

**Request for Proposal**

**For**

**Waste Symbiosis Platform**

**For**

**Amman Chamber of Industry (ACI)**

**RFP No. 5/2024**

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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 و صدور 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 الإحالة، 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.
- يلتزم المتعهد بإصلاح النظام وإعادته للخدمة خلال فترة ثلاثة ايام من تاريخ الإبلاغ 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 Waste Materials 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 to development of an Industrial Waste Materials Exchange Platform. The platform aims to facilitate the efficient exchange of waste materials among industries to promote sustainability, reduce waste, and foster circular economy practices.

## Background

With increasing industrial activities, managing waste efficiently has become crucial for environmental sustainability and resource optimization. An effective exchange platform can help industries find alternative uses for their waste materials, thus reducing disposal costs and environmental impact.

## Objectives

The primary objectives of the platform are:

- **To create a digital marketplace** where industries can list, find, and exchange waste materials.
- **To improve resource efficiency** by connecting waste producers with potential users.
- **To promote** sustainability and circular economy practices within the industrial sector.
- **To provide analytical tools** for tracking and managing waste material exchanges.

# 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 Tuesday 17 September, 2024**. 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, **Waste symbiosis platform**, 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, **Waste symbiosis platform**, RFP Number, and submission date"
8. Proposals should be delivered to: ACI premises, Jebel Amman, 2<sup>nd</sup> 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.

## 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 10<sup>th</sup> September, 2024. Subject of the bidder email should reflect "Questions: **Waste symbiosis platform**, 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.

## Project Timeline

1. The bidder is required to deliver the project within a period of (5) months starting from signing the contract.
2. The bidder is required to deliver and finalize the project detailed design and specifications document (SRS) document within (3) weeks starting from signing the contract, where all requirements should be detailed by the bidder and approved by ACI within that period.
3. The bidder is required to deliver fully tested version of the platform on staging environment within a period of (4) months starting from signing the contract.
4. The platform should be live the latest (2) weeks before the due date of the delivery of the project.

## Payment Terms

1. 15% of the project price: upon signing of contract.
2. 10% of the project price: upon ACI's acceptance of the project detailed design and specifications document (SRS).
3. 50% of the project price: upon ACI's acceptance of fully tested version of the platform on staging environment.
4. 25% of the project price: After final acceptance of ACI of the project on live environment.

## Delay Penalty

Any delay in the project successful delivery and acceptance schedule will result to a delay penalty value equivalent to (2,5%) of the project price per each week of delay.

# Section II: Scope of Work and Main Components

## Statement of Work

The scope of the project is to design and develop **Waste symbiosis platform** for the industrial firms located in Jordan, this effective exchange platform can help industries find alternative uses for their waste materials. The winning bidder will be responsible for study and analysis of the ACI needs in addition to the market best practices related to the **Waste symbiosis platform**. 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 **Waste symbiosis platform**.

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

The technical proposal must include a clear and direct response to all specifications required for the system, detailing the method by which each specification will be implemented, and clearly and explicitly identifying any technical deviations for each item in the system specification, where the following table of Compliance Matrix must be fully filled in for that purpose:

## Compliance Matrix

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

## 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:

5. Assign a full-time project manager for the contract duration. The project manager should have at least eight years' experience and shall not be replaced without ACI prior approval.
6. Provide and maintain a full and comprehensive plan that covers all project management knowledge areas (i.e., time, scope, quality, HR, communication, risk, etc.)
7. 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

8. Establish and execute a process of Quality Assurance (planning, assurance and control) for all components included in the scope of work.
9. Establish and execute a process for reporting project progress including deadlines; delays, issues and critical paths to ensuring deliverables are met within resource constraints.
10. Establish and execute a process for project risks and issues management and mitigation.
11. Implement submission and acceptance procedures for approving project deliverables.
12. Close the project and document lessons learnt.

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

## General Requirements

1. The Waste symbiosis platform should be bilingual (Arabic and English) with the ability to add other languages in the future.
2. Winning bidder should deliver all needed manuals in Arabic and English; required manuals include deployment manual, administrator manual, content manager manual, etc.
3. The design of the Waste symbiosis platform should be simple, appealing, and consistent.
4. The design should reflect the identity of the project, for example, it should be consistent with the color theme of project, contains the logo of project, etc.
5. The winning bidder should deliver at least 3 designs for the Waste symbiosis platform.
6. The Waste symbiosis platform should work without the need for any third party component or application.
7. The Waste symbiosis platform should be built using the latest technologies and the programming language should employ the latest powerful techniques.
8. The Waste symbiosis platform architecture must be based on the latest industry standards best practices.
9. The database of the Waste symbiosis platform should be secure, scalable, fast and able to save millions of records.
10. The Waste Symbiosis Platform should ensure cross-browser compatibility, supporting modern browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari. It must be fully responsive, offering an optimal user experience with seamless navigation, readability, and interaction across various devices, including desktops, tablets, and smartphones, without the need for excessive resizing, panning, or scrolling.
11. The Waste symbiosis platform should be open licensed without any fees for adding users.
12. The Waste symbiosis platform should be able to import certain data from ACI database. Data includes categories, sub categories, factories, etc.
13. The Waste symbiosis platform should provide robust user, group and privileges management.
14. The Waste symbiosis platform should support mobile version.
15. The Waste symbiosis platform should keep detailed logs for all users and system functions such as error reports, history reports, etc.
16. The Waste symbiosis platform should include security and anti-hacking features such as Captcha Image Verification for registration, sending requests, remember password, etc.
17. The Waste symbiosis platform should provide automatic database backup.



