

Request for Proposal

For

Jordan Interactive Market Space Development

For

Amman Chamber of Industry (ACI)

RFP No. 1/2020

Date:9 /2/2020

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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 يوماً 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 استلاماً نهائياً.
- تقدم الأسعار 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 كآخر 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 والاسم بشكل واضح ورقم صندوق البريد ورقم الفاكس والهاتف وتحديد المنطقة والرمز البريدي.
- يحق لغرفة صناعة عمان إلغاء العطاء دون إبداء الاسباب.
- يجب أن يشمل العرض الفني على إجابة واضحة وصريحة على كل المواصفات الفنية المطلوبة للنظام وتفصيل الطريقة التي سيتم فيها تطبيق المواصفة وبيان المخالفات الفنية بشكل واضح وصريح ولكل بند في مواصفة النظام حسب الملحق رقم 1.
- يلتزم المتعهد بإصلاح النظام وإعادةه للخدمة خلال فترة ثلاثة ايام من تاريخ الإبلاغ عن العطل للنظام، وبخلاف ذلك، يحق لغرفة صناعة عمان اتخاذ الاجراءات المناسبة.
- سيتم احتساب مدة تنفيذ المشروع ضمن أسس تقييم العطاء بحيث تعطى نقاط إضافية لفترة التنفيذ الأقل وبما لا يتجاوز 6 اشهر كحد أقصى.

1. Section I: Introduction and Background

1.1 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

1.2 RFP Purpose

This RFP aims at promoting Jordanian products at the national and international markets through the Interactive Market Space. The Market Space is required to provide detailed information about Jordanian factories and their products to potential buyers. This should result in better competitiveness for the industrial sector, particularly SMEs.

2. 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 **2:00 pm on Thursday 27 February, 2020**. 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, Jordan Interactive Market Space Development, RFP Number, and submission date"
7. 1 hardcopy and 1 softcopy of the financial proposal should be submitted in a sealed envelope marked "Financial Proposal: Company Name, Jordan Interactive Market Space 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 in 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.

3. Deadline for Bidders Questions

Questions should be sent only via e-mail to tenders@aci.org.jo, and submitted no later than COB 18 February, 2020. Subject of the bidder email should reflect "Questions: Jordan Interactive Market Space Development, Company Name".

4. 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.

5. Late fees

Any delay in the project successful delivery and acceptance schedule will be stipulated to (0.05) of the total price per a week as a fine.

6. Payment Terms

1. 50% of project price: After ACI acceptance of project development deliverables.
2. 50% of project price: After final acceptance of the project.

7. Section II: Scope of Work and Main Components

Detailed Requirements Document that contains business and technical requirements is available. ACI will share this document with the winning bidder. Accordingly, requirements gathering and analysis will be minimal.

7.1 Statement of Work

The scope of the project is to design and develop Interactive Market Space for the industrial firms located in Jordan in order to promote their products. The winning bidder will be responsible for study and analysis of the ACI needs in addition to the market best practices related to the Interactive Market Space. The winning bidder will be responsible for the preparation, submission and presentation of project deliverables.

The statement of work includes developing, deploying and publishing the Interactive Market Space.

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

7.2 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 full-time project manager for the contract duration. The project manager should have at least four years experience and shall not be replaced without ACI prior approval.
2. Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, HR, communication, risk, 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 a process of 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, issues and critical paths to ensuring deliverables are met within resource constraints.
6. Establish and execute a process for project risks and issues management and mitigation.
7. Implement submission and acceptance procedures for approving project deliverables.
8. Close the project and document lessons learnt.

The bidder is required to provide a project management methodology in the technical proposal in relation to the Project Planning and Management as well as Project Manager CV.

