**Request for Proposal**

**For**

**Mobile Application Design and Development**

**For**

**Amman Chamber of Industry (ACI)**

**RFP No. 1/2021**

**Date: 25/04/2021**

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شروط عامة

* يجب على الشركات المشاركة بالعطاء تقديم كفالة دخول عطاء على شكل كفالة بنكية أو شيك مصدق بقيمة لا تقل عن 5% من قيمة العطاء صالحة لمدة 90 يوما من تاريخ تقديم العروض.
* يجب على الشركة المحال عليها العطاء تقديم ضمان حسن تنفيذ على شكل كفالة بنكية أو شيك مصدق بقيمة لا تقل عن 10% من قيمة العطاء سارية المفعول لحين استلام اللوازم أو الانتهاء من تنفيذ الخدمات وصدور شهادة المخالصة من الغرفة بذلك.
* يجب على الشركة المحال عليها المشروع تقديم تعهد بتقديم خدمات ما بعد البيع مثل الصيانة وقطع الغيار للأجهزة و/أو الأنظمة المشتراة مع بيان القيمة السنوية لتكلفة الصيانة بعد الصيانة المجانية.
* يجب على الشركة تقديم كفالة صيانة على شكل كفالة بنكية أو شيك مصدق بقيمة لا تقل عن 5% من قيمة العطاء لمدة عام بعد استلام اللوازم استلاما نهائيا.
* تقدم الاسعار بالدينار الاردني متضمنة التوريد والتشغيل للنظام وأية لوازم تتطلب ذلك في الموقع / المواقع التي تحددها غرفة صناعة عمان، وبحيث تكون الاسعار شاملة للضريبة العامة على المبيعات وأية ضرائب أخرى.
* يعتبر قرار الإحالة نافذ المفعول اعتباراً من تاريخ تبلغ المتعهد القرار بتوقيعه على قرار الاحالة ، كما يعتبر هذا التاريخ بدء سريان مدة التوريد إلا إذا ورد خلاف ذلك في القرار.
* يلتزم المناقص أن يبقى العرض المقدم منه نافذ المفعول وغير جائز الرجوع عنه لمدة لا تقل عن (90) يوماً من تاريخ المحدد كأخر موعد لتقديم العروض وعلى المناقص أن يبلغ غرفة صناعة عمان خطياً بعدم رغبته في تمديد عرضه قبل انتهاء المدة المحددة أعلاه بعشرة أيام على الأقل وإلا يعتبر عرضه ساري المفعول لحين تصديق قرار الإحالة من المرجع المختص.
* يجب ذكر الرقم الوطني والرقم الضريبي والإسم بشكل واضح ورقم صندوق البريد ورقم الفاكس والهاتف وتحديد المنطقة والرمز البريدي.
* يحق لغرفة صناعة عمان الغاء العطاء دون ابداء الاسباب.
* يجب أن يشمل العرض الفني على اجابة واضحة وصريحة على كل المواصفات الفنية المطلوبة للنظام وبيان المخالفات الفنية بشكل واضح وصريح ولكل بند في مواصفة النظام حسب الملحق رقم 1.
* يلتزم المتعهد بإصلاح النظام واعادته للخدمة خلال يوم واحد من تاريخ الابلاغ عن العطل للنظام، وبخلاف ذلك، يحق لغرفة صناعة عمان اتخاذ الاجراءات المناسبة.

# Section I: Introduction and Background

## Background

The Amman Chamber of Industry (ACI) was established in 1962 as a non-profit organization which represents the industrial sector in Jordan. ACI's membership totals around 8000 varying in size from large, medium and small enterprises.

ACI works on the development of Jordanian industry in various technical, technological, administrative and marketing fields. In addition to that, ACI work on the removal of the problems and obstacles facing the industry sector. Thus, ACI is leading the development of the competitiveness of Jordanian products in the domestic market, as well as enhancing the export capacity in the regional and global market.

ACI provides the following services:

* Registration and Membership
* Signature Validity
* Issuance of Guarantees
* Issuing Certificates of Origin

## RFP Purpose

This RFP aims at designing, developing and publishing mobile application for ACI. The mobile application is intended to provide a flexible, informative and easy to maintain application. In addition, the mobile application should be a friendly application that can deliver specific information based on user interests and preferences. The mobile application should provide a backend management and administration system that allows managing users, events, advertisements and messages easily without accessing source code and without technical knowledge.