18. The winning bidder should deliver the Waste symbiosis platform design, source code and all other materials related to the project design and development to ACI.
19. The winning bidder should provide prototype operation policies and procedures including backup, business continuity planning, crisis management, etc.

## Technical Requirements

The Interactive Waste symbiosis platform should meet the following specifications as the minimum:

### Content Management System (CMS) Requirements

1. The Waste symbiosis platform 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 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 Waste symbiosis platform content with the ability to retrieve any previous version.
12. The Waste symbiosis platform should have dynamic site map that is updated automatically based on the Waste symbiosis platform pages.
13. The Waste symbiosis platform should have Frequently Asked Questions (FAQs) section.
14. The Waste symbiosis platform should include the following pages with the ability to add unlimited number of pages: Home page, about us, contact us, help, Waste Material pages, factory pages, Terms & Conditions, ...

## Solution Requirements

1. The Waste symbiosis platform should provide registration feature for factories. Information submitted will include factory name, national number, industrial sector, etc. The Waste symbiosis platform should provide password retrieval feature.
2. The Factories act as seller and buyer for another factories
3. The Waste symbiosis platform should provide approval cycle for registering factories process where factory will not be considered as registered unless approved by ACI through this workflow.
4. The factory can announce of instantaneous business opportunities valid for certain time period.
5. Search can be done for waste materials through profiles of other registered sellers or buyers.
6. Search can be done for waste materials through business opportunities announced by other registered sellers or buyers.
7. the Factory Send offers through e-mail to specific registered buyers.
8. The Waste symbiosis platform 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 Waste Materials with the information that will be described later.
9. The Waste symbiosis platform should provide the ability to manage factory profile through username and password security.
10. 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 Waste symbiosis platform should build default catalog for the new registered factory. The catalog category and sub category should conform to ACI classifications and standards.
11. Each registered factory should be able to manage (view, add, update, delete, ...) any number of Waste Materials within the defined catalogs. Waste Material information includes basic Waste Material description, detailed Waste Material description and specifications, images of the Waste Material, video for the Waste Material, price, minimum quantity, shipping details, etc. The Waste symbiosis platform should regenerate thumbnails of the images.
12. The Waste symbiosis platform should have the features of resizing the images to be uploaded to a certain dimension and ensuring that the image is within acceptable range.
13. The Waste symbiosis platform should display latest added Waste Materials on the home page according to certain criteria such as minimum display time, maximum number of Waste Materials on the home page per registered factory, ...
14. The Waste symbiosis platform should allow buyer to register online for the Waste symbiosis platform . Registration information may include user name, password, email, first name, last name, city, country, areas of interests, etc.
15. The Waste symbiosis platform 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.
16. At any connection between the buyer and the factory the factory displays as anonymous unless the factory accepts to display as known
  17. The Waste symbiosis platform should provide registered buyer area to manage user profile, manage buy requests, ...
  18. The Waste symbiosis platform should provide remember my password feature.
  19. The Waste symbiosis platform should provide advanced communication channels between registered buyers and registered factories through internal messaging and chatting features.
  20. The Waste symbiosis platform 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 Waste Material the registered buyer is interested in.
  21. The Waste symbiosis platform should provide advanced chatting features such as registered factory status (Available, not available), fast communication, limit content, etc.
  22. The Waste symbiosis platform should provide inbox and outbox for the communications within the Waste symbiosis platform.
  23. The Waste symbiosis platform should keep the interests of the registered buyers automatically.
  24. Each registered factory should be able to manage his emails and chatting conversions sent by Waste symbiosis platform registered buyers through user name and password.
  25. Each registered buyer should be able to manage his emails and chatting conversions sent by registered factories through user name and password.
  26. The Waste symbiosis platform should provide advanced email features such as sending notification email to the registered buyer / registered factory when email is sent to.
  27. The Waste symbiosis platform should provide the ability to send buy request as well as RFQs from registered buyers to registered factories. Buy request information includes Waste Material, description, time frame limits, contact information, etc. RFQ information includes Waste Material, category, sub category, location, quantity, etc. The Waste symbiosis platform should be intelligent enough to determine the registered factories which are capable of providing the required Waste Material and send the RFQ to them.
  28. The Waste symbiosis platform should provide the ability to send offers from registered factories to registered buyers. Offer information includes Waste Material, description, time frame limits, contact information, etc. . The Waste symbiosis platform should be intelligent enough to determine the registered buyers which are capable to buy the required Waste Material and send the offers to them.
  29. The Waste symbiosis platform should provide the ability to send complaints.
  30. The Waste symbiosis platform 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, Waste Materials categories or sub categories (for example, Waste Materials with same category as the registered buyer RFQ or buy request), etc.

