

MoSA



دولة الكويت
State of Kuwait

وزارة الشؤون الاجتماعية
Ministry of Social Affairs

RFP for Portal Solution & E-Services Implementation

Supply, install, implement, and maintain MoSA Portal Application Infrastructure & E-Services

Version: 2.0

Abstract

This RFP document explains MoSA technical and business requirements for MoSA Portal Application Infrastructure and E-Service

MoSA IT Dept.

MINISTRY OF SOCIAL AFFAIRS

Contents

1. Executive Summary.....	4
1.1 About MoSA.....	4
1.2 Background	4
1.3 Purpose of this RFP	4
1.4 Summary Scope of Work.....	4
1.5 Scope of Procurement	4
2. Project Executive Requirements.....	6
2.1 Project Objectives	6
2.2 Stakeholder Expectation	6
2.3 Project Structure	6
2.4 Project Requirements	7
3. General Requirements	8
3.1 General Terms.....	8
3.2 Response Format & Organization	8
3.2.1 Number of Responses	8
3.2.2 Number of Copies	8
3.2.3 Response Packaging.....	9
3.2.4 Response Format	9
3.3 Pre-Tendering Meeting	9
3.4 Closing Date	9
3.5 Evaluation Process	9
3.5.1 Evaluation Factors.....	9
3.5.2 Evaluation Process Details	10
3.6 Confidentiality of RFP and Ownership.....	10
3.7 Acceptance of conditions governing the RFP	10
3.8 Incurring Cost.....	11
3.9 Prime contractor responsibility	11
3.10 Subcontractors.....	11
3.11 No obligation.....	11
3.12 Termination.....	11
3.13 Contract deviations.....	11
4. Bidder Qualifications.....	12
5. Business Requirements.....	13
6. Technical Requirements and Specifications	14

6.1	Existing Infrastructure	14
6.2	Detailed Scope of Work	14
6.3	Project Concept and Approach	15
6.4	Project Timeline	15
6.5	Portal Solution Requirements.....	16
6.5.1	Overview	16
6.5.2	General Requirements	16
6.5.3	Technology Requirements	17
6.5.4	Functional Requirements	17
6.5.5	Technical Requirements.....	18
6.6	Integration with Existing Applications	22
7.	Warranty & Maintenance	23
8.	Training	24
9.	Testing.....	25
10.	Documentation	26
11.	Project Plan	27
12.	Costing Forms.....	28
13.	Annexes.....	29
Annex A.	MoSA Organization Chart	30
Annex B.	Bidder References	31
Annex C.	Acceptance of conditions governing the RFP	32
Annex D.	Non-Disclosure Agreement.....	33
Annex E.	Transfer of Ownership Form	36
Annex F.	List of Partners, vendors, and Subcontractors.....	37
Annex G.	Project Plan	38
Annex G.0.1	Project Team Members Resume Summary Form	38
Annex G.0.2	Project Schedule	39
Annex G.0.3	Project Deliverables Grouped by Milestones.....	40
Annex G.0.4	Project Deliverables	41

1. Executive Summary

1.1 About MoSA

Ministry of Social Affairs –referred to hereinafter as MoSA- was established on the 14th of Dec 1954 under the name of “Department of Social Affairs” to ensure the social welfare and social services to all citizens of Kuwait. Later, the responsibilities of this department grew to cover the labor laws leading to renaming it to “Department of Social Affairs and Labor”.

Upon the independence of Kuwait in 1961, like all other organizations, it was renamed to Ministry of Social Affairs and Labor under the Amiri Decree No. 2 / Year 1962 released on the 17th of Jan 1962.

2016 the main function of MoSA was changed to provide social services to all citizens of Kuwait.

1.2 Background

MoSA portal is one of the essential point of entry to public within Kuwait. Overtime, MoSA had many internal changes to its departments, where some of them spin-off to become an independent organization. Accordingly, the need to change MoSA Portal became a must. Having said that, MoSA decided to go with full Portal solution implementation utilizing the latest available technology in the market, which the scope of this tender.

1.3 Purpose of this RFP

A. MoSA aims to enhance its reach and communication by leveraging the use of new web technologies. This includes the engagement in a two-way communication with its various public customers. To do so, MoSA intends to improve content, services channels and visibility of existing tools and establish new online e-Services portal. The online e-Services portal will deliver overall goal of MoSA; which is to be known as a reliable government organization for information on social development, family care and Coops management in the region.

B. The new portal will deliver the core brand and vision of MoSA inside the responsibility and awareness of customers. They will be an active part of the modernization process and must find themselves within the communication structure. A discrepancy between the external communication and the internal perception of employees will be avoided using the introduction of modern information and communication technology for internal processes, exchange of knowledge and information as well as internal existing applications.

1.4 Summary Scope of Work

MoSA is seeking specialized companies to supply, install, implement and maintain the new online and E-services Portal. The portal provided should utilize the latest available technology with a clear vision for future roadmap of the technology used / proposed. The scope of work shall consist of:

- Perform gap analysis for related different divisions, departments, systems, etc.
- Design and develop portal and required E-services
- Integration with backend systems
- System installation and configuration
- System implementation
- System testing and acceptance
- Provide training and knowledge transfer
- Support/maintain the system for a period of 3 Years from Go Live

1.5 Scope of Procurement

The scope of procurement includes all required components for supply, install, implement and maintain the new online E-services/portal.

