2024

Developing the Jordan Social Registry

PROPOSAL DEADLINE: 4/6/2025

RFP NP: 18 EGOVT 2025

JO-NAF-491800-CS-QCBS

Jordan Social Registry

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LETTER OF INVITATION

The Source of the Fund:

Project Name: Jordan Emergency Cash Transfer COVID-19 Response Project (P173974)

Loan No: IBRD-91390

Client: The Ministry of Planning and International Cooperation (MOPIC) and National Aid Fund (NAF)

Country: The Hashemite Kingdom of Jordan

Issued on:

Dear Mr. /Ms.:

1. The Hashemite Kingdom of Jordan has received financing from the World Bank toward the cost of the Jordan Emergency Cash Transfer COVID-19 Response Project and intends to apply part of the proceeds for consulting services. The consulting services ("the Services") as stated in the TOR

The Client now invites proposals to provide the following consulting services (hereinafter called "Services"): ***Develop Social Registry services***.

A firm will be selected under *[**Quality And Cost-Based Selection (QCBS)**]* Method.

RFP ORGANIZATION

This RFP provides the information to enable bidders to submit written proposals for the sought solution. The organization of the RFP is as follows:

Section 1: Introduction

This section outlines the RFP's purpose and its organization.

Section 2: Project Definition and Overall Solution Description

This section provides general definition of the project scope and a high-level description of the solution to be implemented.

Section 3: Scope of Work

This section defines scope of work, proposal requirements and deliverables for the Project.

Section 4: System High-Level Description and Requirements

1.1 OVERALL SOLUTION DESCRIPTION

1.1.1 System High Level Design

The scope of the Jordan Social Registry includes all social protection services listed in the National Social Protection strategy. For the expansion pilot phase, the Government of Jordan selected five social protection categories.

The social registry will include the following components:

- A unified comprehensive registration module that creates and manages the profiles at the Social Registry. The profile shall allow the registration of households and individuals and giving them the ability to apply to the numerous services being published through the platform.
- A Welfare Ranking module that generates the poverty score using an approved targeting formula.
- Programs and services management module that will allow the creation of programs and define the inclusion/exclusion criteria for beneficiaries and the enrolment threshold.
- A Shock Responsiveness module that allows the authorized users handling crisis and emergencies to identify affected households.

Furthermore, the registry will be connected to

- The National Unified Data Registry that serves as a data feeder for the social registry
- The MIS and Case Management systems of the agencies providing the social services.
- The Government IDM & Sanad

The following figure demonstrates the high-level design of the platform.

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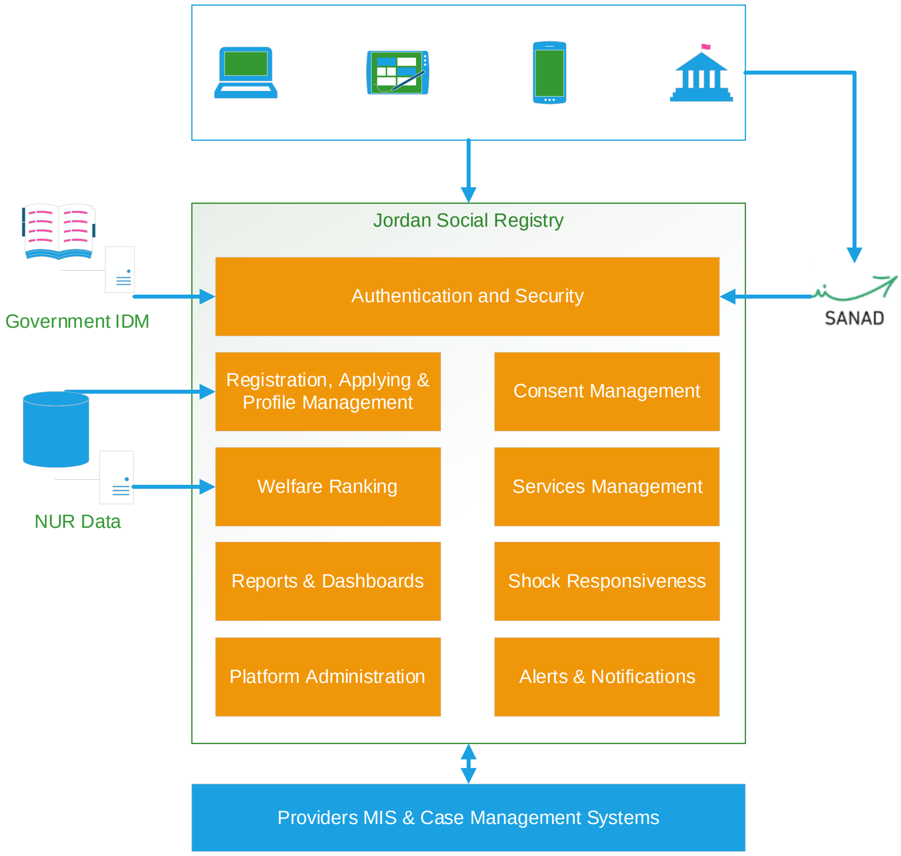


1.1.2 Access and Delivery Channels

The following access and delivery channels are to be considered for the Portal.

- The Internet –through Social Registry website, direct eservices URL, SANAD mobile application. Applicant may receive notification during service provision via SMS or e-mail which requires integration with National SMS gateway for SMS notification and email exchanger. The Social Registry website shall be published on all relevant agencies websites to facilitate access of the citizens.
- Walk in – NAF, MOSD and other entities – application submission, payment and document delivery (if needed) and all needed processes that require the user presence.
- E-Government Contact Center is expected to be responsible for processing general inquiries and providing access to basic information services via phone, IVR, e-mail.

1.2 Functional Requirements

The platform shall include the following modules

- Users Authentication & Authorization
- Registration, Applying & Profile Management
- Welfare Ranking
- Consent Management
- Services Management
- Shock Responsiveness
- Alerts and Notifications
- Statistical Reporting & BI Dashboard
- Platform Administration

1.2.1 User Authentication & Authorization

The winning bidder is required to integrate with the SANAD platform, which includes a registration module for individuals. Each applicant will have a unified user profile, which will include the status of all their transactions, whether applied for in-person or online. Additionally, each household will have a single household profile.

The bidder should use:

- IDM authentication for individuals
- IDM authentication for back-office users representing civil society and non-governmental organizations
- Government User Directory (Active Directory) for back-office governmental staff

Individuals can have a profile as a potential beneficiary and one or more profiles as representatives of civil society and non-governmental organizations.

The following table describes the general list of requirements.

Requirement ID	Description of the Requirement
FR.AUTH.001	The platform shall not contain an independent authorization mechanism. All users shall be authenticated using the related user directory.
FR.AUTH.002	Citizens (service requesters) shall be authenticated using SANAD.
FR.AUTH.003	Once authenticated, the user shall be automatically associated with the related civil record they belong to, if it was already registered as a household within the registry. If no civil record was previously registered, the user shall be prompted to register a civil record.
FR.AUTH.004	Governmental users who work on the management of the platform, the programs, the targeting, and all other back-office features, shall authenticate using the Governmental centralized user directory (Active Directory)
FR.AUTH.005	Users belonging to the NGOs/CSOs shall authenticate using the username they have created when invited to the portal.. All authentication will be done through Sanad, permissions and access privileges shall be managed by the administrator.
FR.AUTH.006	Authentication of NGOs/CSOs shall be accompanies with an OTP.
FR.AUTH.007	NGOs/CSOs users shall be able to reset their password using a secure verification method.

Requirement ID	Description of the Requirement
FR.AUTH.008	Security and authentication shall be built based on a group-based model where users are assigned into groups and are authorized into the union of all permissions assigned to them.
FR.AUTH.009	The permissions assigned to the groups shall be flexible and manageable by the administrator.
FR.AUTH.010	The username and password creation for the NGOs/CSOs shall be in full compliance with the requirements of MoDEE and the NCSC

1.2.2 Registration, Applying & Profile Management

The registration, applying and profile management module is the module that allows the applicants households to register into the registry and apply for the services offered through it. The registration form shall be a comprehensive registration form that includes all data needed to apply for any social assistance program within the JSR pool. The following table describes the general requirements needed.

Requirement ID	Description of the Requirement
FR.REG.001	Once authenticated, if the citizen has no previous HH profile, the system shall automatically open the HH profile application form, which shall include all needed information for the welfare ranking, and determining the initial eligibility
FR.REG.002	The design of the application form shall take into consideration data privacy laws
FR.REG.003	Based on the information that are self-reported, and the administrative data retrieved, the platform shall recommend the services to which the applicant is potentially eligible.
FR.REG.004	The applicant can select from the services they are potentially eligible for, and all the other services
FR.REG.005	The applicant shall receive another form that contains the questions that are specific to the services they selected
FR.REG.006	If the applicant belongs to a HH that has an existing profile, they prompted to update the information on their profile, to be able to continue to the application form.
FR.REG.007	All updates made to the profiles of the individuals shall be retained with the proper timestamp. Such updates shall also be retrievable by the registry's administrator through a user-friendly report.
FR.REG.008	The system shall inquire from the applicant if they wish to opt in for an intelligent referral, through which the system shall determine potential eligibility for other programs based on the information collected.
FR.REG.009	All updates shall be logged, and historical data shall be kept. Administrators shall be able to retrieve the information through a user-friendly report.
FR.REG.010	All updates shall be marked by the source of the update
FR.REG.011	When answering questions within the application form, the users shall not have the same question repeated for multiple services.
FR.REG.012	The administrator shall specify the organization that are allowed to synchronise back changes on non-administrative data, based on the social workers' visit.
FR.REG.013	Registration and applying for services can be done through an authorized social worker based on the HH representative request (back-office registration)
FR.REG.014	Back-office registration shall go in the same flow of the online registration.
FR.REG.015	The system shall track who performed all registrations and profile updates.
FR.REG.016	The system shall track all updates on the HH profile in a manner retrievable by the administrators through the platform (without accessing the database).

Requirement ID	Description of the Requirement
FR.REG.017	The system shall store and track the households' beneficiary status across all social protection programs available within the system.
FR.REG.018	Registered households shall provide their payments receiving method and details

1.2.3 Welfare Ranking

The welfare ranking is the process of ordering households based on a unified formula that takes into consideration various elements of the HH. The welfare ranking shall be based on a unified formula across all programs that takes into consideration elements from the application form. The following table describes the general requirements needed from the module.

Requirement ID	Description of the Requirement
FR.WLFR.001	A formula shall be configured in the system that calculates the welfare ranking. The details of the formulae shall be determined at a later stage.
FR.WLFR.002	The formula shall not be hardcoded and shall be configurable by the administrator.
FR.WLFR.003	The HH shall have its welfare ranking score calculated at the end of the registration process.
FR.WLFR.004	The administrator shall configure the frequency of which full recertification is undertaken.
FR.WLFR.005	On the recertification date, all households shall be recertified except the HH that registered within *n* number of months prior to the recertification. *n* should be configurable by the administrator.
FR.WLFR.006	All HH set to be recertified, shall have all their administrative data automatically retrieved, and their score recalculated based on that.

1.2.4 Services Management Module

The service management module allows the administrator to create the services and programs to which the applicants shall be referred. The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.SRVC.001	Platform administrator shall be able to create programs and assign users to manage it. Users shall belong to the provisioning organizations
FR.SRVC.002	Users shall be able to define programs and services, each program should capture - Potential eligibility criteria (simple criteria) - Application specific questions - Nature of the program (continuous, temporarily, one time) - Method of referrals (immediate referral, periodic batches, upon request)
FR.SRVC.003	There is no limit for the number of programs an entity can create and have active
FR.SRVC.004	The registry shall support full API integration with the service provider MIS. Further details about the integration are captured in section 4.2.10 Integrations and Interoperability.
FR.SRVC.005	Households could be referred to programs in any of the following manners. - Once the household representative submits the application - Upon a pull request by the provisioning entity - On a periodic batch (the period is specified by the program)

Requirement ID	Description of Requirement
FR.SRVC.006	Only households who requested a certain service/program would be referred to the program, with an indication whether they meet the initial eligibility criteria.
FR.SRVC.007	Households could be referred to services/programs they have not selected if they opted for the intelligent referral option, and they met those criteria.
FR.SRVC.008	The system shall contain a simple back-end system that allows agencies (when needed) to manage the applicants and their statuses. The agency shall be able to: - Manage the service provisioning through the registry in a simple manner. - Reflects the updates made on the HH through the social worker field visit. - Reflect the details about the provided services to the HH profile through the Government administrative records (including the National Unified Registry (NUR)).
FR.SRVC.009	Provisioning organizations shall be able to - Create programs. - Define eligibility criteria. - Define methods of data retrieval - Create and manage users for the agency's staff. - Perform needed MIS operations if the agency is utilizing the registry as its service provisioning MIS.

1.2.5 Consent Management

The Consent Management Module is a critical component of the social registry system that manages the collection, storage, modification, and revocation of applicants consent for data sharing, data transfer, and data processing. This module ensures compliance with the Personal Data Protection Law no. (24) for the year 2023 and the bylaws and instructions pursuant to it while facilitating transparent and ethical data handling practices.

The purpose of this module is to:

- Enable applicants to control how their personal data is collected, used, transferred and shared, and processed;
- Ensure compliance with the Personal Data Protection Law no. (24) for the year 2023 and the bylaws and instructions pursuant to it;
- Maintain the Data Subjects right to protect their data as per Article (4.A) of the Personal Data Protection Law no. (24) for the year 2023;
- Maintain the rights granted to the Data Subjects pursuant to Article (4.B) of the Personal Data Protection Law no. (24) for the year 2023 where the exercise by the Data Subject of the rights shall not entail any financial or contractual consequences;
- Maintain transparent records of consent operations; and
- Support ethical data handling practices in social protection programs.

As per Article (5.B) of the Personal Data Protection Law no. (24) for the year 2023, Prior Consent shall not be considered to have been obtained in the following cases:

1. If the same is given based on incorrect information, or deceiving or misleading practices, which was the reason for the Data Subject's decision to give such information.
2. If the nature, type, or objectives of the Processing is altered without attaining Consent for such change.

The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.CNSNT.001	The platform shall capture digital consent by providing interfaces for capturing consents from applicants. The Prior Consent, shall meet the following conditions; 1. It shall be explicit and authenticated, whether in writing or electronically. 2. It shall be specific as regards duration and purpose. 3. Request of Prior Consent shall be in a clear, simple, and not misleading language, and shall be easy to access. As per the "Data Subject Rights and Prior Consent Procedures and Prior Consent Exceptions" bylaw (as of its publishing), a Prior Consent shall be obtained for each purpose of the processing one at a time.
FR.CNSNT.002	The platform shall maintain real-time status of consent for each beneficiary, with track consent history and any modifications made.
FR.CNSNT.003	The platform shall generate alerts for expired or soon-to-expire consents.
FR.CNSNT.004	The platform shall allow the beneficiaries to provide granular control of consent, allowing beneficiaries to provide and / or withdraw consent for specific data elements, and enabling consent management for different purposes.
FR.CNSNT.005	The platform shall support time-bound consent options.
FR.CNSNT.006	The Consent of one of the parents or the legal guardian of the person who lacks legal capacity, or the Consent of the judge, upon the request of the regulatory unit competent with the protection of Personal Data in MoDEE, if this is in the best interest of such person who lacks legal capacity. The platform shall maintain separate consent records for such Consents; minors, dependents, and incapacitated individuals.
FR.CNSNT.007	The platform shall provide interface for beneficiaries to modify consent preferences, enabling complete or partial revocation.
FR.CNSNT.008	The platform shall maintain audit trail of all consent changes.

1.2.6 Shock Responsiveness

The Shock Responsiveness Module aims to assist in managing the services provided in climate shock, natural disasters, pandemic, or any type of shock that could affect a certain geographical location.

The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.SR.001	The platform shall allow the authorized users to create a shock in a certain geographical area(s) based on the shock announcement decree.
FR.SR.002	Households shall be referred to shock responsiveness services based on - Their eligibility criteria based on the shock responsiveness service eligibility criteria - Their physical existence within the boundaries of the shock
FR.SR.003	Households shall be referred to the services without opting for it or requesting it.

Requirement ID	Description of Requirement
FR.SR.004	The organizations shall receive the list of beneficiaries based on the referrals, and shall have the ability to provide feedback on each of the services provided for each household.

1.2.7 Alerts and Notifications

The system will send notification(s) according to the progress of the requests, the supported notification delivery methods include and not limited to:

1. E-Mail
2. SMS
3. e-Service user inbox
4. WhatsApp/SANAD JO
5. Any other channel that will improve e-service delivery

The registry shall have a set of comprehensive alerts and notifications. The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.NOTF.001	The system shall include a real-time notification engine to send notifications via SMS and/or email to the users. The notifications would include (but is not limited to) - Verification codes - Passwords - Referral results - New referrals - Status Updates
FR.NOTF.002	The platform shall maintain a proper queue for notification to mitigate for any interruption of service and to verify the submission status of each notification

1.2.8 Statistical Reporting & BI Dashboard

The platform shall include a comprehensive set of reports and dashboards that helps the users have better insight about the statistical and demographical status of the households registered. The following table represents the general requirements needed from the reporting module.

Requirement ID	Description of Requirement
FR.RPRT.001	The platform shall utilize standardized report building tool, compatible with the development database to build the statistical reports needed. The tool shall be market-known with at least 3 vendors supporting it.
FR.RPRT.002	The firm shall provide reports totaling of 70 points. The types of reports are: • Simple reports (1 point per report): simple printouts without calculations or any statistical listing • Medium reports (3 points per report): Statistical reports (listing) with no calculations • Complex reports (5 points per report): reports with calculations

Requirement ID	Description of Requirement
FR.RPRT.003	Reporting shall also include reports on system usage including (but is not limited to) 1. HH profile creation/update 2. Information audit log 3. Inquiries performed by agencies on households 4. Generation of referral lists
FR.RPRT.004	Each report shall be developed in Arabic and English. The second language shall not be calculated within the points
FR.RPRT.005	The system shall include 5 dashboards, each containing 10 charts/graphs/figures. The dashboards shall be built using standardized and known BI tools with at least 3 vendors supporting it, which has the capacity for further built of dynamic dashboards. Details of the dashboards shall be gathered during sprints planning.
FR.RPRT.006	The BI tool shall support embedding the dashboards into JORISS.
FR.RPRT.007	The system shall allow the user to export the reports into portable format including (but is not limited to) PDF, Word Document, Excel Sheets, CSV, PNG, JPEG, JSON.

1.2.9 Platform Administration

The system should contain administration module, to enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels.

The winning bidder should gather all solution related administration requirements during business requirements gathering and analysis phase

System should allow admin to perform the following tasks but not limited as follow:

- Manage user profile.
- Manage Security Permissions.
- Manage lookups

Requirement ID	Description of Requirement
FR.ADMN.001	System administrators shall be able to manage the values of all lookups in the system, in both languages, without the need to access any source code
FR.ADMN.002	Wherever applicable, the lookup values should be based on national and international standards, and the national codification system.
FR.ADMN.003	System administrators shall be able to manage all elements in the registration form in a dynamic manner
FR.ADMN.004	The system administration module shall allow the administrators to manage entities and programs
FR.ADMN.004	System administrators shall be able to send user invitation for the NGOs/CSOs users and manage.
FR.ADMN.005	The module shall allow system administrators to manage access of governmental employees and NGOs/CSOs to the services.

Requirement ID	Description of Requirement
FR.ADMN.006	The platform shall have a user-friendly audit trail that provides complete information about all actions made in the system in a searchable manner The log system should help getting such information: - Timestamp of creation/modification - User last changed and date last changed - Changed record and last operation (Create, Update, and Delete). - Before and after value for each column that has changed. - Keep Track of what user retrieve or view (Select) Auditing and data versioning features should be configurable based on administrator selection to specify which system resources needs to audit and track changes.
FR.ADMN.007	The platform shall allow administrators to manage all email and SMS templates sent from the system.
FR.ADMN.008	The system shall contain an exception handling module that contains log files for all exceptions and errors appearing on the system, with all relevant details including - Session ID - Timestamp - Exception details The exception handling shall not be limited to the system operation, but also to any integration connection whether as a consumer or provider. The admin shall be able to create notification triggers for certain exception.

1.2.10 Integrations and Interoperability

The system should integrate with the following shared e-Government services:

1.2.10.1 The SANAD Mobile App

The winning bidder should build and develop e-Services on SANAD mobile app taking into consideration to maintain the user experience and same look and feel of the SANAD mobile app (optional, to be quoted separately)

1.2.10.2 e-Government Service bus (GSB):

The winning bidder shall integrate the Social Registry with GSB through supporting web services and message communication using XML format and SOAP messaging protocol, and / or REST APIs (Please refer to Annex 7.3 for integration guidelines and SDK). More details will be provided upon awarding to winning bidder.

Integration with stakeholders could be implemented using SOA architecture, Micro services architecture (MSA), or hybrid solution

It is the winning bidder responsibility to build or update Web Services to integrate with Stakeholders through Web Services or APIs.

A Government Service Bus (GSB) is a pattern of middleware and software infrastructure that enables Service Oriented Architecture (SOA) by acting as middleware through which a set of reusable Government Services are made widely available. It unifies and connects services and applications within the government of Jordan and provides a framework within which the capabilities of business' applications are made available for reuse by other applications throughout the organization and beyond. It also provides a messaging framework through which government e-services exchange information.

IBM API Connect is an end-to-end solution that allows users to create, secure, manage, socialize, monetize, and analyze APIs. It provides a powerful set of capabilities from turning backend RESTFUL or SOAP services into managed services. This is done by publishing APIs to API Gateways, while enforcing lifecycle and governance controls on those APIs. API Connect enables users to expose APIs, through a developer portal, targeting application developers both inside and outside their organization. Additionally, the solution's analytics tooling helps API providers and API consumers had better understand the health and consumption of deployed APIs.

Note: Integration with stakeholders has to be system-to-system integration by implementing web services through GSB platform. However, if there are limitations for GSB integration for specific Stakeholder(s), integration will be done as user role integration through screens to be accessed by stakeholder(s) or attaching specific files or documents to the application

1.2.10.3 National e-Government Contact Center:

The winning bidder shall integrate the Social Registry solution with the National Contact Center through the Government Service Bus (GSB). Accordingly, enabling the agents to access the entity's related applications for retrieving information, tracking the status of a service.

Please refer to Annex 7.3 for more information about the Contact Center requirements

1.2.10.4 Payment Gateway:

The governmental payment gateway will be the facility by which applicants will be allowed to pay electronically through various payment methods (Bank Transfer, Credit Card, and Cash) and through different banks. Details of the gateway shall be provided during implementation period.

1.2.10.5 National SMS Gateway:

SMS will be one of the notification channels that will facilitate interactions between MOSD and their applicants. (Ex: MOSD would use the SMS service to notify their applicants about the status of their transactions, the completion of their transactions, the location of delivery and so forth). The winning bidder should integrate the e-Service Solution with the e-Government SMS Gateway.

Please refer to annex 7.2 for information about the SMS Gateway Integration technical details.

1.2.10.6 e-Service Stakeholders:

The system should integrate with the stakeholders listed in Table in section 2.1.3 noting that it's winning bidder responsibility to integrate The system with the stakeholders listed in table, also noting that the integration options are (consume/amend web service over GSB, build new APIs from entity and stakeholder side or web form based on MoDEE standards) the selected option will depend on the conducted assessment by the winning bidder

The winning bidder is required to generate APIs for all services under scope of this RFP. The winning bidder is required to make them available through GSB according to MoDEE requirements. More over those APIs could be used for mobile application/ chatbot (SANAD JO) / integration with any external system.

The registry shall have the following integration requirements.

Requirement ID	Description of Requirement
FR.INTG.001	The system must be integrated with Sanad the Government IDM for the authentication of the citizens. Registration and authentication shall be made available via Sanad as a unified governmental authentication method. The authentication via Sanad will allow citizens to maintain a single-sign-on across all governmental e-services.
FR.INTG.002	Sanad mobile application and platform will expose another channel to apply for the services, through exposing the application form via APIs to Sanad platform and mobile application. This will allow further access to the registry via multiple channels.
FR.INTG.003	The Jordan Social Registry shall be tightly integrated with the National Unified Data Registry. It shall be gathering the data about the registered households according to the registry needs. The registry shall also be integrated with any needed registries that complement the National Unified Data Registry if needed.
FR.INTG.004	The Jordan Social Registry will have an integration with the MISs and the Case Management Systems of the participating agencies (if available). The registry shall provide the CMIS systems with the data of potential cases and eligible beneficiaries. The CMIS shall also interchange information about the HH with the registry on the service provision.
FR.INTG.005	The registry shall be integrated with the SMS gateway provided by the government to send SMS notifications to the platform users
FR.INTG.006	The registry shall be integrated with the email service provided by the government to send emails notifications to the platform users
FR.INTG.007	The system shall expose RESTful APIs for all operations within the system to account. The APIs shall be used to integrate with the Case Management and the MISs of the provisioning agencies.

1.3 Non-Functional Requirements

1.3.1 General Requirements

Requirement ID	Description of Requirement
NFR.GNRL.001	The system must contain an online for user guidance while applying for different services transactions through messages. The online help shall also include educational videos for each service.
NFR.GNRL.002	System should provide the ability to print/scan document. The system shall allow the scanning of documents QR code.
NFR.GNRL.003	The system must follow standards put by DCI

1.3.2 Architecture

Requirement ID	Description of Requirement
NFR.ARCH.001	The registry must be built in a service-oriented architecture.
NFR.ARCH.002	The solution must have a modular architecture based on reusable components and abstract interfaces, which must be following the n-layer architectural pattern with clear separation between layers. System components must be loosely coupled and have clear communication interfaces (built as microservices).

Requirement ID	Description of Requirement
NFR.ARCH.003	The solution must be designed in a scalable manner to facilitate the introduction of future functionalities, data sources and components
NFR.ARCH.004	Communication among components must be conducted in a secure way, using internal interfaces of software components
NFR.ARCH.005	The solution data model must allow quick access to data to carry out transactions and generate statistical reports. The generation of statistical reports must not affect the performance of system's transactional operations.
NFR.ARCH.006	The data architecture must ensure data integrity and correctness upon their simultaneous accessing and changing by several entities (i.e., users, internal processes, external applications).
NFR.ARCH.007	The solution must use open standards for formats and communication protocols.
NFR.ARCH.008	The solution must be optimized for minimum data transfer between the devices and application servers (e.g., implement AJAX with JSON), trying to avoid redundant requests as much as possible.
NFR.ARCH.009	The services exposed by the solution to the public must be technologically neutral (Operation System, Web Browser, etc.).
NFR.ARCH.012	The solution and all its components must be designed and implemented in accordance with the Jordan eGovernment Implementation Framework.

1.3.3 User Interface

Requirement ID	Description of Requirement
NFR.UI.001	The solution user interface must be user friendly, intuitive and be consistent across all components
NFR.UI.002	The user interfaces must be bilingual (Arabic & English), having a mechanism to manager all user interface labels and messages, supporting both left-to-write and write-to-left text flow
NFR.UI.003	The solution must have a responsive user interface adjustable depending on the used device
NFR.UI.004	The solution must offer an accessible and intuitive interface to human users.
NFR.UI.005	The Social Registry user interface must comply with Level AA of Web Content Accessibility Guidelines (WCAG) 2.1
NFR.UI.006	The platform's user interface must be compatible with at least with the following browsers. • Microsoft Edge • Google Chrome • Safari

1.3.4 Performance and Quality

The winning bidder shall propose the values of quality metrics below and they should adhere to industry best practices which are subject to approval, rejection, or modification by MODEE in cooperation with NAF/MOSD and the relevant entities.

Metric	Description	Target Value	
		Intranet	**Internet**
System Reaction Time	The time taken for logging into a system or being connected to a network	Up to 1 second	Up to 5 seconds
Throughput	The quantity of useful work made by the system per unit of time	15 request / second	

Metric	Description	Target Value	
		Intranet	Internet
Response Time	The time the system takes to respond to specific query by the user	1 second	4 seconds
Workload	The capacity to handle the required volume of work in a given time frame	5,000 concurrent users. The system shall **not** crash beyond the maximum capacity and provide appropriate messaging.	
Capacity	The capability of the system to handle a number of simultaneous requests from the network for the application and the number volume of data that it can handle from each of the users (internal users through the LAN as well as external users through the internet). In addition to the H/W capacity such as processing capability of all servers including DB, Apps	CPU Utilization: 70% Memory Utilization: 70%	
Availability	The system minimum availability time vs the system downtime	99.9%	

The below table contains a comprehensive list of all requirements:

Requirement ID	Description of Requirement
NFR.PERF.001	The platform must be available 24 hours a day, 365 days a year, with 99.9% availability.
NFR.PERF.002	Key performance metrics, such as response time and throughput, must be automatically monitored and alerted upon before SLA violation. The monitoring interface must be available to system administrators to view performance statistics and adjust alert thresholds.
NFR.PERF.003	The platform must be scalable, depending on the number of requests, number of users and usage of the infrastructure.
NFR.PERF.004	The platform must be able to manage up to 400 concurrent hits at normal days. Peak performance shall not be less than 5,000 concurrent hits.
NFR.PERF.005	Performance tests (stress and load testing) must be performed prior the launch of the solutions.
NFR.PERF.006	The code for the application must have automated tests, including unit tests and functional/integration tests for the frontend and backend. Test coverage must be at least 80% for every component.
NFR.PERF.007	The solution must include a continuous integration / continuous deployment (CI/CD) pipeline which automates the deployment process including quality assurance steps (i.e. execution of unit and functional tests) that must be satisfied before packaging and release of the newer version. The pipeline must execute in a timely manner, i.e., Completing within 20 minutes.
NFR.PERF.008	The code for the application must be accompanied with adequate technical documentation, sufficient for technical experts who are non-members of the implementation team to understand why (not how) the code is written the way it is without being superfluous that it is unmaintainable (using standardized source code documentation mechanism).
NFR.PERF.009	The platform shall contain a well-built error log functionality that allows the administrators to trace errors within the platform

1.3.5 Information Security

Security of system and exchanged transaction information should be guaranteed at all system layers Based on ISO 27001, ISO 27002, WS-Security standards including infrastructure, application, web services and integration points, and access channels. This also includes using detective and preventive controls for all security threats and approval by MODEE in cooperation with NAF/MOSD and related stakeholders.

Requirement ID	Description of Requirement
NFR.SEC.001	The solution architecture must be designed using *Secure by Design* approach
NFR.SEC.002	The solution must be secured against the latest OWASP Top 10 Vulnerabilities
NFR.SEC.003	All system processes related to the platform must be rolled with minimum privileges necessary to fulfill the assigned tasks
NFR.SEC.004	All user credentials must be configurable using the administrative interface. The platform must not contain hard-coded credentials
NFR.SEC.005	The platform must not contain sored open access credentials (in the database or configuration files) for their components.
NFR.SEC.006	Access to functions provided to non-authenticated users must be checked with means of protection against service overloading (e.g., CAPTCH, reCAPTCHA, etc.)
NFR.SEC.007	The platform must implement the functionality of audit trailing for all performed data entries, data changes and data deletions for all implemented functionalities and modules. The audit must capture: • User • IP Address • Timestamp • Action • Record of target • Data pre- and post- action
NFR.SEC.008	Access for non-anonymous users for the platform shall either be provided via the platform user directory or through Sanad.
NFR.SEC.009	The APIs exposed by the registry shall contain monitoring functionality related to the use of services and data handling
NFR.SEC.010	Government user authentication shall be integrated with the internal ID directory service (e.g. Azure Active Directory) to allow single sign-on.
NFR.SEC.011	The Contractor shall be committed to the “Cybersecurity Controls and Standards Document for Entities Contracting with the Government Agencies (2023)”

1.3.6 Communication, Software and Installation

Requirement ID	Description of Requirement
NFR.CSI.001	The platform must support data exchange with other systems via APIs, published on the GSB by using the standard data exchange protocols, such as SOAP and REST
NFR.CSI.002	The platform must provide security mechanisms for data exchange with external system, and it will deliver only the data allowed according to the authorization schemes.
NFR.CSI.003	Any development tool, platform or language utilized to develop the platform shall be largely used in Jordan, specifically by GoJ. It is required that at least three other providers in the local market would be able to provide maintenance and development services using the tools utilized.

Requirement ID	Description of Requirement
NFR.CSI.004	Unless clearly mentioned otherwise, any licenses need to operate all, or part of the systems shall be provided within the financial offer on a perpetual basis.
NFR.CSI.005	The ownership of the source code, and any licenses procured under this contract shall be for the Client. The Contractor shall have no right to claim any ownership to the source code or any of the components. During the implementation and warranty periods, the source code shall be under the custodianship of the Contractor.

Implementation Plan

This section describes the proposed implementation plan, and all related deliverables.

Section *Error! Reference source not found.**:** Error! Reference source not found.*

This section describes the functional and technical requirements of the system

Section 6: Administrative Procedures & Requirements

This section describes all the administrative procedures and requirements necessary to the project implementation

Section 8: Annexes

This section includes all annexes to the RFP including the WB annex of Fraud and Corruption.

TERMS AND ABBREVIATIONS

Acronym	Description
ACH	Automated Clearing House
AJAX	Asynchronous JavaScript and XML
API	Application Programming Interface
BI	Business Intelligence
BPM	Business Process Management
BPMS	Business Process Management System
BRD	Business Requirements Document
CD	Continuous Deployment
CI	Continuous Integration
CMS	Content Management System
CPU	Central Processing Unit
CSO	Civil Society Organization
DB	Database
eGAF	e-Government Architecture Framework
FAQ	Frequently Asked Questions
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
GoJ	Government of Jordan
GPC	Government Private Cloud
GSB	Government Service Bus
HH	Household
HHH	Head of Household
HIA	Health Insurance Administration
IDM	Identity Manager
IIF	Jordan Information Interoperability Framework
ISD	Integration Specification Document
ISO	International Standard Organization
IT	Information Technology
JHCO	Jordan Hashemite Charity Organization
JSR	Jordan Social Registry
JSON	JavaScript Object Notation
LB	Load Balancer
MEMR	Ministry of Energy and Mineral Resources
MoDEE	Ministry of Digital Economy and Entrepreneurship
MoH	Ministry of Health
MoPIC	Ministry of Planning and International Cooperation
MoSD	Ministry of Social Development
NAF	National Aid Fund
NCSC	National Cybersecurity Center
NGO	Non-Governmental Organization
NUR	The National Unified Registry
OTP	One Time Password
OWASP	Open Worldwide Application Security Project
PKI	Public Key Infrastructure
PMU	Program Management Unit
PSP	Payment Service Provider

Acronym	Description
PV	Photovoltaic
PWD	People with Disabilities
REST	Representational State Transfer
RFP	Request for Proposal
RTGS	Real-time Gross Settlement
SGN	Secure Government Network
SLA	Service Level Agreement
SMS	Short Messaging Services
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SOW	Statement of Work
SRS	Software Requirement Specification Document
SSL	Secure Socket Layer
TOT	Training of Trainers
UAT	User Acceptance Test
UCT	Unified Cash Transfer Program
WAN	Wide Area Network
WB	The World Bank
WCAG	Web Content Accessibility Guidelines
WCF	Windows Communication Foundation
WSDL	Web Services Description Language
XML	Extensible Markup Language
XSLT	Extensible Stylesheet Language Transformations

2 INTRODUCTION

The purpose of this Request for Proposal (RFP) to elicit responses from qualified local IT bidders (either alone or having joint venture with local/international firms) in order to build the Jordan Social Registry, which serves as the only gateway to access social protection services in Jordan. This will assist in better targeting for the social services and ensuring serving households that need service. The platform will be connected to the Government administrative records (including the National Unified Registry) as the main source of information.