# PROPOSAL GUIDELINES AND REQUIREMENTS

1. The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.
2. The price quoted should be inclusive. If the price excludes certain fees or charges, the bidder must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.
3. The execution of the work should be performed by the bidder himself and not by any subcontractor.
4. Provisions of this RFP and the contents of the successful responses are considered part of the final contractual obligations.
5. Proposals should be submitted no later than **3:00 pm on Monday 18 October, 2021**. Any proposal submitted after that will not be considered and will be returned unopened.
6. **1 hardcopy and 1 softcopy** of the technical proposal should be submitted in a sealed envelope marked “Technical Proposal: Company Name, ACI Mobile Application Design and Development, RFP Number, and submission date”
7. 1 hardcopy of the financial proposal should be submitted in a sealed envelope marked “Financial Proposal: Company Name, ACI Mobile Application Design and Development, RFP Number, and submission date”
8. Proposals should be delivered to: ACI premises, Jebel Amman, 2nd Circle, Scientific Islamic College Street, Building number 33.
9. Financial proposal should include the price of all services and hardware proposed by the bidder. In addition, it should contain the annual rate for maintenance services after the free warranty period. The rate provided should be constant without any increase for at least three years after the free warranty period.
10. The bidder should explicitly conform to the payment terms mentioned in later sections.
11. This solicitation is no way obligates ACI to award a contract, nor does it commit ACI to pay for any costs incurred in the preparation or submission of the proposal in response hereto.
12. Proposals must be valid for at least 90 days from the closing date. ACI reserves the right to request the extension of the validity period of the proposal.
13. ACI reserves the right to conduct negotiations with bidders.

# Deadline for Bidders Questions

Questions should be sent only via e-mail to [tenders@aci.org.jo](mailto:tenders@aci.org.jo), and submitted no later than **3:00 pm on Wednesday 13 October, 2021**. Subject of the bidder email should reflect “Questions: ACI Mobile Application Design and Development, Company Name”.

# CONTRACT TERMS

The ACI will negotiate contract terms upon selection. The contract is subject to review by ACI legal counsel, and a project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget and other necessary items.

# Late fees

Any delay in the project successful delivery and acceptance schedule will be stipulated to 5 percent of the project total price per a week or part of a week as a fine.

# Payment Terms

1. 50% of project price: After ACI acceptance of the Mobile Application.
2. 50% of project price: After publishing the application on Google Play and iOS App Store and ACI final acceptance of the project.

# Section II: Scope of Work and Main Components

* 1. **Statement of Work**

The scope of the project is to design and develop a mobile application for ACI in order to provide additional interactive communication channel between ACI and visitors. The winning bidder will be responsible for studying and analysis of the ACI needs in addition to the market best practices related to Industry and Commerce Chambers’ mobile applications. The winning bidder will be responsible for the preparation, submission and presentation of project deliverables.

The statement of work includes designing, developing and publishing ACI Mobile Application for both Android and iOS as well as developing the backend management and administration system for this application.

Additionally, the statement of work includes a complete training and knowledge transfer for ACI team.

## Project Planning and Management

The winning bidder shall utilize a systematic project management methodology in order to implement the required project statement of work. Accordingly, the winning bidder is required to perform the following activities as the minimum:

1. Assign a project manager for the contract duration.
2. Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, etc.).
3. Develop project 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.
4. Establish and execute Project Quality Assurance (planning, assurance and control) for all components included in the scope of work.
5. Establish and execute a process for reporting project progress including deadlines; delays and issues to ensure deliverables are met within resource constraints.
6. Implement submission procedures for project deliverables.
7. Close the project and document lessons learnt.