This will include, but not limited to, software, hardware, data files, enhancements, modifications, systems or control software, and utilities as well as implementation, software training, maintenance, support, documentation, and any other components or professional services.

END OF CHAPTER 1

2. Project Executive Requirements

2.1 Project Objectives

The objective to achieve after the completion of this project is the below:

- Customer engagement platform for MoSA customers: Coops IT users, Coops investors, and Family Care individuals (beneficiaries).
- Delivery of Family Care, Coops services and others or information via consolidated Layer for online services
- Centralized website to support MoSA overall vision, mission and strategy
- Develop IT knowledge of MoSA users (Technical and Non-Technical)

2.2 Stakeholder Expectation

MoSA Project stakeholder's expectation is to have a new portal with E-services in place meeting internal standards with regards to:

- Consolidated centralized platform
- System Scalability for future needs
- System Availability to ensure business continuity
- Confidentiality to ensure authorized access to data and information
- Information Integrity ensuring correctness of stored information

Bidder must demonstrate in their proposal their approach to meet the above expectation from a technical perspective. Marketing responses only to the above shall be deemed as non-responsive leading to disqualifying the offer.

2.3 Project Structure

As MoSA has its own IT team, the project structure will be as shown in Figure 1.

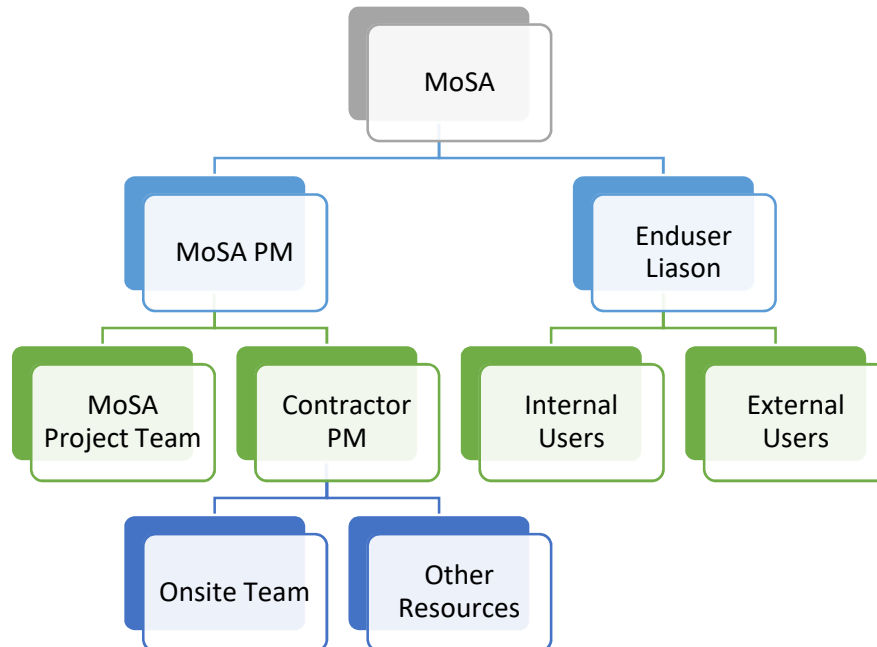


Figure 1: Project Team Structure

The above structure is how MoSA foresee the project team structure to be, as the most suitable structure. If bidders have a different suggestion that would be of a better structure to the benefit of the project, bidders should propose it as an alternative to the above, with full explanation on the

potential benefits versus the above proposed one. MoSA will evaluate the proposed structure and approves it in the event of being deemed as a better one. Else, the above is instated as is.

2.4 Project Requirements

The following are considered as minimum mandatory project requirements:

- a) Detailed Project approach
- b) Well known standard framework/methodology
- c) Full time project manager resident at MoSA premises
- d) Full time project team resident at MoSA premises.
- e) Detailed project plan reflecting detailed duration, deliverables, WBS for the entire project milestone
- f) Full documentation of all work, activities, actions, changes, etc made by contractor
- g) Bi-weekly progress report
- h) Providing Project Management Tool within MoSA premises for tracking and monitoring purposes
- i) Supply, develop, install, implement and maintain implemented system.
- j) All implementations should be done as per International Standards.
- k) The absence of addressing any of the above in bidder's offer will deem the offer as a "Non-Responsive" offer leading to disqualifying the offer.

END OF CHAPTER 2

3. General Requirements

3.1 General Terms

The following terms are marked as **MUST** qualifications and conditions. Absence of any of these qualifications will deem the proposal as a “Non-Responsive” leading to disqualification.

- Bidder should have at least 2 references for E-services in Kuwait and GCC that is up and running, and can be visited by MoSA for evaluation. Similar Projects details must be provided as indicated in ANNEX B. By doing so, bidder authorize MoSA team to contact bidder’s client PM or any other contact in the event of him being not available.
- Bidder must explicitly indicate acceptance of the Conditions Governing the procurement stated in this RFP via signing “Acceptance of conditions governing the RFP” form - ANNEX C.
- Bidder must initiate and stamp each paper of his proposal. Non-signed, non-initiated or non-stamped pages will be ignored and therefore, all its content will not be considered. The person authorized to contractually obligate the organization must sign the proposal. A proof of such authority should be presented within the bidder’s offer.
- Acknowledge receipt of all amendments to this RFP (if any).
- Bidders must complete all attached Forms and Annexes to this tender document.