The winning bidder will be responsible for successful delivery of the project within a specified timeframe and must follow agreed tasks and achieve desired goals and objectives, so the project is managed efficiently and effectively. In addition, the bidder will be required to finance lump sum cost of the project according to Annex 8.9.

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.

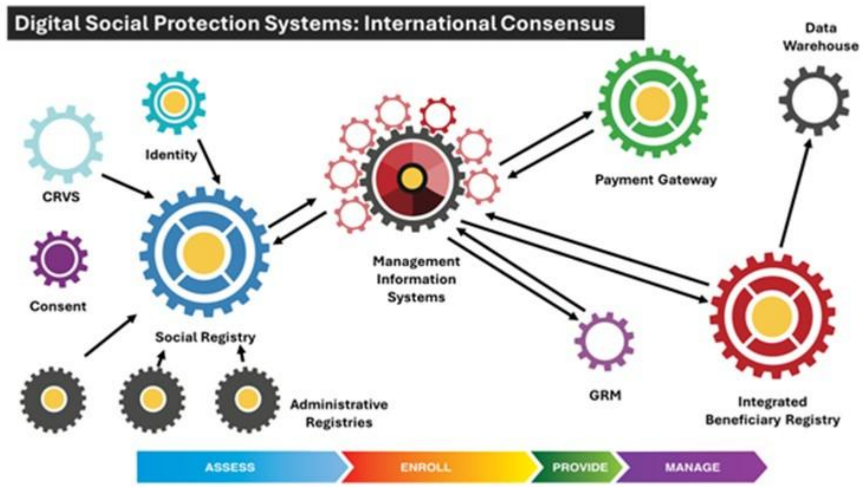
3 PROJECT DEFINITION AND OVERALL SOLUTION DESCRIPTION

The Government of Jordan provides multiple social services through different governmental providers and channels. The institutions often have different methods of targeting and different methodologies to order the households based on their poverty level.

The project aims to create a ***Social Registry*** for Jordan (Jordan Social Registry). The social registry shall

1- Be the only gateway through which people can apply for different social protection services.
2- Be the main source for welfare ranking of the applicant households.
3- Act as the centralized integrated storage for the HH information related to the social protection services.
4- Improve the targeting of social protection program potential beneficiaries by identifying and enrolling eligible beneficiaries based on their socio-economic status, welfare ranking, and specific needs.
5- Facilitate the coordination between multiple services and programs.
6- Support in the monitoring and evaluation of the social programs.
7- Assist in the policy-making by providing evidence-based insights about the socio-economic conditions of the population and helping to shape more effective policies.
8- Act as a referral pathway for households for the different services.
9- Allow the disaster response management units to quickly identify and assist individuals and households in the event of emergencies or disasters by having readily available data on those who are most vulnerable.

The social registry's presence within the Digital Social Protection Delivery Systems can be demonstrated in the following figure



The JSR shall be a dynamic platform for registration and service provisioning, allowing administrators to manage social protection services with unparalleled flexibility. This system enables administrators to create new services, modify intake forms, and update initial targeting criteria dynamically, all without requiring changes to the source code. By providing a user-friendly interface, the JSR simplifies the process of adapting to evolving needs and circumstances, ensuring that services remain relevant and effective.

The dynamic nature of the JSR ensures that it can respond promptly to new challenges and opportunities, facilitating the identification and enrollment of eligible beneficiaries based on up-to-date socio-economic data. This adaptability enhances the efficiency and impact of social protection programs, allowing them to better serve the population and address specific needs. Furthermore, the JSR streamlines the coordination between multiple services and programs, promoting a more integrated and holistic approach to social welfare.

With a robust administrative control, the platform allows for real-time modifications and enhancements, thus enabling administrators to keep pace with policy changes, emergent societal needs, and disaster response requirements. It also supports the monitoring and evaluation of social programs, providing comprehensive insights into their effectiveness and facilitating evidence-based decision-making. By acting as a centralized repository of household information, the JSR aids in policy formulation, giving a clearer picture of the socio-economic conditions of the population.

In summary, the JSR's capability to dynamically manage service provisioning and targeting criteria empowers administrators to continuously improve the social protection landscape, making it more responsive, efficient, and effective in addressing the needs of the population. The platform's adaptive features ensure that the services provided are not only timely but also tailored to the specific needs and circumstances of beneficiaries, thereby maximizing the impact of social protection initiatives.

3.1 MAJOR STAKEHOLDERS

The key stakeholders[1] for the current implementation of the Social Registry are:

3.1.1 Implementation Management Stakeholders

The stakeholders listed below will be actively involved during the system implementation period. Their roles span across contract management, technical advisory, and system ownership, ensuring a comprehensive and collaborative approach to the implementation and sustainability of the Social Registry.

- MoPIC / UCT PMU
- MoDEE
- MoSD
- NAF

3.1.2 Service Providers

The stakeholders mentioned in this section (2.1.2) are integral to the ownership and interaction with the services to be implemented as outlined in Annex 7.1. Each of these entities will have distinct roles and responsibilities, facilitating not only the launch but also the continuous operation and

[1] More stakeholders could be included if needed.

enhancement of the Social Registry. Their involvement is critical in ensuring the services are delivered efficiently and effectively to those in need.

- MoSD
- NAF
- MEMR
- Zakat Fund
- HIA – MoH
- Tikyet Um Ali
- JHCO

3.1.3 Data Providers (Initial List)

The current services and calculations model would initially require integration with the following stakeholders

Stakeholder	Data Source	Integration Method
Agriculture Credit Corporation **مؤسسة الإقراض الزراعي**	Loans	NUR or GSB
Civil & Military Retirement Directorate **مديرية التقاعد المدني والعسكري**	Retirees	GSB
Civil Status and Passport Department **دائرة الأحوال المدنية والجوازات**	Civil Registry	GSB
Companies Control Department **دائرة مراقب الشركات**	Companies	GSB
Department of Land & Survey **دائرة الأراضي والمساحة**	Real Estate	GSB
	Ownership Deeds	GSB
	Land Plan (مخطط أراضي)	GSB
Department of Palestinian Affairs	Beneficiaries	Not available GSB
Development & Employment Fund **صندوق التنمية والتشغيل**	Loans	NUR or GSB
Drivers & Vehicles Licensing Department **دائرة ترخيص السواقين والمركبات**	Vehicles	GSB
	Driving Licenses	GSB
Government Tender Department **دائرة العطاءات الحكومية**	Contractors	GSB
Greater Amman Municipality **أمانة عمان الكبرى**	Vocational Licenses	GSB
	Property Tax (ضريبة المسقفات)	GSB
	Retirees	NUR or GSB
	Site plan (مخطط موقع تنظيمى)	GSB
	Construction Permits	Not available GSB
Health Insurance Department **مديرية التأمين الصحي**	Insured Individuals	GSB
Income and Sales Tax Department **دائرة ضريبة الدخل والمبيعات**	Tax Payers	GSB
Jordan Customs **الجمارك الأردنية**	Importers	Not available over GSB
	Vehicle Tax Exemptions	Not available over GSB

Stakeholder	Data Source	Integration Method
Land Transport Regulatory Commission **هيئة تنظيم النقل البري**	Land Transportation Vehicles	NUR or GSB
Ministry of Agriculture	Livestock	GSB
Ministry of Education **وزارة التربية والتعليم**	Students	GSB
Ministry of Higher Education & Scientific Research **وزارة التعليم العالي والبحث العلمي**	University Students	GSB
Ministry of Industry, Trade and Supply **وزارة الصناعة والتجارة والتموين**	Sole Proprietorships	GSB
Ministry of Justice **وزارة العدل**	Financial Claims	GSB
	Bails	GSB
	No-Criminal Records	GSB
Ministry of Labour **وزارة العمل**	Foreign Domestic Workers	GSB
	Sajjil	GSB
Ministry of Local Administration **وزارة الإدارة المحلية**	Property Tax	NUR or GSB
	Site plan (مخطط موقع تنظيمي)	GSB
	Construction Permits	GSB
Ministry of Social Development **وزارة التنمية الاجتماعية**	Juveniles	NUR or GSB
	Social Housing	GSB
	Loans	GSB
	Trainings	GSB
	MoSD Alumni	Not available on GSB
National Aid Fund **صندوق المعونة الوطنية**	Himaya Beneficiaries	NUR or GSB
National Aid Fund **صندوق المعونة الوطنية**	UCT Beneficiaries	NUR or GSB
Orphans Fund Development Foundation **مؤسسة تنمية أموال الأيتام**	Orphans	NUR or GSB
	Loans	NUR or GSB
	Deposits	NUR or GSB
Public Corporation for Housing & Urban Development **المؤسسة العامة للإسكان والتطوير الحضري**	Real Estate	NUR or GSB
Registry of Societies **سجل الجمعيات**	Societies / Takamul	GSB
Residency & Borders Directorate **إدارة الإقامة والحدود**	Travelers	NUR or GSB
Service and Public Administration Commission[1] **هيئة الإدارة والخدمة العامة**	Registry of Applicants	NUR or GSB
	Registry of Civil Servants	NUR or GSB
Social Security Corporation **المؤسسة العامة للضمان الاجتماعي**	Subscribers	GSB
Supreme Judge Department	Guardianship Letter (حجة وصاية)	GSB
	Custody Letter (حجة حضانة)	GSB
Supreme Justice Department	Alimony	NUR or GSB

[1] Previously Civil Service Bureau, ديوان الخدمة المدنية

Stakeholder	Data Source	Integration Method
دائرة قاضي القضاة		
The Higher Council for the Rights of Persons with Disabilities **المجلس الأعلى لحقوق الأشخاص ذوي الإعاقة**	Disabled Persons	GSB
Vocational Training Corporation **مؤسسة التدريب المهني**	Registry of Trainees	NUR or GSB
Zakat Fund **صندوق الزكاة**	Beneficiaries	NUR or GSB

Any new stakeholder identified during business gathering phase shall be included within the original list of initial stakeholders. It is the winning bidder responsibility to build needed APIs for any new stakeholder, also to update the API from the already available stakeholder above.

3.2 Definition of Required IT Systems and Architecture

The following table shows high-level description of the system architecture and components

System	Description	Remarks
Social Registry Frontend	The social registry front-end should provide the ability to users to login to the system. The registry shall handle multiple modules that will serve and help the applicant such as (but not limited to) - Notification process - Request status tracking - Dashboard - Services provided by the service providers - Others	The winning bidder should design, develop, deploy, and test the frontend

System	Description	Remarks
Social Registry Backoffice system	The winning bidder is required to build a backend system that will allow the management of the registry, creation of programs, forms, and the management of eligibility criteria for each program and the general targeting formula. In addition to that, the winning bidder is expected to build a simple case management tool to manage the cases for entities that do not have an existing backend solution for their own services.	Winning bidder is required to integrate the portal front end with the back-end systems of each entity if it is available[1] . The winning bidder will be responsible for designing and developing the API any other API, which will allow the new system to handle all transactions and data flows previously managed by the existing system or to integrate with any other system or stakeholder. The winning shall conduct a comprehensive analysis to determine the optimal approach for integrating the developed solution with different internal systems. The winning bidder must build the backend workflow, integrations, fee calculation, search and inquiries, and business rules… etc. and should be able to accept requests from the frontend application and go through the flow of the application for the services and should handle multiple modules that will serve and help the applicant such as but not limited: • Notification process. • Status Tracking/ update. • Application fields update, comments, uploads documents. The back-office management system shall be available for use even if the integration with the recipient agency's MIS exists. The back-office shall allow the agencies staff to review applications and provide feedback (simple case management) on them. The changes on the cases shall trigger notifications to the applicants. Any updates on the application in the back-office shall be reflected to the backend MIS as well.
Integration with MISs and other Backend systems	The social registry shall connect to back-end system via web services (middle Integration layer). The integration web services will receive the applicant service request and forward it to the related MIS and case management systems.	-

[1] APIs of external systems will be provided to the winning bidder

System	Description	Remarks
Mobile Application	No mobile application is needed to be developed within this TOR. However, the platform should be easily navigable through the mobile. also the services to be added to SANAD Mobile application by the winning bidder.	The frontend System should be mobile responsive

3.3 LEGAL FRAMEWORK

The list of laws, bylaws, instructions, strategies and policies for the legislative instruments that regulate the current provision:

- نظام المشتريات الحكومية رقم 8 لسنة 2022 وتعديلاته
- قانون حماية البيانات الشخصية رقم 24 لسنة 2023
- قانون المعاملات الالكترونية رقم 15 لسنة 2015
- قانون التنمية الاجتماعية رقم 4 لسنة 2024
- قانون صندوق المعونة الوطنية رقم 36 لعام 1986 وتعديلاته
- نظام حقوق الشخص المعني والموافقة المسبقة وسحبها والمعالجة المستثناة من أخذ الموافقة المسبقة
- التعليمات المعدلة لتعليمات برنامج الدعم النقدي الموحد للأسر المرقم 3 لسنة 2022
- استراتيجية الحماية الاجتماعية
- الاستراتيجية الوطنية للتحول الرقمي والخطة التنفيذية
- استراتيجية الصحة الرقمية

3.4 IMPORTANT NOTES

- There are certain activities to be performed and deliverables to be provided by the winning bidder during execution of the Project. More detailed information on each of them is given in the next sections. The bidder shall provide such services, deliverables, in addition to support, maintenance and warranty, including any requirements or activities needed for the proper functioning of the system beside those outlined in the following listing and the cost of these requirements or activities should be included in the fixed lump sum price submitted by the bidder. Note that bidders should detail in their proposals all recommended mechanisms and methodologies through which its services and deliverables will be accomplished. All the final documentation deliverables of the project are required to be prepared in English and properly translated to Arabic. Nevertheless, very technical documents such as DB design, architecture design, etc. can be accepted in English language.

- Final deliverables submitted by the winning bidder should be attached to an original official letter properly bounded, stamped and signed by the winning bidder as shall be defined and approved by MoDEE in cooperation with MoSD/NAF.

- The winning bidder should assure that the platform architecture, design and implementation include the use of GSB in system integration and information exchange.

- The winning bidder shall develop the required solution using any technology and provide all the required licenses.

- The winning bidder shall comply with MoDEE technical and security standards and requirements.

- Regarding questions and answers (Q&A’s), the bidder is required to use the template for questions and answers Annex 8.17, and to send it by email as word file.

- Important definitions:
    - Preliminary Acceptance: the official acceptance by MoDEE after the winning bidder finishes and delivers all work defined in the scope of work and before the start of maintenance.
    - Final Acceptance: the official acceptance by MoDEE after the winning bidder finishes and delivers all work in the contract and after the warranty and maintenance period.

- The duration time for implementing this project is (180) calendar days in addition to the (24), months warranty, maintenance and support time from the preliminary acceptance of the software’s deployment by MoDEE in cooperation with MoSD/NAF. The bidder must specify the proposed project duration as it will be part of the evaluation (please check section 7.4.1)

4 SCOPE OF WORK

The scope of this SOW covers the development of the Jordan Social Registry and deploying it into the hosting environment at the Governmental Private Cloud at the Ministry of Digital Economy & Entrepreneurship. Moreover, the selected Contractor shall be responsible for the configuration of the following service families in the registry.

- Unified Cash Transfer Program – الدعم النقدي الموحد
- Social Housing (Build/Purchase, Maintenance, Rebuild) – خدمات الأبنية والمساكن
- Energy support for Poor Households and NAF Beneficiaries (Fils Al-Reef) – دعم الطاقة للأسر الفقيرة ومنفعي صندوق المعونة الوطنية (فلس الريف)
- Health Insurance for Poor Households and NAF Beneficiaries – التأمين الصحي للأسر الفقيرة ومنتفعي صندوق المعونة الوطنية
- PWD Foster Alternatives – بدائل الإيواء لذوي الإعاقة
- Elderlies Services from the Elders Fund – الإنتفاع والإنفاق للمسنين من حساب رعاية المسنين
- NGOs/CSOs cash and in-kind support – الدعم النقدي والعيني المقدم من مؤسسات المجتمع المدني

The scope also includes the testing, capacity building, warranty and post-implementation maintenance and support; in addition to all other services needed to ensure the sustainability of the implemented system.

4.1 COMPONENT 1 – BUSINESS REQUIREMENTS GATHERING

4.1.1 Objective

The objective of this section is to clearly define and document the business needs and technical requirements necessary to build and maintain a Social Registry for the Government of Jordan. The JSR will be built to meet GoJ's specific needs. Below is the detailed content for Business Requirements Gathering.

4.1.2 Winning Bidder Activities

In order to complete the project in a proper manner; the winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper fulfillment of the project should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder.

- Perform data gathering to identify customer journey and business requirements for all funding programs in all entities.

- Study, analyze and enhance customer experience in providing the required services and processes describing all channels and touchpoints proposed to deliver and provide the services.

- Proposed frontend workflow for each customer journey and find a unified frontend process for all funding programs.

- Suggest integration requirements for frontend and backend system (if available) or propose a dynamic backend for the all agencies and services. Any integration point come up during requirement gathering phase for the stakeholders and is not mentioned in the Integration matrix (exist or not), will be the winning bidder's responsibility to build these integration points without any additional cost.

- Conduct meetings with stakeholders involved in providing the services and provide a technical assessment for the integration points to determine the most appropriate integration way to obtain the required data.

- Recommend associated amendments/improvements in Forms and Templates required to deliver the new design of services/processes.

- Software Requirement Specification (SRS), and integration specification document (ISD) needed to deliver the proposed solution portal.

4.1.3 Technical Proposal Requirements

The bidder is required to provide the following information in the technical proposal:

- Describe methodology used in Business Requirements Gathering and service enhancement
- Describe the implementation methodology for all the points that are mentioned in the scope of work and e-service system delivery component overall implementation strategy, covering the Phases of implementation, Tools and frameworks utilized in the implementation process
- Describe Requirements Gathering :
  - Method for collecting functional and non-functional requirements.
  - Techniques for validating requirements with stakeholders.

- Provide a list of deliverables for the Business Requirements Gathering and service enhancement

4.1.4 Financial Proposal Requirements

The bidder is required to provide the following information in the financial proposal in relation to the activities mentioned above:

- List all costs associated with Business Requirements Gathering and service enhancement

4.1.5 Deliverables

The winning bidder is required to provide all the deliverables mentioned below in Arabic except for technical documents, in addition to the complete associated models in the governmental portal, noting that any other related deliverables needed for the proper delivery of the project should be also provided by the winning bidder and associated cost should be included in the fixed lump sum price submitted by the bidder:

- Software Requirements Specification Document (SRS)

- Sign-Off Documentation from MoDEE and MoSD/NAF and any entities in the SOW approving the gathered requirements

4.2 COMPONENT 2 – PLATFORM DELIVERY AND DOCUMENTATION

4.2.1 Objectives

The goal of this section is to outline the detailed processes and requirements for delivering and documenting the Jordan Social Registry, ensuring that it is built, configured, installed, and deployed efficiently. This component will ensure a structured approach to the platform's delivery and provide comprehensive documentation for the system's use, maintenance, and support.

4.2.2 Winning Bidder Activities

In order to develop and launch this new solution, the winning bidder is required to perform the activities mentioned below, the winning bidder should provide noting that any additional related activities needed for the proper functioning of the system and its cost should be included in the fixed lump sum price submitted by the bidder:

System Implementation

- Provide detailed requirements specifications document for online and walk in scenarios for the new back-end system and eservices showing Integration with both current internal systems and stakeholders. (SRS template shall be approved by MODEE before starting documentation)

- Deliver, unpack, install, implement, and configure the proposed solution with its all required components, and all needed integrations with all parties (e E-GOV shared services, internal and external stakeholders) based on the SRS and ISD approved documents.

- Design, develop, implement, deploy (install, test, launch) and rollout of the proposed system including soft launch to ensure user adoption. This needs to be done in view of the following elements: - The implementation framework (see Section 2.2). - Required service delivery processes. - Be aligned with the e-Government Architecture Framework (including the use of shared components and services like the SMS Gateway, eFAWATEERcom, e-Government Contact Center, Government Service Bus (GSB) (when needed).

- Design and build required interfaces for the various solution components.

- Ensure full integration between solution components and external partners systems, in addition to e-government shared services based on the approved documents.

- Design, build and implement APIs according to MoDEE requirements to use the self-services of the system.

- Develop/ provide all professional activities and services needed to deliver the integration between the existing systems and new system (if needed).

- Perform the integration between all stakeholders and Entity system through GSB

- The winning bidder must take into consideration that services requests must be directed/ redirected to the related entities for processing through the system

- Develop scanning functionality/feature on the walk-in application to enable Entity users to scan documents and upload it to the system, the application should be integrated to the Entity archiving system.

- Build and consume SOAP or Restful APIs to expose the services over GSB to any other channel or provider or application (i.e. SANAD), according to MODEE standards, the APIs should be publishable using API connect platform

- Develop all needed web services (provider and/or consumer) needed for the proper functioning of the system

Cloud Native Deployment

- The system must be deployed on the government private cloud (hosted at MoDEE), utilizing MoDEE infrastructure. The bidder should meet all necessary security and performance standards outlined by MoDEE and the National Cyber Security Center (NCSC).

- Working closely with MODEE – Datacenter teams to deploy the built APIs over GSB and test it

Services Configuration

- The bidder shall configure the pilot services on the platform according to the requirements provided by the agencies.

- Specific configuration tasks should include:
    - Configuring the intake forms
    - Configuring the workflow for the back-office system
    - Configure the initial eligibility criteria of each service
    - Setting up roles and permissions based on the agency's organizational structure.

System Documentation

- Provide a detailed functional design document together with detailed functional, non-functional, and technical specifications of the proposed solution, use cases and use case diagrams considering the integration with all e-government shared services and the required access and delivery channels.

- Provide solution architecture and MODEE has the right to study, update and approve it.

- Provide very well documentation for the built APIs

- Prepare the following documentation:
    - System technical documentation (covering detailed requirements, architecture, data model, algorithms, protocols, functionality of modules, quality-related documentation, and artifacts, etc.)
    - System manuals (covering software installation and configuration, maintenance, backup, recovery, optimization, etc.)
    - End-user manuals

- A clear written failure and failback procedures must be provided.

- Develop on-line help for e-Services system.

User Acceptance

- Develop and conduct the User Acceptance Test (UAT) in collaboration with MoDEE and NAF/MOSD team.

- Develop and conduct the User Acceptance Test (UAT) in collaboration of MODEE

4.2.3 Technical Proposal Requirements

The bidder is required to provide the following information in the technical proposal in relation to the System delivery:

System Implementation

- Provide a high-level design of the solution, describing: - System architecture, functions, and interactions of all the components - Network architecture and connectivity, taking into consideration linking with branches and windows.

- Describe logical n-tier architecture for the solution.

- Describe solutions to meet the requirement of multi-channel access and delivery of the services (the winning bidder will be provided with the relevant documentation describing the integration with the available access and delivery channels)

- Provide details regarding the main functionalities of the solution in addition to their compliancy with the system features.

- Describe approach to developing the prototype of the system.

- Describe approach and methodology for integrating the solution with shared e-government infrastructure components (Payment Gateway, e-Government Contact Center, SMS Gateway, etc.), and the agencies MISs.

- Describe approach of launching and rolling out the solution.

- Provide a list of deliverables for the System Implementation.

- Describe bidder's qualifications in e-Business Applications Development

System Documentation

- Describe approach and methodology for developing the required documentation.

- Describe experience in user documentation development.

- Describe bidder's qualifications in System Documentation development.

- System technical documentation (covering use cases and use case diagrams, detailed requirements, architecture, data model, algorithms, protocols, functionality of modules, quality-related documentation, and artifacts, etc.)

- System manuals (covering software and hardware installation and configuration, maintenance, backup, recovery, optimization etc.)

- End-user manuals (including and not limited to FAQ, “How do I” questions; in English and Arabic).

4.2.4 Financial Proposal Requirements

The bidder is required to provide the following information in the financial proposal in relation to the financial:

System Implementation

- List all costs associated with system implementation, considering that the cost of each module shall be listed separately.

System Documentation

- List all costs associated with documentation development, considering that the cost of each module shall be listed separately.

<u>The bidders must clarify in their financial offers all licenses cost, in addition to any direct or ongoing costs</u>

4.2.5 Deliverables

The winning bidder is required to provide the deliverables mentioned below, noting that any other related deliverables needed for the proper functioning of the system should be also provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

System Implementation

- Detailed requirements specifications document.

- Detailed functional, non-functional design, and technical specifications of the system.

- Recommendation report concerning the exciting legacy systems databases.

- System prototype.

- Implemented overall solution delivery including relevant interfaces, data migration, and integration with all related internal and external systems.

- On-line help for system (in English and Arabic).

- Detailed documented approach for the integration with the shared e-government infrastructure components: like, eFAWATEERcom managed by Madfooatcom, GSB, etc., and legacy systems existing in stakeholders involved in the process of rendering the new systems.

- Detailed solution architecture

- Sprint reviews feedback and sign off.

- Detailed integration document for integrations with internal systems and with systems existing in stakeholders involved in the process of rendering the e-Services.
- Solution source code
- The database model (as a diagram, document, …etc.)
- A document explaining application setup and troubleshooting
- Tested and deployed APIs
- Design document for the built APIs
- Documentation for the template built for SANAD Mobile App
- Make full cycle test of the APIs published over GSB and deliver its Postman collection.
- Develop the services in the scope on Sanad application (Mobile Application) based on Sanad theme and according to Sanad architecture.
- Develop and conduct the User Acceptance Test (UAT) in collaboration of MODEE.
- Develop the QR code on all delivered documents (where applicable) using the QR Code as a Service that provided by MoDEE.
- The built APIs should comply with MoDEE and Sanad requirements.
- Build the new services within this scope using the restful APIs which published on GSB.
- Provide full use case scenarios for the built APIs.

System Documentation

- System technical documentation (covering use cases and use case diagrams, detailed requirements, architecture, data model, algorithms, protocols, functionality of modules, quality-related documentation, and artifacts, etc.).
- System manuals (covering software installation and configuration, maintenance, backup, recovery, optimization etc.).
- End-user manuals (including FAQ, “How do I” questions; in English and Arabic).
- Detailed User Acceptance Test (UAT) Document and UAT test result report based on Winning Bidder execution of those tests.
- Roll out strategy document

4.3 COMPONENT 3 – REQUIRED SOLUTION (PLATFORM) INFRASTRUCTURE

4.3.1 Objective

The purpose of this section is to outline the detailed infrastructure requirements needed for the JSR to operate efficiently, securely, and in line with the Ministry's objectives. The infrastructure will include hardware, software, network, and security specifications to ensure seamless operation and integration with existing systems. The JSR will be deployed on the Government Private Cloud, ensuring that it meets the required performance, scalability, and security standards.

4.3.2 Winning Bidder Activities

The winning bidder is required to perform the activities mentioned below regarding solution Infrastructure:

- Must provide the solution hosted on the Government Private Cloud (GPC) and fully integrated with Nutanix AHV.

- Must provide the solution design architecture that includes the required virtual machines (VMs), databases (DBs), or any other related services (GPC and infrastructure services are listed below).

- Must describe each component's functionality and role in the architecture, knowing that GPC provides 3-tiers architecture for management and security purposes (Web, App, Data).

- Must provide the required sizing (computing specifications) that will be utilized for VMs and DBs.

* GPC provides the bidders with different services as in the below table.

Government Private Cloud Services

1. Virtual Machines
    a. Option 1: Windows Server 2019/2022 Enterprise Edition (Licensed)
    b. Option 2: Ubuntu/Oracle Linux
    c. Option 3: Any other OS is the bidder responsibility to provide, install, configure, and license it. Any required licenses must be included in the financial proposal as optional item.

2. Databases
    a. Option 1: MySQL database as a service on GPC (DBaaS)
    b. Option 2: Microsoft SQL database as a service on GPC (DBaaS)
    c. Option 3: Oracle Database as a Service on GPC based on EXADATA. The available version is 19C (DBaaS)
    d. Option 4: Installing your own MySQL, MS SQL server, Oracle DBs or any other DBs. In this case, it is the bidder's responsibility to provide, install, configure and license the DB. Licenses cost mist be included in the financial proposal as an optional item.

3. Other Services Provided by GPC
    a. Load Balancer (LB)
    b. Web application Firewall (WAF)
    c. Publishing & DNS
    d. Object Storage
    e. Micro segmentation

f. Backup Solution
g. Warm DR on infrastructure level; the bidder must provide business continuity plan for all proposed solution components
h. Antivirus
i. SSL certificate
j. SMTP Integration
k. SMS Gateway integration

4.3.3 Technical Proposal Requirements

The bidder is required to provide the following information in the technical proposal in relation to the required infrastructure:

- Proposed options for hosting on GPC
- Logical infrastructure architecture showing all solution components and its description.
- Proposed GPC services that will fulfill project's needs and requirements.
- Required computing resources to host the solution.

Note: If during the implementation found that the infrastructure component described in the technical proposal submitted by the winning bidder does not fulfill the requirements of the scope of this project, then the winning bidder must provide all additional needed infrastructure components and the cost of all these additional components will be borne by the winning bidder.

4.3.4 Financial Proposal Requirements

The bidder is required to provide list of all costs associated with the required infrastructure components, services, and licenses in the financial proposal.

4.3.5 Deliverables

The winning bidder is required to provide the below deliverables:

- Comprehensive logical infrastructure architecture
- Computing resources required to host the solution (sizing)
- Description and functionality for each infrastructure component
- All required licenses

4.4 COMPONENT 4 – INFORMATION SECURITY

4.4.1 Objective

This section outlines the necessary information security requirements for the JSR to ensure that the platform is protected against data breaches, unauthorized access, and cyber threats. The information security measures must comply with national and international standards, including ISO 27001 and local data protection laws, ensuring the system's integrity, confidentiality, and availability.

4.4.2 Winning Bidder Activities

In order to execute "System Security" component of this project, the winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the winning bidder:

- Assess, implement, test, and deploy appropriate information security controls and measures to secure the proposed solution considering Controls to enforce separation of duties depending on Need-to-Know and Need-to-Do.

- Ensure that the final Proposed solution include comprehensive (actions and privilege usage) audit and log management and reporting tools for all transactions, especially security logs, based on need-to-know and need-to-do basis.
- Ensure secure exception and error management that is both user-friendly and not revealing sensitive and structure data.

- Design and build encrypted secure connections and communication channels to ensure:
    a. Secure connections between clients and the System.
    b. Secure connections between the System and it is component.

- Ensure that all the servers (web, application, and database) are Configure using the security best practices

- The developed web application and mobile should follow the following standard.
    a. Latest OWASP Application Security Verification Standard V4.0 (2019) level 1 and applicable level 2 and Level 3 controls
    b. Mobile Application Security Verification Standard (MASVS) level 1 and applicable level 2 and Level 3 controls

- Ensure that the proposed solution (including the API) is protected against web application threats, such as dangerous URL and attacks such as cross-site scripting, session hijacking…etc. The solution should ensure that it is not vulnerable to the latest "OWASP" Top 10 Security Risks (2021)[1] listed below:
    a. Broken Access Control
    b. Cryptographic Failure
    c. Injection
    d. Insecure Design
    e. Security Misconfiguration
    f. Vulnerable and Outdated Components
    g. Identification and Authentication Failure
    h. Software and Data Integrity Failures
    i. Security Logging and Monitoring Failures
    j. Server-Side Request Forgery (SSRF)

- Conduct vulnerability assessment and penetration test for the solution and the mobile integration through a third party (the third-party company should be approved by NAF/MOSD and MoDEE)

[1] https://owasp.org/www-project-top-ten/

- For secure development the bidder should follow the OWASP Application Security Verification Standard (ASVS) and Mobile Application Security Verification Standard (MASVS) and Web Security Testing Guide project and apply the applicable control from them.

- Input validation must be done on the client side and server side

- Ensure registration, credential recovery, and API pathways are hardened against account enumeration attacks by using the same messages for all outcomes

- Establish and use a secure development lifecycle and Establish and use a library of secure design patterns or paved road ready to use components

- Use a server-side, secure, built-in session manager that generates a new random session ID with high entropy after login. Session identifier should not be in the URL, be securely stored, and invalidated after logout, idle, and absolute timeouts

- Design and build secure connections and communication channels using TLSv2 or above and only Strong Cipher is used

- Ensure all login, access control, transaction and server-side input validation failures can be logged with sufficient user context to identify suspicious or malicious accounts and held for enough time

- Ensure high-value transactions have an audit trail with integrity controls to prevent tampering or deletion, such as append-only database tables or similar.

- Work with MODEE to add the service on the web application firewall(WAF)

In the same manner, MoDEE and NAF/MOSD reserves the right to perform its own security vulnerability assessment against the proposed solution.

Upon receiving the latter test results, it is the responsibility of the winning bidder to apply appropriate measures and actions (based on the initial submitted recommendations and required directions from MoDEE/ MOSD) to eliminate reported vulnerabilities and ensure system security, such results are required to be plugged into hardening the Proposed solution on their respected levels.

An additional security vulnerability test should be conducted to ensure that all vulnerabilities were handled and eliminated.

4.4.3 Technical Proposal Requirements

The bidder is required to provide the following information in the technical proposal in relation to the "System Security" component:

- Describe how will the proposed solution guarantees that there are no severe security flaws in the generated application.

- Proposed security architecture for the proposed solution that complies with international standards such as ISO 27001 and ISO 27002 or any other relevant standards.

