be configurable, retrieval shall be testable through a console where a test question shows exactly what content was retrieved and in what order, and every answer shall expose its citations back to the source document and version, so that quality issues can be diagnosed by MoDEE and not only by the supplier.

For each knowledge asset, the system shall maintain and display the following metadata:

- Approved and active version
- Content owner and responsible entity
- Update history and detailed change log
- Review / approval status

The Knowledge Management System shall ensure that all information is up-to-date, traceable, and easily accessible to authorized users and AI agents, supporting reliable and consistent service delivery.

Knowledge content, its metadata and its version history shall be exportable at any time in open, documented formats, and a full working export shall be demonstrated.

The agent can only access and answer based on the data authorized for its specific government entity, and based on the latest validated version of knowledge.

1.2.3 Operational Model

The system shall operate based on an agentic AI architecture, as follows:

1.2.3.1 Orchestration AI Agent

An Orchestration AI Agent receives all incoming citizen calls, classifies the enquiry by topic and intent, and routes it to the appropriate Institutional AI Agent in real time.

- The Orchestration Agent shall classify citizen enquiries by topic.
- The system shall route inquiries dynamically to the appropriate Institutional AI Agent within a maximum of 1.5 seconds.
- The Orchestration Agent shall maintain full session context across all interactions and agent transitions.
- The system shall automatically trigger escalation to a human agent when no AI agent is able to resolve the enquiry, based on predefined rules and confidence thresholds.

1.2.3.2 Institutional AI Agents

Dedicated AI agents shall be deployed for each participating government entity. Each agent will operate within a controlled domain, responding exclusively based on its institution's authorized data, policies, and knowledge.

- All responses shall be strictly derived from the institution's approved Knowledge Hub content. The system shall ensure that no responses are generated outside this source, preventing hallucinations, fabricated responses, or reliance on unauthorized data sources.
- Institutional voice AI Agents shall support multi-turn conversational interactions in English and Arabic, including the Jordanian dialect, with the ability to handle clarifications, corrections, and follow-up questions naturally and accurately.
- Each agent specification shall be exportable and importable as JSON, covering its instructions, scope, knowledge bindings, routing rules, thresholds and actions, so that an agent can be versioned, reviewed, moved between environments and rebuilt elsewhere.
- The agent shall provide procedural guidance only and shall not give legal interpretations or decisions on a citizen's entitlements; questions of that kind shall be routed to a human.
- The citizen shall be able to interrupt the AI voice agent while it is speaking.

1.2.3.3 Human Escalation Mechanism

If an agent cannot resolve the enquiry, the call is automatically escalated to a human agent, who receives a full conversation summary before taking the call.

- Escalation shall be triggered automatically in the following cases:
 - The AI agent is unable to resolve the enquiry
 - The citizen explicitly requests to speak with a human agent
 - The enquiry is classified as complex, sensitive, or requiring human intervention
 - A system errors or technical Issues
- The human agent interface shall display a structured summary prior to call connection, including:
 - Citizen enquiry and identified intent
 - Relevant institution and service context
 - Full conversation history

- Reason for escalation
- The transfer from AI agent to human agent shall be completed within 25 seconds, ensuring minimal disruption to the user experience.

1.2.3.4 Seamless User Experience

All routing and transitions must be seamless and invisible to the citizen. The citizen must experience a single, continuous conversation at all times, with full continuity maintained throughout all routing and transitions.

The following citizen-facing requirements shall apply:

- The caller shall be told at the start of the call, in clear Arabic, that they are speaking to an automated agent;
- A route to a human shall always be available on request;
- The caller shall be able to interrupt the AI voice agent while it is speaking.

1.2.4 Platform Integration

The solution shall integrate with existing digital government platforms and systems, including Sanad and other official service channels.

Additionally, the system shall include a dashboard to enable government stakeholders to monitor performance and update the knowledge base for each entity

In addition to connecting to other systems, the solution itself shall expose documented, versioned APIs covering knowledge management, agent invocation for both voice and text, session and handover, and analytics, together with embedding SDKs for government websites and applications.

1.2.5 Voice Processing

The solution shall provide advanced voice processing capabilities to support a seamless voice-first experience.

- The system shall support high-accuracy Arabic speech recognition, including the Jordanian dialect.
- The system shall meet a defined word error rate threshold measured on a held-out set of real recordings covering different governorates, accents and ages, including calls from mobile phones and noisy environments.
- The system shall generate natural, human-like Arabic voice responses with clear pronunciation and appropriate tone.

- The time from speech input to the first audible response (the moment the caller hears the agent begin to speak) shall not exceed 2 seconds, with the complete answer delivered within 5 seconds, measured at the 95th percentile under peak load.

1.2.6 Operations and Monitoring Dashboard

- The dashboard shall provide real-time visibility into system operations, including: Call volumes, Active sessions and wait times
- The system shall generate performance reports, including: Resolution rate, Average handling time, Escalation rate, and User satisfaction indicators.
- The system shall provide administrative capabilities allowing authorized users to: Update and manage knowledge base content, and Monitor AI agent performance.
- These administrative capabilities shall also cover the agent layer: authorised government users shall be able to, without supplier involvement and without code changes, create and configure agents, edit instructions, change routing and classification rules, set confidence and escalation thresholds, edit voice prompts and greetings, and onboard an additional entity. This shall include a staging environment to test a change before publishing, versioning and rollback, an approval step, and a log of every change.
- The system shall implement role-based access control, ensuring that each participating institution can securely access and manage its own data, configurations, and analytics.
- The platform shall also be operable programmatically, through documented APIs and an MCP interface, so that MoDEE can configure and control it from its own tools or from another AI agent rather than only through the supplier's console. This shall cover creating and configuring agents, updating knowledge and running tests.