3.2 Response Format & Organization

3.2.1 Number of Responses

Bidders can submit one proposal only. Alternative proposal are not allowed. Proposals should be for the full RFP requirements. Partial proposal will be deemed as “Non-Responsive Offer” and shall be disqualified. Proposals consisting solely of marketing material will be deemed “Non-Responsive Offer” and shall be disqualified.

3.2.2 Number of Copies

Bidders must submit:

- 3 Identical printouts of full submittal organized as shown in Figure 2.
- 3 CD’s consisting of electronic copy of the submittal printout. The electronic copy should be in MS Word or searchable PDF versions. Technical proposal should be in searchable format if in PDF format.
- In the event of discrepancy between the paper printout and electronic format, only paper printout will be accounted and while electronic copy will be ignored.

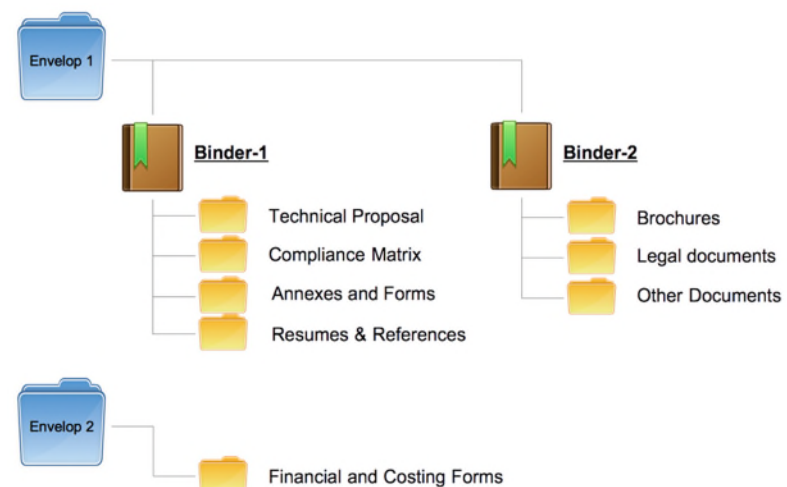


Figure 2: Submittal (Paper Copy) Structure

3.2.3 Response Packaging

Proposal packaging should into two main envelopes; both are packaged into one main envelope.

- Envelope-1: Proposal printout and CD's EXCLUDING Costing Forms and Costing Forms CD.
- Envelope-2: Costing Forms and its CD sealed properly.

3.2.4 Response Format

Bidders response should follow the below Response Format. Proposals and Responses that does not adhere to the below format shall be deemed as "Non-Responsive Offer" and will be disqualified:

- I. Proposals must be typewritten on standard A4 paper (larger paper is permitted for charts, spreadsheets, etc) and placed within a binder with tabs delineating each section.
- II. Proposals pages must be numbered correctly.
- III. Proposal Organization: The proposal must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated.
 - a. Letter of Transmittal having the following content:
 - A. Submitting organization;
 - B. Represented vendors and their responsibilities;
 - C. Name and title of the person authorized by the organization to contractually obligate the organization;
 - D. Names, titles, telephone numbers and email addresses of persons to be contacted for clarifications (if any)
 - b. Table of Contents
 - c. Proposal Executive Summary
 - d. Proposed Solution
 - e. Response to Business Specifications
 - f. Response to Technical Specifications
 - g. Completed Cost Information Form
 - h. Completed Technical Matrix Forms
 - i. Response to MoSA Terms and Conditions
 - j. Offeror's additional Terms and Conditions
 - k. Other technical documentation and supporting material

Within each section of the proposal, offerors should address the items in the order of which they appear in the RFP.

3.3 Pre-Tendering Meeting

MoSA will host one Pre-Tender Q&A meeting. The meeting will be held at MoSA HQ. The exact building and room will be communicated with bidders through CTC tender announcement. Bidder should attend pre-tender meeting and bring their questions in written manner. No questions will be accepted after the pretender meeting.

3.4 Closing Date

Closing date is as per announced date by Central Tendering Committee (CTC).

3.5 Evaluation Process

Evaluation process follows Kuwait Laws. The lowest technically acceptable offer is considered the winner. Therefore, its recommend that bidder complies to tender requirements and offer a cost-effective solution at the same time. MoSA will appoint a committee to perform technical evaluation of all proposals.

3.5.1 Evaluation Factors

The following factors are the base for evaluation, in accordance to Kuwait tendering regulation.

- Compliance to Response format
- Bidder qualifications
- Proposed Solution and its compliance to business and technical requirements
- Technical response
- Complete Compliance Forms
- Project Management methodology
- Project Plan
- Training and Knowledge Transfer
- Support Services
- Oral Presentation (if requested)

3.5.2 Evaluation Process Details

The evaluation process will be conducted according to the following procedure:

- All offeror proposals will be reviewed for compliance with the mandatory requirements stated in the RFP. Proposals deemed as "Non-Responsive Offer" will be eliminated from further consideration.
- If all offerors fail to meet any mandatory requirements(s), the Evaluation Committee may at its option waive such requirement(s).
- MoSA may contact the offeror for clarification of the response if needed.
- The responsible offeror who address all the requirements as stated in this RFP will be selected as pre-qualified offeror
- Pre-qualified offerors might be invited to perform an oral presentation of their systems. Prior to presentation the Evaluation Committee will prepare lists of features, which must be demonstrated. Failure to demonstrate the requested feature due to its unavailability or failure during demonstration will result in excluding of the offeror from the further process.
- The responsible offerors whose proposal and demonstration meets all the requirements will be recommended for contract award. Final selection of the winner will be done by the appropriate authorities of Government of Kuwait.