31. System administrators should be able to manage factories information, profiles, Waste Materials, etc.
32. System administrators should be able to search registered factories, registered buyers and pending registration requests.
33. System administrators should be able to de-activate / delete registered buyers.
34. The Waste symbiosis platform should provide the administrators with the capabilities to maintain contact list and block list of registered buyers.
35. The Waste symbiosis platform should provide advanced banner / advertisement area. The Waste symbiosis platform should provide features such as accepting images, videos, sounds, etc. The Waste symbiosis platform should provide simple and clear fees management features (number of clicks, duration, order, ...). This area should be added anywhere and many times in the Waste symbiosis platform pages and each instance should be managed by itself.
36. The Waste symbiosis platform should provide powerful and advanced search features in The Waste symbiosis platform languages.
37. The search should include searching Waste Materials and registered factories.
38. Th search should include auto complete of the search word.
39. The Waste symbiosis platform should provide popular search features.
40. The Waste symbiosis platform should provide related Waste Materials feature.
41. Advanced search should include category, sub category, Waste Material, registered factory name or part of the name, Waste Material posting date, price range, etc.
42. The Waste symbiosis platform should provide the ability to sort any list or search results by its columns such as price, manufacturer, etc.
43. The Waste symbiosis platform should provide the ability to filter any list or search results by its columns as price, manufacturer, etc.
44. The Waste symbiosis platform should provide directory for registered factories.
45. The Waste symbiosis platform should provide browsing features for Waste Materials based on a certain registered factory, category, sub category, etc.
46. The Waste symbiosis platform should include promotion features such as tell a friend for the website or certain Waste Material or factory.
47. The Waste symbiosis platform should provide reports for all entered information. For example, reports of registered factories, registered buyers, Waste Material of each registered factory, categories, sub categories, etc.
48. The Waste symbiosis platform 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, etc.
49. The Waste symbiosis platform should provide the ability to exporting all reports to Excel and PDF formats.
50. The Waste symbiosis platform should provide tracking reports such as site visits, page visits, entry pages, top pages, visitor trend, technical analysis, etc.
51. The Waste symbiosis platform should include help area for every function in the Waste symbiosis platform. Help may include simple videos for certain features such as buy request, RFQs, etc.

## Search Engine Optimization (SEO) Requirements

To ensure the platform ranks highly in search engine results and attracts high traffic, the following SEO requirements must be implemented:

1. On-Page Optimization:
  - Optimize website content, product descriptions, and meta tags for target keywords.
  - Ensure clear and concise page titles and meta descriptions that accurately reflect page content.
  - Use internal linking to connect relevant pages within the platform.
  - Optimize website images with descriptive alt text.
2. Technicalities of SEO friendly portal:
  - Implement a clean and well-structured website architecture.
  - Ensure fast website loading speed for optimal user experience and search engine ranking.
  - Use a mobile-responsive website design for optimal viewing on all devices.
  - Submit website sitemap to major search engines like Google and Bing.
3. Off-Page Optimization:
  - Develop high-quality backlinks from Jordanian and international websites relevant to the platform's scope.
  - Engage in online communities and forums related to platform.
  - Consider local SEO strategies to improve visibility in search results for users in Jordan.
4. Ongoing SEO Monitoring and Reporting:
  - Track website traffic and keyword rankings using SEO tools such as Google Search Console and Semrush.
  - Analyze SEO performance data to identify areas for improvement.
  - Regularly update and adjust SEO strategies based on data insights.

## Required Infrastructure

In order to deploy the Waste symbiosis platform , bidder is required to perform the following activities as the minimum:

1. Provide the recommended hardware (servers, connection, hosting, ...) to deploy the Waste symbiosis platform and run it.
2. Provide the prices for the recommended hardware and mark them as optional.

Note:

- ACI is responsible of reserving the domain name for the Waste symbiosis platform .

## 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 Waste symbiosis platform 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.

## 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 Waste symbiosis platform (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 CV and brief background summary of 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.

## 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 Waste symbiosis platform administration and other technical documentation in English. All project management documents to be delivered in Arabic and 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 Waste symbiosis platform maintenance procedures, backup and restoration procedures, etc.