1.2.7 Advanced Requirements / Infrastructure and Deployment Requirements

- The bidder shall be fully responsible for all development-related costs, including the required hosting, infrastructure, environments, and resources needed during the development, testing, training, and implementation phases of the project.
- The bidder shall propose the most suitable LLMs, and a hybrid hosting approach based on data classification.
- For **Open/public data** (non-personal, non-confidential government information intended for public disclosure) – a hybrid or cloud hosting environment may be used, and commercial/closed-source LLMs may be used;
- For **Personal data** (data relating to an identified or identifiable citizen) and **Confidential or sensitive data** (e.g. security-classified, law-enforcement, or entity-restricted information) – on-premises hosting on MoDEE infrastructure is mandatory, and only open-source LLMs shall be used. The bidder shall document, for every workload and data flow, which data classification applies, which hosting environment (cloud, hybrid, or on-premises) is used, and which model type (open-source or closed-source) processes it, and this mapping shall be validated by MoDEE before go-live.
- For any public-data workloads using cloud hosting and/or closed-source (commercial) LLMs or APIs under the hybrid model above, the bidder's fixed lump-sum price shall include and cover all associated cloud hosting and closed-source LLM/API usage costs for a minimum period of two (2) years from the date of final solution acceptance, at no additional cost to MoDEE.
- MoDEE may extend these services beyond the initial two-year period at the same or lower price, subject to mutual agreement.
- The solution shall utilize the latest available, secure, and industry-standard technologies and shall support future technological advancements and upgrades.
- For on-premises infrastructure, MoDEE will provide the required on-premises GPU infrastructure for the production environment. The bidder shall specify the required GPU, compute, storage, and networking resources for the proposed solution.
- The solution shall be delivered as containerized workloads that MoDEE can operate on its own infrastructure using standard tooling. Every third-party product or license the solution depends on shall be declared in the bid with its terms, ownership and renewal cost.
- The bidder should provide accurate sizing for all required on-premises resources, including GPU (GPU type/count, vCPU, RAM), compute, memory, networking, and especially storage. Since call recordings, transcripts, logs, and backups must be hosted and stored within Jordan, the bidder should provide a clear storage-sizing estimate covering expected

call volume, average call duration, audio format/codec and quality, retention period, backup requirements, growth rate, and high availability/disaster recovery needs, So MoDEE can assess the required data center capacity accurately.

- The solution shall use a model-agnostic design, where the speech and language models sit behind an abstraction layer and can be replaced by configuration rather than by re-engineering.
- The system shall support Arabic (Modern Standard Arabic and Jordanian dialect) and English languages.

1.2.8 Citizen Data and Privacy

1.2.8.1 Citizen Identification and Authentication (If needed)

For general enquiries and access to publicly available government information, citizen identity verification shall not be required. Where a service requires access to personal, identifiable, confidential, or citizen-specific information, access to such information shall require citizen authentication through the government-approved authentication mechanism designated by the owning entity before the AI Agent is permitted to retrieve, display, or disclose such information.

1.2.9 Security Requirements

- Guarantee the **privacy of all user data**, including message content, contact information (e.g., mobile numbers), and identifiable records.
- The supplier shall not use any government or citizen data to train, fine-tune or improve its own products or any third-party model.
- Call recordings and transcripts shall be retained for at least twenty-four months and shall be exportable to MoDEE, so that complaints and audits can be investigated.
- Comply with **the Jordanian Personal Data Protection Law No. 24 of 2023**. The winning bidder shall produce a data protection impact assessment with MoDEE before go-live, recording what personal data the system collects, why, where it travels, who can access it, how long it is kept, and what controls are in place.
- All user and system data, including recordings, transcripts, logs and backups, must be **hosted and stored within the Kingdom of Jordan**.

1.2.9.1 AI Agent Security and Threat Protection

- The solution shall implement controls specifically designed for AI and agentic AI threats, including prompt injection, jailbreak attempts, instruction manipulation, unauthorized tool or API invocation, cross-entity data access, and unauthorized disclosure of citizen or government information.

- AI Agents shall operate only within their explicitly authorized scope, instructions, knowledge bindings, tools, APIs, and actions. The system shall validate and enforce these boundaries independently of the AI model and shall not rely solely on model instructions to enforce authorization.
- The solution shall validate and filter AI inputs and outputs where required to prevent unauthorized data disclosure, leakage of system instructions or security controls, and use of information outside the authorized entity or service context.

1.2.9.2 Denial-of-Service and Call Flooding Protection

- The IVR and AI Agent platform shall be protected against denial-of-service (DoS/DDoS), automated call flooding, excessive concurrent sessions, and other abnormal call patterns that could exhaust voice, compute, API, or agent resources.
- The bidder shall implement appropriate controls including call/session rate limiting, concurrency controls, abnormal traffic detection, source restriction or blocking where applicable, monitoring and alerting, capacity protection, and failover mechanisms. Such controls shall be designed so that abnormal traffic does not materially affect legitimate citizen calls.
- The platform shall provide operational visibility of abnormal call volumes, rejected or throttled calls, concurrent sessions, and relevant security events, and shall support rapid isolation or shutdown of the affected service or individual agent when required by MoDEE.

The winning bidder shall be responsible for ensuring the implementation of robust, end-to-end **information security controls** to protect data, users, communication channels, and system components. All security measures must comply with **national regulations, cybersecurity policies, and international best practices**.

An independent penetration test shall be conducted before go-live, with findings remediated before acceptance, and MoDEE shall retain the right to audit compliance during the contract.

MoDEE shall be able to require the service, or any individual agent, to be taken offline immediately, with a maximum response time stated in the contract.

Any additional security measures required to ensure the proper and secure functioning must be provided by the winning bidder.

The audit trail shall specifically record: which knowledge was used to produce each answer, which model version answered, when a safety control was triggered, every escalation to a human, and every configuration change.

- Encryption of data
- Identity and access management
- Network security and API protection

1.2.10 Integration Requirements

1.2.10.1 Integration Access Control and Agent Permissions

All integrations between AI Agents and government systems shall follow the principle of least privilege. An AI Agent shall be granted only the permissions required for its approved use cases and shall not have unrestricted access to government databases, applications, or citizen information.

Access to government systems shall be mediated through authorized and secured APIs or integration services, with authentication (If needed), authorization, input and output validation, rate limiting where applicable, and audit logging. Direct database access by AI Agents shall not be permitted unless explicitly approved by the owning entity and secured by equivalent controls.

Permissions shall be separated by entity, service, environment, and function as applicable. A tool or API available to one Institutional AI Agent shall not be implicitly available to another agent, and cross-entity access shall require explicit authorization.

The solution shall maintain an auditable record of agent-to-system access, including the requesting agent, authorized tool or API, requested operation, target system, outcome, and relevant timestamp, subject to applicable privacy and security requirements.

1- Switchboard operator for each entity

2- Government Systems

- a. The solution will integrate with existing government platforms and official digital channels.
- b. The specific systems, data sources, channels and integration methods shall be determined based on each Target Entity's requirements and existing technical environment. The bidder shall conduct an integration discovery exercise during the inception phase and document the agreed integration scope, methods, and dependencies for each entity, subject to the entity's approval.

3- Human Agent Desktop

- a. Integration with existing CRM or case management system required.

