Ministry of Digital Economy and Entrepreneurship

REQUEST FOR EXPRESSIONS OF INTEREST (RFEI)

RFEI Reference Number: [Insert Reference Number]
Issuing Entity: Ministry of Digital Economy and Entrepreneurship
Activity Title: AI-Powered Quality Control Agent for Government Digital Services
Date of Issue: [Insert Date]
Clarification Deadline: [Insert Date and Time]
Response Submission Deadline: [Insert Date and Time] Jordan Local Time

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Section 1: Background

The Ministry of Digital Economy and Entrepreneurship (MoDEE), under the digital transformation program and in collaboration with government entities delivering citizen-facing digital services, is seeking expressions of interest for an advanced AI-powered Quality Control (QC) Agent. The aim is to turn natural-language test instructions into fully automated browser testing — from test case to verified report — so that government digital services can be tested reliably before citizens use them.

Jordan's digital government gateway continues to scale rapidly. Hundreds of services are already live, with millions of digital identities and monthly digital interactions, and many more services planned. Every new service must work the first time a citizen uses it. Every release must re-test services already live. Manual and script-based testing cannot keep pace: regression effort grows with the catalog, and one broken flow can lock a citizen out of a government service.

RFEI Purpose

The purpose of this Request for Expression of Interest (RFEI) is to seek expressions of interest from qualified local companies to provide an AI-powered QC Agent that enables automated, evidence-based testing of government digital services using natural language. This RFEI aims to identify potential companies capable of providing the required services and contributing to the success of the initiative.

The purpose of this Request for Expressions of Interest is to identify and shortlist qualified firms possessing the required technical and financial capabilities and relevant experience to provide the required services. Firms included in the final approved shortlist may subsequently be invited to obtain the procurement documents and submit technical and financial proposals in accordance with the Government Procurement By-Law No. 8 of 2022 and the Instructions Regulating Government Procurement Procedures of 2022.

Following the evaluation of Expressions of Interest, the competent procurement committee will approve a final shortlist of not less than three qualified firms, subject to the availability of a sufficient number of qualified respondents. The shortlisted firms will be invited to submit proposals under separate procurement documents stating the terms of reference, submission requirements, evaluation methodology, proposed contract, and selection method.

Nature and Legal Status of the RFEI

This RFEI is issued solely for market consultation, market assessment, requirements development, and procurement-planning purposes.

This RFEI does not constitute an invitation to tender, a request for proposals, an invitation for prequalification, a request for quotations, an offer, or a commitment by MoDEE to initiate a procurement process, purchase any product or service, negotiate with any respondent, or award a contract.

Responses submitted under this RFEI shall not constitute bids, proposals, prequalification applications, or legally binding offers capable of acceptance.

No contract, purchase order, or other contractual commitment shall be awarded or entered into solely on the basis of a response submitted under this RFEI.

Any future procurement process, if initiated, shall be conducted separately in accordance with the applicable Government Procurement By-Law, its instructions, the approved

Problem Statement

The solution shall address the following challenges:

- Manually re-testing a large and growing catalog of digital services requires thousands of engineer-hours per release cycle.
- Script-based automation is slow to create, breaks when the user interface changes, and demands continuous maintenance.
- Regression coverage shrinks as the service catalog grows; testing capacity becomes a bottleneck to launching new services.
- Traditional automation typically fails on verification steps such as one-time passwords (OTP), payments, and multi-step citizen journeys.
- Business and QC staff need to describe tests in plain language (Arabic or English) without writing code, frameworks, or element locators.
- Every run must produce proven evidence (steps, screenshots, timings, clear pass/fail) — not opinion.

System Requirements

Natural-Language Test Instructions:

The system shall allow users to describe a test in plain Arabic or English. One sentence shall be sufficient to define a test case. No code, scripts, or specialized test-engineering skills shall be required for day-to-day use.

Intent Recognition and Test Planning:

The agent shall recognize user intent, decompose the request into ordered steps, and plan the test flow automatically. It shall adapt when the user interface changes, without requiring manual script maintenance.

Real Browser Execution with Live Visibility:

The agent shall open and drive a real browser and execute the service flow end-to-end the way a human would (navigation, forms, logins, payments, and related steps). Operators shall be able to watch the run live so that nothing executes without visibility.