3.6 Confidentiality of RFP and Ownership

This RFP is a confidential RFP and should not be shared with any external party unless he is involved in the submitted proposal by the offeror.

With the submitted proposal, offeror should sign the NDA attached to this tender document – please see ANNEX D.

MoSA is the sole owner of this RFP, as well as the implemented solution. Offeror shall submit as part of his proposal to this RFP the Transfer of Right Form –see ANNEX E- as part of his submittal.

MoSA has the full ownership and rights of any Source Code of any nature (such as –not limited to– developed source code, customized source code, etc.) whether MoSA eventually signed the final Sign-Off or not.

Source Code cannot leave the premises of MoSA under no circumstances. The action of taking a copy of full or partial source code outside MoSA premises by Contractor or his subcontractors without a written approval will be treated as an illegal action and will be subject for further legal actions. Offeror should clearly indicate the acceptance of the above conditions in their proposal as well as signing the attached form in ANNEX C.

3.7 Acceptance of conditions governing the RFP

Offerors must indicate their acceptance of all conditions governing this RFP by signing the "Acceptance of conditions governing the RFP" form - ANNEX C. The content of this RFP document is a part of the contract to be signed with the final selected winner.

3.8 Incurring Cost

Any cost incurred by the offeror in preparation, transmittal, presentation of any proposal or material submitted in response to this RFP shall be borne solely by the offeror.

3.9 Prime contractor responsibility

The prime contractor shall be solely responsible for fulfillment of the contract. MoSA will not get into discussion with any third-party other than the prime contractor, even if the job is assigned to a subcontractor.

3.10 Subcontractors

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be specified by name. In addition, offeror must clearly specify in their proposal the responsibilities of each subcontractor in details. For example, and not limited to tasks and services assigned to a nominated subcontractor.

The selected offeror shall be wholly responsible for the entire performance whether he used subcontractors or not.

Subcontractor should fulfill the qualification criteria related to tasks assigned to them. MoSA has the right to refuse any Subcontractor and asks bidder to replace them with another who meets MoSA requirements.

In the event of subcontractor lack of performance, MoSA has the right to stop the Subcontractor and request the main contractor to replace him with another one subject to MoSA approval.

Prime Contractor must provide full matrix of responsibilities showing all tasks and their assigned subcontractors or third parties (if any) by filling ANNEX F.

3.11 No obligation

This RFP is only an invitation for proposal. It's in no manner obligates the Government of Kuwait or any of its agencies to the eventual rental, lease, purchase, etc., of any equipment, software, or services offered unless and until a valid written contract is signed between MoSA and Offeror.

3.12 Termination

This Request for Proposals may be canceled at any time and all proposals may be rejected in whole or in part when the MoSA determines such action to be in the best interest of MoSA.

3.13 Contract deviations

Any additional terms and conditions, which may be subject of negotiation, will be discussed only between MoSA and the selected offeror and shall not be deemed an opportunity to amend the offeror's proposal.

END OF CHAPTER 3

4. Bidder Qualifications

- A. Bidder should be a registered company at Central Agency for Information Technology (CAIT) and submit the relevant valid certificate.
- B. Bidder should submit the relevant valid certificate for complying with the national labor law certificate.
- C. Bidder should be an ISO 9001 certified company and submit the relevant valid certificate.
- D. Bidder must provide the CV for the Project Manager with the following criteria (to act as a single point of contact from the bidder side and ensure entire delivery of the project):
 - College Degree – B.Sc. in Engineering or equivalent
 - Experience more than 5 years
 - PMI Certified
- E. The bidder must have previous experience in similar projects. Bidder must name **2 references** and its details as indicated in Annex B. In addition to reference details, bidders must submit solid proof for these references/projects.
- F. If bidder is a regional or international firm, the local agent should have the staff and experience in executing government turnkey projects. Bidder and his local agent must provide full details for their team members as per Annex G.O.1.
- G. The Evaluation Committee may make further investigations as necessary to determine the ability of the offeror and represented vendor(s) to adhere to the requirements specified within this RFP.
- H. Bidder must be of highest partnership with technology vendor. Example, if technology vendor is Microsoft, bidder should be carrying highest partnership level with Microsoft. Proof of partnership level should be submitted as part of bidder submittal. Proof must be endorsed by technology vendor.
- I. Bidder must have certificated resources for the offered products/components by technology vendor. Certification must be related to assigned task. Resources that are not certified within their task will not be accepted. Bidders lacking certified resources towards projects tasks shall be disqualified.
- J. Project Team members must be onsite full time employees. During the project execution, bidders may use external staff (other than his) for consultancy purposes and limited time services only. Bidder cannot use such resources on a permanent manner.