1.2.11 Key Performance Indicators (KPIs)

KPI Category	Indicator	Target
Response Accuracy	% of responses aligned with approved Knowledge Base content	$\geq 95\%$
Hallucination Rate	% of answers containing a statement that cannot be traced to a cited source	$\leq 3\%$

Voice Response Time	Time to first audible response / complete answer	$\leq 2 \text{ sec} / \leq 5 \text{ sec}$ (95th percentile, peak load)
Routing Time	Time to classify and route requests	$\leq 1.5 \text{ sec}$
Escalation Time	Time to transfer to human agent	$\leq 25 \text{ sec}$
System Availability	System uptime	$\geq 99.5\%$
Speech Recognition Accuracy	Word error rate on Jordanian dialect audio	Target to be proposed by bidder and agreed with MoDEE

Response Accuracy shall be measured against an evaluation set of questions agreed per entity with the entity's own experts, using a stated sample size and an agreed method for judging an answer correct.

1.2.12 Service Level Agreement (SLA)

The winning bidder shall enter into a binding Service Level Agreement (SLA) with the Ministry of Digital Economy and Entrepreneurship (MODEE). This agreement will cover the expected levels of performance, accuracy, availability, response times, and service continuity for the system.

1.2.13 Project Timeline

The Winning bidder must provide all the requirements of the project no later than 30 April 2027.

MoDEE must approve each deliverable.

The bidder may propose an alternative implementation timeline, including the parallel execution of project phases where appropriate, provided that the proposed schedule ensures the full and successful delivery of all project requirements and is completed **within 6 months commencing from the Project Commencement Date.**

Phase	Activity	Key Deliverable	Duration <i>Parallel execution of project phases where appropriate</i>
Phase 1	Inception and Data Collection (Per Entity)	- Inception Report - Data Collection Report	3–4 weeks
Phase 2	Knowledge Base AI Development (Per Entity)	- Developed AI agents per entity - Technical documentation Report	4–6 weeks

Phase 3	AI Voice Agent Development (Per Entity)	- Developed AI Voice Agents per entity - Technical documentation Report	4–6 weeks
Phase 4	Integration	- Integration with Sanad APIs and government systems	4–6 weeks
Phase 5	Orchestration Agent & Dashboard Development	- Deployed Orchestration Agent - Integrated routing - Operations dashboard	4–6 weeks
Phase 6	Testing & Validation (Per Entity)	- Test Report	2–3 weeks
Phase 7	Training & Knowledge Transfer	- Training sessions delivered - Training materials and manuals	2 weeks
Phase 8	Full Deployment	- Full production deployment - Final Report	<u>within 6 months commencing from the Project Commencement Date.</u>

1.3 Client's Input and Counterpart Personnel

1.3.1 Services, Facilities and Property to be Made Available to the Consultant

3.1 Services, facilities and property to be made available to the Consultant

- **Access to document and facilitation:** Grant the consultant access to relevant documentation
- **Stakeholder Engagement Support:** Assist the consultant in engaging with relevant stakeholders, including government entities, by facilitating introductions, providing necessary contact information, and supporting the data collection process.

3.2 Professional and support counterpart personnel to be assigned by the Client to the Consultant's team

- **Point of Contact:** Point of contact from the MoDEE's team who will be responsible for coordinating with the bidder providing necessary information, addressing queries, and ensuring smooth communication throughout the project.

1.4 Technical Specifications and Details

Bidders must comply with the following minimal technical specifications and requirements, therefore bidders are required to comply in full with these technical specifications and

requirements and any proposal that does not comply with these technical specifications and requirements shall be rejected.

4.1 Firm area of expertise and Team Composition and Qualification Requirements of the Key Experts

Firm area of expertise and Team Composition:

- The bidder must have a minimum of 2 years of experience in fields related to Artificial Intelligence/ Data Science/ Generative AI/ and Agentic AI.
- The bidder must provide evidence of at least one successfully completed project of a similar scope within the last 5 years (one deployment of an Arabic voice interface handling real users, live today), with a contactable reference, and demonstrating Jordanian or Levantine dialect or Modern Standard Arabic only.)

4.2 List key professional positions whose CVs and experience would be evaluated

1. Project Manager

- Bachelor's or Master's degree in Engineering, Computer Science, Project Management, Business Administration, telecommunications, IT or others related field
- Minimum **10 years of experience** in project management
- PMP or equivalent certification (preferred)

2. Senior Support Engineer

- Bachelor's or Master's degree in Engineering, Computer Science, or related field
- Minimum of 3 years' experience in system support and operations within similar environments.

3. Artificial Intelligence (AI) Expert

- A bachelor's degree in a relevant field such as AI, Data science, Computer engineering
- At least 5 years' experience in AI field.
- Experience in designing, training, and optimizing AI and Natural Language Processing (NLP) models, and Agentic AI. (submit one project at least)

4. Arabic Speech and Language Specialist

- A bachelor's degree in a relevant field such as AI, Data science, Computer engineering
- At least 5 years' experience in AI field.
- Experience in Arabic speech recognition and synthesis quality. (Submit one project at least)

5. AI Engineer / Developer.

- A bachelor's degree in a relevant field such as AI, Data science, Computer engineering
- At least 3 years' experience in AI field.
- Hands-on experience in AI solution development, integration with enterprise systems, and chatbot platforms, and virtual assistants.

6. Project Coordinator

- At least 1 years' experience in project coordination and management.
- A bachelor's degree in a relevant field such as Project Management, Business Administration, telecommunications, IT or others

All proposed team members must submit detailed resumes clearly indicating:

- Educational background
- Relevant certifications (e.g., AI, NLP, PMP)
- Project roles and responsibilities
- Years of relevant experience
- Specific contributions to past similar projects

MODEE reserves the right to request additional clarification, replacement, or substitution of proposed personnel during evaluation or implementation if the qualifications do not meet the RFP standards.

1.5 Tender value

Bidders should fill and sign the following table:

Item	Quantity	Unit Rate (JD)	Total (JD)
Design, develop, and deploy an agentic AI platform for four government entities, including: • AI-Powered Government Knowledge Management System • AI-Enabled Interactive Voice Response (IVR) Agent	1		
Total in figures			
Total in words			

The prices should cover all project tasks and responsibilities, as well as all deliverables outlined in this document.

Price should include all costs, Overheads, profits, fees and taxes including sales tax for the bidders registered in the general sales tax, ...etc.

2. ADMINISTRATIVE PROCEDURES AND REQUIREMENTS

2.1 Inquiries

All inquiries with respect to this RFP are to be addressed to the Ministry of Digital Economy and Entrepreneurship local tenders committee in writing by e-mail with the subject “Agentic AI Platform for AI Voice Agents for Citizen Services and Knowledge Management platform”. All inquiries can be addressed to eGov_tenders@modee.gov.jo by (as stated on JONEPS). Questions and answers will be shared with all Bidders’ primary contacts.)

2.2 Proposals Submission Procedures and Requirements

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

Technical and Financial Proposals shall be submitted electronically through JONEPS only.