7.3 General Requirements

1. The Market Space should be bilingual (Arabic and English) with the ability to add other languages in the future.
2. The Market Space should support multi-currency. Currencies management should be managed by the system with the ability to synchronize them with online service.
3. The Market Space should detect the country of the buyer and display Market Space with the associated language. For example, buyers from Jordan should see the Arabic interface as the default one while buyers from USA should see English as the default interface. Once the visitor saves his preferred language, the Market Space should display the saved version.
4. Winning bidder should deliver all needed manuals in Arabic and English; required manuals include deployment manual, administrator manual, content manager manual, etc.
5. The design of the Market Space should be simple, appealing, and consistent.
6. 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.
7. The winning bidder should deliver at least 3 designs for the Market Space.
8. The Market Space should work without the need for any third party component or application.
9. The Market Space should be built using the latest technologies and the programming language should employ the latest powerful techniques.
10. The Market Space architecture must be based on the latest industry standards best practices.
11. The database of the Market Space should be secure, scalable, fast and able to save millions of records.
12. The Market Space should support cross-browser compatibility and should work on common browsers such as IE 9 and above, Mozilla Firefox, chrome, etc. It should also be responsive to provide an optimal viewing experience—easy reading and navigation with a minimum of resizing, panning, and scrolling—across a wide range of devices.
13. The Market Space should be open licensed without any fees for adding users.
14. The Market Space should be able to automatically import certain data from ACI database. Data includes categories, sub categories, factories, etc.
15. The Market Space should provide robust user, group and privileges management.
16. The Market Space should support mobile version.

17. The Market Space should be Mobile Application ready by providing all functionalities as APIs in order to be used by Mobile Application Developers. APIs with proper documentation are included in the project deliverables.
18. The Market Space should keep detailed logs for all users and system functions such as error reports, history reports, etc.
19. The Market Space should include security and anti-hacking features such as Captcha Image Verification for registration, sending requests, remember password, etc.
20. The Market Space should provide automatic database backup.
21. The winning bidder should provide a way to fill Market Space content based on Excel sheets and content files. Data may include factory information, products information, product images, ...
22. The winning bidder should deliver the Market Space design, source code and all other materials related to the project design and development to ACI.
23. The winning bidder should provide prototype operation policies and procedures including backup, business continuity planning, crisis management, etc.

7.4 Technical Requirements

The Interactive Market Space should meet the following specifications as the minimum:

Content Management System (CMS) Requirements

1. The Market Space and all of its pages should be built using Content Management System.
2. The CMS should allow building unlimited number of pages and unlimited number of menus and sub-menus.
3. Fully web-based CMS.
4. The CMS should provide control over content publishing.
5. The content update should be simple and could be done by non-technical staff.
6. The CMS should allow for complete flexible design, for example, data and design should be separate.
7. The CMS should allow privileges on content, for example, it should allow assigning content to be viewed only by registered factories. The privilege could be on the whole page or part of it.
8. The CMS should provide approval workflow for all site content.
9. The CMS should have powerful text editor with WYSIWYG features, multimedia support, font formats support, etc.
10. The CMS should have powerful form builder in order to create forms dynamically, results should be sent to email addresses and/or saved to the CMS database.
11. The CMS should have version control over all Market Space content with the ability to retrieve any previous version. The CMS should save at least 5 previous versions.
12. The Market Space should have dynamic site map that is updated automatically based on the Market Space pages.
13. The Market Space should have Frequently Asked Questions (FAQs) section.

14. The Market Space should include the following pages with the ability to add unlimited number of pages: Home page, about us, contact us, help, product pages, factory pages, Terms & Conditions, ...