- Proposed design for secure connections between clients and the platform.
- Propose approach to ensure that the solution should ensure that it is not vulnerable to the latest OWASP Top 10 attacks.

4.4.4 Financial Proposal Requirements

The winning bidder is required to provide the following information in the financial proposal in relation to the “System Security” component:

- List all costs associated with the completion of the “System Security” component.

4.4.5 Deliverables

The winning bidder is required to provide the deliverables mentioned below:

- Provide security test results demonstrating the protection of the solution from dangerous URL and attacks such as cross-site scripting, MiTM attacks, Session hijacking…etc. and it is not vulnerable to OWASP latest Top 10 vulnerabilities.
- Security Test Results clarifying the elimination of the System from dangerous URL and attacks such as cross-site scripting, Session hijacking. And it is not vulnerable to latest OWASP Top 10 vulnerabilities.
- Verification check list against all the applied controls of the required OWASP Application Security Verification Standard V4.0 (2019).
- Verification check list against all the applied controls of the required MASVS v1.2

4.5 Component 5 – Change Management, Knowledge Transfer, Training & Customer Journey/Experience

4.5.1 Objective

This section defines the approach and processes for managing change, transferring knowledge, providing comprehensive training, and ensuring a positive customer experience during the implementation and operation of the JSR. The goal is to ensure a smooth transition to the new system, build the necessary skills within the agencies, and continuously improve user satisfaction throughout the system's lifecycle.

4.5.2 Winning Bidder Activities

In order to provide Change Management, Knowledge Transfer, Training and customer journey the winning bidder is required to perform the activities mentioned below, noting that any other related Change Management, Knowledge, Transfer, and training needed for the proper qualification of stakeholders personnel should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

- It is important to emphasis that the design of standard customer Journey/experience would be of great help to the MODEE and NAF/MOSD, who may be in the process of developing new e-Government services to ensure consistency among e-Government services in general and with launched services in NAF/MOSD in specific, and provide a focus for customer experience, please refer to Annex 8.16 for more information about the customer journey/experience.

- The winning bidder is required to prepare, present, and execute plan of knowledge transfer and training for identified stakeholders among different user's types. It should ensure that all types of users and administrators are prepared to operate the platform and to take over future enhancements or support of the service developed. Knowledge transfer should be arranged at various phases of the Project.

- The winning bidder is required to provide job -shadowing training for 7 developers from 7 entities during the whole project timeline starting from the first day of the project.

- The following are attendees numbers:
    a. End user training , TOT (up to7)
    b. End user training (20)
    c. System Administrators (8)
    d. Development training based on Selected technology (5)
    e. E-government contact center representatives (2 per each phase)
    f. Stakeholder training (25)

- Provide training handout material, materials should include related links and videos (soft and hard copies for all attendees).

- Provide training handout material, materials should include related links and videos (soft and hard copies for all attendees).

- Provide educational Arabic & English videos detailing how to use the system

- Duration for Educational videos must be within 2– 3 minutes with Arabic & English professional narration services for providing dialogue and narration.

- The final video: will be used on YouTube, Social media channels, websites and as seems appropriate.

- Training venue and all needed PCs and equipment for training purposed will be the responsibility of the winning bidder.

Note: Train the Trainer approach will be applied for government employees that will have view or write access on the developed solution. Training shall be provided to NAF/MOSD personnel who will provide training and awareness sessions to all NAF/MOSD system users.

4.5.3 Technical Proposal Requirements

The bidder is required to provide the following information in the technical proposal in relation to the Knowledge Transfer, and Training:

- Prepare and execute change management, knowledge transfer and awareness plan. Change management and awareness sessions should be conducted; in two levels; technical team and top management awareness
- Describe strategy and approach, including tools for change management, knowledge transfer and training
- Describe strategy suggested for Training plan, describing, and listing the proposed training sessions, session duration, and number of attendees per session, (max no. of attendees per session is 20). Noting that the suggested plan in the technical proposal will be subject to approval or amendments during project execution to reach a training plan approved by MOSD and MoDEE
- Describe approach, including tools for internal awareness activities
- Provide a high-level training schedule showing the training activities by phase.
- Provide a list of deliverables for the Change Management, Knowledge Transfer, and Training
- Describe bidder's qualifications in training including references and CV's of trainers.
- Describe bidder's qualifications in preparing educational videos
- Qualified trainer on the technology that will be worked on.
- Qualified TOT Trainer.
- Describe bidder's qualification in change managements.
- State the Compliance to the customer Journey/experience requirements mentioned in Annex 8.16.
- Comply with all winning bidder activities regarding Change Management, Knowledge Transfer, Training and Customer Journey/Experience.

4.5.4 Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the Knowledge Transfer, and Training:

- List all costs associated with Change Management and Customer Journey activities.
- List all costs associated with training and Knowledge Transfer.

4.5.5 Deliverables

The winning bidder is required to provide the deliverables mentioned below, and any other related deliverables needed for the proper Change Management, Knowledge Transfer, and training and its cost should be included in the fixed lump sum price submitted by the bidder:

- Awareness session plan.
- Change management, Knowledge transfer and training plan
- Awareness, Knowledge transfer, and training sessions schedule and curricula.
- Arabic & English videos detailing how to use the system upon the requirements mentioned above in activities section.
- Executed Knowledge Transfer awareness sessions and training sessions for all relevant e-Service stakeholders.
- Training venue for training sessions and all needed PCs and equipment for training purposed will be the winning bidder responsibility.
- Training material (hardcopy and soft copy) (including Administrator training, Technical training, Stakeholders training, End-user training).
- Educational Arabic & English videos.
- Customer journey Compliance sheet

4.6 COMPONENT 6 – OPERATIONS SUPPORT AND MAINTENANCE

4.6.1 Objectives

The purpose of this section is to define the support and maintenance requirements for the JSR to ensure its ongoing functionality, reliability, and performance throughout its lifecycle. The winning bidder will be responsible for providing continuous operational support, scheduled maintenance, updates, and troubleshooting to ensure that the system operates effectively and meets the Ministry's needs.

4.6.2 Winning Bidder Activities

In order to execute "Operations Management" component of this project, the winning bidder is required to perform the activities mentioned below for 24 months after running the solution and obtaining the preliminary acceptance, noting that any additional related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the proposal submitted by the winning bidder:

- Assign a contact person / account manager to be responsible during the support and maintenance period of this contract.
- Provide support and maintenance services on 24X7 basis for the implemented solution by a team which possesses the proper knowledge and proven experience of proposed Solution.
- Ensure the availability of educated resources at the local partner to provide on-site support.
- Issue a service report after each and every site visit registering the reported incident, its root cause and the followed procedures for issue(s) successful resolution including the taken

and/or suggested recommendations and measures that shall prevent such incidents / issues from reoccurring in the future.

- Renewal of the licenses for the software products (required for the covering and completion of the scope of work in this RFP) should be for duration of 2 years (24 months) starting from the date of initial acceptance.

- Comply with the service level requirements defined by the NAF/MOSD and as shown in Annex 8.14 of this document.

- Provide communication channels to enable MOSD to report incidents that should be tracked and monitored until final resolution by the winning bidder and keeping MOSD informed about the status for these incidents until the final resolution.

- Applying the latest fixes, patches and required upgrades (major and minor) to the installed software during the support and maintenance period (if required) while ensuring system's integrity, reliability, conformity, and normal operation for all system features including the content.

4.6.3 Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to this component:

- Provide bidder's methodology of providing the support and maintenance services required in this RFP.

- Demonstrate the technical capability for the team who will be in charge for maintaining and supporting the platform, by providing the team qualifications and number of people who will be dedicated for supporting and maintaining the installed platform.

- Provide the appropriate escalation matrix and procedures (with contact details for concerned parties) that guarantees performing corrective measures in case needed and in actions within a guaranteed manner.

- Propose the Software Update Management Procedure, i.e. a proven approach for software patches, hot fixes, and minor upgrades (if the need may be) for the proposed solution.

- Provide the support and maintenance services cost per year for 3 years after the 24 months required period, this part will be optional for NAF/MOSD.

4.6.4 Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the "Operations Management" component:

- List all costs associated with the Operations Management component.

- Provide the operation and maintenance services cost per year for 3 years after the 24 months required period. This cost will not be included in the final contract (optional).

4.6.5 Deliverables

- Proof of software subscription for the period of 24 months.
- List of all fix's, patches and upgrades implemented during the support and maintenance period.

4.7 Component 7 – Quality Management

4.7.1 Objective

The purpose of this section is to define the processes and standards that will be followed to ensure the delivery of a high-quality platform that meets the Ministry's requirements. The quality management approach will cover all stages of the project, from system design and development to deployment, testing, and ongoing maintenance, ensuring that the system performs reliably, securely, and efficiently.

4.7.2 Winning bidder activities

In order to provide Quality Management, the winning bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

- Perform agile testing as it will be an integral part of the software development, where the whole development team will be conducting the testing on the developed features and functionalities and check behavior of the outcomes according to the expectations and requirements of MoDEE and NAF/MOSD team:
    - Conduct sprint units testing for eservices and integrations points.
    - Conduct sprint test.
    - Conduct end-to-end testing on the functionality level.
- Assign a dedicated Quality team to ensure quality of project deliverables or software through the related set of (Verification and Validation) activities.
- Prepare a detailed Quality plan scope that should include all project phases, deliverables, and artefacts of any type relevant to the project nature like Portals, websites, e-Services software, documentation, etc.
- The winning bidder Quality team shall be responsible for performing all testing activities according to plans and procedures defined within the quality plan, and as per the requirements stipulated within this document.
- Provide all Quality deliverables which ensure that all related activities are done successfully. This includes but not limited to Test Plans, Test Case Scenarios including acceptance test scenarios, Testing results/reports, Testing Summary report, Defect (Bug) report and other required/proposed artefacts.
- Prepare the testing/staging environment to be identical to production environment in the following points:

- Testing environment is fully Integrated to all web services and web forms
- Testing environment is fully integrated to staging e-payment gateways and shared government services

- Ensure proper deployment from staging environment to the ultimate Production environment after getting the approval from MoDEE in cooperation with NAF/MOSD. These environments are to be prepared and set by the winning bidder on GPC.

- Perform all needed activities in the User Acceptance Testing that should be done in cooperation with MoDEE and NAF/MOSD, all bugs and defects should be solved in order to get the approval on e-Services launching before each phase.

- Addressing any feedback or concerns raised during UAT and implementing necessary improvements.

- Formal sign-off from the Ministry upon successful completion of UAT.

- Provide all Quality deliverables, which ensure that all related activities are done successfully. This includes but not limited to Test Plans, Test Case Scenarios including acceptance test scenarios, Testing results/reports, Testing Summary report, Defect (Bug) report and other required/proposed artefacts.

- Please refer to Annex 8.16 for more information about the customer journey Experience standard and quality standard

NOTE: MODEE reserves the right to perform their own functional and non-functional test including security, performance, load, stress, quality and customer journey test on the solution (2 rounds test) and provide the reports to the winning bidder to apply bug fixing and recommendations to ensure system functionalities this will be done in each phase.

- Prior to conducting the performance test, the winning bidder, in collaboration with MoDEE project manager, has to deliver the requirements listed in annex 5.9: Performance Test Checklist.
- In case an additional round of testing is needed after the official 2 rounds, the cost will be covered by the winning bidder.

Commented [FD1]:

Following are the estimated cost for each testing type for each service:

#	Item Description	Additional Round (JD)(per service)
1.	Quality Test	620
2.	Customer Journey Test	440
3.	Performance test	100
4.	Load test	100
5.	Stress test	100
6.	Security	150

4.7.3 Technical Proposal Requirements

The bidder is required to provide the following information in the technical proposal in relation to the Quality Management and validation and demonstrate the approach and components through which the quality plan shall be implemented. The proposal should provide adequate explanation regarding the proposed Quality management plan, including but not limited to:

- Describe methodology for the overall Quality Management and bidder's professional qualifications (like Quality certificates/accreditation) in quality management.

- Comply that the testing/staging environment will be identical to production environment in the following points
    - Testing environment is fully integrated to all web services and web forms
    - Testing environment is fully integrated to all web to staging e-payment gateways and shared government services

- Assurance and Conformance of project deliverables and work products to established contractual agreements, processes, plans, policies, standards and procedures and e-Government requirements.

- Identify and describe the process for reviewing the test plans, test cases, and test results, identify the defect tracking processes, test environments, test roles and responsibilities, and test phase entrance/exit criteria.

- Identify and describe the process for determining whether deliverables are ready to deploy to the ultimate Production environment and production readiness criteria.

- Describe the project's quality practices, including but not limited to:
    - The set of reviews and checkpoints for the project, including entry and/or exit criteria; hold those reviews, and measure against entry/exit criteria.
    - The standards and KPI's to be used to measure project deliverable quality.
    - The Quality metrics to be used to measure project deliverable quality.

- Identify and describe the testing tools should be used by the bidder to perform all required testing types to measure of project deliverables quality and final products.

- Provide a list of deliverables for the Quality Planning and Management, as mentioned in the deliverable section below, and as per the bidder proposed approach.

4.7.4 Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to Quality Planning and Management in the financial proposal:

- List all costs associated with Quality Planning and Management activities.

4.7.5 Deliverables

The winning bidder is required to provide the deliverables mentioned below, noting that any other related deliverables needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder.

Quality management documentation that will cover the different knowledge areas, including but not limited to:

- Quality Management plan (Quality and Test Plan documents)
- Quality metrics and Key Performance Indicators (pre-UAT)
- Performed UAT sessions reports
- Test Case Scenarios documents (pre-UAT)
- Test Results document and quality reports
- User and System Acceptance Criteria documents
- Performed UAT sessions and approved UAT report.
- Test Data aligned with Test cases
- Test reports (manual and automation) that include:
    - Functional end-to-end test report
    - Integration test report
    - Usability test report
    - E-payment integration test report (if applicable)
    - Compatibility test report (including all supported browsers, screens, devices and operating systems)
    - Performance, stress and load tests reports

4.8 COMPONENT 8 – PROJECT MANAGEMENT

4.8.1 Objective

This section outlines the project management approach that will be followed to ensure the successful execution, delivery, and implementation of the JSR. The vendor will be responsible for managing all aspects of the project, including scope, timeline, resources, communication, risk management, and quality assurance, ensuring that the project is delivered on time, within budget, and meets the requirements.

4.8.2 Winning bidder activities

The Ministry of Digital Economy and Entrepreneurship is following the PMI Guideline for managing projects and as per the PMI best practices.

In order to provide project management services, the winning bidder is required to perform the project management processes in addition to the activities mentioned below, noting that any other related activities and processes needed for the proper functioning of the project implementation should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

- Appoint a dedicated Project Manager (full-time for the contract duration) with at least 5 years of experience to oversee the project execution together with project teams to execute all designated tasks and activities

- Assign a project coordinator with at least 3 years of experience

- Develop a Project Plan, including project objectives and success criteria, deliverables, role/responsibilities, communication protocols, document control methodology, schedule management, quality management plan and any needed project plan.

- Develop and maintain the overall project schedule, and review and verify the integration of the project team's activities & deliverables
- Develop project implementation strategy based on the needs and priorities of the business owner that will ensure stakeholders buy-in and creates the needed impact at the different stages of the project
- Develop a project plan that will determine and ensure the attainment of all project objectives through the proper prioritization and dependency consideration of different project activities.
- Work with MODEE and MOSD and its stakeholders to come up with solid rational for phased approach of the project implementation plan
- Ensure close cooperation with MODEE and NAF/MOSD Project team as well as the service provider and dependencies representatives
- Schedule and conduct on-site bi-weekly progress meetings involving the project team. Meeting Minutes will be recorded and distributed, including an outstanding action Item Log, detailing the status of key decisions, responsibility and required timing.
- Conduct Weekly progress meetings with MODEE in cooperation with NAF/MOSD team.
- Conduct periodic progress (steering committee) meetings with MODEE and all stakeholders' representatives at least once a month. Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, HR, communication, risk, etc.)
- Develop project organization structure to underline all possible resources needed from engaged parties including their roles and responsibilities as well as their involvement at different stages of the Project
- Establish and execute a process for reporting project progress including deadlines; delays, issues, and critical paths to ensuring deliverables are met within resource constraints
- Establish and execute a process for project risks and issues management and mitigation
- Implement submission, key performance indicators and acceptance procedures for approving project deliverables
- Close the project and document lessons learnt.

Note: MODEE will provide the winning bidder with a project management kit that is mandatory to comply with.

4.8.3 Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the Project Management:

- The project's agile implementation methodology and approach. And the description of the different phases of the project
- Describe ideas how the overall project coordination should be tackled in order to assure proper time and effective use of resources and information
- Describe proposed implementation strategy that will ensure project success.
- Provide Project management organization structure describing roles and responsibilities
- Describe approach for communication on the project
- Describe approach to report on project progress
- Describe approach to risks and issues management and mitigation
- Provide a list of deliverables for the Project Management.
- Describe methodology for the overall Project Management and bidder's professional qualifications (like PM certificates) in project management field
- Explicitly state commitment to adopt MODEE is the one and only project management tool to manage and collaborate regarding project activities
- Comply with all winning bidder activities regarding project management.

4.8.4 Financial proposal requirements

The bidder is required to provide the following information in the financial proposal in relation to the Project Planning and Management:

- List all costs associated with the Project Management.

4.8.5 Deliverables

The winning bidder is required to provide the deliverables mentioned below, noting that any other related deliverables needed for the proper functioning of the project implementation should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder:

- Project kick-off presentation (in English or Arabic)
- A project milestone schedule during the project preparation phase
- Project management documentation that will cover the different knowledge areas, listed below but not limited to:
    - Project Charter
    - Requirements management plan
    - Project management plan
    - Stakeholder management plan including project organization structure and roles and responsibilities
    - Communications management plan
      Quality management plan (as Described in Quality Management Component)
    - Risk management plan
    - Scheduled project status and progress reports, addressing Reasons behind any deviation from Project baseline plan.
    - Deliverables traceability matrix
- Issues and risk logs
- Action log
- Weekly and monthly status and progress reports
- Project closing presentation (in English or Arabic)

- Project conclusion document outlining work completed, lessons learned and recommendations for “next steps”

5 SYSTEM HIGH-LEVEL DESCRIPTION AND REQUIREMENTS

5.1 OVERALL SOLUTION DESCRIPTION

5.1.1 System High Level Design

The scope of the Jordan Social Registry includes all social protection services listed in the National Social Protection strategy. For the expansion pilot phase, the Government of Jordan selected five social protection categories.

The social registry will include the following components:

- A unified comprehensive registration module that creates and manages the profiles at the Social Registry. The profile shall allow the registration of households and individuals and giving them the ability to apply to the numerous services being published through the platform.
- A Welfare Ranking module that generates the poverty score using an approved targeting formula.
- Programs and services management module that will allow the creation of programs and define the inclusion/exclusion criteria for beneficiaries and the enrolment threshold.
- A Shock Responsiveness module that allows the authorized users handling crisis and emergencies to identify affected households.

Furthermore, the registry will be connected to

- The National Unified Data Registry that serves as a data feeder for the social registry
- The MIS and Case Management systems of the agencies providing the social services.
- The Government IDM & Sanad

The following figure demonstrates the high-level design of the platform.

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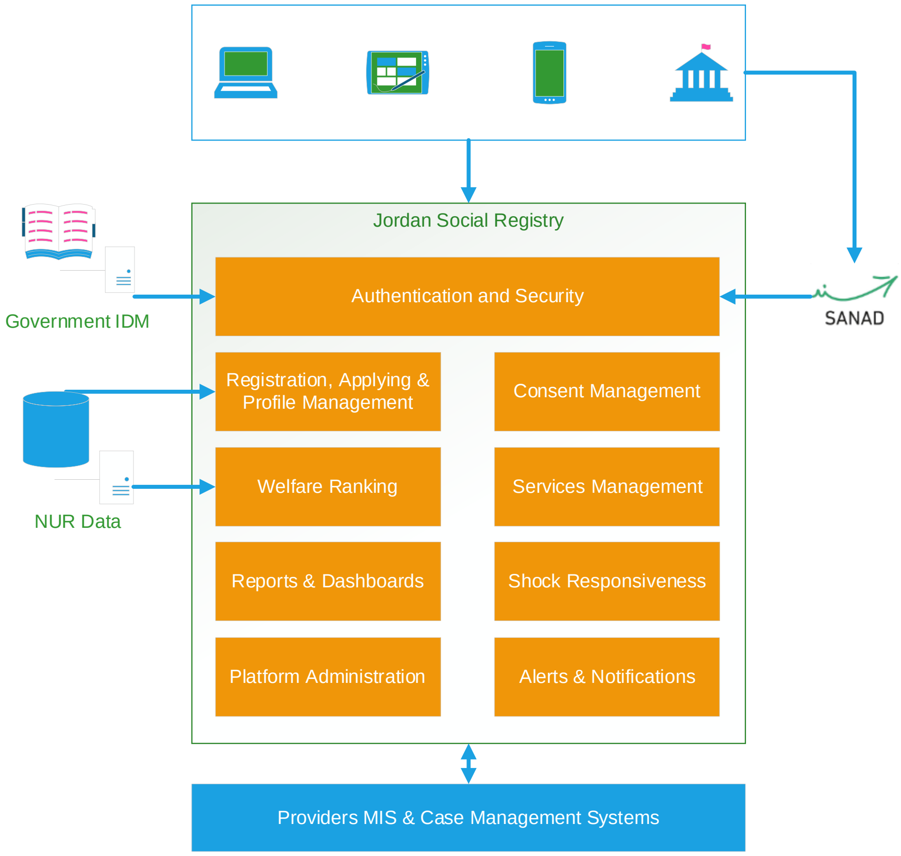

5.1.2 Access and Delivery Channels

The following access and delivery channels are to be considered for the Portal.

- The Internet –through Social Registry website, direct eservices URL, SANAD mobile application. Applicant may receive notification during service provision via SMS or e-mail which requires integration with National SMS gateway for SMS notification and email exchanger. The Social Registry website shall be published on all relevant agencies websites to facilitate access of the citizens.
- Walk in – NAF, MOSD and other entities[1] – application submission, payment and document delivery[2] (if needed) and all needed processes that require the user presence.

[1] Other entities could include any government entity that provides social protection services and is connected to the social registry; or entities that can be used for the outreach and intake process (مركز الخدمات الحكومية الموحد, municipalities, governorates, etc.

[2] Any information that can be retrieved via integration shall not be required as a document

- E-Government Contact Center is expected to be responsible for processing general inquiries and providing access to basic information services via phone, IVR, e-mail.

5.2 Functional Requirements

The platform shall include the following modules

- Users Authentication & Authorization
- Registration, Applying & Profile Management
- Welfare Ranking
- Consent Management
- Services Management
- Shock Responsiveness
- Alerts and Notifications
- Statistical Reporting & BI Dashboard
- Platform Administration

5.2.1 User Authentication & Authorization

The winning bidder is required to integrate with the SANAD platform, which includes a registration module for individuals. Each applicant will have a unified user profile, which will include the status of all their transactions, whether applied for in-person or online. Additionally, each household will have a single household profile.

The bidder should use:

- IDM authentication for individuals
- IDM authentication for back-office users representing civil society and non-governmental organizations
- Government User Directory (Active Directory) for back-office governmental staff

Individuals can have a profile as a potential beneficiary and one or more profiles as representatives of civil society and non-governmental organizations.

The following table describes the general list of requirements.

Requirement ID	Description of the Requirement
FR.AUTH.001	The platform shall not contain an independent authorization mechanism. All users shall be authenticated using the related user directory.
FR.AUTH.002	Citizens (service requesters) shall be authenticated using SANAD.
FR.AUTH.003	Once authenticated, the user shall be automatically associated with the related civil record they belong to, if it was already registered as a household within the registry. If no civil record was previously registered, the user shall be prompted to register a civil record.
FR.AUTH.004	Governmental users who work on the management of the platform, the programs, the targeting, and all other back-office features, shall authenticate using the Governmental centralized user directory (Active Directory)

Requirement ID	Description of the Requirement
FR.AUTH.005	Users belonging to the NGOs/CSOs shall authenticate using the username they have created when invited to the portal.[1]. All authentication will be done through Sanad, permissions and access privileges shall be managed by the administrator.
FR.AUTH.006	Authentication of NGOs/CSOs shall be accompanies with an OTP.
FR.AUTH.007	NGOs/CSOs users shall be able to reset their password using a secure verification method.
FR.AUTH.008	Security and authentication shall be built based on a group-based model where users are assigned into groups and are authorized into the union of all permissions assigned to them.
FR.AUTH.009	The permissions assigned to the groups shall be flexible and manageable by the administrator.
FR.AUTH.010	The username and password creation for the NGOs/CSOs shall be in full compliance with the requirements of MoDEE and the NCSC

5.2.2 Registration, Applying & Profile Management

The registration, applying and profile management module is the module that allows the applicants households to register into the registry and apply for the services offered through it. The registration form shall be a comprehensive registration form that includes all data needed to apply for any social assistance program within the JSR pool. The following table describes the general requirements needed.

Requirement ID	Description of the Requirement
FR.REG.001	Once authenticated, if the citizen has no previous HH profile, the system shall automatically open the HH profile application form, which shall include all needed information for the welfare ranking, and determining the initial eligibility
FR.REG.002	The design of the application form shall take into consideration data privacy laws
FR.REG.003	Based on the information that are self-reported, and the administrative data retrieved, the platform shall recommend the services to which the applicant is potentially eligible.
FR.REG.004	The applicant can select from the services they are potentially eligible for, and all the other services
FR.REG.005	The applicant shall receive another form that contains the questions that are specific to the services they selected
FR.REG.006	If the applicant belongs to a HH that has an existing profile, they prompted to update the information on their profile, to be able to continue to the application form.
FR.REG.007	All updates made to the profiles of the individuals shall be retained with the proper timestamp. Such updates shall also be retrievable by the registry's administrator through a user-friendly report.
FR.REG.008	The system shall inquire from the applicant if they wish to opt in for an intelligent referral, through which the system shall determine potential eligibility for other programs based on the information collected.
FR.REG.009	All updates shall be logged, and historical data shall be kept. Administrators shall be able to retrieve the information through a user-friendly report.
FR.REG.010	All updates shall be marked by the source of the update

[1] Further details related to this requirement can be found in the section 0

Platform Administration.

Requirement ID	Description of the Requirement
FR.REG.011	When answering questions within the application form, the users shall not have the same question repeated for multiple services.
FR.REG.012	The administrator shall specify the organization that are allowed to synchronise back changes on non-administrative data, based on the social workers' visit.
FR.REG.013	Registration and applying for services can be done through an authorized social worker based on the HH representative request (back-office registration)
FR.REG.014	Back-office registration shall go in the same flow of the online registration.
FR.REG.015	The system shall track who performed all registrations and profile updates.
FR.REG.016	The system shall track all updates on the HH profile in a manner retrievable by the administrators through the platform (without accessing the database).
FR.REG.017	The system shall store and track the households' beneficiary status across all social protection programs available within the system.
FR.REG.018	Registered households shall provide their payments receiving method and details

5.2.3 Welfare Ranking

The welfare ranking is the process of ordering households based on a unified formula that takes into consideration various elements of the HH. The welfare ranking shall be based on a unified formula across all programs that takes into consideration elements from the application form. The following table describes the general requirements needed from the module.

Requirement ID	Description of the Requirement
FR.WLFR.001	A formula shall be configured in the system that calculates the welfare ranking. The details of the formulae shall be determined at a later stage.
FR.WLFR.002	The formula shall not be hardcoded and shall be configurable by the administrator.
FR.WLFR.003	The HH shall have its welfare ranking score calculated at the end of the registration process.
FR.WLFR.004	The administrator shall configure the frequency of which full recertification is undertaken.
FR.WLFR.005	On the recertification date, all households shall be recertified except the HH that registered within *n* number of months prior to the recertification. *n* should be configurable by the administrator.
FR.WLFR.006	All HH set to be recertified, shall have all their administrative data automatically retrieved, and their score recalculated based on that.

5.2.4 Services Management Module

The service management module allows the administrator to create the services and programs to which the applicants shall be referred. The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.SRVC.001	Platform administrator shall be able to create programs and assign users to manage it. Users shall belong to the provisioning organizations[1]

[1] The entity that is provisioning the service/program.

Requirement ID	Description of Requirement
FR.SRVC.002	Users shall be able to define programs and services, each program should capture - Potential eligibility criteria (simple criteria) - Application specific questions - Nature of the program (continuous, temporarily, one time) - Method of referrals (immediate referral, periodic batches, upon request)
FR.SRVC.003	There is no limit for the number of programs an entity can create and have active
FR.SRVC.004	The registry shall support full API integration with the service provider MIS. Further details about the integration are captured in section 4.2.10 Integrations and Interoperability.
FR.SRVC.005	Households could be referred to programs in any of the following manners. - Once the household representative submits the application - Upon a pull request by the provisioning entity - On a periodic batch (the period is specified by the program)
FR.SRVC.006	Only households who requested a certain service/program would be referred to the program, with an indication whether they meet the initial eligibility criteria.
FR.SRVC.007	Households could be referred to services/programs they have not selected if they opted for the intelligent referral option, and they met those criteria.
FR.SRVC.008	The system shall contain a simple back-end system that allows agencies (when needed) to manage the applicants and their statuses. The agency shall be able to: - Manage the service provisioning through the registry in a simple manner. - Reflects the updates made on the HH through the social worker field visit. - Reflect the details about the provided services to the HH profile through the Government administrative records (including the National Unified Registry (NUR)).
FR.SRVC.009	Provisioning organizations shall be able to - Create programs. - Define eligibility criteria. - Define methods of data retrieval - Create and manage users for the agency's staff. - Perform needed MIS operations if the agency is utilizing the registry as its service provisioning MIS.

5.2.5 Consent Management

The Consent Management Module is a critical component of the social registry system that manages the collection, storage, modification, and revocation of applicants[1] consent for data sharing, data transfer, and data processing. This module ensures compliance with the Personal Data Protection Law no. (24) for the year 2023 and the bylaws and instructions pursuant to it while facilitating transparent and ethical data handling practices.

The purpose of this module is to:

- Enable applicants to control how their personal data is collected, used, transferred and shared, and processed;
- Ensure compliance with the Personal Data Protection Law no. (24) for the year 2023 and the bylaws and instructions pursuant to it;

[1] Referred in the legislative framework as "Data Subjects"

- Maintain the Data Subjects right to protect their data as per Article (4.A) of the Personal Data Protection Law no. (24) for the year 2023;
- Maintain the rights granted to the Data Subjects pursuant to Article (4.B) of the Personal Data Protection Law no. (24) for the year 2023 where the exercise by the Data Subject of the rights shall not entail any financial or contractual consequences;
- Maintain transparent records of consent operations; and
- Support ethical data handling practices in social protection programs.

As per Article (5.B) of the Personal Data Protection Law no. (24) for the year 2023, Prior Consent shall not be considered to have been obtained in the following cases:

3. If the same is given based on incorrect information, or deceiving or misleading practices, which was the reason for the Data Subject's decision to give such information.
4. If the nature, type, or objectives of the Processing is altered without attaining Consent for such change.

The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.CNSNT.001	The platform shall capture digital consent by providing interfaces for capturing consents from applicants. The Prior Consent[1], shall meet the following conditions; 4. It shall be explicit and authenticated, whether in writing or electronically. 5. It shall be specific as regards duration and purpose. 6. Request of Prior Consent shall be in a clear, simple, and not misleading language, and shall be easy to access. As per the "Data Subject Rights and Prior Consent Procedures and Prior Consent Exceptions" bylaw (as of its publishing), a Prior Consent shall be obtained for each purpose of the processing one at a time.
FR.CNSNT.002	The platform shall maintain real-time status of consent for each beneficiary, with track consent history and any modifications made.
FR.CNSNT.003	The platform shall generate alerts for expired or soon-to-expire consents.
FR.CNSNT.004	The platform shall allow the beneficiaries to provide granular control of consent, allowing beneficiaries to provide and / or withdraw consent for specific data elements, and enabling consent management for different purposes.
FR.CNSNT.005	The platform shall support time-bound consent options.
FR.CNSNT.006	The Consent of one of the parents or the legal guardian of the person who lacks legal capacity, or the Consent of the judge, upon the request of the regulatory unit competent with the protection of Personal Data in MoDEE, if this is in the best interest of such person who lacks legal capacity[2]. The platform shall maintain separate consent records for such Consents; minors, dependents, and incapacitated individuals[3].

[1] As per Articles (5.A.1), (5.A.2), and (5.A.3) of the Personal Data Protection Law no. (24) for the year 2023
[2] As per the Article (5.A.4) of the Personal Data Protection Law no. (24) for the year 2023
[3] Referred to as "Persons who lacks legal capacity" in the Personal Data Protection Law No. (24) for the year 2023

Requirement ID	Description of Requirement
FR.CNSNT.007	The platform shall provide interface for beneficiaries to modify consent preferences, enabling complete or partial revocation.
FR.CNSNT.008	The platform shall maintain audit trail of all consent changes.

5.2.6 Shock Responsiveness

The Shock Responsiveness Module aims to assist in managing the services provided in climate shock, natural disasters, pandemic, or any type of shock that could affect a certain geographical location.

The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.SR.001	The platform shall allow the authorized users to create a shock in a certain geographical area(s) based on the shock announcement decree.
FR.SR.002	Households shall be referred to shock responsiveness services based on - Their eligibility criteria based on the shock responsiveness service eligibility criteria - Their physical existence within the boundaries of the shock
FR.SR.003	Households shall be referred to the services without opting for it or requesting it.
FR.SR.004	The organizations shall receive the list of beneficiaries based on the referrals, and shall have the ability to provide feedback on each of the services provided for each household.

5.2.7 Alerts and Notifications

The system will send notification(s) according to the progress of the requests, the supported notification delivery methods include and not limited to:

6. E-Mail
7. SMS
8. e-Service user inbox
9. WhatsApp/SANAD JO
10. Any other channel that will improve e-service delivery

The registry shall have a set of comprehensive alerts and notifications. The following table describes the general functionalities and requirements needed.

Requirement ID	Description of Requirement
FR.NOTF.001	The system shall include a real-time notification engine to send notifications via SMS and/or email to the users. The notifications would include (but is not limited to) - Verification codes - Passwords - Referral results - New referrals - Status Updates

Requirement ID	Description of Requirement
FR.NOTF.002	The platform shall maintain a proper queue for notification to mitigate for any interruption of service and to verify the submission status of each notification

5.2.8 Statistical Reporting & BI Dashboard

The platform shall include a comprehensive set of reports and dashboards that helps the users have better insight about the statistical and demographical status of the households registered. The following table represents the general requirements needed from the reporting module.