The physical address stated below is exclusively for the submission of the original Tender Bond and shall not be used for submission of the Technical or Financial Proposal.

- *Ministry of Digital Economy and Entrepreneurship*
- *Tendering Unit – 3rd floor, Office no.325*
- *8th circle*
- *P.O. Box 9903*
- *Amman 11191 Jordan*
- *Tel: 00 962 6 5805642*

Bidders shall submit their Proposals electronically through the Jordan Electronic Procurement System no later than the Proposal Submission Deadline specified in this RFP and on the electronic procurement system.

Each Bidder shall submit two separate electronic Proposals as follows:

- a. A Technical Proposal; and
- b. A Financial Proposal.

The Technical Proposal and the Financial Proposal shall be uploaded separately in the electronic fields designated for each Proposal.



Submission of the Technical Proposal and the Financial Proposal as a single file, or uploading either Proposal in the electronic field designated for the other Proposal, shall render the Proposal non-responsive.

The electronic procurement system timestamp shall constitute the official date and time of submission of the Technical Proposal and the Financial Proposal.

A Proposal that is not successfully submitted through the electronic procurement system before the Proposal Submission Deadline shall not be accepted or considered, except where otherwise provided under the applicable electronic procurement procedures.

Bidders must submit their proposals, as follows:

Part 1-(a) The Technical Proposal (ON JONEPS ONLY)

The Technical proposal should include:

The Detailed description must be mentioned clearly.

A compliance letter stating that the technical specification of the supplies proposed by the bidder comply 100% as a minimum with the specifications shown in this RFP.

Part 1- (b) The Financial Proposal (ON JONEPS ONLY)

The financial proposal should include a cost summary. The cost summary must provide a fixed price for the required supplies in Jordanian Dinars for the overall scope of work including all expenses, overheads, profits, fees and taxes including sales tax ...etc. The bidder should submit the “Form of Bid” Annexed to the Sample Arabic Agreement (Annex 1) duly filled and signed by the bidder.

The financial proposal should include the services value described to this RFP duly filled and signed by the bidder’s authorized representative.

Part 2- The Bid Bond (By Hand to MoDEE, 3rd floor, office no. 325)

2.3 Proposals Evaluation

Evaluation Criteria and Scoring

Proposals shall be evaluated on a combined technical and financial basis, weighted 70% technical and 30% financial.

The PoC (Proof of Concept) Requirements:

The Bidder shall submit a Proof of Concept (PoC) as part of its technical proposal. The PoC shall demonstrate the proposed solution’s capabilities and its suitability for the requirements of the project.



Important NOTE: The Bidder must submit the Proof of Concept (PoC) as part of its Technical Proposal by the proposal submission deadline. Failure to submit the PoC by the specified deadline shall result in disqualification of the Bidder.

PoC Target data: Refer to Annex 3.8

The PoC shall be evaluated by the designated Subject Matter Experts from the CSPD.

The submitted PoCs shall be evaluated as part of the Technical evaluation

The PoC shall be evaluated against the following criteria, with a total score of 30 marks:

Evaluation Criterion	Marks
Accuracy of AI-generated responses	5
Audio quality and support for the Jordanian dialect	5
Handling interruptions during conversations	5
Response time and system stability	5
Handling out-of-scope questions	5
Managing multi-role conversations	5
Behaviour and compliance with the specified requirements	5
Privacy and data protection	5
Total	40

The PoC evaluation shall form part of the technical evaluation. The Bidder must obtain a minimum score of 30 out of 40 marks in the PoC evaluation to pass this stage. Any Bidder scoring less than 30 marks shall be considered unsuccessful and shall be disqualified.

The Ministry of Digital Economy and Entrepreneurship reserves the right not to select any offer. The Ministry of Digital Economy and Entrepreneurship also assumes no responsibility for costs of bidders in preparing their submissions.

A bidder must score at least 70 out of 100 on the technical evaluation to be eligible for financial evaluation and award. The technical evaluation shall be scored against the criteria below:

Evaluation Criterion	Weight (pts)	What is assessed
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Previous Experience	10	The bidder must provide evidence of at least one (1) successfully completed project of similar scope within the last five (5) years, involving a deployed Arabic voice interface handling real users. The solution shall demonstrate experience with Jordanian/Levantine Arabic or Modern Standard Arabic .
Team Qualification	30	The experience of the proposed key experts, as specified in Section 4.1 1. Project Manager (5 marks) 2. Senior Support Engineer (5 marks) 3. Artificial Intelligence (AI) Expert (5 marks) 4. Arabic Speech and Language Specialist (5 marks) 5. AI Engineer / Developer. (5 marks) 6. Project Coordinator (5 marks)
Technical Solution and Compliance	20	Compliance with the Scope of Work, proposed architecture, hosting/deployment model, security requirements, and other technical requirements specified in Section 2. • AI Architecture, Agents & Operational Model – 4 marks • Knowledge, Data & AI Governance – 4 marks • Integration & Platform Architecture – 4 marks • Security, Privacy & Infrastructure – 4 marks • AI Performance, Voice Capability & Monitoring – 4 marks
The PoC (Proof of Concept)	40	The PoC developed by the bidder shall be evaluated as part of the Technical Proposal. Failure to meet the mandatory PoC evaluation criteria shall result in disqualification of the bidder. Any Bidder scoring less than 30 marks shall be considered unsuccessful and shall be disqualified.
Technical subtotal	100	Minimum passing score for technical proposal: 70/100

The overall proposal will be evaluated both technically and financially according to the following criteria:

- Overall Technical Proposal 70%
- Overall Financial Proposal 30%
- The overall bidders mark will be calculated as follows:

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

2.4 General Terms and Conditions:

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 Agreement annexed to this RFP including general and special conditions, issued pursuant to said Unified Procurement By-Law No8 of 2022 and its Instructions

Special Terms and Conditions:

Guarantees:

- **Bid Bond (Tender Bond):** Bidders shall submit a bid Bond (Tender Bond) on a form similar to the attached format (sub-annex of the Sample Arabic Agreement) in Jordanian Dinars (2500 JD) –. The bond will be in the form of a certified cheque or bank guarantee from a reputable registered bank, located in Jordan, selected by the bidder. The bidder shall ensure that the (tender bond)/ bid security shall remain valid for a period of 90 days after the bid closing date.
- **Performance Bond:** The winning bidder is required to submit a performance bond of (10%) of the total value of the supplies amount awarded to him within the duration mentioned in the award notification letter and before signing the Purchase_Order (Contract) on a form similar to the attached format to guarantee that the winning bidder shall perform all works required in accordance with the Purchase Order's (contract's) technical specifications and requirements – (sub-annex of the Sample Arabic Agreement) (the duration of this guarantee must fit with the implementation of the purchase order (contract)). This guarantee shall be released after hand over and initial/ preliminary official acceptance of MODEE of all works done by the winning bidder and submission of the maintenance and support and warranty guarantees.
- **Maintenance and Support Bond:** The winning bidder is required to submit a maintenance and support bank guarantee to guarantee that the bidder shall perform all maintenance and support works needed. This guarantee shall be (5%) of the total value of supplies provided by

him on a form similar to the attached format and for duration of **(2 years as of the date of handing over and preliminary acceptance by MODEE – Annex)**. This guarantee shall be released after its expiry and after the winning bidder provided all required support and maintenance and acceptance of MODEE.