Solution Requirements

1. The Market Space should provide registration feature for factories. Information submitted will include factory name, national number, industrial sector, etc. The Market Space should provide password retrieval feature.
2. The Market Space should provide approval cycle for registering factories process where factory will not be considered as registered unless approved by ACI through this workflow.
3. The Market Space should provide a public profile page for each registered factory. This page includes information about the factory such as factory name, location, contact information, logo, etc. In addition, this profile should contain the factory catalogs and products with the information that will be described later.
4. The Market Space should provide the ability to manage factory profile through username and password security.
5. Each registered factory should be able to manage (view, add, update, delete, ...) unlimited number of catalogs. Catalog information should include name, category, sub category, image, etc. The Market Space should build default catalog for the new registered factory. The catalog category and sub category should conform to ACI classifications and standards. Approval cycle from ACI should be available for this management with ability to approve management automatically.
6. Each registered factory should be able to manage (view, add, update, delete, ...) any number of products within the defined catalogs. Product information includes basic product description, detailed product description and specifications, images of the product, video for the product, price, minimum quantity, shipping details, etc. The Market Space should regenerate thumbnails of the images. Approval cycle from ACI should be available for this management with ability to approve management automatically.
7. The Market Space should have the features of resizing the images to be uploaded to a certain dimension and ensuring that the image is within acceptable range. This feature should be available in both automatic and manual manner.
8. The Market Space should display latest added products on the home page according to certain criteria such as minimum display time, maximum number of products on the home page per registered factory, ...
9. The Market Space should allow buyer to register online for the Market Space. Registration information may include user name, password, email, first name, last name, city, country, areas of interests, etc.
10. The Market Space should provide a robust way for online registration such as providing a mechanism to check available name, enforcing buyers to follow certain standards for passwords (for example, 8 characters, upper and lower case, not user name, ...), providing a mechanism to check email address such as email confirmation, etc.

11. The Market Space should provide registered buyer area to manage user profile, manage buy requests, ...
12. The Market Space should provide reset my password feature with email and/or mobile verification.
13. The Market Space should provide advanced communication channels between registered buyers and registered factories through internal messaging and chatting features. Chats should be saved within the system.
14. The Market Space should provide the ability to send a message from the registered buyer to the registered factories. Both parties should be able to reply to that message. The email should include registered buyer information such as name and email in addition to the product the registered buyer is interested in. Messages should be saved within the system.
15. The Market Space should provide advanced chatting features such as registered factory status (Available, not available), fast communication, limit content, etc.
16. The Market Space should provide inbox and outbox for the communications within the Market Space for both registered factories and buyers.
17. The Market Space should keep the interests of the registered buyers automatically based on their selection, requests, communication, search, ...
18. Each registered factory should be able to manage his emails and chatting conversions sent by Market Space registered buyers through user name and password.
19. Each registered buyer should be able to manage his emails and chatting conversions sent by registered factories through user name and password.
20. The Market Space should provide advanced email features such as sending notification email to the registered buyer / registered factory when communication within the system (chat or internal email) is done.
21. The Market Space should provide the ability to send buy request as well as RFQs from registered buyers to registered factories. Buy request information includes product, description, time frame limits, contact information, etc. RFQ information includes product, category, sub category, location, quantity, etc. The Market Space should be intelligent enough to determine the registered factories which are capable of providing the required product and send the RFQ to them. Number of factories and other selection criteria should be configurable within the system.
22. The Market Space should provide the ability to send complaints.
23. The Market Space should be able to send promotion and update emails to registered buyers according to certain criteria and roles. Criteria includes the frequency of sending such emails (monthly, bi-monthly, ...), time of sending RFQ or buy request from the registered buyer, products categories or sub categories (for example, products with same category as the registered buyer RFQ or buy request), etc.
24. System administrators should be able to manage factories information, profiles, products, etc.
25. System administrators should be able to search registered factories, registered buyers and pending registration requests.
26. System administrators should be able to de-activate / delete registered buyers / registered factories.