## General Requirements

1. ACI Mobile Application should be bilingual (Arabic and English) with the ability to add other languages in the future.
2. ACI Mobile Application should be built for Android and iOS.
3. Source code for ALL Mobile Application components should be delivered to ACI.
4. ACI Mobile Application should display the site with a default language. The visitor can save the preferred language so that the application opens in this language after that.
5. Winning bidder should deliver manuals and user documentation in English languages. The winning bidder should provide ACI Website administration and other technical documentation in English. All project management documents should be delivered in English. Required manuals include deployment manual, administrator manual, etc.
6. The design of ACI Mobile Application should be simple, appealing, and consistent.
7. The design should reflect the identity of the ACI, for example, it should be consistent with the color theme of ACI, contains the logo of ACI, etc.
8. ACI Mobile Application and backend systems should work without the need for any third party component or application.
9. ACI Mobile Application should be built using the latest technologies and the programming language should employ the latest powerful techniques.
10. The database of ACI Mobile Application should be secure, scalable, fast and able to save huge data.
11. Bidder should describe the technologies used for the Mobile Application, database, backend system, alerts & notifications, … and the reason for adapting each technology. In addition, restrictions or limitations that may affect operation of the Mobile Application, such as maximum number of alerts should be clearly mentioned.
12. Winning Bidder should create accounts for ACI on both Google Play and iOS App Store and publish the application on both stores. Fees requested by Google or iOS App store for creating the accounts will be paid by ACI.
13. ACI Mobile Application should be able to import certain data from ACI database such as current users.
14. ACI Mobile Application – Backend system should provide robust user management.
15. The winning bidder should deliver ACI Mobile Application design, source code and all other materials related to the project design and development to ACI.
16. The winning bidder should provide prototype operation policies and procedures including backup and restore, common issues management, etc.

## Technical Requirements

ACI Mobile Application should meet the following specifications as the minimum:

**Mobile Application Requirements**

1. Mobile Application Requirements are mentioned Annex 2.

**Backend System Requirements**

1. ACI backend system should provide user management features for managing users who can access the backend system with the sections they can access.
2. ACI backend system should provide integration with MailChimp to retrieve and store announcements that will be displayed in the Mobile Application.
3. ACI backend system should provide integration with ACI current ERP system to retrieve factories in “Industrial Directory” section. APIs for this integration will be provided by ACI.
4. ACI backend system should provide portal for Mobile Application user management including user information, factory information, contact information, activation status, basic operations such as enable, disable, delete, …
5. ACI backend system should provide portal for managing Events (add/update/delete). Event data contains event name, event image, event date and time, location, category, etc. Full description for the event data will be provided at requirements gathering phase.
6. ACI backend system should provide portal for managing News and Advertisements (add/update/delete). News data contains header, details, image, category, etc. Advertisement data contains header, details, image, category, etc. Full description for the News and Advertisement data will be provided at requirements gathering phase.

## Required Infrastructure

In order to deploy ACI Mobile Application and its backend systems, bidder is required to perform the following activities as the minimum:

1. Provide the recommended hardware (servers, connection, hosting, …) to deploy ACI Mobile Application components (Database, portals, …).

## Knowledge Transfer and Training

In order to provide knowledge transfer and training, the bidder is required to provide the following:

1. The winning bidder should prepare, present and execute a training plan and knowledge transfer plan for all project stakeholders; system users, technical staff, and system administrators.
2. The training provided for each category shall be detailed sufficiently to allow the trainees to use ACI Mobile Application components in an efficient and effective manner taking into consideration their duties and responsibilities.
3. The winning bidder will be responsible for preparing and delivering all training material and for providing appropriate and effective training to all relevant ACI staff.
4. The bidder must specify in the proposal all training courses to be provided, by submitting the following details:
   * Course purpose and content;
   * Duration;
   * Confirmation that the venue for training will be the premises of the ACI, unless an agreement is reached between the winning bidder and the ACI for an alternative venue;
5. The training duration of each module or course should be of sufficient length to ensure that ACI end-users and IT staff are self-sufficient in the operation and maintenance/support of the new website.
6. The proposed Training Plan is to be agreed with the ACI Project Manager.

## Qualifications

1. The bidder should provide current reference information **for three former or current clients with similar projects**. Contact information for these references should be correct, updated and clear. Contact name, phone number and email address for each reference should be clearly mentioned.
2. The bidder should provide company profile for his firm, length of time in business and core competencies.
3. What type of team will be assigned to this project? What will each person’s role be? Please include a brief background summary for each key staff member assigned to this project.

## Documentation and Reporting Requirements

All user documentation will be provided in both Arabic and English languages in both hard copy and electronic format. The winning bidder should provide ACI Mobile Application administration and other technical documentation in English. All project management documents to be delivered in English.

## Operations Support, Maintenance and Warranty

In order to provide operations support, maintenance and warranty, the winning bidder is required to provide the following activities as the minimum:

1. Provide 12 months support and maintenance after the project acceptance.
2. Provide complete documentation that covers all aspects of the project as part of the handover of the project. The documentation should include ACI Mobile Application maintenance procedures, backup and restoration procedures, etc.

# Annex 1: Compliance Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| Specification | Comply / Not Comply | Description (how the specification will be implemented) | Notes |
|  |  |  |  |
|  |  |  |  |