Requirement ID	Description of Requirement
FR.RPRT.001	The platform shall utilize standardized report building tool, compatible with the development database to build the statistical reports needed. The tool shall be market-known with at least 3 vendors supporting it.
FR.RPRT.002	The firm shall provide reports totaling of 70 points. The types of reports are: • Simple reports (1 point per report): simple printouts without calculations or any statistical listing • Medium reports (3 points per report): Statistical reports (listing) with no calculations • Complex reports (5 points per report): reports with calculations
FR.RPRT.003	Reporting shall also include reports on system usage including (but is not limited to) 5. HH profile creation/update 6. Information audit log 7. Inquiries performed by agencies on households 8. Generation of referral lists
FR.RPRT.004	Each report shall be developed in Arabic and English. The second language shall not be calculated within the points
FR.RPRT.005	The system shall include 5 dashboards, each containing 10 charts/graphs/figures. The dashboards shall be built using standardized and known BI tools with at least 3 vendors supporting it, which has the capacity for further built of dynamic dashboards. Details of the dashboards shall be gathered during sprints planning.
FR.RPRT.006	The BI tool shall support embedding the dashboards into JORISS.
FR.RPRT.007	The system shall allow the user to export the reports into portable format including (but is not limited to) PDF, Word Document, Excel Sheets, CSV, PNG, JPEG, JSON.

5.2.9 Platform Administration

The system should contain administration module, to enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels.

The winning bidder should gather all solution related administration requirements during business requirements gathering and analysis phase

System should allow admin to perform the following tasks but not limited as follow:

- Manage user profile.
- Manage Security Permissions.
- Manage lookups

Requirement ID	Description of Requirement
FR.ADMN.001	System administrators shall be able to manage the values of all lookups in the system, in both languages, without the need to access any source code
FR.ADMN.002	Wherever applicable, the lookup values should be based on national and international standards, and the national codification system.[1]
FR.ADMN.003	System administrators shall be able to manage all elements in the registration form in a dynamic manner
FR.ADMN.004	The system administration module shall allow the administrators to manage entities and programs
FR.ADMN.004	System administrators shall be able to send user invitation for the NGOs/CSOs users and manage.
FR.ADMN.005	The module shall allow system administrators to manage access of governmental employees and NGOs/CSOs to the services.
FR.ADMN.006	The platform shall have a user-friendly audit trail that provides complete information about all actions made in the system in a searchable manner The log system should help getting such information: - Timestamp of creation/modification - User last changed and date last changed - Changed record and last operation (Create, Update, and Delete). - Before and after value for each column that has changed. - Keep Track of what user retrieve or view (Select) Auditing and data versioning features should be configurable based on administrator selection to specify which system resources needs to audit and track changes.
FR.ADMN.007	The platform shall allow administrators to manage all email and SMS templates sent from the system.
FR.ADMN.008	The system shall contain an exception handling module that contains log files for all exceptions and errors appearing on the system, with all relevant details including - Session ID - Timestamp - Exception details The exception handling shall not be limited to the system operation, but also to any integration connection whether as a consumer or provider. The admin shall be able to create notification triggers for certain exception.

5.2.10 Integrations and Interoperability

The system should integrate with the following shared e-Government services:

5.2.10.1 The SANAD Mobile App

The winning bidder should build and develop e-Services on SANAD mobile app taking into consideration to maintain the user experience and same look and feel of the SANAD mobile app (optional, to be quoted separately)

5.2.10.2 e-Government Service bus (GSB):

The winning bidder shall integrate the Social Registry with GSB through supporting web services and message communication using XML format and SOAP messaging protocol, and / or REST APIs

[1] Example: JORSIC-4 for the business classification, JORSCO-21 for the occupation classification, ESCO for the skills, etc.

(Please refer to Annex 7.3 for integration guidelines and SDK). More details will be provided upon awarding to winning bidder.

Integration with stakeholders could be implemented using SOA architecture, Micro services architecture (MSA), or hybrid solution

It is the winning bidder responsibility to build or update Web Services to integrate with Stakeholders through Web Services or APIs.

A Government Service Bus (GSB) is a pattern of middleware and software infrastructure that enables Service Oriented Architecture (SOA) by acting as middleware through which a set of reusable Government Services are made widely available. It unifies and connects services and applications within the government of Jordan and provides a framework within which the capabilities of business' applications are made available for reuse by other applications throughout the organization and beyond. It also provides a messaging framework through which government e-services exchange information.

IBM API Connect is an end-to-end solution that allows users to create, secure, manage, socialize, monetize, and analyze APIs. It provides a powerful set of capabilities from turning backend RESTFUL or SOAP services into managed services. This is done by publishing APIs to API Gateways, while enforcing lifecycle and governance controls on those APIs. API Connect enables users to expose APIs, through a developer portal, targeting application developers both inside and outside their organization. Additionally, the solution's analytics tooling helps API providers and API consumers had better understand the health and consumption of deployed APIs.

Note: Integration with stakeholders has to be system-to-system integration by implementing web services through GSB platform. However, if there are limitations for GSB integration for specific Stakeholder(s), integration will be done as user role integration through screens to be accessed by stakeholder(s) or attaching specific files or documents to the application

5.2.10.3 National e-Government Contact Center:
The winning bidder shall integrate the Social Registry solution with the National Contact Center through the Government Service Bus (GSB). Accordingly, enabling the agents to access the entity's related applications for retrieving information, tracking the status of a service.

Please refer to Annex 7.3 for more information about the Contact Center requirements

5.2.10.4 Payment Gateway:
The governmental payment gateway will be the facility by which applicants will be allowed to pay electronically through various payment methods (Bank Transfer, Credit Card, and Cash) and through different banks. Details of the gateway shall be provided during implementation period.

5.2.10.5 National SMS Gateway:
SMS will be one of the notification channels that will facilitate interactions between MOSD and their applicants. (Ex: MOSD would use the SMS service to notify their applicants about the status of their transactions, the completion of their transactions, the location of delivery and so forth). The winning bidder should integrate the e-Service Solution with the e-Government SMS Gateway.

Please refer to annex 7.2 for information about the SMS Gateway Integration technical details.

5.2.10.6 e-Service Stakeholders:
The system should integrate with the stakeholders listed in Table in section 2.1.3 noting that it's winning bidder responsibility to integrate The system with the stakeholders listed in table, also noting that the integration options are (consume/amend web service over GSB, build new APIs from entity

and stakeholder side or web form based on MoDEE standards) the selected option will depend on the conducted assessment by the winning bidder

The winning bidder is required to generate APIs for all services under scope of this RFP. The winning bidder is required to make them available through GSB according to MoDEE requirements. More over those APIs could be used for mobile application/ chatbot (SANAD JO) / integration with any external system.

The registry shall have the following integration requirements.

Requirement ID	Description of Requirement
FR.INTG.001	The system must be integrated with Sanad the Government IDM for the authentication of the citizens. Registration and authentication shall be made available via Sanad as a unified governmental authentication method. The authentication via Sanad will allow citizens to maintain a single-sign-on across all governmental e-services.
FR.INTG.002	Sanad mobile application and platform will expose another channel to apply for the services, through exposing the application form via APIs to Sanad platform and mobile application. This will allow further access to the registry via multiple channels.
FR.INTG.003	The Jordan Social Registry shall be tightly integrated with the National Unified Data Registry. It shall be gathering the data about the registered households according to the registry needs. The registry shall also be integrated with any needed registries that complement the National Unified Data Registry if needed.
FR.INTG.004	The Jordan Social Registry will have an integration with the MISs and the Case Management Systems of the participating agencies (if available). The registry shall provide the CMIS systems with the data of potential cases and eligible beneficiaries. The CMIS shall also interchange information about the HH with the registry on the service provision.
FR.INTG.005	The registry shall be integrated with the SMS gateway provided by the government to send SMS notifications to the platform users
FR.INTG.006	The registry shall be integrated with the email service provided by the government to send emails notifications to the platform users
FR.INTG.007	The system shall expose RESTful APIs for all operations within the system to account. The APIs shall be used to integrate with the Case Management and the MISs of the provisioning agencies.

5.3 Non-Functional Requirements

5.3.1 General Requirements

Requirement ID	Description of Requirement
NFR.GNRL.001	The system must contain an online for user guidance while applying for different services transactions through messages. The online help shall also include educational videos for each service.
NFR.GNRL.002	System should provide the ability to print/scan document. The system shall allow the scanning of documents QR code.

Requirement ID	Description of Requirement
NFR.GNRL.003	The system must follow standards put by DCI[1]

5.3.2 Architecture

Requirement ID	Description of Requirement
NFR.ARCH.001	The registry must be built in a service-oriented architecture.
NFR.ARCH.002	The solution must have a modular architecture based on reusable components and abstract interfaces, which must be following the n-layer architectural pattern with clear separation between layers. System components must be loosely coupled and have clear communication interfaces (built as microservices).
NFR.ARCH.003	The solution must be designed in a scalable manner to facilitate the introduction of future functionalities, data sources and components
NFR.ARCH.004	Communication among components must be conducted in a secure way, using internal interfaces of software components
NFR.ARCH.005	The solution data model must allow quick access to data to carry out transactions and generate statistical reports. The generation of statistical reports must not affect the performance of system's transactional operations.
NFR.ARCH.006	The data architecture must ensure data integrity and correctness upon their simultaneous accessing and changing by several entities (i.e., users, internal processes, external applications).
NFR.ARCH.007	The solution must use open standards for formats and communication protocols.
NFR.ARCH.008	The solution must be optimized for minimum data transfer between the devices and application servers (e.g., implement AJAX with JSON), trying to avoid redundant requests as much as possible.
NFR.ARCH.009	The services exposed by the solution to the public must be technologically neutral (Operation System, Web Browser, etc.).
NFR.ARCH.012	The solution and all its components must be designed and implemented in accordance with the Jordan eGovernment Implementation Framework.

5.3.3 User Interface

Requirement ID	Description of Requirement
NFR.UI.001	The solution user interface must be user friendly, intuitive and be consistent across all components
NFR.UI.002	The user interfaces must be bilingual (Arabic & English), having a mechanism to manager all user interface labels and messages, supporting both left-to-write and write-to-left text flow
NFR.UI.003	The solution must have a responsive user interface adjustable depending on the used device
NFR.UI.004	The solution must offer an accessible and intuitive interface to human users.
NFR.UI.005	The Social Registry user interface must comply with Level AA of Web Content Accessibility Guidelines (WCAG) 2.1[2]

[1] https://spdci.org/interfaces/
[2] Please refer to https://www.w3.org/TR/WCAG21/ for full description of the standard

Requirement ID	Description of Requirement
NFR.UI.006	The platform's user interface must be compatible with at least with the following browsers. • Microsoft Edge • Google Chrome • Safari

5.3.4 Performance and Quality

The winning bidder shall propose the values of quality metrics below and they should adhere to industry best practices which are subject to approval, rejection, or modification by MODEE in cooperation with NAF/MOSD and the relevant entities.

Metric	Description	Target Value	
		Intranet	**Internet**
System Reaction Time	The time taken for logging into a system or being connected to a network	Up to 1 second	Up to 5 seconds
Throughput	The quantity of useful work made by the system per unit of time	15 request / second	
Response Time	The time the system takes to respond to specific query by the user	1 second	4 seconds
Workload	The capacity to handle the required volume of work in a given time frame	5,000 concurrent users. The system shall **not** crash beyond the maximum capacity and provide appropriate messaging.	
Capacity	The capability of the system to handle a number of simultaneous requests from the network for the application and the number volume of data that it can handle from each of the users (internal users through the LAN as well as external users through the internet). In addition to the H/W capacity such as processing capability of all servers including DB, Apps	CPU Utilization: 70% Memory Utilization: 70%	
Availability	The system minimum availability time vs the system downtime	99.9%	

The below table contains a comprehensive list of all requirements:

Requirement ID	Description of Requirement
NFR.PERF.001	The platform must be available 24 hours a day, 365 days a year, with 99.9% availability.
NFR.PERF.002	Key performance metrics, such as response time and throughput, must be automatically monitored and alerted upon before SLA violation. The monitoring interface must be available to system administrators to view performance statistics and adjust alert thresholds.
NFR.PERF.003	The platform must be scalable, depending on the number of requests, number of users and usage of the infrastructure.

Requirement ID	Description of Requirement
NFR.PERF.004	The platform must be able to manage up to 400 concurrent hits at normal days. Peak performance shall not be less than 5,000 concurrent hits.
NFR.PERF.005	Performance tests (stress and load testing) must be performed prior the launch of the solutions.
NFR.PERF.006	The code for the application must have automated tests, including unit tests and functional/integration tests for the frontend and backend. Test coverage must be at least 80% for every component.
NFR.PERF.007	The solution must include a continuous integration / continuous deployment (CI/CD) pipeline which automates the deployment process including quality assurance steps (i.e. execution of unit and functional tests) that must be satisfied before packaging and release of the newer version. The pipeline must execute in a timely manner, i.e., Completing within 20 minutes.
NFR.PERF.008	The code for the application must be accompanied with adequate technical documentation, sufficient for technical experts who are non-members of the implementation team to understand why (not how) the code is written the way it is without being superfluous that it is unmaintainable (using standardized source code documentation mechanism).
NFR.PERF.009	The platform shall contain a well-built error log functionality that allows the administrators to trace errors within the platform

5.3.5 Information Security

Security of system and exchanged transaction information should be guaranteed at all system layers Based on ISO 27001, ISO 27002, WS-Security standards including infrastructure, application, web services and integration points, and access channels. This also includes using detective and preventive controls for all security threats and approval by MODEE in cooperation with NAF/MOSD and related stakeholders.

Requirement ID	Description of Requirement
NFR.SEC.001	The solution architecture must be designed using *Secure by Design* approach
NFR.SEC.002	The solution must be secured against the latest OWASP Top 10 Vulnerabilities [1]
NFR.SEC.003	All system processes related to the platform must be rolled with minimum privileges necessary to fulfill the assigned tasks
NFR.SEC.004	All user credentials must be configurable using the administrative interface. The platform must not contain hard-coded credentials
NFR.SEC.005	The platform must not contain sored open access credentials (in the database or configuration files) for their components.
NFR.SEC.006	Access to functions provided to non-authenticated users must be checked with means of protection against service overloading (e.g., CAPTCH, reCAPTCHA, etc.)

[1] The 2021 version includes: Broken Access Control, Cryptographic Failures, Injection, Insecure Design, Security Misconfiguration, Vulnerable & Outdated Components, Identification and Authentication Failures, Software 7 Data Integrity Failures, Security Logging and Monitoring Failures, Server-Side Request Forgery

Requirement ID	Description of Requirement
NFR.SEC.007	The platform must implement the functionality of audit trailing for all performed data entries, data changes and data deletions for all implemented functionalities and modules. The audit must capture: • User • IP Address • Timestamp • Action • Record of target • Data pre- and post- action
NFR.SEC.008	Access for non-anonymous users for the platform shall either be provided via the platform user directory or through Sanad.
NFR.SEC.009	The APIs exposed by the registry shall contain monitoring functionality related to the use of services and data handling
NFR.SEC.010	Government user authentication shall be integrated with the internal ID directory service (e.g. Azure Active Directory) to allow single sign-on.
NFR.SEC.011	The Contractor shall be committed to the “Cybersecurity Controls and Standards Document for Entities Contracting with the Government Agencies (2023)”[1]

5.3.6 Communication, Software and Installation

Requirement ID	Description of Requirement
NFR.CSI.001	The platform must support data exchange with other systems via APIs, published on the GSB by using the standard data exchange protocols, such as SOAP and REST
NFR.CSI.002	The platform must provide security mechanisms for data exchange with external system, and it will deliver only the data allowed according to the authorization schemes.
NFR.CSI.003	Any development tool, platform or language utilized to develop the platform shall be largely used in Jordan, specifically by GoJ. It is required that at least three other providers in the local market would be able to provide maintenance and development services using the tools utilized.
NFR.CSI.004	Unless clearly mentioned otherwise, any licenses need to operate all, or part of the systems shall be provided within the financial offer on a perpetual basis.
NFR.CSI.005	The ownership of the source code, and any licenses procured under this contract shall be for the Client. The Contractor shall have no right to claim any ownership to the source code or any of the components. During the implementation and warranty periods, the source code shall be under the custodianship of the Contractor.

1 https://ncsc.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%85%D8%B9%D8%A7%D9%8A%D9%8A%D8%B1__%D9%88%D8%B6%D9%88%D8%A7%D8%A8%D8%B7_%D8%A7%D9%84%D8%A7%D9%85%D9%86_%D8%A7%D9%84%D8%B3%D9%8A%D8%A8%D8%B1%D8%A7%D9%86%D9%8A_%D9%84%D9%84%D8%AC%D9%87%D8%A7%D8%AA_%D8%A7%D9%84%D9%85%D8%AA%D8%B9%D8%A7%D9%82%D8%AF%D8%A9_%D9%85%D8%B9_%D8%A7%D9%84%D9%88%D8%B2%D8%A7%D8%B1%D8%A7%D8%AA_%D9%88%D8%A7%D9%84%D8%AF%D9%88%D8%A7%D8%A6%D8%B1_%D8%A7%D9%84%D8%AD%D9%83%D9%88%D9%85%D9%8A%D8%A92023_compressed.pdf

6 IMPLEMENTATION PLAN

6.1 TASKS AND DELIVERABLES

The systems are proposed to be implemented according to the following tasks:

- **Task 1 – Project Preparation & Requirements Gathering:** includes the kick-off meeting, preparation of the project initiation/charter document and other project management documents. The project management plan shall include Project Schedule, Change Management Plan, Communication Plan and Risk Management Plan.
- **Task 2 – Platform Implementation**: Implementing the Submission Platform and the associated website according to the Functional & Technical Requirements, along with the Client's requirements gathered in requirements gathering sessions.
- **Task 3 – Configuration of Services**: Configuring the social services of the platform and all the related integrations
- **Task 4 – Training, Piloting and Stabilizing**: Training the end-users and administrators and stabilize the system
- **Task 5 – Post Implementation Support and Maintenance**: Supporting and maintaining the implemented systems

6.1.1 Task 1: Project Preparation & Requirements Gathering

To develop the Project Management & Implementation Plan, the following activities shall be carried out:

Activity	Description
1.1	Organize project kickoff meeting with the Contractor project team and the Client and develop the Project Initiation/Charter document. The Contractor shall present the implementation methodology and introduce its team led by the project manager to the Client. The requirements for the key experts are specified in the Functional and Technical Requirements
1.2	Develop Project Management and Implementation Plan, which includes: • Product Backlog (in case of Agile project management approach) • Implementation Schedule (sprint planning and goals in case of Agile use as project management approach) • Change Management Plan • Communication Plan • Training & Knowledge Transfer Plan • Risk Management Plan. The activities in the Project Management Plan shall consist of all tasks and activities as defined in this SOW, along with all detailed activities needed by the Contractor to implement the platform. The change management activities will ensure appropriate engagement of stakeholders, timely delivery of communications and training sessions, strong project sponsorship, and effective business and technical knowledge transfer.

Activity	Description
1.4	Perform analysis of the provided functional and technical requirements specification and design of the platform. This SOW with Functional and Technical Requirements shall serve bidders mainly for preparing their proposals and as an input to the design, however the final design of the solutions shall be determined and accepted as part of the contract execution. The Contractor shall hold design workshops as needed to come up with the requirements
1.5	Prepare project management monthly status report, which include at minimum, the overall project status, reporting of issues, achievements and planned activities, milestones, deliverables, and reporting of risks. Besides this regular biweekly project progress reporting requirement, any issues or foreseen risks that could impact the project progress shall be reported immediately.

The deliverables expected as the result of Task 1 are the following:

Deliverable	Description

1.1	• Project Management documents including
	• Project Kick-off presentation
	• Project milestone schedule
	• Project management documentation, including but is not limited to
	  ○ Project Charter
	  ○ Project management plan
	  ○ Stakeholder management plan including project organization structure and roles and responsibilities
	  ○ Communications management plan
	  ○ Quality management plan (as Described in Quality Management Component)
	  ○ Risk management plan
	  ○ Scheduled project status and progress reports, addressing Reasons behind any deviation from Project baseline plan.
	  ○ Deliverables traceability matrix
	• Issues and risk log
	• Action log

1.2	• A comprehensive Business Requirement Document (BRD) that includes
	  ○ Detailed functional and non-functional requirements
	  ○ Integration requirements with the systems
	  ○ Use cases and user stories
	  ○ Data migration and public reporting requirements
	  ○ Security and compliance guidelines
	• Software Requirements Specification Document (SRS)

1.3	Deployment and infrastructure design that include the following: • Comprehensive logical infrastructure architecture • Computing resources required to host the solution (sizing) • Description and functionality for each infrastructure component • All required licenses
1.4	List of qualifications and skills for the administrators to maintain and operate the platform
1.5	Project management monthly status reports delivered throughout the project implementation period

6.1.2 Task 2: Platform Implementation

The activities within this task are as follows:

Activity	Description
2.1	Develop the platform according to the specifications gathered in deliverable 1.2, or according to the sprints sessions if the agile methodology was utilized.
2.2	Perform the tests for the developed functionalities. The Contractor shall develop the test plan that will include at least: unit testing, integration testing, load testing, stress testing, recovery testing and security testing. The test plan shall also include tests to be performed by the Client with the Contractor's support, namely usability testing and functional testing.
2.3	Performing the UAT according to the test scenarios planned by the Contractor. The UAT shall be undertaken by the stakeholders, under the guidance support of the Contractor. A summary of the findings will be provided for confirmation to proceed with the acceptance of the platform.
2.4	Deploy the platform on all the environments
2.5	Configure the submission form for the immediate upcoming round

The deliverables of task 2 are stated in section 4.2.5, 4.4.5 and 4.7.5.

6.1.3 Task 3: Configuration of Services

The activities within this task are as follows:

Activity	Description
3.1	Gather the exact requirements for each service that includes: - Service-specific questions - Eligibility criteria - Integration points
3.2	Configure the services on the platform according to the specifications gathered in 3.1.

The deliverables of task 3 are as follows:

Deliverable	Description
3.1	Service specification document for each of the services
3.2	Report on the configuration of the services.

6.1.4 Task 4: Training & Capacity Building

This task involves the training of the staff on using the platform and stabilizing of the system in preparation for the operations. The activities include:

Activity	Description
4.1	Develop the training plan, training schedule and all training materials in both Arabic and English (e.g., power-point presentations, manuals, videos) for training of the administrators and end-users of the System. The training materials are specified in the section *Component 5 – Change Management, Knowledge Transfer, Training & Customer Journey/Experience*.

Activity	Description
4.2	Provide the training for the administrators of the platform. The Contractor shall train at least the number of users as elaborated in the section *Component 5 – Change Management, Knowledge Transfer, Training & Customer Journey/Experience*. Training shall be performed in a training of trainers' mechanism
4.3	Enabling access to the Contractor's helpdesk system that will be used for the maintenance and support activities
4.4	Training the administrators and assigned The Client staff on • The Source Code of the platform • Managing and administering the system

The deliverables of task 4 are as stated in section 3.5.5

6.1.5 Task 5: Post Implementation Support & Maintenance

The maintenance and support shall include the corrections of any shortcoming related to the functioning of the platform. The shortcomings shall include (but is not limited):

- Issues with the platform due to errors during the development period
- Issues with the platform that appears due to uncontrolled misuse of the platform.
- Performance issues identified by the Client.

It shall be provided by the Contractor according to the requirements specified within the technical requirements. The following activities shall be provided:

Activity	Description
5.1	Provide support and maintenance for the platform and any necessary 3rd party software during the post-implementation period for a period of 24 months after the acceptance of the system.
5.2	Correct shortcomings and apply regular updates to the platform including all needed updates of the technical and user documentation

The deliverables expected are according to section 3.8.5.

7 ADMINISTRATIVE PROCEDURES & REQUIREMENTS

7.1 RESPONSE PROCEDURES

All inquiries with respect to this RFP are to be addressed to the MODEE in writing by e-mail with the subject “DEVELOPING THE JORDAN SOCIAL REGISTRY". Inquiries can only be addressed to [eGov_tenders@modee.gov.jo] by (28/5/2025). Responses will be sent in writing no later than (1/6/2025) Questions and answers will be shared with all Bidders’ primary contacts.

Regarding questions and answers (Q&A’s), the bidder is required to use the template for questions and answers annex 8.17, and to send it by email as word file.

7.2 RESPONSE FORMAT

Bidders responding to this RFP shall demonstrate up-to-date capabilities and experience in providing similar services and similar engagements of the same scope and size. These services and engagements must be performed by the bidder during the last 8 years (1 similar successfully accomplished projects is required).

Bidders must provide an accomplishment letter for the project required.

Important Note

Bidders must detail the description about the scope, size, and year for each project according to the template below.

Project Name	
Start Date	
End Date	
Project Size and Number of Services	
Project Components	
Client Contact Number and Email	

Bidders shall demonstrate the following specific capabilities:

- Experience in designing, developing, and implementing electronic services using agile methodologies.
- IT experience in software and other IT related areas specified in this RFP.
- Experience in Information Security
- General knowledge in Jordanian governmental laws and by-laws.
- Experience in project planning and management.
- Experience in providing post implementation support and maintenance.
- Experience in quality assurance and quality control.
- Experience in change management Practice.

Note: Where some skills are not available, the bidder should joint venture or sub-contract with a reputable local/international firms to cover for this specific skill, services or equipment provided that all partners to a joint venture will be jointly and severally responsible towards MODEE In case of subcontracting, the subcontractor has to be approved by MODEE and the contractor will be liable for all works performed by the sub-contractor.

Bidders' written response to the RFP must include:

7.2.1 Part I: Technical Proposal

A. Corporate capability statement: Corporate capability statement must include all the following:
    - Corporate technical capabilities and experience in implementing similar solutions together with detailed description and reference to each component underlined in Section 3: Scope of the project.
    - Detailed proposed Team Resumes (with names) (each resume will be subjected to the approval of MODEE, in case of replacements the winning bidder has to abide by MODEE requirements for replacements and approvals. In the implementation phase MODEE reserves the right to request replacement of any resource that cannot fulfill the job)
    - Description and references to similar projects performed in the last 8 years (minimum three (1) similar successfully accomplished projects are required).
    - Reference to appropriate work samples
    - If a bidder is a joint venture, partners need to be specified with the rationale behind the partnership. A corporate capability statement should be provided for all partners.
    - Current client list, highlighting potential conflict of interest.
    - Submit work plan allocation resources with their percentage of involvement.
    - Project Organizational Structure
B. Technical proposal: The technical proposal should include the approach to achieving the scope of work defined in this RFP and delivering each of the major components as specified in the Deliverables section. In order for the evaluation to progress quickly and effectively, bidders are requested to provide Part I of their proposal as per the format described in Annex 8.7.
C. The bidder shall fill the compliance matrix as described in Annex 8.8, bidder's information 7.10, confidentiality undertaking 7.12, Vendor's code of conduct in Annex 7.20 and Fraud and Corruption annex 7.19.
    - Annex 7.19 should be part of the signed contract, RFP, and include this text "**In further pursuance of this policy, Consultants shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.**

7.2.2 Part II: Financial Proposal

The financial proposal should include a cost summary and a detailed cost analysis section. The cost summary must provide a fixed lump sum price in Jordan Dinars for the overall scope of work and deliverables including all fees, taxes including sales tax. The supporting detailed cost analysis should provide a breakdown and details of the pricing should be provided. The day rates and expenses for any consultants should be included separately along with the time for which they will be required. The bidder will provide separately all professional fees and expenses (travel, project equipment, accommodation, and subsistence, etc.) for the duration of the project. The pricing should show the proposed linkage between deliverables and payments. Financial proposal should include the Form of

Bid (عرض المناقصة) and summary of remuneration (خلاصة بدلات الأتعاب) attached in the Arabic Sample Agreement Annex 7.15) 7 (ملحق الاتفاقية رقم 4 و رقم)) duly filled; signed and stamped by the bidder. The Financial proposal should be submitted in separation of the technical proposal. In order for the evaluation to progress quickly and effectively, bidders are requested to provide their proposal as per the format described in Annex 8.9.

The financial proposal shall include the daily rates and fees of project staff for any extra scope that is needed. Extra scope can include (but is not limited to) adding extra services, adding additional functionalities, and building new modules.

9. على الفريق الثاني ان يشمل سعره الضريبة العامة على المبيعات بنسبة (16%) الا اذا كانت الشركة خاضعة للضريبة العامة على المبيعات بنسبة (0%) (بموجب كتاب رسمي من هيئة الاستثمار يرفق مع العرض المالي) يتم عكس هذه النسبة على السعر المقدم من قبلها .
10. في حال عدم توضيح الضريبة العامة عل المبيعات على السعر المقدم من قبل الشركة يعتبر سعر الشركة شامل للضريبة العامة على المبيعات بنسبة 16%.

7.2.3 Part III: Bid Security

This part includes the original Bid Guarantee.

7.3 Response Submission

Bidders must submit their proposals to this RFP to the secretary of tendering Committee \ Tendering & procurements Department at the Ministry of Digital Economy and Entrepreneurship no later than 12:00 pm of (4/6/2025)

Tender No:18/eGovt/2025

Tendering Department – 3rd floor
Ministry of Digital Economy and Entrepreneurship
8th circle
P.O. Box 9903
Amman 11191 Jordan
Tel: 00 962 6 5805642
Fax: 00 962 6 5861059

Proposals should be submitted as 3 separate parts each part in a separate well-sealed and wrapped envelope clearly marked, respectively, as follows:

- **Part I "DEVELOPING THE JORDAN SOCIAL REGISTRY - Technical and Corporate Capabilities Proposal"**: This part (envelop) should contain 1 hard copy and 1 softcopy (flash Memory) [in Microsoft Office 2010 or Office 2010 compatible formats]. This part should not contain any reference to cost or price. Inclusion of any cost or price information in the technical proposal will result in the bidder's proposal being disqualified as irresponsive.
- **Part II "DEVELOPING THE JORDAN SOCIAL REGISTRY – Financial Proposal"**: This part (envelop) should contain 1 hard copy and 1 softcopy (flash Memory) [in Microsoft Office 2010 or Office 2010 compatible formats].

- **Part III "DEVELOPING THE JORDAN SOCIAL REGISTRY – Bid Bond"**: This part (envelope) should contain 1 hard copy.

Note: Each USB should be enclosed in the relevant envelop. Late submissions will not be accepted nor considered and in case of discrepancy between the original hard copy and other hard copies and/or the soft copy of the proposal, the hard copy marked as original will prevail and will be considered the official copy. Proposals may be withdrawn or modified and resubmitted in writing any time before the submission date.

Regardless of method of delivery, the proposals must be received by the MODEE no later than 12:00 PM (4/6/2025) (Amman Local Time). MODEE will not be responsible for premature opening of proposals not clearly labeled.

7.4 Response Evaluation

7.4.1 Evaluation criteria:

All responses to the RFP will be evaluated technically and financially, and the winning proposal will be selected on the basis of "best value" in terms of technical superiority as well as cost effectiveness. Technical and financial proposals shall be reviewed by the special purchasing Committee at the Ministry and evaluated in accordance with the following procedure:

The overall proposal will be evaluated according to the following criteria:

1. Overall Technical Proposal 70%
2. Overall Financial Proposal 30%

The overall bidder's mark will be calculated as follows:

$$30 \times \frac{least\ value\ of\ financial}{bidder\ financial} + 70 \times \frac{Bidder\ Technical\ Mark}{100}$$

Technical proposal shall be first evaluated according to the following criteria (qualification mark 70% or above):

1. References in similar projects (30.00%)

(1 similar successfully accomplished projects is required). As the following:

مطلوب مشروع واحد على الأقل مشابه لنطاق العمل (خدمات وأنظمة الكترونية) على ان تكون بداية ونهاية المشروع خلال اخر 8 سنوات

علما بأن علامة المشروع (30 علامة) سيتم وضعها اعتمادا على تقييم أفضل مشروع تم تقديمه يغطي كافة مكونات نطاق العمل ولا يتم تجزئة المكونات على اكثر من مشروع .

حجم المشروع 5 علامات

نطاق العمل 25 علامة، مقسمة كما يلي:

يتضمن ربط مع جهات خارجية 7 علامات

يتضمن ربط مع أنظمة داخلية 7 علامات

يتضمن واجهات امامية 6 (frontend) علامات

يتضمن واجهات خلفية 5 (Backend work flow) علامات

2. Staff Qualifications and Experience (30.00%):

Provide the following Minimum CVs required **(minimum Bachelor Degree for all CVs):**

- Project manager (PMP certified or equivalent), minimum 5 years of relevant experience.
- Project coordinator with minimum of 3 years of relevant experience.
- 2 Business analyst, minimum 5 years of relevant experience.
- Enterprise Architect, minimum 5 years of relevant experience.
- System engineer , minimum 5 years of relevant experience (systems, network)
- Information security specialist, minimum 5 years of relevant experience.
- 2 Senior Developers, minimum 5 years of relevant experience.
- One Flutter developer, with at least bachelor degree in the ICT field. At least five years of experience.
- 2 Junior Developers
- DB engineer, minimum 3 years of relevant experience.
- CTFL Certified Senior Quality engineer or equivalent / specialist with minimum 5 years of relevant experience.
- 2 Quality testers with minimum 2 years of relevant experience

Note: include a copy/ image for the requested professional certificate for each resource within the technical proposal must be provided.

3. Proposed Approach and Methodology in correspondence to the RFP requirements as per the following requirements (40%)
    1. E-Service System Delivery
        - Describe the implementation methodology for all the points that are mentioned in the scope of work and eservice system delivery component
        - Describe Requirements Gathering Method for collecting functional and non-functional requirements and techniques for validating requirements with stakeholders and business owners.
        - Provide a high-level design and logical architecture of the solution, describing system architecture, functions, and interactions of all the components
    2. Required e-Service Infrastructure
        - Proposed options for hosting on GPC
        - Logical infrastructure architecture showing all solution components and their description
        - Proposed GPC services that will fulfill the project’s needs and requirements
        - Required computing resources to host the solution
    3. Quality Management
        - Describe methodology and quality standards for the overall Quality Management
        - Comply that the testing/staging environment will be identical to production environment in the following points:

  - Testing environment is fully Integrated into all web services and web forms
  - Testing environment is fully integrated into staging e-payment gateways and shared government services
- • Identify and describe the testing tools should be used by the bidder to perform all required testing types Identify and describe the testing tools that should be used by the bidder to perform all required testing types to measure project deliverables quality and final products.