OTP and Verification Flows:

The solution shall handle one-time passwords and other verification steps that typically stop traditional automation, including the ability for an operator to supply an OTP or confirmation when required so the run can continue.

End-to-End Service Journeys:

The agent shall complete full citizen and back-office journeys across government digital services, including but not limited to login, search/filter, form completion, payment test flows, confirmation/receipt checks, data updates, and re-verification that changes took effect.

Verified Evidence and Reporting:

Every run shall end in a clear, auditable report containing:

- Step-by-step actions performed
- Screenshots (and related evidence) for key steps
- Timings / duration of the run
- A clear Pass or Fail result for the overall test and, where applicable, for individual steps

Reports shall support sign-off and handover to QC, development, and ministry stakeholders.

Security-Oriented Checks during Navigation:

As the agent navigates each service, it shall be able to probe authentication, session handling, and input validation behaviors relevant to quality and basic security assurance of the digital service under test.

Operator Application (Desktop and Web):

The solution shall be available as a ready-to-use desktop and/or web application with:

- A simple chat/command interface to send natural-language tasks

- Live view of the browser session while the agent is running
- Progress updates (intent recognized, steps planned, current action, completion)
- Settings for environment and access configuration as needed by MoDEE
- Support for new conversations / repeated test runs against the same or different services.

Optional Code Export:

Where useful to engineering teams, the solution should be able to export the equivalent test-case representation in common languages used by development teams, without making code export mandatory for day-to-day QC users.

Scale Across the Service Catalog:

The solution shall support rapid testing of many services (minutes per service where a plain-language instruction is sufficient), enable full-catalog regression on every release, and reduce dependence on scripted tools, brittle recorders, and purely manual regression cycles.

Additional Requirements

- Arabic and English: Full support for test instructions and government service interfaces in Arabic and English.
- Data Protection: Screenshots, logs, and page content from government services must be handled in accordance with MoDEE security and privacy requirements.
- Hosting: The solution shall be deployable in environments approved by MoDEE (including government cloud where required).
  - The proposed solution must support deployment models that comply with the government's requirements regarding data sovereignty, security, privacy, storage, and connectivity, including deployment within a government-approved cloud computing environment and/or on-premises infrastructure where required.
  - The bidder must provide a comprehensive overview of supported deployment models, including government/private cloud computing, on-premises computing, Software as a Service (SaaS), and hybrid options, as appropriate, specifying the components expected to be provided by the ministry and those to be provided by the bidder.
  - The bidder must identify any external services or third-party components that may involve the transfer, processing, or storage of government data outside of the ministry's approved environments.

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وحدة العطاءات والمشتريات

- Training & Handover: Provide operator training and documentation so MoDEE / entity QC and business staff can run tests without specialized automation engineers.
- Pilot Readiness: Bidders should indicate readiness for a time-boxed pilot (e.g. approximately 90 days) covering a defined set of Sanad / government services.
- Extensibility: Ability to add new services and test scenarios without rebuilding the core solution.

The proposed solution should include

- Natural-language test authoring (Arabic and English)
- Automatic intent recognition, planning, and execution
- Real browser automation with live operator visibility
- OTP / verification-step handling
- End-to-end testing of forms, logins, payments, and multi-step journeys
- Step-by-step verified reports with screenshots, timings, and Pass/Fail
- Desktop and/or web operator application
- Security-oriented checks (authentication, session, input validation) during runs
- Optional export of test-case code for engineering teams
- Approach to full-catalog regression as the number of live services grows
- Training, documentation, and proposed pilot plan

Indicative Outcomes (for proposal estimation)

Interested firms should describe how they would deliver the following outcomes:

- A business user writes one plain-language instruction and obtains an automated browser test run.
- The agent plans and executes multi-step flows with live visibility.
- OTP and similar verification steps can be completed without abandoning the run.
- Each run produces an evidence-based Pass/Fail report suitable for sign-off.
- The same approach can be repeated across many Sanad / government services with minimal maintenance when UIs change.
- A proposed pilot scope, timeline, and success criteria for MoDEE.