The ministry reserves the right to request for the Original document for the above mentioned certificates/letter for audit purposes, Also the ministry have the right to disqualify any bidder will not comply with the above mentioned criteria

END OF CHAPTER 4

5. Business Requirements

The following is considered as the minimum requirements from a business perspective:

- A. Bidder must specify the Project Management Methodology he will use to execute the project.
- B. Bidder must provide as part of his submittal a project plan based on the proposed project management methodology to execute this project. A project plan limited to milestones will not be accept and shall deem the offer as a “Non-Responsive” leading to disqualify the offer.
- C. Bidders must install two environments, the production environment and the development environment including licenses while hardware will be provided by MoSA. Detailed BOQ must be specified in Annex G.0.4.
- D. Provided solution should be designed for high performance, high reliability and 99.99% availability. The term “High” refers to redundancy, clustering, etc.
- E. Bidder nominated project manager must be certified with the proposed Project Management Methodology.
- F. Bidder must submit a clear training program as an ongoing service during project execution. Contractor is expected to conduct training session to end users and IT users on regular bases until the sign-off of the project. Train the Trainer program shall be conducted after the implementation sign-off only.
- G. At the end of the project period, Bidders are expected to handout all project components wherever applicable (such as hardware/software/documentation/ Manuals, etc....) in its final updated shape. Bidders shall carry all incurred cost of such services. The following are examples for guidance only:
- H. Latest version and updates of all installed Software Products (i.e.: OS, Database, backup ...etc.).
- I. Latest Firmware version for all hardware components (if any)
- J. Any faulty part should be fixed prior to sign-off.
- K. Contractor must demonstrate in their proposal their approach towards Change Management (i.e. must describe the procedures, processes, workflow, etc. in which it will be used during the course of the project).

END OF CHAPTER 5

6. Technical Requirements and Specifications

6.1 Existing Infrastructure

MoSA has a complete IT infrastructure as show in the Figure 3. This infrastructure shall be utilized to implement MoSA Portal. No exceptions will be allowed to this as MoSA strategy to maintain unified infrastructure for all business applications.

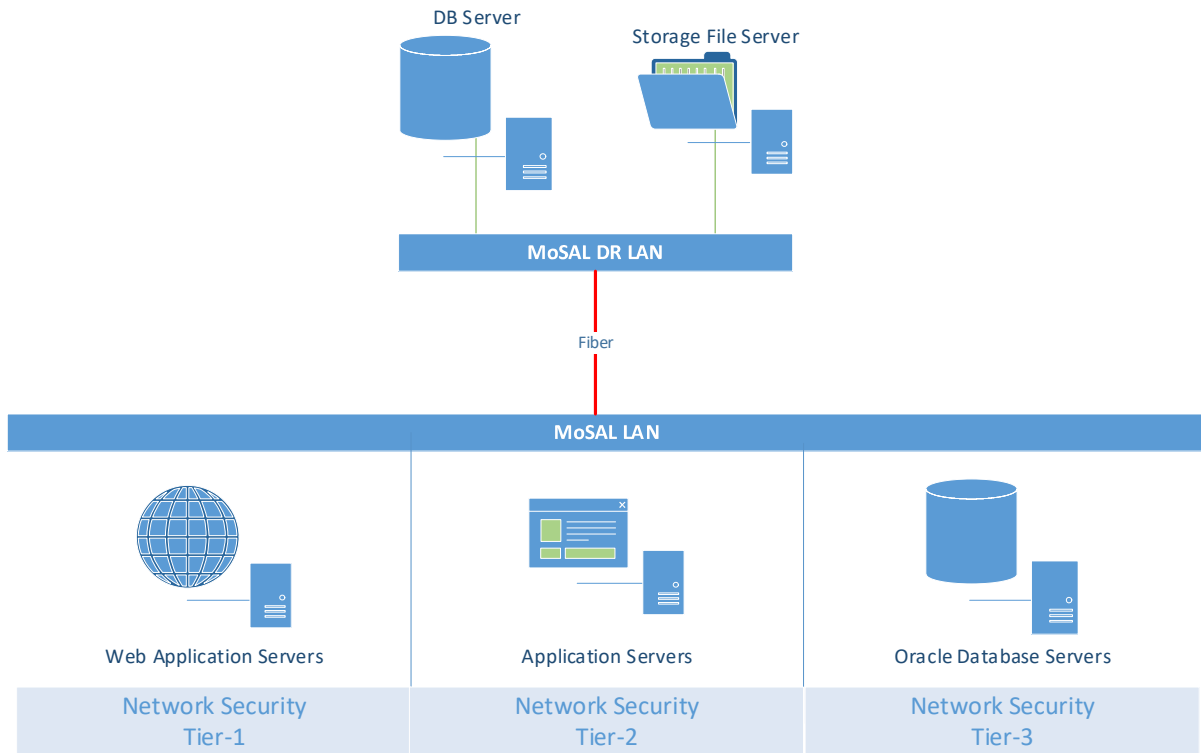


Figure 3: Existing Infrastructure

MoSA has the following applications in place:

- COOP Automation System (COOPSYS). A full automation solution for COOP Processes based on Oracle Business Process Management technology.
- Family Care Automation System (FCAS). A full automation solution for Family Care Processes based on Oracle Business Process Management technology.