2.5 Financial Terms:

Bidders should take into consideration the following general financial terms when submitting their proposals

- All prices should be quoted in Jordanian Dinars including all costs, expenses, profits, governmental fees and taxes, in addition to sales tax for the bidders registered in the general sales tax , and others.
- The type of contract will be a fixed lump sum price contract including all costs, professional fees, over heads, profits, and expensesetc.
- 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.
- 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. 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.
- The performance guarantee shall be released after final hand over and official acceptance of MODEE of all works done by the winning bidder and submission of the maintenance and support and warranty guarantees.
- Bidders must take into consideration that payments will be as specified in the tender documents under annex (1) and shall be paid after the successful fulfillment and acceptance of the scope of work defined for the services by MODEE.
- The 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 successful or otherwise.
- General Sales Tax must be specified in the offer for the bidders registered in the general sales tax or it will be assumed as part of the total value of the bid submitted by the bidder.
- The Tendering committee is entitled to award from any proposal one or more items of the offered items or any parts thereof as it sees fit

2.6 Legal Terms

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

1. 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.
2. 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.
3. Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the proposal.
4. 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
5. MODEE requires that all parties to the contracting process observe the highest standard of ethics during the procurement and execution process. The Special Tenders Committee will reject a proposal for award if it determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

Corrupt Practice means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution>

Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of MoDEE, and includes collusive practice among Bidders (prior to or after proposal submission) designed to establish proposal prices at artificial non-competitive levels and to deprive MoDEE of the benefits of free and open competition.

6. 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 Special Tenders 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

7. 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.
8. A business registration certificate should be provided with the proposal
9. The laws and regulations of The Hashemite Kingdom of Jordan shall apply to awarded contracts.
10. The Bidder accepts to comply with all provisions, whether explicitly stated in this RFP or otherwise, stipulated in the Government Procurement By-Law No. 8 of 2022, its amendments 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.
11. 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.
12. Bidders must review the Sample Arabic Contract Agreement provided with this RFP and that will be the Contract to be signed with the winning bidder. Provisions in this Sample Arabic Contract Agreement are not subject to any changes; except as may be amended by MoDEE before tender submission; such amendments are to be issued as an addenda.
13. Proposals shall remain valid for period of (90) days from the closing date for the receipt of proposals as established by the Procurement Committee.
14. The Special Procurement Committee may solicit the bidders' consent to an extension of the proposal validity period. The request and responses thereto shall be made in writing or by fax. If a bidder agrees to prolong the period of validity, the proposal security shall also be suitably extended. A bidder may refuse the request without forfeiting its proposal security; however, in its discretion, the Special Procurement 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.
15. 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.

16. 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.
17. Modee 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.
18. Bidders may not object to the technical or financial evaluation criteria set forth for this tender.
19. The winning bidder will be expected to provide a single point of contact to which all issues can be escalated. modee will provide a similar point of contact.
20. Modee 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, Modee reserves the right to request an alternative staff at no extra cost to Modee.
21. Each bidder will be responsible for providing his own equipment, office space, secretarial and other resources, insurance, medical provisions, visas and travel arrangements. modee will take no responsibility for any non-Government of Jordan resources either within Jordan or during travel to/from Jordan.
22. Any source code, licenses, documentation, hardware, and software procured or developed under the contract is the property of Modee upon conclusion of 'The Project'. Written consent of Modee must be obtained before sharing any part of this information as reference or otherwise.
23. 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.
24. 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).
25. A bidder wishing to withdraw its proposal shall notify the Special Procurement Committee in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also sent by fax, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.

26. The notice of withdrawal shall be addressed to the Procurement Committee at the address in RFP, and bear the contract name and the words “Withdrawal Notice”.
27. 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.
28. 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.
29. The Bidder accepts to comply with all provisions, whether explicitly stated in this RFP or otherwise, stipulated in the Governemnt Procurement By-Law No. 8 of 2022 and its amendments and instructions and any other provisions stated in the Standard Contracting sample Arabic Contract Agreement annexed to this RFP including general and special conditions.
30. 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 Modee, and shall at all times support and safeguard Modee’s legitimate interests in any dealings with Sub-contractors or third parties.
31. 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
32. Modee 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. Modee 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.
33. **Amendments or reservations on any of the Tender Documents:** Bidders are not allowed to amend or make any reservations on any of the Tender Documents or the Arabic Sample contract agreement attached hereto. In case any bidder does not abide by this statement, his proposal will be rejected for being none-responsive to this RFP. If during the implementation of this project; it is found that the winning bidder has included in his proposal any amendments, reservations on any of the tender documents or the Contract; then such amendments or reservations shall not be considered and the items in the tender documents and the Contact shall prevail and shall be executed without additional cost to

MODEE and the winning bidder shall not be entitled to claim for any additional expenses or take any other legal procedures.

34. Nothing contained herein shall be construed as establishing a relation of principal and agent as between Modee 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.
35. 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 Modee business or operations without the prior written consent of Modee. The Winning Bidder shall sign a Non-Disclosure Agreement with Modee as per the standard form adopted by Modee. A confidentiality undertaking is included in annex 4.3

36. 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 and enclose it in their financial proposals .

- **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 Modee. 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 Modee, or shall procure from a Sub-contractor, 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 Modee 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 Modee, 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 Modee 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 Modee, including its officers, employees and agents against a loss or liability that has been reasonably incurred by Modee 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

2.7 Conflict of Interest

Without limiting any conflict-of-interest provision contained elsewhere in the Tender Documents, the Bidder, each Joint Venture member, each proposed Subcontractor, each entity whose qualifications or resources are relied upon, and all proposed Personnel shall avoid any actual, potential, or reasonably perceived conflict of interest.