Note: Refer to the detailed evaluation criteria attached in annex (7.21)

Only those bidders that qualify in the technical proposal (qualification mark 70% or above), will have their financial offers reviewed. The Financial proposal will be evaluated only for companies who qualify, based on a minimum acceptable score that will be defined by the tendering Committee. The financial offer of those who do not qualify will not be opened and will be returned. MODEE reserves the right not to select any offer. MODEE also assumes no responsibility for costs of bidders in preparing their submissions.

Note: each bidder is required to fill in the annexes mentioned in RFP.

7.5 FINANCIAL TERMS

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

- All prices should be quoted in Jordanian Dinars inclusive of all expenses, governmental fees, and taxes, including sales tax.

- The type of contract will be a fixed lump sum price contract including costs of all software or/and hardware, licensees, documentation, maintenance, support, knowledge transfer, training, warranty, and professional fees, profits and over heads and all other expenses incurred.

- A clear breakdown (table format) of the price should be provided including price for consulting time, other expenses, etc.

- 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.

- The Bidder shall submit a (Tender Bond) proposal security on a form similar to the attached format in Jordanian Dinars for a flat sum of (5000 J.D) four thousand Jordanian Dinars in a separate sealed envelope. The bond will be in the form of bank guarantee from a reputable registered bank, located in Jordan, selected by the bidder.

- The bidder shall ensure that the (tender bond) proposal security shall remain valid for a period of 120 days after the bid closing date or 30 days beyond any extension subsequently requested by the tendering committee and agreed to by the bidder.

- 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 proposal security of a joint venture can be in the name of all members participating in the joint venture submitting the proposal or in the name of one or more members in the joint venture.

- The proposal security of the unsuccessful bidders will be returned not later than 30 days after the expiration of the proposal validity period.

- The winning bidder is required to submit a performance bond of 10% of the total value of the contract within 14 days as of the date of award notification letter.

- The proposal security of the winning bidder will be returned when the bidder has signed the contract and has furnished the required performance security.

- The proposal security may, in the sole discretion of the tendering committee, be forfeited:
    - If the bidder withdraws its proposal during the period of proposal validity as set out in the RFP; or
    - In the case of winning bidder, if the bidder fails within the specified time limit to sign the contract; or sign the joint venture agreement in front of a notary public in Amman, Jordan; or furnish the required performance security as set out in the contract.

- The winning bidder has to pay the fees of the RFP advertisement issued in the newspapers.

- MODEE is not bound to accept the lowest bid and will reserve the right to reject any bids without the obligation to give any explanation.

- Bidders must take into consideration that payments will be as specified in the tender documents and will be distributed upon the winning submission and acceptance of the scope of work and of the deliverables and milestones of the scope of work defined for the project by the first party.

- 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.

7.6 LEGAL TERMS

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

- If the Bidder decides to form a joint venture, each partner in the joint venture shall be a business organization duly organized, existing and registered and in good standing under the laws of its country of domicile. The Bidder must furnish evidence of its structure as a joint venture including, without limitation, information with respect to:
    - the legal relationship among the joint venture members that shall include joint and several liability to execute the contract; and
    - the role and responsibility of each joint venture member

- The Bidder must nominate a managing member (leader) for any joint venture which managing member will be authorized to act and receive instructions on behalf of all the joint venture members.

- All bidders should duly sign the joint venture agreement attached to this RFP under Annex 08.15 by authorized representatives of the joint venture partners without being certified by a notary public and to be enclosed in the technical proposal in addition to authorization for signature on behalf of each member. Only the winning bidder partners in a joint venture should duly sign the joint venture agreement attached to this RFP under Annex 7.15 by authorized signatories and this agreement is to be certified by a Notary Public in Jordan

- 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.

- 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.

- Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory(ies) to the proposal.

- 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

- MODEE requires that all parties to the contracting process observe the highest standard of ethics during the procurement and execution process. The tendering Committee will reject a proposal for award if it determines that the Bidder has engaged in corrupt[1] or fraudulent[2] practices in competing for the contract in question.

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[1] **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

[2] **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 MOSD of the benefits of free and open competition.

- (i) The World Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the annex to the Contract Special Condition; (ii) The Purchaser requires the Suppliers to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

- No bidder shall contact MODEE, its employees or the purchasing 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 tendering 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.

- 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.

- A business registration certificate should be provided with the proposal.

- If the bidder is a joint venture, then the partners need to be identified with the rationale behind the partnership. Corporate capability statement should also be provided for all partners.

- The laws and regulations of The Hashemite Kingdom of Jordan shall apply to awarded contracts.

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

- 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.

- 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 MOSD before tender submission; such amendments are to be issued as an addendum.

- Proposals shall remain valid for period of (120) days from the closing date for the receipt of proposals as established by the tendering Committee.

- The tendering 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 tendering 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.

- 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.

- 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.

- MODEE reserves the right to disregard any bid which does not contain the required number of proposal copies as specified in this RFP. In case of discrepancies between the original hardcopy, the other copies and/or the softcopy of the proposals, the original hardcopy will prevail and will be considered the official copy.

- NAF/MOSD 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.

- Bidders may not object to the technical or financial evaluation criteria set forth for this tender.

- 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.

- 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.

- Each bidder will be responsible for providing his own equipment, office space, secretarial and other resources, insurance, medical provisions, visas, and travel arrangements. NAF/MOSD will take no responsibility for any non-Government of Jordan resources either within Jordan or during travel to/from Jordan.

- Any source code, licenses, documentation, hardware, and software procured or developed under 'DEVELOPING THE JORDAN SOCIAL REGISTRY' is the property of NAF/MOSD upon conclusion of 'The Project'. Written consent of NAF/MOSD must be obtained before sharing any part of this information as reference or otherwise.

- 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.

- 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).

- A bidder wishing to withdraw its proposal shall notify the tendering Committee in writing prior to the deadline prescribed for proposal submission. A withdrawal notice may also be sent by fax, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of proposals.

- The notice of withdrawal shall be addressed to the tendering Committee at the address in RFP and bear the contract name "DEVELOPING THE JORDAN SOCIAL REGSITRY" and the words "Withdrawal Notice".

- 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.

- 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.

- The Bidder accepts to comply with all provisions, that are explicitly stated in this RFP and any other provisions stated in the Standard Sample Arabic Contract Agreement attached hereto and Tendering Instruction and attached hereto.

- 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 NAF/MOSD, and shall at all times support and safeguard NAF/MOSD's legitimate interests in any dealings with Sub-contractors or third parties.

- 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.

- NAF/MOSD 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. MOSD 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.

- Bidders (whether in joint venture or alone) are not allowed to submit more than one proposal for this RFP. If a partner in a joint venture participate in more than one proposal; such proposals shall not be considered and will be rejected for being none-responsive to this RFP.

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

- Nothing contained herein shall be construed as establishing a relation of principal and agent as between MOSD 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.

- 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 MOSD's business or operations without the prior written consent of MOSD. The Winning Bidder shall sign a Non-Disclosure Agreement with MOSD as per the standard form adopted by MOSD. A confidentiality undertaking is included in annex 0.

- 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 Annex 7.15 (ملحق اتفاقية رقم 4) and enclose it in their financial proposals.
  Bidders must fill out the summary payment schedule form sub annex 3 (الملحق رقم 3) which is part of the Arabic Sample Contract version provided with the RFP, sign and stamp it, and enclose it with the Financial Proposal.
  Bidders must also fill out and duly sign the Financial Proposal Response Formats under Annex 8.9 of this RFP and enclose it in the financial proposals.
  Proposals that do not include these signed forms are subject to rejection as being nonresponsive.

- **All Bidders must register on the national e-invoicing system نظام الفوترة الوطني**

7.6.1 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.

7.6.2 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):
    - Brought into existence for the purpose of performing the Services.
    - incorporated in, supplied, or required to be supplied along with the Material referred to in paragraph (a); or
    - Copied or derived from Material referred to in paragraphs (a) or (b).

- Intellectual Property in all Contract Material vests or will vest in NAF/MOSD. 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 NAF/MOSD, or shall procure from a Sub-contractor, on behalf of NAF/MOSD, 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 NAF/MOSD 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 NAF/MOSD, 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 NAF/MOSD 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.

7.6.3 Third Party Indemnity

Unless specified to the contrary in the Contract, the Winning Bidder will indemnify NAF/MOSD, including its officers, employees and agents against a loss or liability that has been reasonably incurred by NAF/MOSD 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.

7.6.4 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

7.7 Conflict of Interest

- The Winning bidder warrants that to the best of its knowledge after making diligent inquiry, at the date of signing the Contract no conflict of interest exists or is likely to arise in the performance of its obligations under the Contract by itself or by its employees and that based upon reasonable inquiry it has no reason to believe that any sub-contractor has such a conflict.

- If during the course of the Contract a conflict or risk of conflict of interest arises, the Winning bidder undertakes to notify in writing NAF/MOSD immediately that conflict or risk of conflict becomes known.

- The Winning bidder shall not and shall use their best endeavors to ensure that any employee, agent, or sub-contractor shall not, during the course of the Contract, engage in any activity or obtain any interest likely to conflict with, or restrict the fair and independent performance of obligations under the Contract and shall immediately disclose to NAF/MOSD such activity or interest.

- If the Winning bidder fails to notify NAF/MOSD or is unable or unwilling to resolve or deal with the conflict as required, NAF/MOSD may terminate this Contract in accordance with the provisions of termination set forth in the Contract.

7.8 SECRECY & SECURITY

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

7.9 DOCUMENT PROPERTY

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Winning bidder in accordance with the Contract shall become and remain the property of NAF/MOSD, and the Winning bidder shall, not later than upon termination or expiration of the Contract, deliver all such documents and software to NAF/MOSD, 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.

7.10 REMOVAL AND/OR REPLACEMENT OF PERSONNEL

- Except as NAF/MOSD 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 NAF/MOSD approval.

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

7.11 OTHER PROJECT-RELATED TERMS

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

8 ANNEXES

8.1 PILOT SERVICES

8.1.1 الخدمة الأولى: دعم الطاقة للأسر الفقيرة ومحدودة الدخل ومستفيدي صندوق المعونة الوطنية

تهدف هذه الخدمة لتقديم دعم الطاقة للأسر الفقيرة ومستفيدي صندوق المعونة الوطنية من خلال

- تركيب ألواح شمسية لمستفيدي صندوق المعونة الوطنية ممن ينطبق عليهم شروط الأهلية
- إيصال التيار الكهربائي لمنازل الأسر الفقيرة ومحدودة الدخل الواقعة داخل حدود التنظيم
- تركيب ألواح شمسية لمنازل الأسر الفقيرة ومحدودة الدخل الواقعة خارج حدود التنظيم أو بعيدة عن أعمدة الشبكة

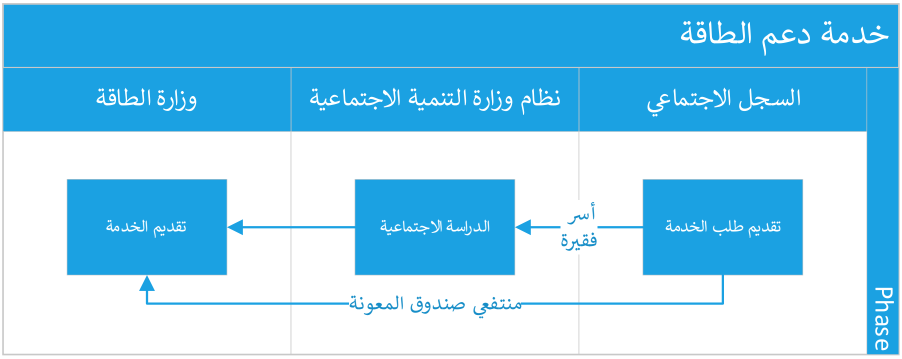
8.1.1.1 معايير الأهلية

8.1.1.1.1 منتفعي صندوق المعونة الوطنية

1. أن تكون الأسرة من الأسر المستهدفة من البرنامج
2. أن تمتلك الأسرة مسكن أو حصة في المسكن
3. أن لا تمتلك الأسرة ألواحاً للطاقة الشمسية
4. 4أن لا تكون الأسرة مدرجة على قوائم المستحقين لبرامج وزارة الطاقة (لائحة الأسر التي سيتم تركيب ألواح شمسية لديها)
5. توفر مكان مناسب على سطح أو جانب المنزل لتركيب الخلايا الشمسية بمساحة لا تقل عن 40م2 بناءً على تقييم الفنيين في وزارة الطاقة والثروة المعدنية
6. أن تكون قوة تحمل السطح لتركيب أنظمة الخلايا الشمسية مناسبة، بناءً على تقييم الفنيين في وزارة الطاقة والثروة المعدنية

8.1.1.1.2 الأسر الفقيرة ومحدودة الدخل (وزارة التنمية الاجتماعية)

1. أن يكون مقدم الطلب (رب الاسرة) أردني الجنسية
2. أن يكون مقدم الطلب (رب الاسرة) مالكاً للمسكن أو حصة منه، مع توفر كافة الوثائق بنفس اسم صاحب المسكن.
3. أن لا تمتلك الاسرة مسكن آخر
4. أن لا يزيد دخل الاسرة الصافي عن 365 دينارا للاسرة و/أو 68 دينارا للفرد.
   - ارفاق كشف اقتطاعات من البنك و/أو الجهة التي يعمل بها (صافي الراتب) / اقتطاعات خاصة بانشاء مسكن او شراء مواد بناء
   - إرفاق أوراق قطعة الأرض (سند التسجيل، مخطط اراضي، مخطط تنظيمي، اذن اشغال، رخصة الانشاءات)
5. مكان سكن الاسرة:
   - خارج التنظيم: خدمة الخلايا الشمسية
   - داخل التنظيم: توصيل أعمدة كهرباء
6. أن لا يكون السكن لأغراض الزراعة (غرفة حارس تقدر مساحتها ب20م2) و/أو التجارة (محلات تجارية) – إرفاق تقرير إذن الأشغال



8.1.2 الخدمة الثانية: التأمين الصحي للأسر الفقيرة ومنتفعي صندوق المعونة الوطنية

8.1.2.1 معايير الأهلية

8.1.2.1.1 منتفعي صندوق المعونة الوطنية

1. أن يكون المستفيد أردني الجنسية
2. أن لا تكون الأسر مستفيدة من أي نوع من أنواع التأمين الصحي المدني أو العسكري
3. تكون مدة سريان بطاقة التأمين الصحي الخاصة بأفراد الأسر المنتفعة من التأمين الصحي من خلال هذا البرنامج
4. أن يكون الفرد المستفيد من التأمين الصحي مقيم بصفة دائمة داخل المملكة

8.1.2.1.2 الأسر الفقيرة (وزارة التنمية الاجتماعية)

1. أن يكون مقدم/ة الطلب أردني/ة الجنسية
2. أن لا يتجاوز دخل الأسرة من كافة المصادر كاملة عن 300 دينار شهرياً
3. أن لا يكون رب الأسرة أو أي أحد من أفراد الأسرة حاصلاً على تأمين صحي آخر باستثناء الحاصلين على تأمين صحي فئة ذوي الإعاقة
4. أن لا تمتلك الأسرة سجلاً تجارياً باستثناء الحالات التالية
   1. المنتفعين من برنامج تعزيز الانتاجية، مع مراعاة البند رقم (2)
   2. أن يكون السجل التجاري متعثراً أو متوقفاً عن عمله بحيث يتم إحضار ما يثبت ذلك من دائرة مراقبة الشركات، أو أن يكون لورثة لا يستطيعون إلغاؤه بحيث يكون قد مضى على عدم ترخيصه سنتين أو أكثر
5. يشترط في حالة امتلاك المركبات ما يلي
   1. أن لا تمتلك الأسرة أكثر من مركبة بغض النظ عن صفة التسجيل وبغض النظر عن سنة الصنع وفئة المركبة
   2. أن لا تلتك الأسرة مركبة مسجلة بصفة عمومي
   3. أن لا تمتلك الأسرة مركبة شحن تزيد حولتها عن 2.5 طن بغض النظر عن صفة التسجيل (عمومي/خصوصي)
   4. أن لا تمتلك الأسرة مركبة بصفة تسجيل حصوصي مضى على صنعها أقل من سبع سنوات
   5. مركبة أو أكثر معفاة من الجمرك والممنوحة للأشخاص ذوي الإعاقة
6. لا تحول الحالات التالية من الانتفاع من التأمين الصحي
   1. الأسر التي تمتلك مركبة أو أكثر معفاة من الجمرك والممنوح للأشخاص ذوي الإعاقة
   2. الأسر التي تمتلك مركبة واحدة أو أكثر مضى على انتهاء ترخيصها مدة ثلاث سنوات فأكثر
   3. الأسر التي تمتلك تراكتور زراعي واحد
   4. الأسر التي تمتلك مركبة واحدة من فئة النقل المشترك
7. أن لا تمتلك الأسرة ثروة حيوانية أو أراضي زراعية تزيد قيمتها الانتاجية عن 300 دينار
8. أن لا يكون رب الأسرة من العاملية خارج البلاد وذلك لتعذر حصر مصادر وقيمة دخله، ويستثنى من ذلك من تعذر حضوره لأسباب عديدة كأ، يكون مطلوباً قضائياً وصادر به حكم غيابي، أو مسجون خارج البلاد، بحيث يتم إحضار ما يثبت ذلك لإعداد الدراسة الاجتماعية

9. أن لا يكون خاضعاً للضمان الاجتماعي الاختياري بمبلغ يزيد عن 300 دينار
10. لا تستفيد زوجة الأردني غير الأردنية من برنامج التأمين الصحي، باستثناء أبناء الأردنيات المتزوجات من غير الأردنيين
11. الأردنية المتزوجة من غير الأردني يتم شمول أبناؤها معها في التأمين، إلا في حالة الطلاق، وعند وفاتها يتم إلغاء شمولهم في التأمين الصحي
12. تستفيد الأم الأردنية المطلقة والحاصلة على حجة شرعية لأبنائها الأردنيين من معايير التأمين الصحي، بحيث يتم منح تأمين صحي لأبنائها الأردنيين في حال امتناع رب الأسرة (الأب) عن منحهم التأمين الصحي
13. في حال تعدد الزوجات، تستفيد الزوجة الأخرى وأبناؤها إذا انطبقت عليهم شروط الانتفاع من البرنامج، بحيث لا يتم اعتماد دخل ابن إحدى الزوجات أو دخل إحداهن كأساس لدخل الأسرة.

8.1.2.2 *الأفراد المستفيدين*

8.1.2.2.1 منتفعي صندوق المعونة الوطنية

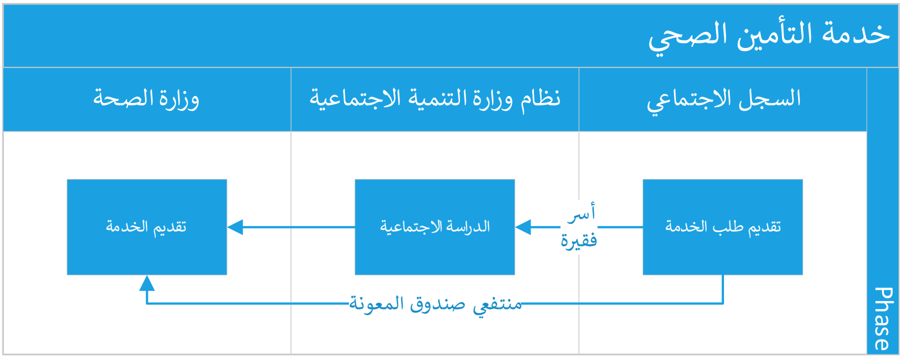
تصرف بطاقة الانتفاع من التأمين الصحي لأفراد الأسر المستحقة للتأمين الصحي على النحو التالي

- المنتفع (المشترك) وزوجته أو زوجاته في حال كان المشترك ذكراً
- أبناء المشترك الذكور والإناث ممن تقل أعمارهم عن 18 عاماً
- أبناء المشترك الملتحقين بالجامعات والمعاهد ولا تزيد أعمارهم عن 25 عام
- البنت العزباء غير العاملة مهما بلغ عمرها
- أبناء المشترك المرضى الحاصلين على نسبة عجز تزيد عن 75% بموجب تقرير طبي صادر عن اللجان المختصة في وزارة الصحة

8.1.2.2.2 الأسر الفقيرة (وزارة التنمية الاجتماعية)

تصرف بطاقة الانتفاع من برنامج التأمين الصحي لأفراد الأسر المستحقة على النحو التالي

- الأبناء الذين تتراوح أعمارهم بين 6 سنوات و18 سنة
- الأبناء الذي يتلقون العلم في الكليات والجامعات داخل وخارج المملكة حتى تاريخ انتهائهم من الدراسة ولغاية أكمالهم الخامسة والعشرون من العمر، أيهما أسبق
- البنات العازبات غير العاملات
- الأبناء الذكور فوق سن 18 سنة والحاصلية على تقرير طبي بنسبة عجز 75%



8.1.3 الخدمة الثالثة: خدمات الأبنية والمساكن للفقراء وذوي الدخل المحدود

8.1.3.1 معايير الأهلية لوزارة التنمية الاجتماعية

8.1.3.1.1 المعايير العامة

- أن يكون مقدم الطلب (رب الاسرة) أردني الجنسية.
- أن تكون الأسرة مكونة من فردين فأكثر
- أن تكون الأسرة مقيمة بصورة دائمة في المنطقة التي يستهدفها المشروع
- أن لا يكون مالكاً لمسكن صحي ومناسب وآمن
- أن لا يكون مالكاً لأرض تزيد عن قيمتها عن قيمة المسكن المنوي إنشاؤه
- تعطى الأولوية لرب الأسرة الأنثى لمن ليس لها معيل ،ولمن لا يقل عمره عن 60 سنة كرب أسرة من الذكور، ويستثنى من ذلك حالات الاعاقة الشديدة والعجز المزمن (بناءً على تقرير طبي من لجنة لوائية يحدد فيه المقدرة على العمل ونسبة العجز) (بنسة لا تقل عن 75% للإعاقة الجسدية والعقلية ولا تقل عن 85% للاعاقة النفسية وفقاً لتقرير طبي) والذي يعيق عن العمل (ويترك للوزير مراعاة بعض الحالات ممن تقل أعمارهم عن ذلك في حالة كونهم الأحوج لتخصيص سكن له كنتيجة لعوامل أخرى، ولا تحديد على أعمار ربات الأسر الإناث)
- أن لا يزيد دخل الأسرة الشهري الإجمالي عن الحد الأعلى المقرر للعون المقدم من صندوق المعونة الوطنية وبالمقارنة مع عدد أفراد الأسرة على أن لا يتجاوز دخل الاسرة الشهري الاجمالي عن:
  - 200 دينار اردني لاسرة مكونة من فردين
  - 300 دينار اردني لاسرة مكونة من 3 أفراد
  - 400 دينار اردني لاسرة مكونة من 4 أفراد
  - 482 دينار اردني لاسرة مكونة من 5 أفراد
- أن لا يكون ضمن أفراد الأسرة المسجلين في دفتر العائلة ولدان ذكور فأكثر تزيد أعمارهم عن سن (18) سنة وقادرين على العمل، يستثنى من ذلك الطلاب على مقاعد الدراسة
- أية حالات أخرى تتوفر لديها ظروف استثنائية ولا تحقق كامل المتطلبات والشروط المطلوبة للاستفادة من المشروع يتم دراستها من لجنة المساكن ورفع توصيات محددة بخصوصها للوزير لاتخاذ القرار المناسب بشأنها
- أن لا يكون مقدم الطلب قد استفاد أو سيستفيد هو أو أحد أفراد الاسرة المعالين من أي برنامج اسكاني آخر.
- في حال كانت رب الاسرة انثى وزوجها (رب الاسرة) سجين ومحكوم فوق10 سنوات أو أكثر يقبل طلبها (يجب إرفاق قرار المحكمة) .

8.1.3.1.2 إنشاء المسكن

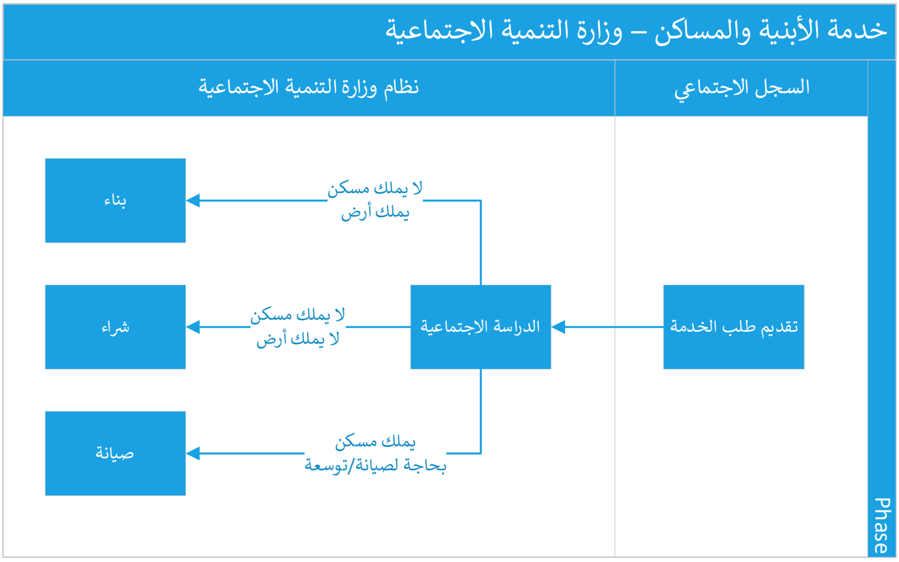
- يتم إنشاء المساكن للأسر التي تنطبق عليها الشروط والتي تمتلك قطع أراضي مناسبة عليها وتحديد مساحة المسكن حسب عدد أفراد الأسرة وبالطرق المناسبة
- في حال وجود مسكن حالي، أن تكون حالة المسكن الملك الذي تعيش فيه الاسرة آيلة للسقوط

8.1.3.1.3 شراء مسكن

- في حال انطباق شروط الانتفاع على طالب الانتفاع وعدم تمكن المنتفع من تأمين قطعة أرض مناسبة لإنشاء المسكن عليها تنسب لجنة اختيار المنتفعين للأمين العام والذي بدوره ينسب للوزير لاتخاذ القرار المناسب.

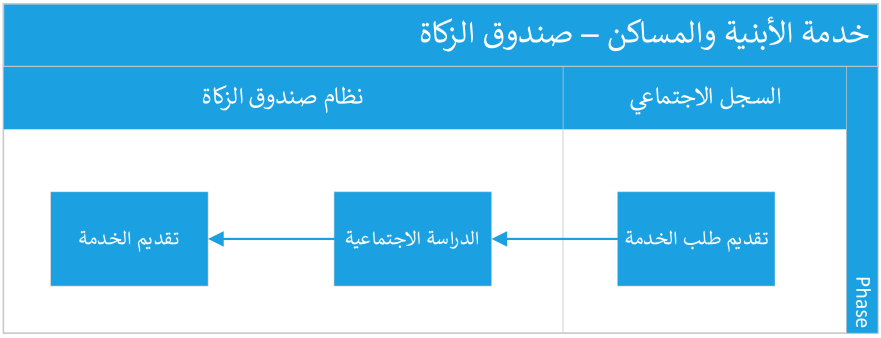
8.1.3.1.4 صيانة المسكن

- يتم عمل صيانة لمساكن الأسر التي بحاجة لصيانة لتصبح آمنة وصحية
- أن تكون حالة المسكن (الملك) الذي تعيش فيه الاسرة سيئة أو مساحته غير كافية للأسرة وتحتاج الاسرة لبناء إضافات أو استكمال أو صيانة عامة للمسكن القائم لخدمة الصيانة.



8.1.3.2 *معايير الأهلية لمنتفعي صندوق الزكاة*

- أن يكون رب الأسرة أردني الجنسية
- أن لا يتجاوز مجموع الدخل الإجمالي للأسرة (400) دينار أردني
- أن يكون المنزل مملوكاً للمستفيد أو شريكاً فيه أو أن يكون البناء قائماً على قطعة أرض مخصصة من قبل الحكومة ومسجلة باسم صندوق الزكاة
- تكون الأولوية للمنتفعين من صندوق الزكاة
- أن لا يكون المتقدم لطلب الاستفادة من برنامج بناء المنازل قد استفاد من أي برنامج سكني من الجهات المانحة أو مشروع تأهيلي من صندوق الزكاة
- أي حالة لم تنص عليها أسس وتعليمات صيانة المنازل يتم الرجوع إلى أسس وتعليمات صرف المساعدة الشهرية في صندوق الزكاة



8.1.4 الخدمة الرابعة: بدائل الإيواء للأشخاص ذوي الإعاقة

8.1.4.1 الدمج الأسري والبيوت الجماعية

8.1.4.1.1 شروط المنتفع

- يتم تقديم الطلب من قبل ولي أمر المنتفع أو الوصي عليه للمديرية الميدانية ورقياً أو إلكترونياً.
- أن يكون مقدم الطلب أردني الجنسية
- أن يكون مقيماً في الاردن
- أن يكون حاصلاً على تقرير تشخيصي من الجهات المعتمدة من وزارة الصحة يثبت بأنه من ذوي الإعاقة الذهنية او المتعددة المصاحبة للاعاقة الذهنية او تعتمد المعلومات والبيانات الواردة في البطاقة التعريفية
- أن يكون قد خضع للتقييم ودراسة الحالة (من قبل الباحث الاجتماعي) (بعد التقديم المبدأي)
- الأولوية للمنتفع المحتاج للحماية والرعاية من ذوي الاعاقة الذهنية الملتحق بالمراكز الايوائية التابعة للوزارة
- توفير الترتيبات التيسيرية المعقولة وامكانة الوصول حسب التقييم ومؤتمر الحالة وحسب التشريعات الناظمة (بعد التقييم المبدأي)

8.1.4.1.2 شروط الأسرة (البيولوجية أو البديلة)

- ان يكون لدى الاسرة القدرة على تلبية المتطلبات الشخصية للشخص ذوي الاعاقة
- خضوع الاسرة لبرنامج تدريبي معتمد لهذه الغاية
- الا يكون اي فرد من افراد الاسرة البديلة محكوم بجناية او جنحة مخلة بالآداب العامة
- توفير الترتيبات التيسيرية المعقولة وإمكانية الوصول حسب التقييم ومؤتمر الحالة وحسب التشريعات الناظمة
- الموافقة خطياً على الالتزام بتطبيق الخطط والبرنامج التدريبي والنشاطات التي يتم الاتفاق عليها من قبل فريق المتابعة والتقييم من قبل الوحدة التنظيمية المختصة

8.1.4.1.3 البيوت الجماعية (شروط المنتفع)

- أن يكون المنتفع خالياً من الأمراض السارية والمعدية بموجب تقرير معتمد من الجهات الرسمية
- أن يكون المنتفع حاصلاً على تقرير تشخيصي من الجهات المعتمدة يثبت بأنه من ذوي الإعاقةالذهنية او المتعددة المصاحبة للاعاقة الذهنية أو تعتمد المعلومات والبيانات الواردة في البطاقة التعريفية
- أن يكون قد خضع للتقييم ودراسة الحالة (الباحث الاجتماعي)
- تعطى الاولوية لفاقدي السند الاسري والملتحقين بالمراكز الايوائية التابعة للوزارة او الذين تم شراء خدمات له من القطاع الخاص او التطوعي
- أن يتم استنفاذ الجهود لإلحاقه في الدمج الأسري

8.1.4.2 خدمة التأهيل المجتمعي

8.1.4.2.1 شروط المنتفع

- تكون الأولوية لغير القادرين على الوصول إلى الخدمات وغير المستفيدين من بدائل الإيواء والخدمات الأخرى
- تقديم تشخيص طبي حديث بالوضع الصحي للمنتفع أو اعتماد المعلومات البيانات الواردة في البطاقة التعريفية
- أن يكون قد خضع للتقييم ومؤتمر الحالة (بعد التقديم)

8.1.4.2.2 شروط الأسرة

- الموافقة خطياً على الالتزام بتطبيق الخطط والبرنامج التدريبي والنشاطات التي يتم الاتفاق عليها من قبل فريق المتابعة والتقييم من قبل الوحدة التنظيمية المختصة

8.1.4.3 *خدمة المرافق الشخصي*

8.1.4.3.1 شروط المنتفع

- تكون الأولوية للمنتفع المحتاج للمساعدة الشخصية من ذوي الإعاقة المتوسطة والشديدة والملتحقين بالمراكز الإيوائية التابعة للوزارة
- تلحق حالات الاعاقة من غير الاردنيين بالبرنامج بقرار من الامين العام بناءً على تنسيب من مدير الوحدة التنظيمية المختصة
- ان لا يقل عمره عن تسع سنوات
- وجود تشخيص حديث بالوضع الصحي للمنتفع او تعتمد المعلومات والبيانات الواردة في البطاقة التعريفية
- يجب مراعاة النوع الاجتماعي بحيث يتناسب مع جنس المنتفع

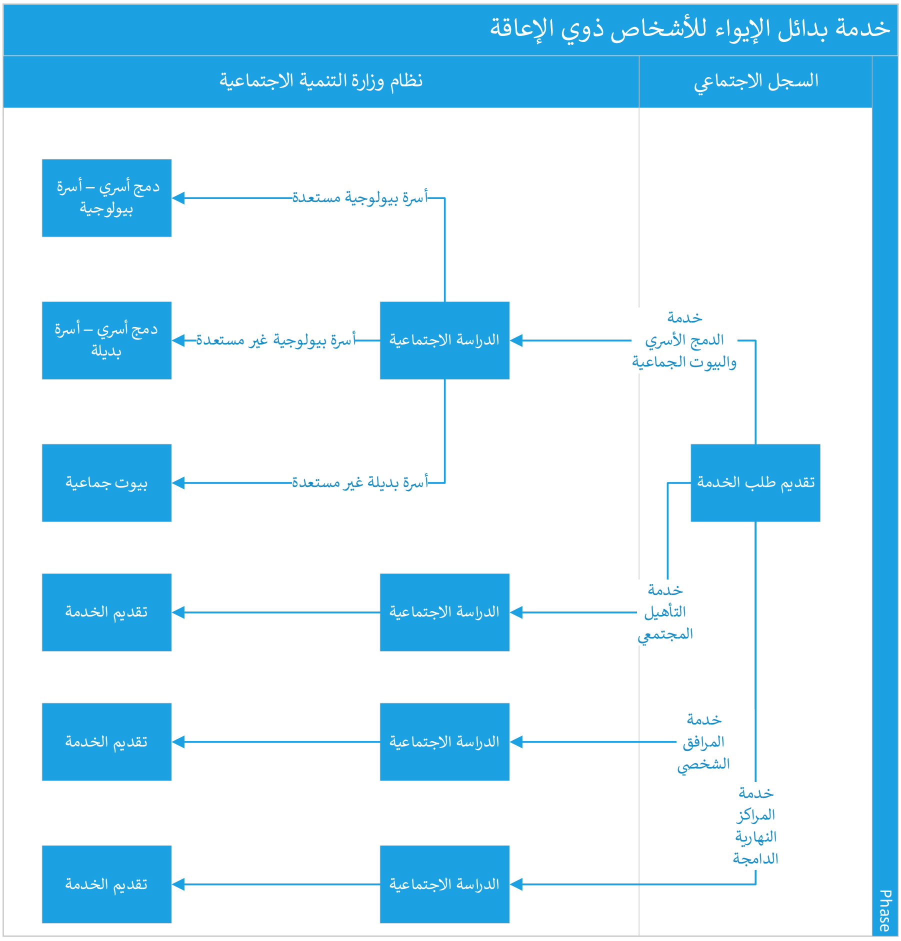
8.1.4.3.2 شروط الأسرة

- عدم قدرة الاسرة على خدمة المنتفع بناءً على نتائج التقييم ومؤتمر الحالة (تقييم مؤتمر الحالة)
- الموافقة خطياً على الالتزام بحضور جلسات التدريب وتطبيق التدخلات والنشاطات التي يتم الاتفاق عليها من قبل فريق المتابعة والتقييم

8.1.4.4 *المراكز النهارية الدامجة*

8.1.4.4.1 شروط المنتفع

- ان يكون طالب الخدمة يقطن ضمن خدمات المركز
- ان يكون قد خضع للتقييم المعتمد لهذه الغاية/ دراسة حالة
- ان يكون خالياً من الامراض السارية والمعدية
- شروط واحكام وفقاً للفئة العمرية:
    - أكبر من 6 سنوات:
        - أن يكون من ضمن الاعاقة المتعددة، على أن يكون
        - من ضمنها الاعاقة العقلية، وطيف التوحد
        - الاولوية حسب تسلسل قوائم الانتظار
    - من عمر (1 إلى 6) سنوات:
        - وجود تأخر نمائي في أي جانب
        - لا يشترط الجنسية



8.1.5 الخدمة الخامسة: خدمات كبار السن

8.1.5.1 الشروط العامة للانتفاع

- أن يكون ضمن الفئة العمرية (60 سنة) فما فوق
- أن يكون بحاجة إلى الرعاية الاجتماعية أو الصحية أو البدنية أو النفسية، بموجب دراسة اجتماعية معززة بالوثائق لتحديد الخدمة اللازمة (بعد التقدم)
- أن يكون المسن أردني الجنسية
- في حال لم يكن المسن من حملة الجنسية الاردنية، يجب ان يكون مقيم بشكل دائم في المملكة مع عدم وجود معيل او مصدر دعم او جهة راعية له.