6.2 Detailed Scope of Work

The proposed solution should be scalable, reliable, and technology proven solution. The project scope of work is as follows:

- Study & Analysis of MoSA's requirements for the new portal which is built on the strategic vision of service-oriented government in Kuwait. This will be done as a first phase of the project to provide a proper design and implementation approach.
- Clear documentation of conducted GAP analysis and end user requirements.
- Detailed project plan covering all aspects of project execution. Bidders must fill Annex G forms.
- Portal Solution Application Infrastructure installation, configuration.
- Portal Solution development and implementation in accordance to agreed GAP Analysis.
- Develop and publish MoSA online services (defined later in this tender document).
- Online users (public users) Profile and credential management, who will be using MoSA online services.

- Online services have to adhere to CAIT standards; Please refer to (https://www.cait.gov.kw/PDFFiles/CAIT-KGO-Connected-eServices-Standard-Documents_V1-.aspx) for further information about CAIT eServices standards. Online services must be published on CAIT website (<https://www.e.gov.kw>) in accordance to CAIT website's themes and standards.
- Integrate MoSA Portal with existing application to publish their services.
- Training services as explained in chapter 8.
- Warrant and maintain the portal for a period of 2 years starting of project sign-off. Refer to chapter 7 for further details.
- Complete testing and commissioning services prior to GOLIVE. Bidders must provide a detailed testing and commission plan as part of their project plan.
- Provide complete project documentation as indicated in Chapter 10.

6.3 Project Concept and Approach

Contractor shall do the following:

- Establish their local office within MoSA facility. MoSA will allocate the space, Internet connectivity, electricity, and basic needs only. It's Contractor's responsibility to furnish the site and equip it with all needed resources that support him in executing the contract. Offerors should indicate the needed space within their proposal. Furniture must adhere to building owner (إدارة أملاك الدولة) furniture requirements.
- Contractor will conduct an extensive Gap Analysis and Facts finding to analyze the portal end-user requirements. Afterward, contractor shall present the final GAP analysis results to MoSA management for approval.
- Upon approval, contractor can proceed in the implementation of the new portal.
- Upon implementation completion, testing and commissioning services should be performed to ensure implementation compliance to MoSA requirements, correctness, and readiness for GOLIVE.
- Warranty and Maintenance period starts after the GOLIVE stage, where contractor onsite team will provide ongoing development, implementation, and maintenance services to MoSA requirements during the warranty period. Such services include but not limited to further / new development services, changes to existing development, administration services, etc.
- Separate development platform should be deployed (on a smaller scale compared to production platform) to be used solely for development and testing purposes. Contractor shall supply the needed development infrastructure components (software / license / etc) and clearly list their BOQ in Project Deliverables - Annex G.0.4.
- Contractor should get his own development computers. Development machines shall not leave MoSA at any point of time. Therefore, Laptops will not be allowed to connect to MoSA local LAN. Only development workstations (desktops / towers) shall be connected to MoSA local LAN. In addition, development workstation should be only equipped with Windows OS and Microsoft Office. MoSA IT department will install its security tools such as Antivirus, Monitoring tool, etc prior to joining these machines into MoSA development domain controller, allowing accessibility to MoSA resources. After that, contractor is allowed to install his development tools and commence working activities.
- 2 Certified Training courses for the nominated team (maximum 10 trainees) on the proposed technology.

6.4 Project Timeline

MoSA is looking to have an operational Portal. Accordingly, contractor should provide a clear project plan allowing for phased-launch approach by which MoSA Team can start using the system on phased manner, where each phases puts certain functionalities and business process in production until the sign-off point.

Based on the above, the following is the proposed timeline, which must be adhered to:

Period	Description
1 month	Mobilization period. Starts upon signing the contract
2 months	GAP Analysis and preparation
15 days	MoSA Approval for GAP analysis results
9 month	development, installation, and implementation of Portal & E-services
2 Years	Warranty, maintenance and support

Table 1: Project Timeline

6.5 Portal Solution Requirements

6.5.1 Overview

MoSA is looking for Portal Solution that can delivers intuitive user experiences for enterprise applications. The solution should enable the development and deployment of intranet and internet portals and websites, applications, self-service portals and mash-ups with integrated social and collaboration services and enterprise content management capabilities.

The required solution should simplify the connection between MoSA users, Public, information and MoSA applications allowing all users (internal and public) to access content in context, and reach the desired information easily in accordance to their access rights and credentials.

The Portal solution should allow offering dynamic personalization of applications, portals, websites to all users as per their need, (i.e.) a customized experience per user.

6.5.2 General Requirements

The following is a general technical requirement, by which bidders must adhere to and must explain in their offers how does the proposed solution comply & fulfill the below requirements. Failure to do so will deem the offer as “Non-Responsive” and will be disqualified.

- Bidders are requested to offer latest technologies with a clear 5 years roadmap
- Portal implementation must ensure that all users (internet and intranet) activities are logged and can accessed at any time.
- Portal implementation must ensure proper permissions and accessibility credentials for all users against all system functionalities.
- User-centric website concept providing specific content based on user profile.
- User participation through interactive tools.
- Better user orientation through optimized bundling of information and services.
- Focus on User-Centered design.
- Provide optimize usability and visual design.
- Build flexible and scalable solution that can adapt to rapidly changing nature of organization's business needs.
- Linear scalability—continuous growth to meet user demand and business complexity.
- Continuous service availability—using redundancy and functional specialization to contain faults.
- Security of data and infrastructure—protecting data and infrastructure from malicious attacks or theft.
- Bilingual System supporting both English and Arabic languages.
- Proposed Solution should be able to fully integrate with Oracle BPM engine.
- The system is expected to comply with high level of security as per international and organization application security standards.
- The solution must be based on three-tiered architecture.