A conflict of interest includes any situation in which a party:

- a. Has participated directly or indirectly in preparing the studies, Scope of Work, specifications, designs, requirements, Evaluation Criteria, Tender Documents, or cost estimate in a manner that gives it an unfair competitive advantage, except where expressly permitted under applicable legislation;
- b. Shares a controlling owner, legal representative, authorized signatory, or key decision-maker with another Bidder;
- c. Has a direct or indirect relationship with another Bidder that permits either Bidder to influence the Proposal of the other;
- d. Participates in more than one Proposal in a manner prohibited by the Tender Documents;
- e. Has access to confidential procurement information not available to other Bidders;

- f. Has a financial, employment, family, professional, organizational, contractual, or other interest that may improperly influence the procurement process or the performance of the resulting Contract;
- g. Has conflicting assignments or responsibilities that may impair independent and objective performance;
- h. Has a relationship with a consultant or other person involved in preparing, managing, supervising, auditing, or evaluating the procurement or resulting Contract that creates an actual or potential conflict; or
- i. Has any other conflict under applicable legislation.

The Bidder shall submit a signed Conflict of Interest Declaration with its Technical Proposal.

The Bidder shall immediately disclose in writing any actual, potential, or reasonably perceived conflict arising or becoming known before Final Award.

Following award, the Winning Bidder shall immediately disclose any conflict or risk of conflict arising during performance of its obligations and shall maintain an updated Conflict of Interest Register.

MoDEE, MOJ, or the competent authority may require appropriate mitigation measures, including:

- a. Removal or replacement of Personnel;
- b. Exclusion or replacement of a Subcontractor;
- c. Establishment of information barriers;
- d. Separation or reallocation of responsibilities; or
- e. Any other lawful measure.

Failure to disclose or satisfactorily resolve a conflict may result in rejection of the Proposal, cancellation of the award, calling of applicable securities, or other measures permitted under applicable legislation.

2.8 Secrecy and Security

The Winning bidder shall comply and shall ensure that any sub-contractor complies, so far as compliance is required, with the secrecy and security requirements of MoDEE, or notified by MoDEE to the Winning bidder from time to time.

2.9 Document Property

All deliverables, Systems, configurations, customizations, reports, and other documents and software submitted by the Winning bidder in accordance with the Contract shall become and remain the property of MODEE, and the Winning bidder shall, not later than upon termination or expiration of the Contract, deliver all such documents and software to MODEE, 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.

2.10 Removal And Replacement Of Personnel

except as 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 MoDEE approval.

If 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 MoDEE's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to MoDEE.

2.11 Other Project Related Terms

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

3. Annexes

3.1 Sample Arabic Agreement

<Attached>

3.2 Confidentiality Undertaken

Confidentiality Undertaking

This Undertaking is made on [DATE] by [NAME] "[Consultant]" to the benefit of the Ministry of Entrepreneurship and Digital Economy, "[Principal]" [8th Circle, P.O. Box 9903, Amman 11191 Jordan].



WHEREAS, MODEE 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;

- 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.
- It will use all reasonable means and effort, not less than that used to protect its own proprietary information, to safeguard the Confidential Information.
- Winning bidder shall protect Confidential Information from unauthorized use, publication or disclosure.
- 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.
- 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



3.3 Inquiries Form

General Response for All Raised Questions

Taking into consideration the requirements outlined in the RFP and this Q&A document, bidders need to respond based on their experience in projects of similar size and scope

Q1	
A1	
Q2	
A2	
Q3	
A3	
Q4	
A4	
Q5	
A5	

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

Date: _____

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



Invitation of Bids/Proposals No. _____

To:

We, along with our sub-contractors, sub-consultants, service providers, suppliers, agents (whether declared or not) consultants and personnel, acknowledge and agree to abide by the World Bank's policy regarding Fraud and Corruption (corrupt, fraudulent, collusive, coercive, and obstructive practices), as set out and defined in the World Bank's Anti-Corruption Guidelines² in connection with the procurement and execution of the contract (in case of award), including any amendments thereto.

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

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

- a. rejection of our Proposal/Bid for award of contract;
- b. in the case of award, termination of the contract, without prejudice to any other remedy for breach of contract; and

sanctions, pursuant to the Bank's Anti-Corruption Guidelines and in accordance with its prevailing sanctions policies and procedures as set forth in the Bank's Sanctions Framework. This may include a public declaration of ineligibility, either indefinitely or for a stated period of time, (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;³ (ii) to be a

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

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



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

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

For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification or initial selection), expressing interest in a consultancy, and bidding,

- c. nominated⁴ sub-contractor, sub-consultant, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project.

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

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

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

We shall permit, and shall cause our sub-contractors, sub-consultants, agents (whether declared or not), personnel, consultants, service providers or suppliers, to permit the Bank to inspect⁵ all

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

⁵Inspections in this context are usually investigative (i.e., forensic) in nature: they involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any

accounts, records, and other documents relating to the procurement process and/or contract execution (in the case of award), and to have them audited by auditors appointed by the Bank.

We agree to preserve all accounts, records, and other documents (whether in hard copy or electronic format) related to the procurement and execution of the contract. either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

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

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

Name of the Bidder/Proposer/Consultant: _____

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

Title of the person signing the Letter: _____

other documents, data, and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third-party verification of information.



3.5 SDLC Security Minimum Requirements

The following are baseline security requirements that are set to help developer teams and architects deliver a secure system to MoDEE.

These requirements should be fulfilled in addition to:

- 1- the requirements of previous contracts; i.e. the RFP and Information Security component, and
- 2- all the remediation recommendations resulting from the penetration tests.

#	Item
OWASP Top 10, do all the required to protect the e-services against:	
1.	The delivered system should be protected and secured against OWASP Top 10 1. <u>1. Broken Access Control</u> 2. <u>2. Cryptographic Failure</u> 3. <u>3. Injection</u> 4. <u>4. Insecure Design</u> 5. <u>5. Security Misconfiguration</u> 6. <u>6. Vulnerable and Outdated Components</u> 7. <u>7. Identification and Authentication Failure</u> 8. <u>8. Software and Data Integrity Failure++++</u> 9. <u>9. Security Logging and Monitoring Features</u> 10. <u>10 Server-Side Request Forgery</u>
2.	The system should pass the penetration test by MoDEE
HTTPS protocol	
3.	Use HTTPS protocol on login and sensitive data transfer pages
Software Updates	
4.	Make sure that all SW components used in development are updated and supported by security patches.
5.	Make sure that all used platforms on servers and back-end officers are up to date and supported by security patches.
6.	Use the latest version of communication protocols; secure versions
Restrict File Uploads	
7.	Validate uploaded file types on the server side
8.	Store files uploaded by clients in separate folders and databases
9.	Restrict types of uploaded files
10.	Ban double extension files
11.	Use antimalware detection like Sandboxing technology on the app and web servers.