8.1.5.2 شروط الانتفاع من الخدمات الإيوائية

- عدم وجود أسرة ترعاه و/أو تعجز الأسرة عن تقديم الرعاية له

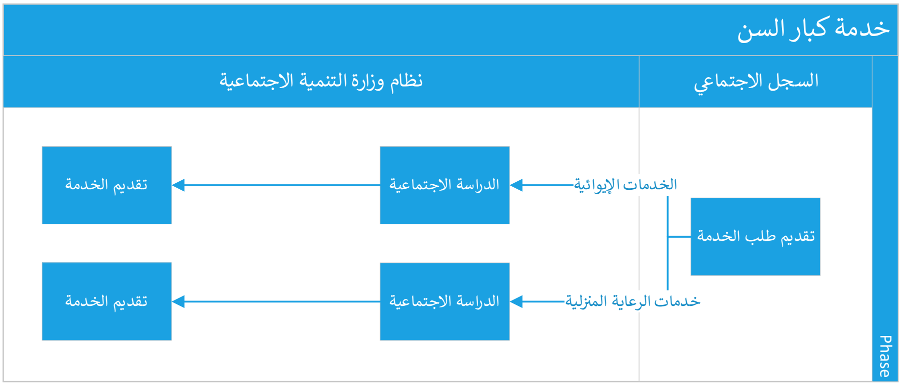
- رغبة المسن في تلقي الخدمات أو رغبة ذويه في حال عدم إدراكه بموجب تقرير طبي معتمد
- أن لا يتجاوز دخل المسن أو أسرته عن (300) دينار للانتفاع من خدمات الرعاية الإيوائية وإذا كان هناك أموال غير منقولة أو شركات أو حيازات زراعية حيوانية مسجلة باسم المسن أو أسرته بمختلف أنواعها يتم تقدير انتاجيتها من الجهات المختصة لغايات تطبيق أحكام الفقرة (أ) من المادة (3) من هذه التعليمات
- في حال عدم وجود دخل معلن للمسن فيتم أخذ التعهدات اللازمة من المسن أو أحد أفراد اسرته يفيد بعدم تجاوز دخل الحد المنصوص عليه في الفقرة أعلاه (300 دينار)، وفي حال تبين خلاف ذلك فيتحمل من وقع التعهد كافة التبعات القانونية
- خلو من الامراض السارية والمعدية
- عدم وجود اي طلب أمني او قضائي على المسن

8.1.5.3 شروط الانتفاع من الخدمات المنزلية

- رغبة المسن في تلقي الخدمات أو رغبة ذويه في حال عدم إدراكه بموجب تقرير طبي معتمد
- أن لا يتجاوز دخل أسرة المسن عن (750) دينار بما فيها الأموال المنقولة وغير المنقولة للانتفاع من خدمات الرعاية المنزلية
- في حال عدم وجود دخل معلن للمسن فيتم أخذ التعهدات اللازمة من المسن أو أحد أفراد اسرته يفيد بعدم تجاوز دخل الحد المنصوص عليه في الفقرة أعلاه (750 دينار)، وفي حال تبين خلاف ذلك فيتحمل من وقع التعهد كافة التبعات القانونية
- يستفيد المسن من المعينات والمعدات والأجهزة الطبية شريطة عدم الاستفادة من صندوق المعونة الوطنية (التأهيل الجسماني) أو أي جهات أخرى خلال الستة أشهر الأخيرة
- في حال زوال أسباب الانتفاع من الخدمة يتم استرداد المعينات والمعدات والأجهزة الطبية التي تم صرفها لإعادة الاستفادة منها لحالات أخرى

8.1.5.4 شروط الانتفاع من خدمات المعدات الطبية

- رغبة المسن في تلقي الخدمات أو رغبة ذويه في حال عدم إدراكه بموجب تقرير طبي معتمد
- أن لا يتجاوز دخل أسرة المسن عن (750) دينار بما فيها الأموال المنقولة وغير المنقولة للانتفاع من خدمات الرعاية المنزلية
- في حال عدم وجود دخل معلن للمسن فيتم أخذ التعهدات اللازمة من المسن أو أحد أفراد اسرته يفيد بعدم تجاوز دخل الحد المنصوص عليه في الفقرة أعلاه (750 دينار)، وفي حال تبين خلاف ذلك فيتحمل من وقع التعهد كافة التبعات القانونية
- يستفيد المسن من المعينات والمعدات والأجهزة الطبية شريطة عدم الاستفادة من صندوق المعونة الوطنية (التأهيل الجسماني) أو أي جهات أخرى خلال الستة أشهر الأخيرة
- في حال زوال أسباب الانتفاع من الخدمة يتم استرداد المعينات والمعدات والأجهزة الطبية التي تم صرفها لإعادة الاستفادة منها لحالات أخرى



8.1.6 الخدمة السادسة: خدمات الدعم العيني والنقدي المقدم من مؤسسات المجتمع المدني

تهدف هذه الخدمة لتسهيل وصول مؤسسات المجتمع المدني والجمعيات إلى السجل الاجتماعي لتحسين آلية استهداف الأسر المنتفعة. وتتيح للمؤسسات فتح باب التقدم لبرامجها مما يتيح للأسر التقدم لها.

8.1.6.1 انواع الخدمات المقدمة

- المعونات العينية والنقدية المتكررة
- المعونة العينية والنقدية الطارئة

8.1.6.2 شروط الانتفاع

تختلف شروط الانتفاع حسب الجهة المقدمة للخدمة والبرنامج. حيث ان المتوقع من المنصة السماح للجهة المقدمة للخدمة شروط الانتفاع الخاصة بها.

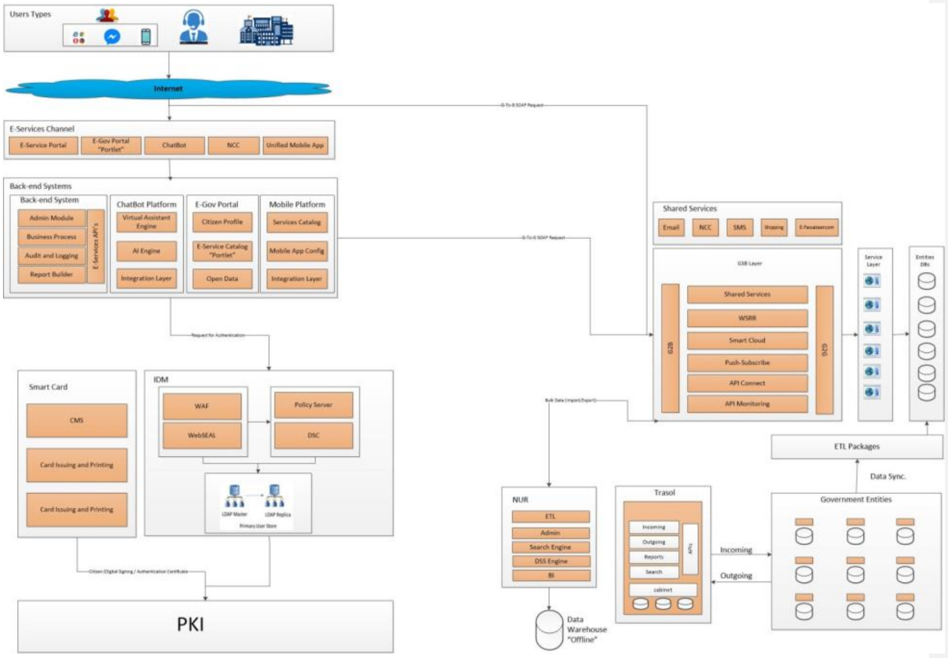
8.1.6.2.1 المعلومات الاساسية التي قد تأثر على الانتفاع

- معلومات الدخل لأفراد الاسرة
- مصادر دخل الأسرة من العمل غير المنتظم
- مصادر الدخل الأخرى
- معلومات الانفاق
- القروض
- معلومات ملكية الاصول
- الأراضي
- العقارات
- الثروة الحيوانية
- المركبات
- المؤسسات
- الأصول المالية
- الجنسية
- طبيعة الاقامة
- الدين
- الاستفادة من برامج أخرى
- خصائص الاسرة المنتفعة
- عمر رب الاسرة
- عدد افراد الاسرة وعدد الذين في سن العمل
- مكان السكن
- خصائص المسكن
- معلومات التعليم لأفراد الاسرة
- المعلومات الصحية لأفراد الاسرة
- المساعدات الغذائية

8.2 E-GOVERNMENT IMPLEMENTATION FRAMEWORK

8.2.1 Implementation Framework

This section provides a definition of a general framework for e-government infrastructure components that is based on the concept of the e-Government Architecture Framework (eGAF) and Service Oriented Architecture (SOA) as well as two other major initiatives – e-Government Portal and Secure Government Network – that are major supporting infrastructure components for e-Services. In addition to other important initiatives like the e-Government Contact Center, National Payment gateway (eFAWATEERcom), Government Service Bus (GSB), and SANAD Portal.



8.2.2 E-Government Architecture

As the facilitator of the implementation and delivery of governmental e-Services, the e-Government Program has been working diligently to define its target e-Government federated enterprise architecture, which is meant to enable seamless integration and secure interoperability of services between distributed entities cohesively and cost effectively using SOA. The responsibility of the implementation and delivery of government e-Services lies upon the government and its various entities:

The e-Government Program plays the role of the “e-Services enabler” by providing the components that constitute the Central e-Government Service Delivery Platform.

The other governmental entities (mainly ministries) play the role of the “e Services providers” by composing and operating their e-Services, having the choice to either outsource these services, or operate them in-house.

The following diagram presents a high-level view of the various e-Government stakeholders, and depicts the federated, customer-centric nature of the e-Government architecture[1]:

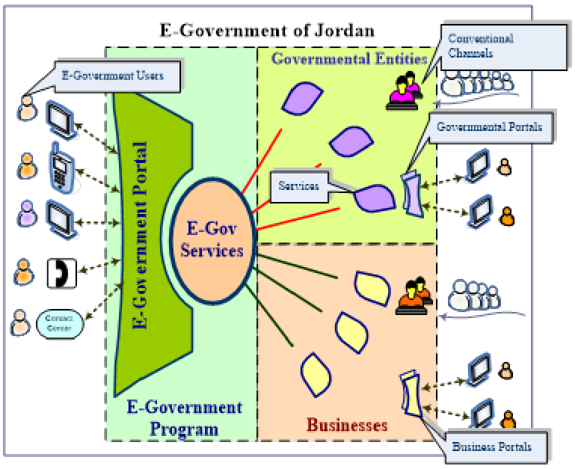


Figure 1: e-Government of Jordan High-Level View

The e-Government portal of Jordan is customer-centric, i.e. all e-Services are centered on customers' needs. Currently, the e-Government Web Portal, which constitutes the central web informational portal of the e-Government, co-exists with a number of other governmental portals. Ultimately, the e-government's portal will turn into a multi-channel, one-stop-shop for all government e-Services and will support various access and delivery channels (e.g. Web, SMS, Kiosks, etc.).

The following diagram depicts the main building blocks for the e-Government target architecture:

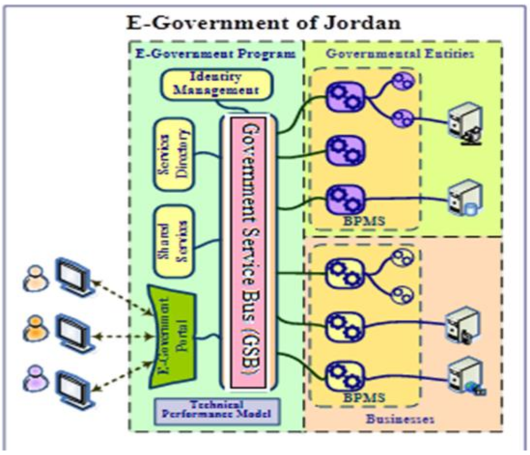


Figure 2: e-Government Architecture High Level View

[1] The diagram is meant to present a high-level view of the e-Government from a business perspective; hence many businesses and technical details do not appear for the sake of the overall understanding.

As shown in the above diagram, the e-Government Program will provide a central Government Service Bus (GSB) that will serve as a unique point of traffic. It will take care of routing service invocations towards service providers and of returning responses back to the service clients (which could be the portal or some other service as in the case of cross-organizational e Services). The e-Government Program will also provide a set of shared services (for instance National Payment Gateway, EFAWATEERcom, notification gateway, etc.) that can be invoked from within the context of any e Service, promoting reuse of components across the government and thus reducing the costs by eliminating the needs for dedicated implementations of components that perform the same functionalities offered by any of the central shared functionalities at the entities side. The services directory will maintain an active list of all available services as well as their interface specifications. A central identity management solution will be used to federate identities, provide (when applicable) single-sign-on, facilitate propagation of user identities and attributes across the e Government trust domain, and enable account provisioning. Finally, a central technical performance model will be put in place to enable concerned technical stakeholder at the e-Government Program to monitor the health and performance of the overall e-Government and identify issues and bottlenecks as well as potential areas for improvement. In order to prevent vendor lock-in, all of the above components will be built solely upon open standards, such as Web Services, SOAP. Where necessary, all service providers shall conform to the above standards in order to interoperate with other components within the e-Government framework.

The e-Government of Jordan Program will also provide Government Entities with an Enterprise Architecture Framework and methodology to help them in building their Enterprise Architecture in respect of the above principles. The e Government Program will also provide help and support on how to apply this framework to aid the entities during the course of the framework implementation.

The e-Government Program will provide all necessary documentation and support in order to enable project implementers to produce deliverables that are in line with the e-Government architecture vision in the form of a Reference Model Winning PSPs shall have to access the necessary documentation.

8.2.3 E-GAF and SOA

The primary delivery models for e-government are:

- Government-to-Citizen (G2C)
- Government-to-Business (G2B)
- Government-to-Government (G2G)

Jordan e-government program is capitalizing over the G2G, G2B, and G2C service models in order to provide information integration between the different government entities to improve government processes efficiency, easy end users' accessibility, increase transparency and reduce total cost of ownership.

The following figure depicts the different parties involved in the integration.

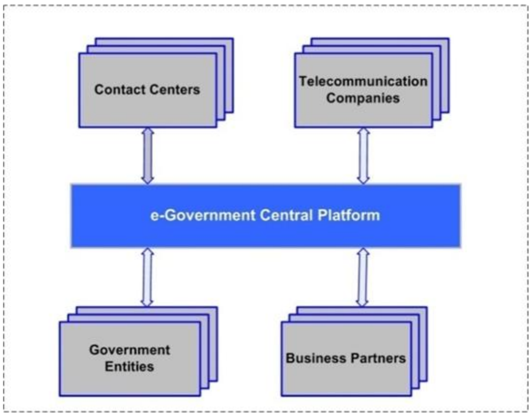


Figure 3: Government of Jordan Integrating Participating Parties

As seen in the figure above the following parties are involved in integration:

- Government entities: Government entities form the major customer and beneficiary for the business integration service provided by the e-government central platform. G2G integration model shall introduce efficient mechanism for integrating the government entities in order to deliver G2C, G2E and G2B services.
- Telecommunication companies: Telecommunication companies are considered business partners. The program will be responsible for providing the G2B integration services between those companies and the government entities. One example of such services can be the SMS notification.
- Business partners: The program will be responsible for providing the G2B integration service between business partners and government entities. Example for such business partners: payment service providers (PSP) and private banks.
- Contact center: Contact center's business is to serve the government entities end users. The program will be responsible for providing the G2B integration services between those contact centers and the government entities.

The IT infrastructure in the government entities and other business partners in Jordan is heterogeneous across operating systems, applications, and software packages. Existing applications are used to run current business processes; so, starting from scratch to build new infrastructure is a very expensive and non-practical option. Hence, government entities should quickly respond to business changes with agility; leverage existing investments in applications and applications.

Infrastructure in order to address newer business requirements; support new channels of interactions with clients and partners (other government entities); and feature an architecture that supports business-oriented model.

SOA is efficient for large and distributed systems where other types of integration are more complex and costly.

8.2.4 Jordan e-Government Business Integration Partners

The business integration patterns that will be enabled by the central platform infrastructure are:

- **Vertical e-Services integration pattern defines the pattern** in which services are provided end-to-end by one government entity. It’s true that such services are provided by one government entity, but their integration pattern may use some of the e-government central platform shared services such as authentication, online payment, notification, contact center … etc.
- **Cross organizational e-Services integration pattern** defines the pattern in which a government service requires the involvement of several government entities in order to be delivered.
- **Composite e-Services integration pattern** defines the pattern in which a service flows across multiple government entities and contribute to e-Government overall objectives.
- **Shared e-Services integration pattern:** shared services are defined as the “enablers”, providing technology-based functionality that are central to the provision of vertical and cross-organizational services. Their ultimate ownership belongs to the e-government central platform as part of the federated architecture framework.

8.2.5 Jordan Information Interoperability Framework (IIF)

The Jordan e-government program has initiated an information interoperability framework that will manage and standardize the exchange of common and shared information between the different parties involved in the e-government of Jordan such as the government entities, central platform, and business partners.

The IIF mandates that all the parties should speak the same language, and this includes:

- Protocol: SOAP/HTTP(s)
- Content type: XML
- Standards: Jordan e-government standards
- Format: IIF format

Note: For any new service that will be integrate with the GSB, it’s recommended to be implemented using the WCF standard.

8.2.6 E-GAF and Business Process Management (BPM)

The government entities in Jordan will provide cross organizational services whose logic is distributed across other government entities and business partners including the central platform. The main provider of a service [Principal Service Provider] will host the workflow of the Cross Organizational Service. Hence, the national GSB of Jordan will not host the workflow of any Government Entity Service, nevertheless, it should enable integration between different entities’ services to constitute a Cross Organizational Service.

A government entity will utilize the central platform integration services published web services, and other government entities published e-Services to compose the business processes for their cross organizational e-service. The following figure depicts the relation between the integration infrastructure provided by the e-government central platform and the BPM components at the government entities premises.

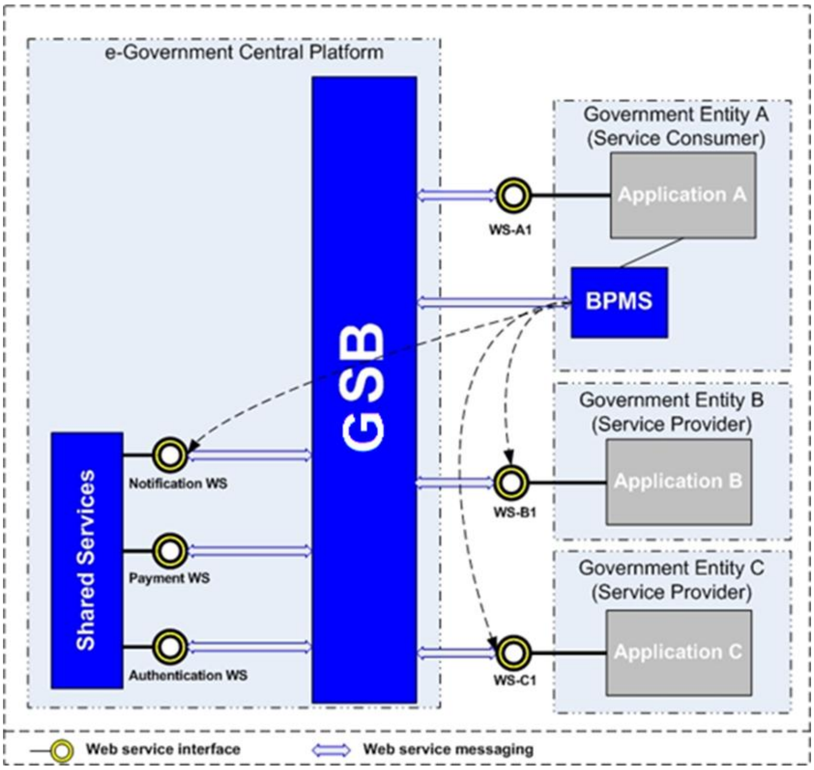


Figure 4: e-GAF and BPM

As depicted in the figure above, the application in government entity "A" starts a business process that includes executing tasks at government entity "B", "C" in addition to the notification services provided by the e-government central platform. The application at "A" will communicate with the Business Process Management System (BPMS) component[1] at its premises to execute the complete process. The BPMS component invokes the entity "B" Web service (WS-B1), entity "C" Web service (WB-C1) and the Notification WS web services according to the rules that had been set earlier in its rule engine.

8.2.7 E-GAF Integration Reference Model

The following figure depicts the E-GAF integration reference mode.

[1] WFMS: A software application that stores process definitions and runs jobs based on those process definitions via its workflow engine component. The workflow engine is the runtime execution module.

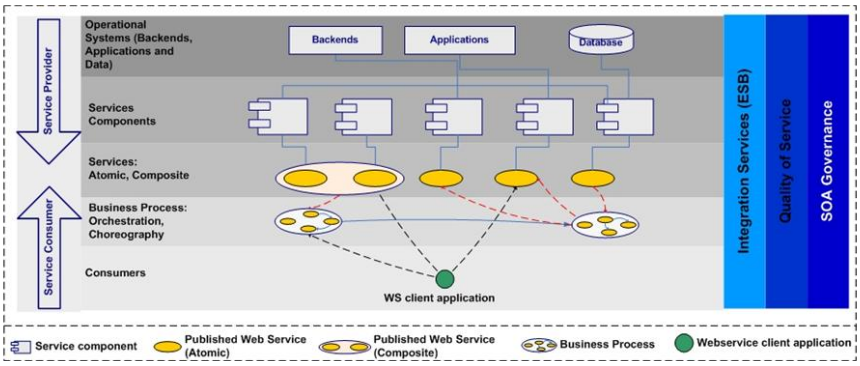


Figure 5: e-GAF Integration Reference Model

As depicted in the figure above; the reference model crosses the different parties involved in the SOA architecture: service consumer; integration services (GSB), and the service provider.

The consumer will implement the Web service client application that contains either direct calls to published Web services or calls to the orchestrated or choreographed or business processes.

The provider publishes his services (atomic and composite) through the GSB. The services are enabled by a set of components (JavaBean, EJB, COM, DCOM, PLSQL … etc.). Such components form the bridge between the backend applications, business applications and databases on one side and the web services on the other side.

The integration services at the central platform represented by the GSB form the mediator between the service consumer and service provider. The GSB provides several services and functionalities such as integration hub, services registry, security, intelligent routing …etc.

Security, audit, high availability, manageability are quality of service attributes for the integration model.

8.2.8 Secure Government Network (SGN)

The Secure Government Network (SGN) is a large initiative linking all government entities to a secure Government Network as a part of a recently developed Connectivity Strategy.

The main role of the SGN is to provide connectivity to government entities. Currently, the following services are provided through the SGN:

- File sharing/exchange between government's entities connected through the SGN.
- E-mail services (electronic services that include email messaging solution, calendar, personal communications tools, etc.).
- Inter-application communication

Upon request, MODEE will provide the winning bidder with related document(s) describing in detail Connectivity Strategy and detailed requirements related to SGN.

8.2.9 Government Service Bus (GSB)

8.2.9.1 GSB Integration Requirements

The Government Service Bus (GSB) is the central enabling set of components of the e-Government infrastructure that is based on Service Oriented Architecture (SOA). The GSB provides an infrastructure that removes any direct connection between service consumers and providers. Consumers connect to the bus and not the provider that actually implements the service. This provides location independence to all services.

The GSB also implements further value add Infrastructure or “Fabric” services. For example, security, transaction, scalability, directory, registry, and delivery assurance are implemented centrally within the bus instead of having these buried within the applications or at the government agency back-ends.

The GSB architecture enables governmental entities to connect and use ready-made components of the e-Government. The diagram below shows the conceptual architecture of the GSB.

IBM WebSphere Data Power SOA Appliances are purpose-built, easy-to-deploy network devices that simplify, secure, and accelerate your XML and Web services deployments while extending your SOA infrastructure. Data Power provides configuration-based approach to meet MODEE’s edge ESB requirements. The DataPower Appliance provides many core functions to applications, such as service-level management, routing, data and policy transformations, policy enforcement, access control, and hardened security—all in a single “drop-in” device.

For MODEE, Data Power provides the following key benefits.

- Platform for Vertical e-Services integration: Web services from different government entities (service providers) can be securely exposed using Data Power.
- Cross Organizational e-Services Platform: Data Power provides role-based access control to ensure the right level of secure access for cross-organizational e-Services.
- Composite e-Services integration platform: Data Power is the service composition layer that exposes composite services to service consumers.
- Shared e-Services integration platform: Data Power supports modular service integration architecture.

When deploying this IBM appliance in your network, you secure your enterprise at the Application Layer vs. at the Network Layer. DataPower is a next-generation appliance that operates on MESSAGES instead of PACKETS. This enables offloading security checks and structural checks from the service providers, there by simplifying integration while minimizing performance degradation.

8.2.9.2 Solution Benefits

Using IBM Data Power as the ESB appliance, this provides the following benefits:

- Ease of implementing security and web services in a purpose-built appliance resulting in reduced Development Lifecycle and implementation costs.
- Configuration, rather than coding: This approach offers faster time to market compared to traditional coding approaches for service integration.
- Offloading tedious security tasks from Service Providers (Government entities), preventing potential performance degradation
- Appliance approach provides greater security compared to software-based solutions (removes periodic operating system patches, OS vulnerabilities, virtualization layer vulnerabilities, regular software patches, etc.)
- Purpose built firmware, offering wire-speed processing.
- Prepare your environment for the future: DataPower is ready for mobile and web 2.0.

- Extensible architecture: add-on modules can be turned on as required.
- Highly fault tolerant device (multiple power supplies, multiple network ports) with in-built load balancing & clustering options.

The Data Power Appliance is purpose-built, easy to consume and easy to use. Data Power delivers security, common message transformation, integration, and routing functions in a network device. IBM approach helps you to leverage and scale your existing infrastructure investments.

8.2.9.3 Solution Components and Features

The below sections list the used components and the utilized features within the Data Power appliance during the implementation of the Edge ESG to help meet MODEE requirements:

Logging	IBM Data Power appliance offers a bunch of different options when it comes to logging. MODEE's main concerns when it came to logging were: • The ability to troubleshoot a problem when one arises: As for this point in the solution IBM Data Power offers a feature called 'debug probe', this feature can be enabled to log the messages temporarily and then view them at each stage within the policy execution, this also offers information like the requested and source URL/IP which should be sufficient when a problem arises at the message level. • Being able to view and track events as they occur (mostly errors): As for this DataPower's out of the box logging behavior should suffice, it offers the ability to filter the logs based on the component from which they originated and the ability to increase and decrease the level of logging details based on the current need. • DataPower auditing: Out of the box, DataPower offers the ability to log any administrational actions, by which user where they performed and when (this also included some lower-level relevant action logging).
Security Using SSL Certificate	When it comes to SSL, the solution includes two different implementations: • Standard SSL over HTTP (for G2G services): In this scenario DataPower is issued a certificate which the service consumers should trust and accordingly be able to authenticate DataPower boxes and perform transport layer encryption. As for between DataPower and the service providers, DataPower should receive a copy of the public certificate of the entities it will connect to in order to trust them. • SSL with mutual authentication (for G2B services): As for this scenario the communication with the backend services is still done in the same manner but the communication with the consumers is done differently. In this case the first part still stands true where DataPower is still issued a certificate which the service consumers should trust but the difference is that the service consumers themselves should also be issued certificates which the DataPower should receive (public certificates) in order to perform a mutually authenticated connection.
Mutual Authentication or Two-Away Authentication	(sometimes written as 2WAY authentication) refers to two parties authenticating each other at the same time. In technology terms, it refers to a client or user authenticating themselves to a server and that server authenticating itself to the user in such a way that both parties are assured of the others' identity. As for the certificates issuing three different options were discussed: • Purchasing internationally trusted certificates

	• Using the new Jordan PKI to issue new certificates (in the future) • Using self-signed certificates (this option will not be used) DataPower supports four different formats when it comes to certificates and key: • DER • PEM • PKCS #8 • PKCS #12 Note: DataPower offers notifications for the box administrators/developers when an SSL certificate is going to expire within a month to insure minimized service downtime and a minimal impact of this event.
Web Services Proxy	A 'Web Service Proxy' provides security and abstraction for remote web services. It is the object where most of the implementation will be performed and where the majority of the other features are contained. A Web Service Proxy makes it easier to implement certain features for web services based on a WSDL file. The first step of implementing a web service in DataPower is always obtaining the WSDL (by uploading to the device or fetching from WSRR), after doing so the Web Service Proxy starts offering options starting with specifying the end point to be exposed and the protocol to be used. After that one can start applying the required policy. In the current scenario we have two policies to be applied per service the first (client to server) at the service level and another policy to apply on the way back but on a lower level and that is the operation level. On the client to server policy: • Within the AAA action the service credentials will be extracted from the message (Password-carrying Username Token element from WS-Security header), this identity will be validated against LDAP to decide whether the consumer is eligible to consume the service based on whether the identity is a member of the service group or not. • At this stage the SLA is enforced. • An attribute containing the identity's access level to the services is queried and stored in context variables. • The identity within the message is replaced with another identity which is meant to authenticate DataPower boxes at the service provider's side. • The destination URL is replaced with the actual service provider's URL instead the one that came with the message here. On the way back (server to client) each response to a consumer is filtered based on the consumer's access level to a service using a transformation action (an XSLT style sheet) and finally the response is returned to the consumer here. Guidelines for web service integration

8.2.9.4 IBM API Connect

"IBM API Connect is an end-to-end solution that allows users to create, secure, manage, socialize, monetize, and analyze APIs. It provides a powerful set of capabilities from turning backend RESTFUL or SOAP services into managed services. This is done by publishing APIs to API Gateways, while enforcing lifecycle and governance controls on those APIs. API Connect enables users to expose APIs, through a developer portal, targeting application developers both inside and outside their organization. Additionally, the solution's analytics tooling helps API providers and API consumers better understand the health and consumption of deployed APIs."

The following table explains the key steps of the API lifecycle in more detail.

Lifecycle	Description
Create	Develop and write API definitions from an API development environment, eventually bundling these APIs into consumable products, and deploying them to production environments. For tutorials, walk-throughs, and in-depth guides for building, testing, and deploying APIs and Products in API Connect, see Tutorials, and Developing your APIs and applications.
Secure	Leverage the best-in-class API Gateway, gateway policies, and more, to manage access to your APIs and back-end systems. To learn more about adding security to your API, see Configuring API security. To learn more about how to add API Gateway policies to your API, see API policies and logic constructs.
Manage	Governance structures are built into the entire API lifecycle, from managing the view/edit permissions of APIs and Products being deployed, to managing what application developers can view and subscribe to when APIs are deployed. To understand and leverage API Connect management and governance controls along the API lifecycle, see Managing your APIs.
Socialize	API Connect comes with an advanced Developer Portal that streamlines the onboarding process of application developers and can be completely customized to an organization's marketing standards. To understand more about using the Developer Portal, see Developer Portal: Socialize your APIs.
Analyze	Developers and Product Managers alike are given the tooling in API Connect to understand their API traffic patterns, latency, consumption, and more to make data driven insights into their API initiatives.

8.2.9.5 IBM MFQT

IBM MQ Files Transfer solution is based on MQFT agents, which plays the role of either sender or receiver in case of sending files or receiving files. The same agent can be acting as both sender and receiver at the same time.

Files will be transferred across the centralized MQ infrastructure hosted in the eGov Data Center.

File transfers will be triggered using the following methods:

- Scheduled file transfers
- Manual file transfers
- Automatic file transfers based on monitoring a system directory.