- q) Vendor solution shall be of a minimum three tier architecture. The front-end & middle tiers of the Intranet solution shall have system/application level independence and shall operate in complete isolation.
- r) Recommendations of "Open Web Application Security Project (OWASP)" shall be strictly adhered, throughout the project lifecycle.
- s) All application tiers shall support requirement of load balancing through industry standard load balancers.
- t) All application tiers should be highly available and should be fault tolerant.
- u) The application must efficiently use available network bandwidth.
- v) The e-Services Portal should have the option to limit the upload size and file formats.
- w) The e-Services Portal should be browsable via Https protocol.
- x) Personalized information for each target group.
- y) The Internet Portal must provide file sharing capabilities. (E.g. Check-In, Check-Out, Versioning etc.)
- z) The Internet Portal should provide multi-language support mainly for Arabic and English languages (predominantly Arabic language). Language context switching is required.
- aa) The web pages shall be best viewed in all standard browsers including IE, Firefox, Opera, Safari, CHROME, etc.
- bb) Responsive UI should be designed and customized to fit different mobile and tablet devices screen for mobile friendliness.
- cc) The Online Portal must support Single-Sign-On.
- dd) The Online Portal must support multimedia content (e.g. audio, video, images, info graphics) and support all format like VCD, mb3, jpg, jpeg. and it should be presented within a special media center.
- ee) Rich Text-editor to edit and format text without technical language knowledge (Pre-Define styles)
- ff) WYSIWYG (What you see is what you get) function for editor.
- gg) System offers various preset content types (e.g. article, press release, event) which can be used by an editor as a template.
- hh) The Online portal must provide forms-level authentication.

6.5.3 Technology Requirements

Although MoSA applications are based on Oracle technology, MoSA is willing to consider different technology vendors provided that the proposed technology:

- a) complies to requested technical requirements
- b) provide similar functionalities and features requested in this document
- c) Database: Oracle Database
- d) Business Process Management: Oracle BPM

MoSA strategy is to maintain a homogenous technology and infrastructure rather than different technology serving different applications. Therefore, all infrastructure must be as mentioned above.

6.5.4 Functional Requirements

The offered solution should have the following functional requirements as a minimum:

- Integrates with MoSA enterprise business applications. Currently MoSA has the following business application in place:
 - Oracle Business Process Management
 - Oracle Database and Real Application Cluster
 - Central Archive solution
- Allows MoSA IT department to easily create dynamic enterprise portals such as intranets and extranets.
- Easily build composite applications & mash-ups.

- Complete enterprise content management capabilities that provides a single repository for all structured and unstructured content and allows you to capture and manage the entire content lifecycle.
- Ability to publish content from any portal or website, provide item level security, in-place rendering of content, and file conversion from one user interface.
- Out-of-the-box social and collaboration tools that enrich applications through the optimization of the connections between MoSA users, public, information and applications.
- Improve business productivity by allowing each user (MoSA users, public, and other gov agencies) accessing contextual information related to their functions and needs.
- Provides MoSA IT with rapid development with a comprehensive portal and composite applications solution to quickly build portals, websites and composite applications.
- Leverage existing investments with a complete, open and integrated user.
- Provides Portal framework that allows for:
 - Capabilities to tailor the look and feel of built portals.
 - Tailoring the usage of the portal and information delivered to the portal based on user's activities.
 - Allows for storing users' personalization options such as Feel and Look, mashups, etc.
- Built in productivity tools providing the ability to layout a site structure, secure site resources, provide a multi-level delegation model, and deliver a personalized user experience.
- Provide the ability for both; developer and business users to collaboratively build out the exact portal solution required for the extranet, Intranet or teams and departments.
- Provide secure way of implementing Portal (internet or intranet) changes by requesting change approval from designated users who has the authority to approve content for publishing.

6.5.5 Technical Requirements

MoSA is looking for a Portal Solution that have the following technical specifications as a minimum:

- MoSA has an Oracle Database in place. The proposed solution should be Oracle Database based solution.
- MoSA has Oracle Business Process Management solution in place. The proposed portal should integrate with Oracle BPM, offering all processes on the portal as per its scope (Internet or Intranet).
- All activities performed by users (publishing users, public users, etc.) should be logged for auditing purposes.
- All actions should be based on users' permissions and authorities.
- Proposed solution should have the following development components:
 - Users Spaces
Users Spaces allows collaboration and sharing ideas between users without IT assistant. Users Spaces should handle different challenges such as:
 - Geographically dispersed teams with poor communication.
 - Slow progress on projects and business initiatives due to lack of coordinated information.
 - Information locked away on individuals' desktops and unavailable to others.
 - E-mail overload and too many attachments requiring merging of changes.
 - Inaccessible business intelligence information at the time when it is required.
 - Direct integration and support of Enterprise Application transactions.
 - Client software incompatibility and upgrades (Notes, Outlook, Safari, Internet Explorer, and so on).
 - User Spaces should be segmented into different type of users:
 - ❖ Personal Spaces: Provides individual users with dashboard of all information relevant to their needs.