Using Captcha	
12.	Use secure CAPTCHA that can protect against bots.
13.	Passing CAPTCHA is mandatory before submission
14.	Can the CAPTCHA use can collect as minimum user data as possible?
15.	Collect the user's consent before any data collection
Users Passwords	
16.	Use a strong password policy and provide strong password setting guides, For example, 8 4 Rule.
17.	Store passwords as encrypted hashed values?
18.	Lock the account locked after three failed logins
Viruses and Malware	
19.	Use antimalware on the production, Staging, and Development environment; the developer should report to the PM or system team if the antimalware does not exist or is not updated.
Adjust Default Settings	
20.	Are account configuration default settings changed for both the hosting environment and content management system
Error Messages	
21.	The error message displays information that the visitor needs, without revealing the structure of any component of the website.
22.	Detailed errors kept in the server log?
Secure APIs	
23.	Do APIs use HTTPS?
24.	Use token-based API authentication like OAuth 2.0
25.	Tokens should have an expiration time
26.	Configure limit rate on API. i.e. have a limitation on how many times the client is allowed to call it?
27.	Validate API parameters
28.	IDs should be opaque and globally unique. For example, rather than using the ID "1002 "and "1003 "use "r5t844fsg6fssf2vfrb9bd8".
29.	Add a timestamp to the Request, so it only accepts requests within a reasonable timeframe.
30.	Filter the API-returned data on the backend side.
31.	Prevent request manipulation
32.	Publishing Swagger files is not allowed
User Authentication and Authorization (If needed)-	
For publicly available government information, citizen identity verification and authentication shall not be required	

33.	Use MFA authentication (If Possible)
34.	Use SANAD authentication services whenever possible Use LDAP protocol to validate admins on the admin portal
OTP requirements	
35.	An expiry time should be added to the OTP value so that the value will expire after a certain time and the value of the expiry time should not exceed 5 minutes.
36.	A lockout feature should be implemented in case the user has inserted too many wrong OTP values in the reset password functionality.
37.	The OTP value should not be used more than once.
38.	OTP request should only hold user ID, phone number or email address should be fetched from the DB.
5.11. Security Logging and Auditing	
39.	Are the website security transactions audited for adequate time?
40.	Are logs securely transmitted to a preferably remote system for analysis, detection, alerting, and escalation?
41.	All system components should be time-synchronized.
General	
42.	Design 3-Tier Architecture
43.	Use SANAD registration and log in wherever possible
44.	Deliver a list of servers for both production and staging environments. The document should describe the functionality of these servers and should define all the ports needed on each machine in the 3 layers and the IP addresses it communicates with (to configure host-based FW)
45.	Web servers' configuration files should not hold any application data.
46.	The system should be protected by the WAF.
47.	Hard-coded credentials are not allowed
48.	Do not publish Admin pages; these should only be used inside SGN
49.	All back-office employees should have OTP
50.	- Assure micro-segmentation is in place for all VM's - Antivirus in place on all VMs
51.	- The system should be protected by the WAF - X-Forwarded IP Address should be configured
52.	Define all data used with its security level as defined in the Data Classification and apply security (embedded in) policy controls as per the policy
53.	:Comply to the policies - <u>سياسة استخدام موارد تكنولوجيا المعلومات</u>

	- <u>سياسة أمن الموردين</u> - <u>سياسة أمن المعلومات العامة</u> - <u>قانون حماية البيانات الشخصية</u> - <u>الميثاق الوطني للأخلاقيات الذكاء الاصطناعي</u> - <u>MODEE minimum security baseline</u>
AI Agent	
54.	Protect AI Agents against prompt injection, jailbreak attempts, instruction manipulation, unauthorized tool/API invocation, and attempts to bypass the Agent's defined scope, authorization, or security controls.
55.	Prevent AI Agents from disclosing citizen, confidential, sensitive, cross-entity, system-prompt, credential, or other unauthorized information through voice responses, APIs, logs, or downstream integrations.
56.	AI Agents, tools, service accounts, and APIs shall use least- privilege permissions limited to approved use cases, with explicit authorization for each sensitive operation.
57.	Government-system integrations shall use secured APIs or integration services with authentication (If needed), authorization, input/output validation, rate limiting where applicable, and audit logging. Direct unrestricted database access by AI Agents is prohibited unless explicitly approved and equivalently protected.
58.	Each Institutional AI Agent shall be technically restricted to the data, knowledge, systems, and services authorized for its respective government entity. Cross-entity access shall require explicit authorization and shall be logged and auditable.
59.	The IVR and AI Agents shall be protected against denial-of-service(DOS), distributed denial-of-service(DDOS), and call-flooding attacks through rate limiting, concurrent-session controls, abnormal-traffic detection, source restriction/blocking, monitoring and alerting, and failover mechanisms, without adversely affecting legitimate citizen calls.

- VPN connection is prohibited and if there is a need, the access should provided from the entities only with multi-factor protected and the VPN connection must be from Jordan.

3.6 Quality and Customer Journey Standards

1- الخصائص العامة (General Features)

الرقم	المعيار	تطبيق المعيار
1.1	تعمل القناة الصوتية بكفاءة عبر الهاتف/IVR، وتدعم بدء المحادثة، الاستماع، الاستفسار، وإنهاء الجلسة بصورة واضحة.	
2.1	تدعم المحادثة ثنائية الاتجاه مع إمكانية مقاطعة المتحدث الآلي أثناء الإجابة (Barge-in) واستكمال الحوار من النقطة المناسبة.	
3.1	يتم إعلام المتلقي بوضوح عند انتقاله من الوكيل الصوتي إلى موظف بشري، مع الحفاظ على استمرارية السياق.	
1.4	دعم اللغتين العربية والإنجليزية، مع دعم اللهجة الأردنية البسيطة في الاستخدامات المستهدفة، وبصياغة مفهومة وطبيعية.	

2- الخصائص والمميزات (Features):

الرقم	المعيار	تطبيق المعيار
2.1	المعرفة المؤسسية الموثوقة (Grounded Knowledge): يجب أن تستند إجابات الوكلاء المؤسسيين إلى المحتوى المعتمد في مركز/مستودع المعرفة (Knowledge Hub) للجهة ذات العلاقة.	
2.2	المحادثة متعددة الأدوار (Multi-Turn Conversation): الحفاظ على سياق الجلسة والأسئلة السابقة عند انتقال الحوار بين الأدوار.	
2.3	التوجيه الذكي (Orchestration): تصنيف الاستفسار وتوجيهه إلى الوكيل المؤسسي المناسب ضمن الزمن المستهدف، مع الحفاظ على سياق المحادثة.	
2.4	عند عدم معرفة الإجابة أو عدم كفاية المعلومات، يجب توضيح ذلك للمتلقي وتوجيهه إلى المسار المناسب أو التصعيد لموظف بشري عند الحاجة.	