A governmental entity will be able to either send or receive files when they have the MQFT agent installed and connected from their side to the centralized MQFT environment in the eGov Data Center.

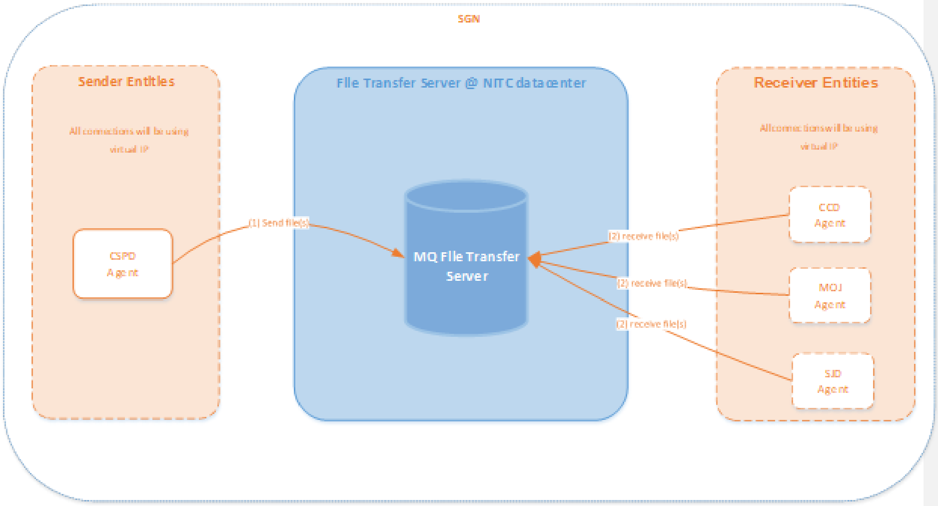


Figure 6: File Transfer

8.2.9.6 IBM Publish – Subscribe

IBM MQ Publish - Subscribe solution will provide the following functionalities:

- The solution will provide one topic for each publisher.
- The solution will provide a web service facility to be used for the publications.
- The publisher will either use MQ APIs or the available when service to connect to the MQ server and send publication messages. We recommend that each publisher should use MQ APIs to connect to MQ server and send the publication messages.
- Publication message structure and format is considered to be the responsibility of the publisher.
- It is recommended to limit the size of the publication message by using paging techniques or by sending the needed information only without extra data.
- The solution will enable the system administrator to control manual subscriptions.
- The administrator will create a subscription for each subscriber per topic of interest.
- The solution will provide a dedicated queue for each subscriber per topic subscription.
- The subscriber is responsible to connect to the MQ server hosted in the eGov Data Center using MQ APIs and retrieve the publication messages from own queue.
- Each subscriber will have access to own queue(s) only.

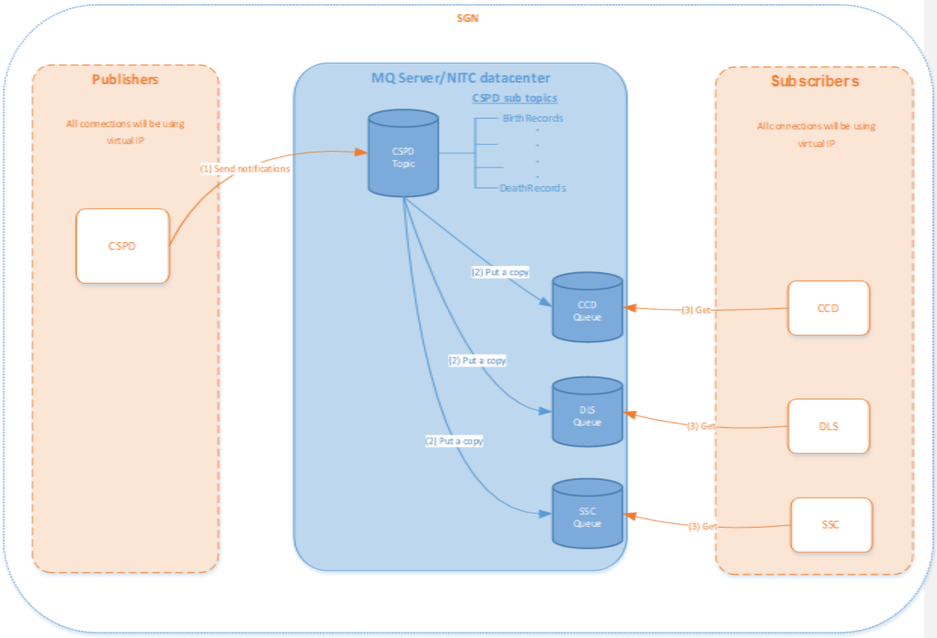


Figure 7: Publish-Subscribe Business Case

8.2.9.7 Government to Government – SGN

The below is a list containing all the guidelines for a service provider willing to expose a service or a service consumer willing to integrate with the GSB:

1. Messages should comply with the **XML + SOAP** standards.
2. All the currently implemented services follow the **SOAP** standard **version 1.1**.
3. The SOAP header must contain a **Password-carrying Username Token** element from WS-Security header.
4. The currently followed approach mandates that the **Username Token should not be signed**.
5. The SOAP message should not be encrypted nor signed.
6. The current followed approach mandates **not using Timestamp** token so that consumers with a different time or time zone settings could consume the service.
7. Both the service provider and consumer must implement and **use transport layer security**
   a. SSL version 2 should not be used.
   b. SSL version 3 should not be used.
   c. Weak ciphers and hashes should not be used.
   d. The usage of strong ciphers only is strongly recommended.
   e. It is mandatory to use TLS v1.0 , v1.1 or v1.2
   f. The usage of message compression is not recommended.
   g. The usage of insecure legacy SSL should not be permitted.
8. The recommended certificate format to be used is **DER encoded binary X.509 certificates** (.cer)
9. The recommended **RSA key length** for the issued and used certificates and keys is **2048**.

10. Services that can provide large chunks of data at once (ex. Search based services) are recommended to use some sort of **pagination** and not to return all the data at once if the result is considered large enough.
11. All the **data fields within the message body** should be marked as **optional** from the provider's side and the service consumer should be able to handle any missing or empty fields appropriately (regardless of data type).
12. The message providers are free to build the message body structure as they see fit to the service requirements as long as they comply with the relevant points mentioned above.
13. **Using any additional feature** from WS-Security or WS-Standards in general is **not recommended** unless verified and approved to be supported by the GSB.

8.2.9.8 Government to Business – Edge

In addition to all the above-mentioned guidelines in the G2G section above, any entity outside the government (outside the SGN network) who would like to integrate with the GSB must comply with the below:

The entity must comply with the mutual authentication or two-way authentication (sometimes referred to as 2WAY authentication) specifications.

Establishing the encrypted channel using certificate-based mutual authentication involves:

- A client requests access to a protected resource.
- The server presents its certificate to the client.
- The client verifies the server's certificate.
- If successful, the client sends its certificate to the server.
- The server verifies the client's credentials.
- If successful, the server grants access to the protected resource requested by the client.

Note: To establish this approach the entity should provide its public certificate to the GSB team (regardless of being a service provider or a service consumer) to ensure its trust as well as to receive the public certificate from GSB and ensure that it is trusted from the entity's side as well.

Sample request message:

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:u="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-utility-1.0.xsd">
     <s:Header>
          <ActivityId CorrelationId="bcf08350-0ad0-4e6a-b596-
          9994e137b45c"
          xmlns="http://schemas.microsoft.com/2004/09/ServiceMode
          l/Diagnostics">9dc40624-0ae7-4984-8806-
          4e251982b213</ActivityId>
          <o:Security s:mustUnderstand="1"
          xmlns:o="http://docs.oasis-open.org/wss/2004/01/oasis-
          200401-wss-wssecurity-secext-1.0.xsd" >
               <o:UsernameToken u:Id="uuid-1349a92e-13f7-41d1-
               bdde-0021a9c1d276-79">
                    <o:Username>UserName</o:Username>
                    <o:Password>********</o:Password>
               </o:UsernameToken>
          </o:Security>
     </s:Header>
```