27. System administrator can limit the number of catalogs, products or disk space for each registered factory. The Market Space should assign default values for the new registered factory.
28. The Market Space should provide the administrators with the capabilities to maintain contact list and block list of registered buyers.
29. The Market Space should provide advanced banner / advertisement area. The Market Space should provide features such as accepting images, videos, sounds, etc. The Market Space should provide simple and clear fees management features (number of clicks, duration, order, ...). This area should be added anywhere and many times in the Market Space pages and each instance should be managed by itself.
30. The Market Space should provide powerful and advanced search features in The Market Space languages.
31. The search should include searching products and registered factories. The system should have auto complete feature based on entered search words once the visitor is typing the search words. Results should contain product and category in case search is done for product.
32. The Market Space should provide popular search features. Product or factory number of visits should be saved in the system in order to determine the popularity values.
33. The Market Space should provide related products feature. Related products criteria may contain category and subcategory, keywords, ... Number of shown related products should be configurable through the system. Related products appear when displaying certain product, details of certain product or search results.
34. Advanced search should include category, sub category, product, registered factory name or part of the name, product posting date, price range, etc.
35. The Market Space should provide the ability to sort any list or search results by its columns such as price, manufacturer, etc. This feature should be available for visitors, buyers, factories, users, administrator, ...
36. The Market Space should provide the ability to filter any list or search results by its columns as price, manufacturer, etc. This feature should be available for visitors, buyers, factories, users, administrator, ...
37. The Market Space should provide directory for registered factories. The directory should show registered factories grouped by name, category and sub category.
38. The Market Space should provide browsing features for products based on a certain registered factory, category, sub category, etc. Child filter should be shown based on the parent filter, for example, sub categories shown in browsing should be related to the selected category.
39. The Market Space should include promotion features such as tell a friend for the website or certain product or factory.
40. The Market Space should provide reports for all entered information. For example, reports of registered factories, registered buyers, product of each registered factory, categories, sub categories, etc. Reports filters such as date range, categories, ... should be provided.
41. The Market Space should provide reports for all purchase transactions such as buy requests in a certain period of time, buy requests based on factory or category, RFQs based on time range, etc.
42. The Market Space should provide the ability to export all reports to Excel and PDF formats.

43. The Market Space should provide tracking reports such as site visits, page visits, entry pages, top pages, visitor trend, technical analysis, etc.
44. The Market Space should include help area for every function in the Market Space. Help may include simple videos for certain features such as buy request, RFQs, etc.

7.5 Required Infrastructure

In order to deploy the Market Space, bidder is required to perform the following activities as the minimum:

1. Provide the recommended software (OS, Database, ...) and hardware (servers, connection, hosting, ...) to deploy the Market Space and run it.
2. Provide the prices for the recommended software and hardware and mark them as optional.

Note:

- ACI is responsible of reserving the domain name for the Market Space.

7.6 Knowledge Transfer and Training

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

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 the Market Space 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, which will not be less than 10 hours for end-users, and not less than 30 hours for ACI IT staff;
 - 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;
 - Maximum number of course participants, taking into consideration the number of end-users and ACI IT personnel.
5. Training is to be delivered in both Arabic and English, and the winning bidder is to ensure that the most cost-effective method of training is utilized.
6. Training should be coordinated with the project plan to ensure that users and IT staff are familiar with the application they will be using or supporting.

7. 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 systems.
8. The proposed Training Plan is to be agreed with the ACI Project Manager.

7.7 Qualifications

1. The bidder should provide current reference information for **five** 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 briefly describe his firm's organizational capacity to produce the Market Space (e.g. staff, equipment, software, physical space, office location, etc.).
3. The bidder should provide company profile for his firm, length of time in business and core competencies.
4. The bidder should briefly describe the percentage of his web staff that would be working on this project relative to the entire staff (using full time equivalents).
5. 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.
6. The bidder should briefly describe his firm's project management process.
7. The bidder should discuss his firm's quality assurance and support plan.
8. The bidder should explain his Service Level Agreement (SLA) structure.

7.8 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 Market Space administration and other technical documentation in English. All project management documents to be delivered in Arabic and English.

7.9 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 final acceptance.
2. Provide complete documentation that covers all aspects of the project as part of the handover of the project. The documentation should include Market Space maintenance procedures, backup and restoration procedures, etc.

8. Annex 1: Compliance Matrix

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

Read Only