3- المصادقة والتحقق والاختبارات (Validation, Verification & Testing):

الرقم	المعيار	تطبيق المعايير
3.1	فحص جميع وظائف المنصة والوكلاء الصوتيين والتكاملات وفق وثائق المتطلبات وحالات الاختبار المعتمدة.	
3.2	التحقق من دقة الإجابات، ونسبة الهلوسة، والالتزام بالمحتوى المعتمد، مع تقديم أدلة اختبار قابلة للتدقيق.	
3.3	التحقق من زمن التوجيه إلى الوكيل المؤسسي وزمن الاستجابة الصوتية وزمن التحويل إلى الموظف البشري وفق مؤشرات الأداء المحددة في نطاق المشروع.	
3.4	اختبار سيناريوهات المقاطع، عدم فهم السؤال، إعادة الصياغة، تكرار السؤال، انقطاع الخدمة، والتحويل إلى الموظف.	
3.5	تنفيذ اختبارات الحمل والأداء للتأكد من قدرة المنصة على العمل تحت الأحمال المتوقعة وضمن مستويات الخدمة المستهدفة.	
3.6	تنفيذ اختبارات أمنية واختبار اختراق مستقل قبل الإطلاق، والتحقق من حماية البيانات والسجلات والتكاملات.	
3.7	تنفيذ اختبار قبول المستخدم (UAT) مع ممثلين من الجهات المستهدفة ومستخدمي الخدمة، وتوثيق الملاحظات ونتائج المعالجة.	

4- دليل المستخدم والتشغيل (User & Operations Manual):

الرقم	المعيار	تطبيق المعيار
4.1	توفير دليل تشغيل وإدارة للموظفين يوضح إدارة الوكلاء، المعرفة، الصلاحيات، المراقبة، التصعيد، والتعامل مع الأعطال.	
4.2	توفير توثيق لإدارة المحتوى المعرفي، بما يشمل الإضافة والتحديث والمراجعة والموافقة وإدارة الإصدارات.	

5- التكامل مع الأنظمة والقنوات الحكومية (Government Channels & Integrations):

الرقم	المعيار	تطبيق المعيار
5.1	التكامل مع منصة سند(أن لزم) والأنظمة الحكومية الأخرى ذات العلاقة حسب نطاق كل خدمة وحاجة السيناريو.	
5.2	التكامل مع أنظمة الجهات المستهدفة مثل CSPD و MoL و SPAC و MoJ والأنظمة التابعة لها وفق ما يتم اعتماده في التصميم التفصيلي.(ووفقاً للمتطلبات وموافقة كل جهة)	
5.3	التكامل مع CRM/Case Management عند الحاجة، مع تمرير المعلومات والسياق المطلوبين للمتابعة والتصعيد.	
5.4	دعم واجهات API موثقة ومُدارة بإصدارات لعمليات إدارة المعرفة، استدعاء الوكلاء، إدارة الجلسات والتحويل البشري، والتحليلات.	
5.5	توفير واجهة MCP عند اعتمادها ضمن بنية الحل، مع تطبيق ضوابط الصلاحيات والأمن المناسبة.	

6- التكامل الفني والتشغيلي (Technical & Operational Integration):

الرقم	المعيار	تطبيق المعيار
6.1	توفير لوحة تشغيل ومراقبة لعرض حالة الوكلاء، الجلسات، التصعيدات، مؤشرات الأداء، والأخطاء التشغيلية.	
6.2	تصميم المنصة بشكل قابل للتوسع وإضافة جهات ووكلاء مؤسسيين جدد دون إعادة بناء جوهر المنصة.	
6.3	توفير تقارير تشغيلية وتحليلية قابلة للتصدير لدعم متابعة الجودة، الاستخدام، الأداء، التصعيدات، ومؤشرات الخدمة.	

3.7 JOINT VENTURE AGREEMENT

Bidder / Joint Venture Expertise Form

Project Name	Project Owner	Project Actual Value	Contractual Project Period	Actual Completion Date	Delays and Causes
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- Bidder / Joint Venture are responsible for any inaccurate information.

- The Bidder / Joint Venture are requested to provide all needed documents to prove all information stated within these forms, otherwise proposal will not be considered.

Name:

Signature:



JOINT VENTURE AGREEMENT

اتفاقية ائتلاف

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

تم الاتفاق في هذا اليوم الموافق / / 2020 فيما بين :

..... Represented by Mr.

..... ويمثلها السيد

..... Represented by Mr.

..... ويمثلها السيد

..... Represented by Mr.

..... ويمثلها السيد

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

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.

2- يلتزم جميع أطراف الائتلاف بإنجاز جميع الاشغال 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
المناطة به تنفيذها جزئياً أو كلياً يلتزم بقية الأطراف مجتمعين و / أو
منفردين دون تحفظ بإنجاز جميع الالتزامات المحددة بالعقد الموقع مع
صاحب العمل بالشكل المتفق عليه في العقد.

2- All parties of the J/V 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 .

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

4- يسمي أطراف الائتلاف
السيد..... ممثلاً لرئيس الائتلاف
وهو مفوضاً بالتوقيع نيابة عن الائتلاف على كافة الأوراق والعقود
الخاصة بالعطاء رقم (/) وبتمثيل الائتلاف أمام المحاكم



3- The parties to the J/V nominate as leader of the J/V . Any correspondence between the Employer and the parties to the J/V shall be addressed to such leader. 4- The parties to the J/V nominate Mr..... as a representative of the leader and he is authorized to sign on behalf of the J/V all documents and contracts related to tender no. (/) , and to represent the J/V 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. 5- The parties to the J/V 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 . 6- This agreement is written in both Languages Arabic and English should any difficulty of interpretation arise the Arabic text shall be considered the authentic.	المختصة والدوائر الرسمية وغير الرسمية في كافة الأمور العقدية والإدارية والمالية والقضائية المتعلقة بالعطاء رقم (/) والعقد الخاص به . 5- لا يحق لأطراف الائتلاف أو أي طرف فيه فسخ الائتلاف فيما بينهم أو تبديل ممثل رئيس الائتلاف إلا بعد إنتهاء الاعمال المحالة عليهم بموجب العقد الخاص بهذا العطاء وتكون مسؤولياتهم تجاه صاحب العمل قائمه إلى حين تسليم الاشغال استلاماً نهائياً حسب شروط الاستلام المحددة في وثائق العقد / العطاء . 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 الثاني Third Party 	الطرف الأول Second Party 	الطرف الثالث First Party
توقيع الشخص المخول بالتوقيع قانونياً Signature of the Authorized Person		
.....		
.....		



Seal الخاتم الرسمي

.....

.....

.....

تصديق كاتب العدل Notary Public Certification

3.8 POC Data