```
      <s:Body>
            <operation xmlns="http://tempuri.org/" >
                  <NationalNo>123456789</FirmNationalNo>
            </operation>
      </s:Body>
</s:Envelope>
```

8.2.10 eFAWATEERcom

eFAWATEERcom solution has the ability to connect different banks and PSPs with different billers and/or financial houses or services providers, and at the same time, the solution integrates with the RTGS and the ACH for settlement.

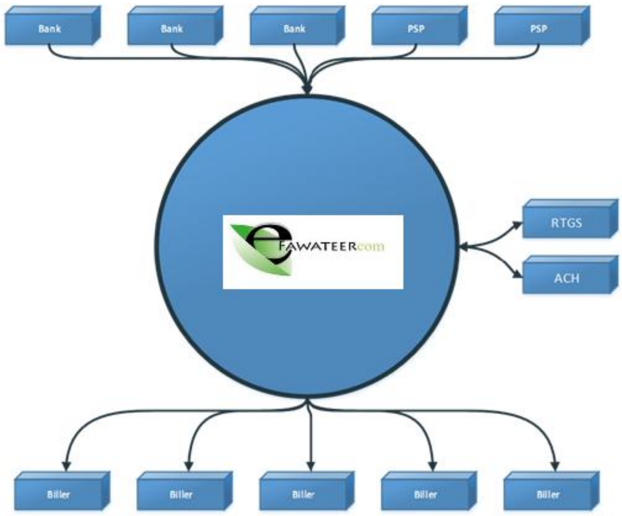


Figure 8: eFAWATEERcom Switch

8.2.10.1 Business Process Operations (BPOs) of eFAWATEERcom

The following workflow shows the main stages that eFAWATEERcom consists of:

- Bill Upload
- Bill Presentment
- Bill Payment
- Settlement and Reconciliation

Note: The solution is capable of supporting different types of payments (periodic, one-off, non-existing bill, non-banked customer payments) in addition to handling all payment status cycle (New, Updated, Sent, Completed).

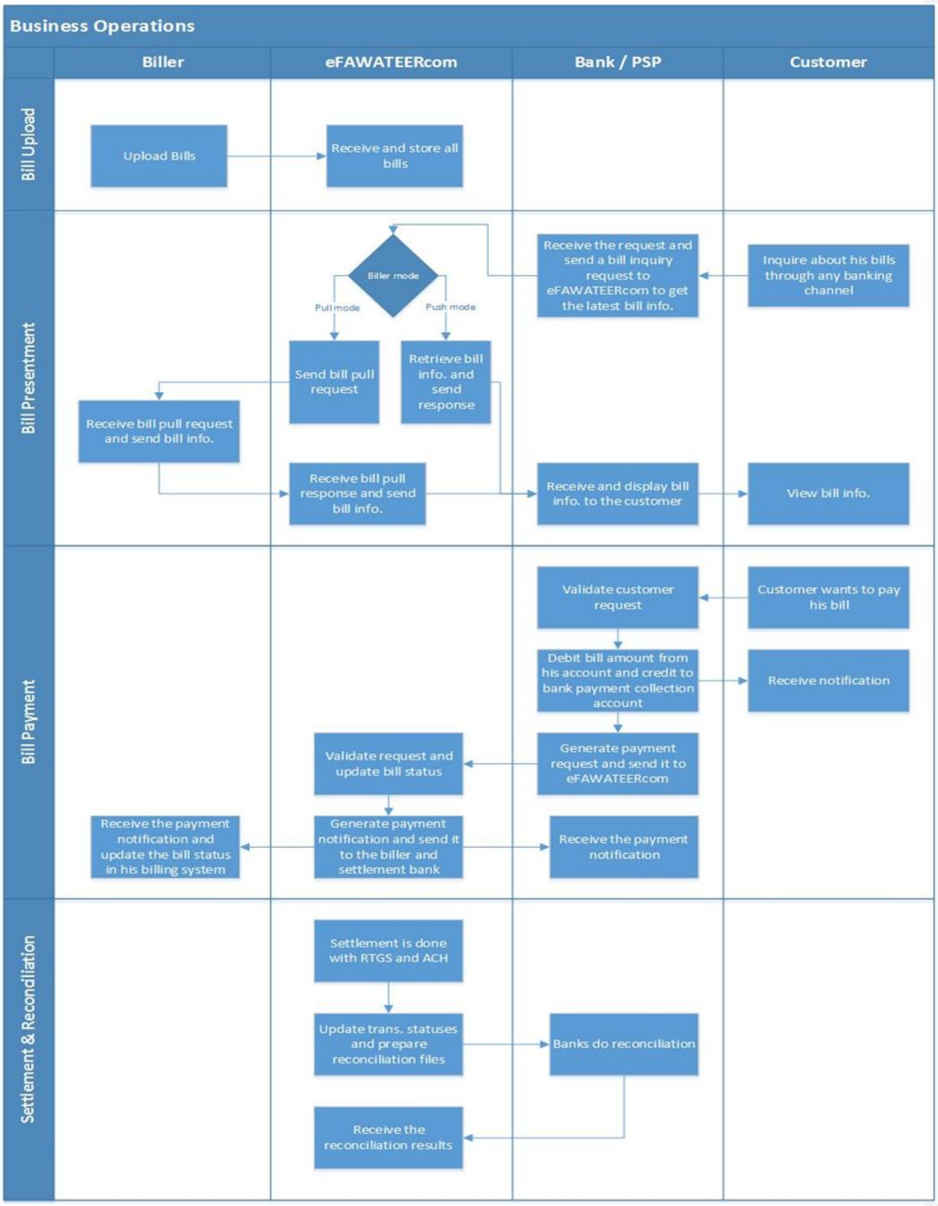


Figure 9: Business Process Operation

Bill Upload 8.2.10.1.1

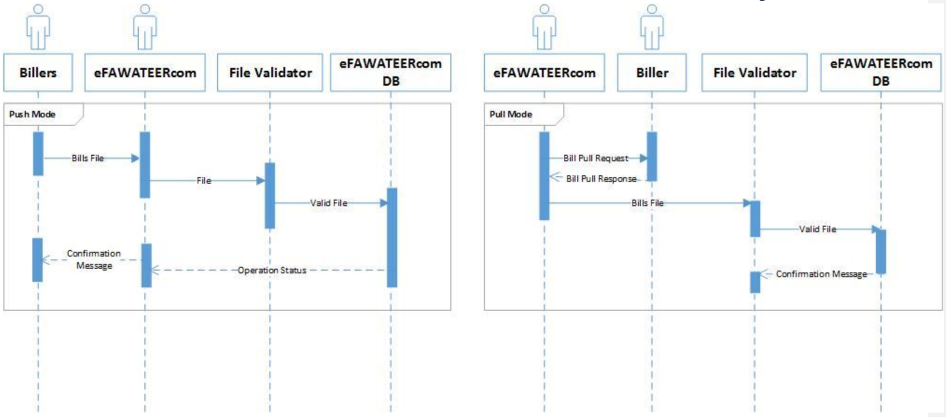


Figure 10: Bill Upload Process

The previous workflow describes in general the bill upload process:

- Billers are required to upload bill summary data to eFAWATEERcom on a regular basis using the Bill Upload Process; this process can be:
- Biller initiated (Push) via web service using XML file structure or file transfer using different formats such as XML, CSV, or any other flat file structure that can be defined as part of the gap analysis.
- eFAWATEERcom initiated (Pull) via web service using XML file structure and can be performed through eFAWATEERcom.
- On receiving the uploaded bills, eFAWATEERcom performs certain validations on the bills to maintain bills data accuracy. These are:
  - Data Validations.
  - Business Validations.
- If the file/batch has errors/inconsistencies, the systems reject the entire file/batch of records and return it to the biller for reprocessing, and it will mention the rejection reason.
- Each bill on eFAWATEERcom database carries a code that shows the status of the bill such as BillNew, BillUpdated, or BillExpired.
- The solution will response to billers after a successful bill upload operation is performed successfully.

Bill Presentment (Bill Inquiry) 8.2.10.1.2

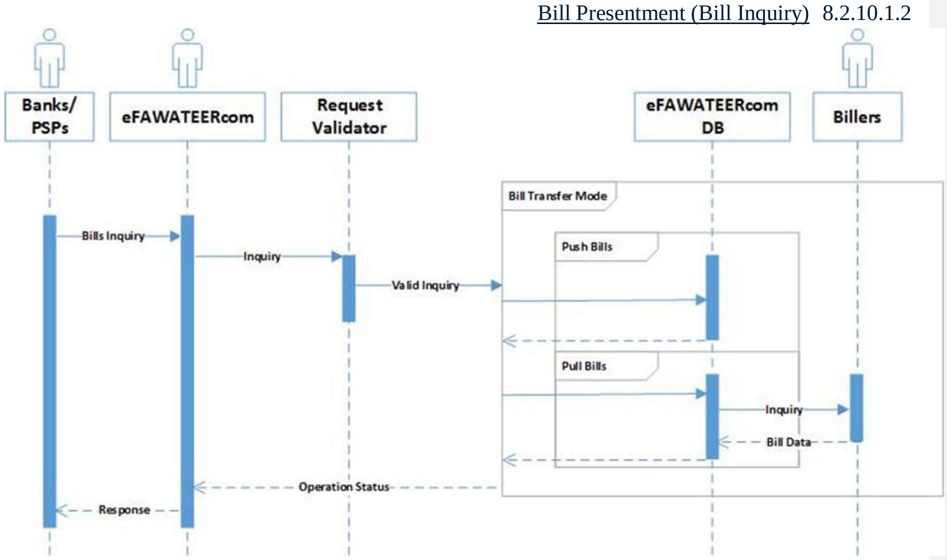


Figure 11: Bill Presentment

The previous workflow describes in general the bill presentment process:

- Bank applications may query eFAWATEERcom for bill and associated payment data using a bill inquiry message. The query can take the form of a Bill-Specific (single) Query in which the Bank wishes to view bill data for a specific account or bill number. Conversely, a Customer Profile query permits the Bank to query on any Customer associated bills (multiple) within the eFAWATEERcom system using a variety of parameters.
- The bill inquiry request contains a set of information that entered by the customer such as 'Bill No.' plus a set of information that are provided from the bank application such as [Biller Code, Billing No.].
- eFAWATEERcom verifies all the business rules (active, inactive, etc.…) to be validated for each request, and based on the verification result, it either accepts or rejects the request.
- The response of bill inquiry may contain one or more records based on the criteria used in the query and might return zero results as well.
- All transactions occur across a wide range of channels such as Bank ATM, Internet Banking, Bank Teller, Call Center, and Point of Sale.

Bill Payment 8.2.10.1.3

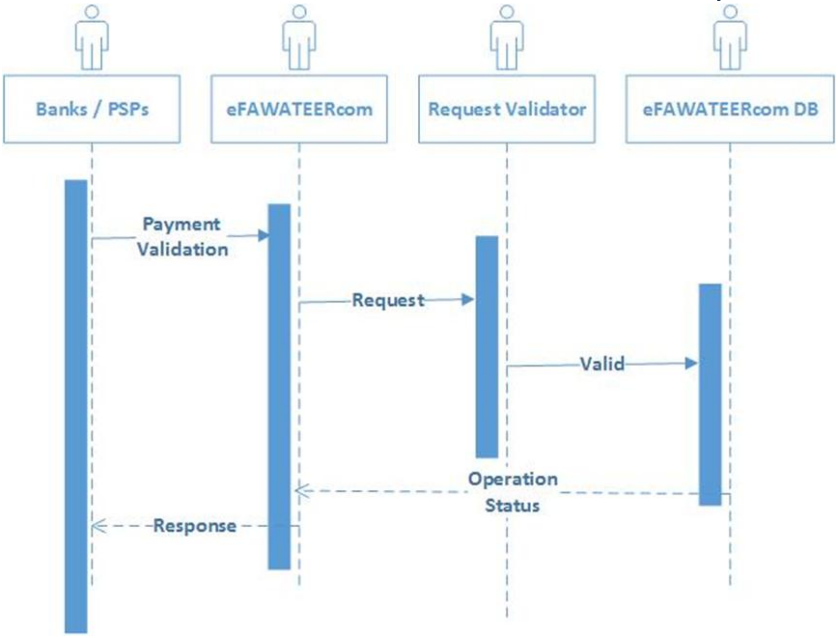


Figure 12: Bill Payment Sequence

The previous workflow describes in general the bill payment process:

- The Payment process permits Banks to create new payment records in eFAWATEERcom. The process is intended to ensure the customer pays according to Biller intent, and it involves a validation of Biller's payment rules.
- If the funds are not sufficient, the bank shouldn't send a bill payment request for eFAWATEERcom.
- A payment collection account will be set-up in each Settlement Bank.
- Banks must record data about all payments in storage termed as eFAWATEERcom Payment Log.
- All transactions occur across a wide range of channels such as Bank ATM, Internet Banking, Bank Teller, Call Center, and Point of Sale.

Settlement and Reconciliation 8.2.10.1.4

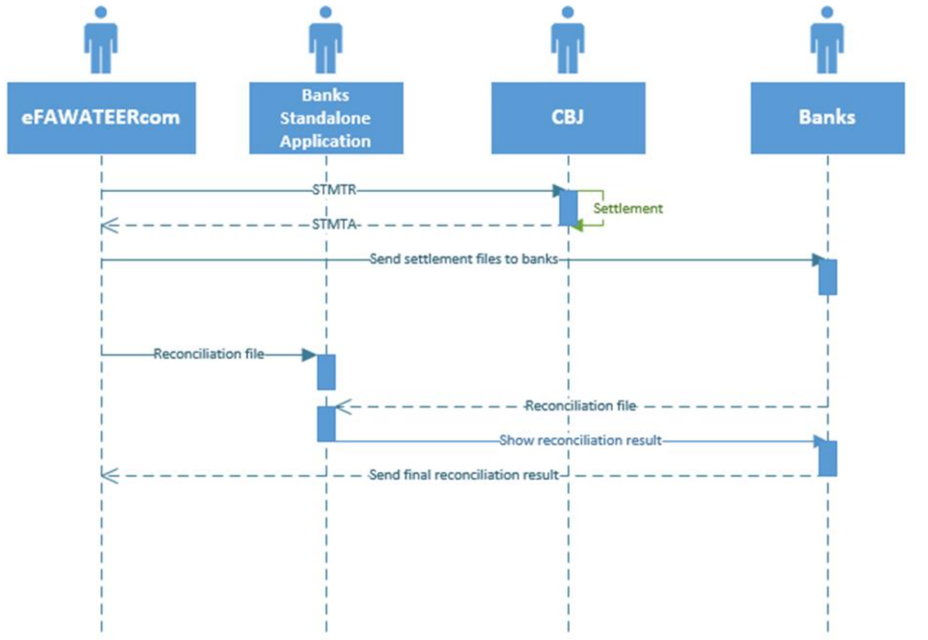


Figure 13: Settlement and Reconciliation

The previous workflow describes in general the settlement and reconciliation process:

- eFAWATEERcom sends a settlement file to RTGS (STMTR) that includes all payments details in totals.
- CBJ “RTGS” will process the STMTR file and sends the response (STMTA) to eFAWATEERcom system.
- Same operation is repeated for the purpose of the fee’s totals, meaning that settlement with RTGS will happen for the payments and the fees separately.
- eFAWATEERcom sends two settlement files to the Banks/PSPs including the net total payments and total fees in CSV format, where each file will contain one row for the total payments and in the other file one row for the total fees.
- eFAWATEERcom will allow paying banks to reconcile their payment transactions using the standalone application (Which is a website that is used for reconciliation purposes) where each bank is supposed to upload its data and match with eFAWATEERcom data.
- As for settlement banks, and for any unmatched payment transaction (After receiving settlement payment and fees notifications from RTGS end of that particular day), they can use the standalone application for investigating their transactions statuses.
- Paying banks can send their reconciliation results to eFAWATEERcom, where the result file will be placed automatically on the bank inward FTP directory where eFAWATEERcom support team will investigate unmatched payments.

More details will be given upon award.

8.2.11 E-Government Push SMS API Connectivity

8.2.11.1 Send SMS API

http://bulksms.arabiacell.net/vas/http/send_sms_http?login_name=login&login_password=password&msg=messageText&mobile_number=9627XXXXXXXX&from=senderID&tag=X&delivery_date=XXXX-XX-XXXX:XX&charset=XXXXXX&unicode=X&dlr=X&dlr-url=http://xyz.com/get_status.php?msg_id=XXXXXX&status=%d

Parameters

Parameter	Status	Description
mobile_number	Mandatory	Mobile number of the user. Mobile number should be in the international format, example 962790000000
msg	Mandatory	SMS text
delivery_date	Optional	Message sending date, the date should be with format (yyyy-mm-dd hh:mm).
login_name	Mandatory	Login name used to access your account over the SMS PUSH Interface.
login_password	Mandatory	Password used to access your account over the SMS PUSH Interface.
From	Mandatory	Sender ID or name already reserved and defined over the SMS PUSH Interface.
tag	Optional	Message Type : - اعلام عن حالة معاملة - توعوية وارشادية - ترويجية - اتصال داخلي
Charset	Optional	Message characters-set, (windows-1256 or UTF-8).
Unicode	Optional	1 for Arabic Message. 0 fro English Message.
dlr	Optional	Request delivery report on the sent messages, - Delivered messages. - Undelivered messages. - All messages delivery statuses (Delivered and Undelivered).
dlr-url	Optional	URL to be fetched if the dlr parameter is present. eGov PUSH SMS Sender will replace parameter '%d' in the provided URL with 1 for delivery success or 2 for delivery failure, URL must be encoded, and length should not exceed 100 chars.

API Response

In case of success message submitting to the eGov PUSH SMS Sender, the below are the possible return messages:

2. I01-Job (Job ID) queued for processing. (For messages with message date equal to the current date and time)
3. I02-Job (Job ID) has been scheduled. (For messages with message date greater than the current date and time)

And below are listing of possible errors could be returned by the system.

- E01-Invalid USERNAME or PASSWORD.
- E02-Account Expired.
- E03-Account Inactive.
- E04-Empty SMS message.
- E05-Invalid mobile number.
- E06-SMS balance already expired.
- E07-SMS balance already consumed.
- E08-Database error.
- E09-One of the following parameters missing, USERNAME, PASSWORD, MESSAGE TEXT OR MOBILE NUMBER.
- E010-Invalid delivery date.
- E011-Date and time for scheduled messages should be greater than the current date and time.
- E012-You cannot schedule SMS job(s) after SMS expiry date.
- E013-You cannot schedule SMS job(s) after account expiry date
- E014-Not allowed to send SMS through HTTP interface.
- E015-SMS message exceeded the max size for the selected language.
- E016-Invalid sender ID, sender ID must be in English chars and less than or equal 11 in length, space and special characters not allowed.
- E-022- dlr values should be 1, 2 or 3 only.
- E-021- dlr-url length exceeded 100 chars.

8.2.11.2 View Account Detailed and Scheduled Messages API

http://bulksms.arabiacell.net/vas/http/sch_tasks_http?login_name=login&login_password=password&action=n

Parameters

Parameter	Status	Description
login_name	Mandatory	login name used to access your account over the SMS PUSH Interface.
login_password	Mandatory	Password used to access your account over the SMS PUSH Interface.
action	Mandatory	0 : to list all the scheduled messages. 1 : return user credit details (SMS balance), SMS expiry date, Sub-account expiry date and allowed Sender IDs (Comma separated)

API Responses:

In case of success request, the returned values will be one of the responses mentioned in the description column for parameter (Action). And below are listing of possible errors could be returned by the system.

- E01-One of the following parameters missing, USERNAME, PASSWORD or ACTION.
- E02-Invalid USERNAME or PASSWORD.
- E03-no schedule tasks.
- E04-Sorry, Account Inactive.
- E05-Sorry, Account Expired.
- E06-Error, Invalid action number.

8.3 NATIONAL E-GOVERNMENT CONTACT CENTER REQUIRED INFORMATION

The offered e-service solution should provide contact center agents users with enough privileges and access to Information for them to perform their required role.

In addition to the above the winning bidder is required to deliver the following for contact center use:

Documentation and training on the following:

- Objectives and benefits of the E-Service (before /after description)
- Benefits of the platform
- Target population
- Provide support for the E-Service application – How to use it
- Provide information about the status – When will the end user see the result
- Provide technical support in case of problems
- Or execute the whole transaction on behalf of the customer?

E-Service frequently asked questions

- Technical
- Business (informational)

Furthermore, a number of categories of queries / contact reasons and contact drivers are anticipated:

- Difference between e-Service and physical, traditional service
- How to use
- Payment
- Fulfillment (the paperwork)
- Status information
- Technical support
- Complaints

The winning bidder is required to review the above contact reasons and add to them if necessary. In addition to contact reason types of definition, the winning bidder to provide all related information to the anticipated questions. (Answer to the questions illustrated in the matrix below)

8.3.1 Questions and Answer Matrix – Illustrative

		Moment	
Category	**Pre-use**	**During Use**	**After Use**
Difference between E-Service and traditional service	“What are the benefits, compared to going to the relevant government entities?”	“I have completed this process now, should I not go somewhere to pick up the paperwork?”	“I used to receive notification via letter, is the e-mail I just received replacing the letter?”
How to use	“How long will it take to complete the process? I use dial-up Internet access and do not want to spend a fortune of phone costs” “What kind of information do I need to have in order to complete the process?”	“I have filled in this information on that screen, what do I do next?”	

Category	Pre-use	Moment During Use	After Use
Status Information		"I have completed the E-Service process, when will I receive confirmation that it went OK?"	"I received confirmation last week that the process was completed. Can you see where my request is?"
Payment	"I do not trust your online payment; can I make the payment separately?"		"Can you please confirm that you received my payment?"
Fulfillment	"If I submit the request tomorrow, when will I receive the output?"		"It has been 2 weeks since I was supposed to receive my paperwork. Why haven't I received it already?"
Technical Support	"What are the minimum systems requirements?" "I cannot access the application, is the website down?"	"I think my browser's pop-up blocker is interfering with the application, is that correct?" "The application crashed while I was entering my information, is everything lost?"	
Complaints	"I do not have Internet access and cannot use the E-Service, this is discrimination"	"I am having problems completing the transaction and the person trying to help me was very rude"	"I have completed the transaction but did not receive the paperwork and was charged for it, this is scandalous"

The winning bidder should make the following information ready to the contact center team to learn about:

- The Service
- The issues related to the current processes
- The changes and improvements made with the E-Service
- The processes surrounding the E-Service
- The remaining issues that people have to deal with around the E-Service
- The impact on the Civil Servants population
- Identify the as-is situation in the relevant government entities, as well as the expected changes due to the introduction of E-Service
- Activities that the contact center could / need to "piggyback" in order to complete the whole process.

8.4 سياسة موارد تكنولوجيا المعلومات في وزارة الاقتصاد الرقمي

8.5 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.

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
    a. Broken Access Control
    b. Cryptographic Failure
    c. Injection
    d. Insecure Design
    e. Security Misconfiguration
    f. Vulnerable and Outdated Components
    g. Identification and Authentication Failure
    h. Software and Data Integrity Failure
    i. Security Logging and Monitoring Features
    j. Server-Side Request Forgery
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 reCAPTCHA 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

33. Use MFA authentication
34. Use SANAD authentication services whenever possible
35. Use LDAP protocol to validate admins on the admin portal

OTP requirements

36. 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.
37. A lockout feature should be implemented in case the user has inserted too many wrong OTP values in the reset password functionality.
38. The OTP value should not be used more than once.
39. OTP request should only hold user ID, phone number or email address should be fetched from the DB.
40. OTP has to be 6 digits.

Security Logging and Auditing

41. Are the website security transactions audited for adequate time?
42. Are logs securely transmitted to a preferably remote system for analysis, detection, alerting, and escalation?
43. All system components should be time-synchronized.

GSB portal:
Regarding granting you permissions on the GSB environment, please be informed that the systems accessing the data through the interconnectivity system must adhere to the following requirements:

44. They must be free of any security vulnerabilities, verified by conducting penetration testing and vulnerability assessments.
45. They must implement a user authentication mechanism for internal users using a username, password, and OTP.
46. They must maintain logs for all login attempts and queries, with a mechanism to prevent modification of these logs.
47. Access to the system must be restricted to pre-approved IP addresses only.
48. There must be an agreed-upon policy from all parties for querying, and the data team, and the Information Security Directorate, should be informed.
49. The system must not be published outside the organization under any circumstances.
50. Conduct a penetration test with the Ministry's Information Security Directorate after completing the development.

General

51. Design 3-Tier Architecture
52. Use SANAD registration and log in wherever possible
53. 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)
54. At least 2 inputs (3 inputs for CSPD) for Any data will be returned through API
55. Web servers' configuration files should not hold any application data.
56. The system should be protected by the WAF.
57. Hard-coded credentials are not allowed
58. Do not publish Admin pages; these should only be used inside SGN
59. All back-office employees should have OTP
60. VPN: only approved accessing the private cloud access from the Gov-entity only. Then Gov-entity provide an external party a VPN protected by MFA. Any other cases need exceptions and security team approval.
61. Assure micro-segmentation is in place for all VM's
62. Antivirus in place on all VMs
63. The system should be protected by the WAF
64. X-Forwarded IP Address should be configured
65. Define all data used with its security level as defined in the Data Classification policy (embedded in (سياسة استخدام موارد تكنولوجيا المعلومات)) and apply security controls as per the policy
66. Comply to the policies:
    a. سياسة استخدام موارد تكنولوجيا المعلومات
    b. سياسة أمن الموردين
    c. سياسة أمن المعلومات العامة

8.6 SUPPLIER SECURITY ASSESSMENT QUESTIONNAIRE

This Security Assessment Questionnaire has been issued by MoDEE to [*Supplier Name*] to serve as a preliminary assessment of the security controls provided as part of the requested service. On completion MoDEE will make a decision as to the level of physical audit required. Any deliberately false statements on this assessment will be treated as a breach of contract

Instructions: Please provide a detailed response to each question with evidence if possible. For questions that are not applicable to the services provided to MoDEE, please mark the question as "N/A" and provide an explanation.

8.6.1 Part 1: Document Control

Company Name and Address	
Assessment Completed By	
Date of Assessment	

8.6.2 Part 2: Policy Compliance

Control Area	Control Question	Response
Security Policies	Does your organization have a documented information security policy	
	Are all security policies and standards readily available to all users (e.g., posted on company intranet)	
Policy Coverage	Select the security areas which are addressed within your information security policies and standards: ☐ Acceptable Use ☐ Access Control ☐ Data Privacy ☐ Encryption Standards ☐ Remote Access / Wireless ☐ Data/System Classification ☐ IT Security Incident Response ☐ Anti-Virus ☐ Email / Instant Messaging ☐ Physical Security ☐ Personnel Security ☐ Clear Desk ☐ Network/Perimeter Security Clear Desk Other Details:	
Asset Classification and Control	Do you maintain an inventory of all important information assets with asset owners clearly identified	
	Describe how user access is granted to different information classifications	
	What are your procedures with regards to the handling and storage of information assets	

Control Area	Control Question	Response
Personnel Security	Do terms and conditions of employment clearly define information security requirements, including non-disclosure provisions for separated employees and contractors	
	Do you conduct formal information security awareness training for all users, including upper management	
	Is there a formal procedure dictating actions that must be taken when a user has violated any information security policies	
	Are all users required to sign a confidentiality agreement	
Physical and Environmental Security	Describe the physical security mechanisms that prevent unauthorized access to your office space, user workstations, and server rooms/data centers	
	What physical access restrictions have you put in place	
	Do you have a formal media destruction policy	
	Do you employ automatic locking screen savers when users' workstations remain idle after a set period of time	
	Are logs maintained that record all changes to information systems	
	How do you protect the confidentiality and integrity of data between your company and MoDEE	
Communications and Operations Management	Describe how you segregate duties to ensure a secure environment.	
	How do you protect your systems against newly-discovered vulnerabilities and threats?	
	Do you scan traffic coming into your network for viruses?	
	Are backup procedures documented and monitored to ensure they are properly followed	
	How many users will have privileged access to systems containing MoDEE Data	
	What processes and standards do you follow for incident management, problem management, change management, and configuration management	

Control Area	Control Question	Response
	How do you dispose of computer media when they are no longer of use	
Access Control	Describe your account and password restrictions	
	Do you conduct periodic checks on users' accesses to ensure their access matches their responsibilities	
	Are failed login attempts recorded and reviewed on a regular basis	
	Do workstations or production servers currently utilize any type of Host Intrusion Prevention or Detection software	
	Are employee devices encrypted	
Information Security Incident Management	Has a dedicated Information Security Response Team been established	
Business Continuity Management	Has a listing of current emergency telephone numbers for police, fire department, medical aid and company officials been strategically located throughout all facilities and at off-site locations	
	Do you have procedures in place for business continuity	

8.7 Technical Proposal Response Format

Introduction

Executive Summary
This includes the bidder's understanding of the terms of reference, scope of work and necessary skills, and company profile. This involves including an overview of the main points contained in the proposal with references to sections where more detailed discussion of each point can be found (maximum 4 pages).

Approach
A detailed description of how the bidder will undertake each major area in the SCOPE OF THE PROJECT and DELIVERABLES section, required resources (bidder, ministry and third party) and any special skills required, the deliverables (format and structure), use of any methodology and how it will cover the scope, use of any standard tools, and duration of any work streams.

[FOR EACH ACTIVITY]

Implementation Approach

Actions	Approach
Provides a listing of the actions needed for the Activity	Describes the bidder's approach for implementing the action, including • Process (i.e. steps) • Standard methodologies adopted • Scope of involvement for each stakeholder
…	…

Deliverables

Deliverables	Approach
Provides a listing of the deliverables of the Activity	Describes the format (e.g. MS Word document) and Structure (e.g. Outline, indicating the scope and content) of each deliverable.
…	…

Workplan and Duration
The work plan and duration for the overall consulting work, including any dependencies between the separate items in the scope. The bidder should provide milestones for each deliverable. The work plan should break down the phases and tasks within each phase and indicate which resources will be working on these tasks

Track Records
The bidder's track record on projects similar in both size and nature undertaken in the last five years, and references of suitable client references with contact details

CVs of Project Staff
A summary of proposed team and a description of each project staff role and their relevant experience. Brief resumes of the team who will work on the project (all detailed resumes should be included in an Appendix). The bidder should also indicate the availability of the proposed staff and indicate which phases of the project each team member is participating in, what role they will be playing, and what their utilization rate will be (percentage of their time), below is the required template to be filled for each team member

Curriculum Vitae

Proposed Position on the Project: ______________________

Name of Firm: ______________________

Name of Personnel: ______________________

Profession/Position: ______________________

Date of Birth ______________________

Years with the Company: __________ Nationality: ___________

Proposed Duration on Site: __________

Key Qualifications and Relevant Experience

____
____
____
____
____
____
____
____
____

Expected Role in MOSD Project

____
____
____
____
____
____

Education

____

Employment Record:

(a) Employment Record From date — present

Employer __________________________________

	Position held	______________________________
(b)	Employment record	__________ – __________
	Employer	______________________
	Position held	______________________________
(c)	Employment record	__________ – __________
	Employer	______________________
	Position held	______________________________

Languages:

	Reading	Speaking	Writing
Language 1			
Language n			

-- ----------------------------

Signature Date

Other Information

Appendices

8.8 Compliance Matrix

Requirement	Comply (Fully/Partially/No)	Relevant Section(s) in Technical Proposal	Comments
Support and Warranty – Comply with project duration 180) and provide 24 months of support and warranty after preliminary acceptance of the system			
Comply with the SDLC Security minimum requirements as described in Annex 8.5			
Comply with Annex 7.16: customer journey Experience standard and quality standard sheet attached			
Comply with the overall solution description and implementation plan as described in sections 2 and 5			
Comply with system High-level description and requirements described in section 4			
Component 1 – Comply with the business requirements gathering activities and deliverables stated in section 4.1			
Component 2 - Comply with platform delivery and documentation activities and deliverables stated in section 4.2			
Component 3 – Comply with the required solution infrastructure activities and deliverables stated in section 4.3			
Component 4 – Comply with the information security activities and deliverables stated in section 4.4			
Component 5 – Comply with the change management, knowledge transfer and training			

Requirement	Comply (Fully/Partially/No)	Relevant Section(s) in Technical Proposal	Comments
activities and deliverables as stated in section4.5			
Component 6 – Comply with the operations support and maintenance deliverables and activities as stated in section 4.6			
Component 7 – Comply with the quality management activities and deliverables as stated in section 4.7			
Component 8 – Comply with the project management activities and deliverables as stated in section 4.8			

8.9 FINANCIAL PROPOSAL RESPONSE FORMAT

Please indicate the overall estimated cost of your proposed solution.

Cost should be broken down as per the schedules below as well as the detailed scope of work presented in section 3 of this document.

The price quotation should be all-inclusive fixed lump sum price and provided in Jordanian Dinars (JD). All prices are inclusive of all fees, finance rate and taxes. All prices are for site delivery.

Project Total Cost (Lump Sum Contract Amount) for the total compensation for the whole WORK contemplated under this proposal: [JD]

The bidder is required to finance lump sum cost of the project.

Services	Amount
Business Requirements Gathering and service enhancement	
Platform Delivery and Documentation	
Required Platform Infrastructure	
Information Security	
Change Management, Knowledge Transfer, Training & Customer Journey/Experience	
Operations Support and Maintenance	
Quality Management	
Project Management	
Sub Total	
Tax	
Total	

Total Amount in Words: (Only --Jordanian Dinars)

Note: If any arithmetical error be found in the above table, it will be corrected, and the Proposal Value will be amended accordingly. MODEE encourages all bidders to carefully study their prices and to submit their final prices.

Project Detail Cost (for reference only, the sum of the detailed prices shall match the total price submitted in the above table. Any errors will be corrected to match the total price above.) Project Detail Cost

Business Requirement Gathering and Service Enhancement

Business Requirements Gathering and Service Enhancement	Resources	Unit Cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
[List all activities associated with Business Requirements Gathering]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only --- Jordanian Dinars)

Platform Delivery and Documentation

Platform Delivery	Resources	Unit Cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
[List all activities associated with platform delivery]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Required Solution (Portal) Infrastructure

Infrastructure Component	Resources	Unit Cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
[List all activities associated with infrastructure component]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Information Security

Information Security	Resources	Unit Cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
[List all activities associated with information security]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Change Management, Knowledge Transfer, Training & Customer Journey Experience

Knowledge Transfer & Training	Resources	Unit Cost (man day cost) per resource	Number of Units (man days) per resource	Total Cost	Comments
[List all activities associated with Knowledge Transfer, Training and Customer Journey Experience]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Operations Support and Maintenance

Operations Support	**Resources**	**Unit Cost (man day cost) per resource**	**Number of Units (man days) per resource**	**Total Cost**	**Comments**
[List all activities associated with Operations Support and Maintenance]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Quality Management

Quality Management	**Resources**	**Unit Cost (man day cost) per resource**	**Number of Units (man days) per resource**	**Total Cost**	**Comments**
[List all activities associated with Quality Management]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Project Management

Project Management	**Resources**	**Unit Cost (man day cost) per resource**	**Number of Units (man days) per resource**	**Total Cost**	**Comments**
[List all activities associated with Project Management]	Skill 1				
	Skill 2				
	Skill n				
Total					

Total Amount in Words: (Only -- Jordanian Dinars)

Other Costs (if any)

Note (1): The Itemized Financial Proposal will be examined prior Contract Award in order to ascertain that the items are correctly calculated. The itemized prices are for reference only and the lump sum price shall constitute all costs …etc. incurred by the bidder for the execution of the project.

Note (2): The bidder shall also take into account that all the rates quoted in his Price Proposal shall be fixed throughout the Contract duration and that no adjustment to such rates shall be accepted by MODEE, except when otherwise provided for in the Contract.

8.10 BIDDERS INFORMATION

Required Info	Details
The name of the company (as in the registration license)	
The location of the company	
The owners of the company	
The name and owners of the subcontractor company (if any)	
The name of the Joint Venture members and their owners (if any)	
The name and owners of the local partner (in case of international bidder)	
The human resources working on this tender (names, experience, current employer, etc.)	
The registration license of the bidder (the subcontractor and the JV member)	

8.11 JOINT VENTURE AGREEMENT TEMPLATE

Standard Form of Joint-Venture Agreement

Joint-Venture Agreement

It is agreed on this day............of…………..2008 between:-

.... Represented by Mr. ....

.... Represented by Mr. ....

.... Represented by Mr. ....

- 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.

- All parties of the Joint Venture 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 fail 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.

- The parties to the Joint Venture nominate .... as leader of the Joint Venture. Any correspondence between the Employer and the parties to the Joint Venture shall be addressed to such leader.

- The parties to the Joint Venture nominate Mr....................................... as a representative of the leader and he is authorized to sign on behalf of the Joint Venture all documents and contracts related to tender no. (/) , and to represent the Joint Venture 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.

اتفاقية ائتلاف

تم الاتفاق في هذا اليوم الموافق / /

...........................ويمثلها السيد ....

...........................ويمثلها السيد ....

...........................ويمثلها السيد ....

1. على تشكيل ائتلاف فيما بينهم لتنفيذ أشغال عقد العطاء رقم (/) المتعلق بـ..................................... المبرم أو الذي سوف يبرم مع صاحب العمل.

2. يلتزم جميع أطراف الائتلاف بإنجاز جميع الاشغال المتفق عليها مع صاحب العمل والمنصوص عليها في عقد العطاء ويكونون متضامنين ومتكافلين في مسئولياتهم نحو صاحب العمل فيما يخص كافة الأشغال المتعلقة بالعطاء رقم (/) والعقد الخاص به. وفي حالة تخلف أو تأخر أحد أطراف الائتلاف عن إنجاز المسئوليات المناط 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.

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

4. يسمي أطراف الائتلاف السيد .... ممثلاً لرئيس الائتلاف ومفوضا" بالتوقيع نيابة عن الائتلاف على كافة الأوراق والعقود الخاصة بالعطاء رقم (/) وبتمثيل الائتلاف أمام المحاكم 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 انتهاء الأشغال المحالة عليهم بموجب العقد الخاص بهذا العطاء وتكون مسئولياتهم تجاه صاحب العمل قائمه إلى حين تسليم الأشغال استلاماً نهائيا حسب شروط الاستلام المحددة في وثائق العقد / العطاء

- The parties to the Joint Venture 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.

- This agreement is written in both Languages Arabic and English should any discrepancy in interpretation arise the Arabic text shall be considered the authentic.

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 الأول First Party	الطرف الثاني Second Party	الطرف الثالث Third Party
توقيع الشخص المخول بالتوقيع قانونياً Signature of Authorized Personnel	….	….	….
الختم المعتمد Seal	….	….	….

Notary Public Certification

تصديق كاتب العدل

8.12 CONFIDENTIALITY UNDERTAKING

Confidentiality Undertaking

This Undertaking is made on [DATE] by [NAME] “[Consultant]” to the benefit of MOSD, “[Principal]” [Entity Address].

WHEREAS, NAF/MOSD 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.

(1) 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.

(2) It will use all reasonable means and effort, not less than that used to protect its own proprietary information, to safeguard the Confidential Information.

(3) The Winning bidder shall protect Confidential Information from unauthorized use, publication, or disclosure.

(4) 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.

(5) 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

8.13 KEY RFP DATES AND DEADLINES

Item	Date
Date of RFP Distribution	
Deadline for submission of bidders' questions to RFP	
Expected date for answers to bidders' questions	
Proposal Deadline	

8.14 SUPPORT PROCEDURES

8.14.1 Severity Levels:

8.14.1.1 Severity One (Urgent)

A severity one (1) issue is a catastrophic production problem which may severely impact the Required Service\Solution Availability, In such case, part or all Required Service\Solution production components are down or not functioning; loss of production data and no procedural work around exists.

Examples of Severity one cases: DB becoming corrupted or inaccessible.

8.14.1.2 Severity Two (High)

A severity two (2) issue is a problem where the Required Service\Solution is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of business operations and productivity of Required Service\Solution. The system is exposed to potential loss or interruption of service.

Example of Severity two cases: one node of cluster becomes down or unavailable, inability to update DB by entities representatives or solution administrators, or inability to synchronize data between DB nodes.

8.14.1.3 Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss one which impairs some operations but allows the Required Service\Solution users/administrators to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

8.14.1.4 Severity Four (Low)

Important problem but it can wait no loss of functionality or impact to the client's operation and issues in which there is an easy circumvention or avoidance by the end user.

Severity	Response Time[1]	Resolution Time[2]
1	1 Hour	4 Hours
2	2 Hours	24 Hours
3	4 Hours	72 Hours
4	8 Hours	8 Weeks

8.14.2 Escalation Procedures & Penalties

The winning bidder is required to provide the support and maintenance services according to the Response and Resolution Matrix shown in table 1 above. Penalty will be deducted according to the table below:

4. If the winning bidder passed the Response Time: first level of escalation will be applied by notifying bidder's Technical Support Manager and assigned contact person.

[1] **Response Time:** Time taken to acknowledge receiving of reported incident calculated from the time sending an email explaining the incident, opening a ticket on bidder ticketing system, or conducting a phone call with the assigned support engineer by the bidder or bidder's first line of support.

[2] **Resolution Time:** Time taken to solve the reported incident completely. Resolution Time is calculated from the end of the defined response time for each severity level as shown in the above table.

5. If the winning bidder passed the Resolution Time without any accepted reasons form NAF/MOSD; then NAF/MOSD is entitled to fix the problem and to apply penalty on the winning bidder in accordance with the following criteria in the table below and all costs incurred by NAG/MOSD for fixing the problem shall be charged to the winning bidder and deducted from his dues or the performance or maintenance bond.

Severity	**Definition**	**Penalty**
1	Must be done, essential to business survival. Business can’t continue	A penalty of 3 J.D. shall be applied for each hour pass the resolution time. This penalty shall continue for the first 24 hours (3x24). If delay continues, then a penalty of 72 J.D. per day shall be applied and for the maximum duration of 3 days; after that, 3rd party will be called to fix the problem.
2	Should be done, near essential to business survival.	A penalty of 60 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 4 days; after that, 3rd party will be called to fix the problem.
3	Could be done, high benefit to business if time and resources are available.	A penalty of 45 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3rd party will be called to fix the problem.
4	Important problem but can wait	A penalty of 35 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3rd party will be called to fix the problem.

8.15 Sample Arabic Contract Agreement (Attached)

8.16 CUSTOMER JOURNEY EXPERIENCE AND QUALITY STANDARDS

It is envisaged that the design of standard customer experience 'component' would be of great help to the MODEE e-Government team and any other associated government departments, who may be in the process of developing new e-Government services to ensure consistency among e-Government services and provide a focus for customer experience.

1. Technical Requirements:
    - Responsiveness and Cross-Platform Capability: The website must be accessible from various platforms including desktops, laptops, tablets, and mobile devices. And ensure that e-services are responsive to IOS and Android OS browsers.
    - Browser Compatibility: The vendor must ensure that the website works equally well with all popular browsers including Chrome, Firefox, and Internet Explorer etc.
    - Mobile App: Ensure ease of use on all operating systems such as IOS, Android
    - Systems Integration: The developer must ensure the website integrates with the relevant backend systems e.g. CRM, Billing, payments gateway etc. and make sure transactions are recorded on such systems and customer records are updated correctly.
    - Load Time: The vendor must ensure that the speed of the main page and associated pages always load up within 4 seconds. The speed test must be performed using recognized applications/tools e.g. pingdom.com or similar

2. Features:
    - Bi-Lingual: The website must cater for both Arabic and English versions.
    - Search Engine: The website must contain a search engine that can be interrogated for keywords and multiple criteria where appropriate.
    - Rating and Feedback Form: The e-services must provide a function for the user to provide customer satisfaction rating for Voice of Customer purposes and The eservices must provide a 'Feedback form' رضاك يهمنا to enable the customer to provide comments, questions, or report problems/complaints. And to add National contact center no. 06-5008080
    - Links to e-Government Social Media Accounts: The website must provide working links to all MOSD, MODEE, e-Government Social Media Accounts
    - On-Screen Message Confirmation: For non-browsing function, each customer transaction must display a 'success' or 'failure' message on the screen to notify the customer of the outcome of his/her transaction.
    - Home Page: Make sure that the Home page icon is available on all pages to help the user to navigate easily

3. Validation, Verification
    - Functional and Integration Tests: Ensure that all service functions have been fully checked and all necessary interconnection and compatibility is done between the systems
    - Links Tests : Make sure all links work and load successfully
    - Focus Group: The vendor is expected to conduct a Net Promoter Score (NPS) survey through the use of focus group (10-20 people from the general public) through a recognized market research agency to assess the user-acceptability levels of the website.

4. User Manual

- Ensure that there is a user manual includes steps how to use the e-service, and the written evidence should include practical images explaining how to use the e- service to assist the user while using the service. And provide educational videos if available.

5. Customer information:
    - Userid/password : the e-service apply the Single sign on (IDM Sign in)

6. Information Architecture:
    - Fonts & color schemes: The website should use the fonts (type & size) and color schemes as per website standards for government entities. This is to give a consistent 'look & feel' for all e-Government services.
    - Ownership: The website should clearly show its ownership for MOSD and that it is part of the e-Government services through the use of Joint logos.
    - Information Structure: The information must be organized in such a way (links, drop-down menus etc.) that the user must be able to access the required information within 3 clicks.
    - Tool Tips and error messages: Ensure that hints and error messages appear correctly and in a format that enables the user to know what is required immediately.
    - Images and Banners: Ensure that high-resolution images, logos, and banners are used in any electronic service.

7. Usability-UX/UI:
    - Efficiency of use: Ease of using the service without any obstacles to complete the journey of the e-service
    - E-service Design: the general design of the service is clear and understandable to the user, it is easy to learn to use it and navigate it, and it is suitable for the target user
    - The location of basic function is expected and easy-to-reach, with sufficient explanations regarding the service or the function.
    - Clarity in naming the function used in the service in proportion to its functions.

8. Email and SMS:
    - SMS:
        - The language of the text is linguistically correct, expressive, and professional
        - The SMS Sender is clear
        - The SMS contain ns important information to follow up on the request (for example, the request number, its status, or specific links to enter it ... etc. depending on the nature of the service).
        - If it contains an activation code, its validity period must be clarified and kept as needed
    - E-Mail:
        - The language of the text is linguistically correct, expressive, and professional
        - The SMS Sender is clear
        - The SMS contains important information to follow up on the request (for example, the request number, its status, or specific links to enter it ... etc. depending on the nature of the service).
        - If it contains an activation code, its validity period must be clarified and kept as needed

- A welcome statement for the recipient of the service, taking into consideration his gender (for example: Mr.
- Text orientation is correct according to the appropriate language.
- Do not use warning colors such as red
- Do not use non-current or unclear font types,
- Use effects only when needed (for example, the Bold font).
- Having contact information for service recipients to use in case he has an inquiry or encounters a problem.

9. Compliance Table:
   The vendor is expected to complete a compliance table as part of his/her bid to show the level of compliance with the above-mentioned requirements as per example below

8.16.1 المتطلبات الفنية (Technical Requirements)

الرقم	المعيار
1.1	**شمولية برامج تصفح الانترنت (Browser Compatibility) مثل:**
1.1.1	الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم "Google Chrome"
1.1.2	الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم "Mozilla Firefox"
1.1.3	الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم "Microsoft Edge "
1.1.4	الخدمة الإلكترونية تعمل بكفاءة على برنامج تصفح الانترنت المدعوم"SAFARI"
1.2	**خاصية الإستجابة و الاستخدامات المتعددة(Responsiveness and Capability Cross-Platform)** إمكانية استخدام واستعراض الخدمات الإلكترونية عن طريق كافة الوسائط الالكترونية
1.2.1	**الإستجابة على الكمبيوتر/اللابتوب:** • توافق وظهور الأقسام و الحقول و الأزرار بشكل كامل و مرتب واستخدامها بسهولة، للإتجاهين العمودي و الأفقي. • ظهورها على جميع أنواع و أحجام الأجهزة المدعومة.
1.2.2	**الإستجابة على الأجهزة اللوحية** • توافق وظهور الأقسام و الحقول و الأزرار بشكل كامل و مرتب واستخدامها بسهولة، للإتجاهين العمودي و الأفقي. • ظهورها على أنواع و أحجام الأجهزة المدعومة المختلفة.
1.2.3	**الإستجابة على أجهزة الموبايل** • توافق وظهور الأقسام و الحقول و الأزرار بشكل كامل و مرتب واستخدامها بسهولة، للإتجاهين العمودي و الأفقي. • ظهورها على أنواع و أحجام الأجهزة المدعومة المختلفة.
1.3	**ربط و تكامل الأنظمة (System Integration)**
1.3.1	الخدمة الإلكترونية مربوطة مع جميع الانظمة ذات العلاقة الضرورية لعمل الخدمة أو لتسهيل استخدام الخدمة مثل (CRM, Billing, payments Gateway, CSPD) ويتعين على مزود الخدمة الاحتفاظ بسجل حول كافة الإجراءات التي تتم عبر هذه الأنظمة (يتم تحديد بند خاص لكل تكامل مع جهة معينة حسب نطاق عمل كل خدمة.مثال البنود أدناه):
1.3.1.1	التكامل مع الأحوال المدنية(CSPD)
1.3.1.2	التكامل مع بوابة الدفع الالكتروني اي فواتيركم (payments Gateway)
1.3.1.3	التكامل مع (CRM)
1.4	**تطبيقات الهاتف النقال (Mobile App) في حال توفر تطبيق للهاتف**
1.4.1	قابلية الإستخدام بسهولة ووضوح على نظام التشغيل: Android
1.4.2	قابلية الإستخدام بسهولة ووضوح على نظام التشغيل : IOS
1.5	**الوقت اللازم للتحميل (Load Time)**
1.5.1	وقت التحميل الخاص بالصفحات ووقت التنقل بين الصفحة الرئيسية مع الصفحات المرتبطة بها يجب ان يكون خلال 4 ثواني كحد أقصى، مع التأكد من استخدام تطبيقات وبرامج متخصصة باختبار سرعة التحميل.

8.16.2 الخصائص و المميزات (Features):

الرقم	المعيار
2.1	**متعددة اللغة (Bi-Lingual)**
2.1.1	الخدمة الإلكترونية متوفرة باللغة العربية بشكل صحيح من حيث الصياغة و الوظائف وضمان توحيد نوع الخط.
2.1.2	الخدمة الإلكترونية متوفرة باللغة الإنجليزية بشكل صحيح من حيث الصياغة و الوظائف وضمان توحيد نوع الخط (اذا لم يكن خيار اللغة الانجليزية موجوداً بنطاق عمل المشروع، يجب أن لا يكون الخيار متوفراً على أي من الشاشات الخاصة بالخدمة).
2.1.3	**محرك البحث (Search Engine)** الخدمات الالكترونية تحتوي على محرك بحث يمكنه البحث والتحقق من الكلمات الرئيسية و الخيارات المتعددة عند الحاجة إلى ذلك
2.3	**التقييم ورصد آراء المستخدمين (Rating and feedback forms)**
2.3.1	الخدمة الالكترونية توفر خيار التقييم للمستخدم لقياس مدى رضى مستخدم الخدمة (رضاك يهمنا) حتى يتمكن مستخدم الخدمة من إضافة ملاحظات و أسئلة.
2.3.2	وضع رقم مركز الاتصال الوطني في حال ورود أي استفسارات أو شكاوي 06-5008080 بالربط مع هذه الوظيفة على موقع الحكومة الإلكترونية.
2.4	**الربط مع حسابات مواقع التواصل الاجتماعي** يتم تزويد روابط فعالة لكافة قنوات التواصل الاجتماعي لل (المؤسسة الحكومية أوالحكومة الالكترونية) بالربط مع هذه الوظيفة على موقع الحكومة الإلكترونية
2.5	**رسالة التاكيد اللحظي على الشاشة (On-Screen Message Confirmation)** يتم عرض رسالة توضح إما إتمام العملية أو عدمه على الشاشة لكل إجراء يقوم به مستخدم الخدمة لتبليغ المستخدم نتيجة الإجراء الذي قام به و الخطوات القادمة المطلوبة من المستخدم
2.6	**الصفحة الرئيسية(Home Page)** سهولة التنقل بين الصفحات من خلال زر "رجوع" و زر "التالي" وتوفر أيقونة الصفحة الرئيسية على كافة الصفحات حتى تساعد مستخدم الخدمة على التنقل بسهولة

8.16.3 المصادقة و التحقق (Validation, Verification):

الرقم	المعيار
3.1	**فحص الوظائف (Functionalities)** كافة وظائف الخدمة تم فحصها بشكل كامل وتعمل بنجاح (بناء على نتائج فحص الجودة).
3.2	**فحص الروابط(Links- URLs)** كافة الروابط تعمل و يتم تحميلها بنجاح.
3.3	**مجموعة تجربة المستخدم**: (من ضمن مدخلات وزارة الريادة والاقتصاد الرقمي للتأكد من صحته وإرسال دليل) تم عقد جلسة لتجربة المستخدم (5-10 شخص من مختلف الفئات) لتقييم تقبل مستخدم الخدمة للخدمة.

8.16.4 دليل المستخدم (User Manual)

الرقم	المعيار
4.1	**دليل المستخدم(User Manual)** • توفير دليل مستخدم واضح وبدون اخطاء املائية يتضمن خطوات استخدام الخدمة، و يجب أن يتضمن الدليل الكتابي على صور عملية تشرح كيفية استخدام الخدمة الإلكترونية لمساعدة المستخدم أثناء استخدامه للخدمة • توفير فيديو تعليمي يوضح خطوات الاستخدام

8.16.5 معلومات مستخدم الخدمة (Customer Information):

الرقم	المعيار
5.1	**فحص امكانية الدخول إسم المستخدم/ كلمة المرور** الخدمة الإلكترونية تطبق الدخول الموحد من بوابة الحكومة الالكترونية باستخدام الرقم الوطني/ كلمة المرور (IDM sign in)

8.16.6 هندسة / هيكلة المعلومات (Information Architecture):

الرقم	المعيار
6.1	**الخط و الالوان (Fonts & color Schemes)** محتوى الخدمة الإلكترونية موحد من ناحية الخط (النوع) والألوان مع محتوى الموقع الالكتروني للمؤسسة او موقع بوابة الحكومة الالكترونية ضمن معايير المواقع الالكترونية للمؤسسات الحكومية للتمكن من اعطاء تناسق الشكل و المظهر لكافة خدمات الالكترونية.
6.2	**الملكية (Ownership)** الخدمة الإلكترونية تظهر بوضوح ملكية المؤسسة الخاصة بها ، و أنها جزء من خدمات الحكومة الإلكترونية من خلال إضافة الشعارات المشتركة و ذلك على مستوى كافة الخدمات.
6.3	**هيكلة الصفحات (Information Structure)** ترتيب المعلومات (روابط، القوائم المنسدلة، القوائم) بطريقة تمكن مستخدم الخدمة الوصول للمعلومات المطلوبة من خلال 5 نقرات كحد أقصى.
6.4	**التلميحات و رسائل الخطأ (Tooltips and Error messages)** ظهور التلميحات و رسائل الخطأ بالوقت الصحيح و بصيغة تمكن مستخدم الخدمة من معرفة ما هو مطلوب فوراً .
6.5	**الصو ر و البانرز (Images and Banners)** استخدام صور وشعارات وبانرز ذات درجة وضوح عالية في أي خدمة إلكترونية.

8.16.7 سهولة الاستخدام (Usability – UI/UX):

الرقم	المعيار
7.1	كفاءة الاستخدام: سهولة استخدام الخدمة بدون وجود معيقات لإتمام الخدمة.
7.2	التصميم العام للخدمة واضح و مفهوم للمستخدم و يسهّل تعلم استخدامها و التجول فيها و مناسب للمستخدم المستهدف.
7.3	تواجد الوظائف الأساسية في أماكن متوقعة و سهل الوصول إليها، مع توضيحات كافية بخصوص الخدمة أو الوظيفة.
7.4	وضوح تسمية المصطلحات المستخدمة في الخدمة بما يتناسب مع وظائفها.
7.5	توفر خاصيات تتيح للأشخاص ذوو الاحتياجات الخاصة استخدام الخدمة مثل: خاصية تكبير الخط، قارىء الشاشة، التحكم بتفاوت الوان و لمعان الشاشة و صفاء اللون، خاصية تباعد المسافات بين الكلمات)

8.16.8 مميزات ذوي الاحتياجات الخاصة:

الرقم	المعيار
8.1	خاصية تكبير وتصغير الخط
8.2	خاصية قارىء الشاشة
8.3	خاصية التحكم بتفاوت الوان و لمعان الشاشة وصفاء اللون
8.4	خاصية تباعد المسافات بين الكلمات

8.16.9 التواصل مع متلقي الخدمة (Emails & SMS):

الرقم	المعيار
9.1	**الرسائل النصية(SMS)** • صياغة النص صحيحة لغوية باللغة المناسبة و معبرة و احترافية. • مرسل الرسالة تبعيته واضحة للجهة الرسمية الحكومية المعنية • النص يحتوي على المعلومات الهامة لمتابعة الطلب (مثلاً رقم الطلب، او حالته، او روابط محددة للدخول لها...الخ حسب طبيعة الخدمة). • في حال كانت تحتوي على رمز تفعيل يجب توضيح مدة صلاحيته والاحتفاظ بها حسب الحاجة

الرقم	المعيار
9.2	**البريد الإلكتروني(Emails)** • صياغة النص صحيحة لغوية باللغة المناسبة و معبرة و احترافية. • مرسل الرسالة تبعيته واضحة للجهة الرسمية الحكومية المعنية • النص يحتوي على المعلومات الهامة لمتابعة الطلب (مثلاً رقم الطلب، او حالته، او روابط محددة للدخول لها...الخ حسب طبيعة الخدمة). • في حال كانت تحتوي على رمز تفعيل يجب توضيح مدة صلاحيته و الاحتفاظ بها حسب الحاجة • وجود شعار الجهة الرسمية الحكومية و أن الإيميل تابع للخدمات الإلكترونية. • جملة ترحيبية بمتلقي الخدمة، مع مراعاة جنسه (مثلاً: السيد/ة). • إتجاه النص سليم وفقا للغة المناسبة. • عدم استخدام ألوان تحذيرية كالأحمر • عدم استخدام أنواع خطوط غير متداولة أو غير واضحة، • عدم استخدام التأثيرات إلا عند الحاجة فقط) مثلاً الخط.(Bold • وجود معلومات التواصل ليستخدمها متلقي الخدمة في في حال كان لديه استفسار او واجه مشكلة.

ملاحظة :

المعايير التالية يتم فحصها على مستوى كل خدمة في حال انطبق:

- 1.4: ربط وتكامل الأنظمة(System Integration)
- 2.6: رسالة التأكيد اللحظي على الشاشة(On-Screen Message Confirmation)
- 4.1: دليل المستخدم(User Manual)
- 6.3: هيكلة الصفحات(Information Structure)
- 6.4: التلميحات ورسائل الخطأ (Tooltips and Error messages)

8.17 QUESTIONS & ANSWERS TEMPLATE

DEVELOPING THE JORDAN SOCIAL REGISTRY FOR THE NATIONAL AID FUND / MINISTRY OF SOCIAL DEVELOPMENT Tender No [XXXXXX]

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	
Qn	
An	

8.18 FRAUD AND CORRUPTION (NOT TO BE MODIFIED)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

v. "obstructive practice" is:

(a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

(b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[1] (ii) to be a nominated[2] sub-contractor, 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;

e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents personnel, permit the Bank to inspect[3] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, 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.

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: __________________

1 For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, 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.

2 A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification 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.

3 Inspections in this context usually are 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.

8.19 VENDORS CODE OF CONDUCT (ATTACHED)

8.20 NOTIFICATION OF INTENTION TO AWARD INCLUDING THE COMPLAINT PROCEDURES (ATTACHED)

8.21 THE DETAILED EVALUATION CRITERIA (ATTACHED)

All bidders shall disclose and fill the below information using the following template:

Please note that if any bidder fails to fill the below information or gives incorrect information, it will be disqualified

Required info	Details
The name of the company (as in the registration license)	
The location of the company	
The owners of the company	
The name and owners of the subcontractor company (if any)	
The name of the Joint Venture members and their owners (if any)	
The name and owners of the local partner (in case of international bidder)	
The human recourses working on this tender (names, experience, current employer …)	
The registration license of the bidder (the subcontractor and the JV member)	Attachment

Letter of Acceptance of the World Bank's Anticorruption Guidelines and Sanctions Framework[1]

Date: ___________________________

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 Guidelines[2] 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 *[Insert name of Employer as per bidding document]* 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;

[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.]

[2]*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.

b. in the case of award, termination of the contract, without prejudice to any other remedy for breach of contract; and
c. 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;[1] (ii) to be a nominated[2] 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 inspect[3] all accounts, records, and other documents relating to the procurement process

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[1] 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.

[2]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.

[3]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

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.

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: _________________

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.