Section 2: RFEI Administrative Requirements Response

Participation to RFEI

Interested firms that are willing to participate should confirm to MoDEE their Intent to respond through JONEPS ONLY by [].

Firms responding to this RFEI should have the required capabilities and experience in providing a similar comprehensive AI-assisted quality control / automated testing solution for digital services of comparable scope, size, complexity and nature. These services and engagements must be accomplished during the last 8 years.

Interested firms should provide the following as part of their interest:

- A brief statement of your interest in the project.
- Relevant experience and qualifications (CV) within your team related to the project with Reference to a similar project implemented by the company within the past 8 years.
  (Comprehensive AI-assisted quality control / automated testing solution for digital services of comparable scope, size, complexity and nature. These services and engagements must be accomplished during the last 8 years.)
- An overview of your proposed approach or methodology. To cover the following outcomes:
    - A business user writes one plain-language instruction and obtains an automated browser test run.
    - The agent plans and executes multi-step flows with live visibility.
    - OTP and similar verification steps can be completed without abandoning the run.
    - Each run produces an evidence-based Pass/Fail report suitable for sign-off.
    - The same approach can be repeated across many Sanad / government services with minimal maintenance when UIs change.
    - A proposed pilot scope, timeline, and success criteria for MoDEE.

- Any preliminary thoughts on how you would give us a solution to this project and any specific requirements you may need.

Where some skills are not available, the bidder should sub-contract with a reputable firm to cover for this specific skill(s), service(s), or equipment(s). The subcontractor must be approved by MoDEE and the contractor will be liable for all works performed by the sub-contractor.

Qualification Criteria and Minimum Supporting Evidence

Qualification Criterion	Minimum Supporting Evidence
Relevant Experience	• Company profile and a list of relevant projects delivered during the last eight (8) years.

Comparable Projects	• Details of at least one project completed or substantially implemented within the last eight (8) years, including client, country, period, scope, technologies used, and the firm's role.
AI and Automation Capabilities	• Technical description of AI-assisted testing, test automation, and browser automation capabilities, supported by project examples or demonstrations, where available.
Software Quality Assurance Expertise	• Description of testing methodologies and types of testing delivered, supported by relevant project references or sample deliverables.
Security and Data Protection	• Description of security controls, confidentiality measures, data protection practices, and proposed deployment and data-hosting arrangements.
Technical Team	• CVs or professional profiles of key personnel, indicating relevant qualifications, experience, and proposed project roles.
Pilot Implementation Capability	• Indicative pilot plan covering scope, timeline, resources, deliverables, and measurable success criteria.
References and Subcontractors	• At least one project reference, with contact details where disclosure is authorized, and details of any proposed subcontractors or consortium members, including their roles and relevant experience.

Questions/Clarifications

Interested firms are requested to submit their questions, request for clarifications directed toward MoDEE at the following email address: eGov_tenders@modee.gov.jo

RFEI Terms & Conditions

- The Expression of Interest submitted under this invitation shall not constitute a technical or financial proposal, an offer capable of acceptance, or a contract. No contract shall be awarded on the basis of an Expression of Interest. Any subsequent procurement shall be conducted through separate procurement documents and procedures in accordance with the applicable Government Procurement By-Law and Instructions.
- This RFEI is only a request for interest about potential projects and no contractual obligation on behalf of MoDEE whatsoever shall arise from the RFEI process. This RFEI does not commit MoDEE to pay any cost incurred in the preparation or submission of any response to the RFEI .
- This RFEI is both confidential and proprietary to MoDEE. All concerned parties agree that they will not duplicate, distribute, otherwise disseminate, or make available this document or the information contained in it without the express written consent of MoDEE.

- Concerned entities shall not include or reference this RFEI in any publicity without prior written approval from MoDEE, which, if granted shall be granted by the individual named above. Concerned entities must accept all of the foregoing terms and conditions without exception. All responses to the RFEI will become the property of MoDEE and will not be returned.
- The Respondent may be required to sign a Non-Disclosure Agreement (NDA) prior to receiving confidential or sensitive information related to this RFEI . All information provided by the Issuing Entity shall be treated as confidential and used solely for responding to this RFEI .