- ❖ Business Roles Spaces: A mechanism of communicating with specific type of users sharing the same role.
- ❖ Groups Spaces: Allows MoSA to deliver information to Group of users with specific information related to that Group.
- Business Mashup
Role-based utility that allow users to unify information from different applications and sources with MoSA portal.
Proposed solution should allow publishers and developers to navigate other business application to select the appropriate data/information that needs to be published from within one unified interface. Other applications are such Oracle Business Process Application and Oracle Forms and Reports which are currently in use by MoSA.
- Integration with Social networking service provider such as: Facebook, Tweeter, LinkedIn, etc.
- Proposed solution must have social computing services such as wikis, blogs, online awareness and communications, content collaboration and social networks - open set of Enterprise 2.0 capabilities.
- Proposed solution must have complete and unified portal development Framework that allows developers to easily and seamlessly develop Enterprise 2.0 portals.
- Proposed solution must have a ready-made Social Networking Services components that can be used to connect MoSA portal with Social networks.
- Proposed solution must have the following service as core and minimum:
 - Activity Graph. Provides suggestions for people that a user may get in contact with based on existing connections and shared interaction with objects in the application. It also directs users to Spaces or items that may be of interest, based on similar interactions with those Spaces or items the user is currently viewing.
The Activity Graph service serves up its recommendations in the following three out-of-the-box task flows:
 - Recommended Connections: to view and connect with users similar to each other.
 - Similar Spaces: to identify and interact with Spaces that may be of interest to user.
 - Similar Items: to identify and interact with portal content that may be of interest to user.
 - Announcements. Provides a quick, convenient way to create and distribute messages to all users within the current Space, instantly or at a specified date and time.
 - Discussions. Enables community discussions on a set of topics, facilitates quick resolution of issues, and provides a searchable knowledge base. The service should provide a wide variety of task flows for viewing and participating in discussions such as:
 - Discussion Forums.
 - Discussions - Quick View provides a means of accessing all possible views of a particular discussions: Recent Topics, Popular Topics, Watched Topics, and Watched Forums.
 - Popular Topics provides a look at the most frequently viewed discussion topics in all the discussion forums.
 - Recent Topics provides a look at the most recently accessed discussion topics in all the discussion forums.
 - Watched Forums and Topics provide a means of viewing all discussion forums or topics you have selected to watch.
 - Wikis. Epitomizes the concepts of community and collaboration by allowing all authorized community members to contribute their information to the greater body of knowledge through the wiki.
 - Blogs. Provides the means for an individual or a community to share personal insights with online audiences.

- Events. Provides calendars for scheduling meetings, appointments, and any other type of occasion on view for all members. Also provides users with a means of viewing their personal Microsoft Exchange calendar within their homepage and overlaying calendars on top of the personal calendar to view a full schedule in a single calendar.
- Instant Messaging and Presence. Provides a means of viewing the presence status of other authenticated users and offers on-the-spot access to instant messaging and mail.
- Liking. Provides an accumulative rating system that enables you to see at a glance which objects are viewed most favorably by you and other users. A counter keeps track of the number of users who like the object. In a group of objects, you can determine the most favored by its number of likes.
- Links. Provides a means of explicitly associating two objects with each other through easy-access reference points, called links. The Links service assists with setting up these links from one application object to another.
- Polls. Provides tools for creating, administering, and responding to online polls. Polls are used survey audience, check their recall of important information, gather feedback on the efficacy of presentations—that is, solicit responses on anything that promotes the excellence of the team.
- Sharing. Provides on-the-spot distribution of items, files, and URLs of particular interest to a selected audience.
- Tags. Provides a means of associating a personally meaningful search term to an application object, making that object easy to find through search results. Classifying an item with a tag enables you to gather disparate items into a cohesive body of knowledge and share that knowledge with others.
- Documents. Enables users to display and manage their documents and files in a content repository. The Document Library Task Flow or portlet surfaces many features of the underlying repository including versioning of content items, tagging items, checking items in and out, linking content to other services, and connecting with the author of the document directly.
- Personal Productivity Services: Mail service, Notes service, etc.
- Recent Activities service. The Recent Activities service provides a means of tracking recent activities within portal application. For example, the Recent Activities task flow tracks the changes users make to application pages, documents, discussion forums, lists, and the like.
- RSS (Really Simple Syndication) service. The RSS service provides the ability to publish content through services such as news feeds in RSS 2.0 and Atom 1.0 formats.
- Search service. Helps users locate data and documents that are stored anywhere within the enterprise.
- Worklist service. The Worklist service provides access to all the worklist items that require user attention. These worklist items are displayed on user application page, where they can view and act on all items in one place.
- Simpler Mobile Application Development. Portal solution must include a mobile development framework that is focuses on increasing developers' productivity by offering a visual and declarative development approach. Readymade sets of user interface components must be available for developer reuse within their development tasks.
- Robust and Open Mobile Application Architecture. The mobile development framework must provide a robust architecture for your mobile application. The framework is leveraging a model-view-controller design to deliver applications that are easier to develop and maintain. Logic for the application can be developed with the powerful Java language both for the data model and the controller layer. For developers who prefer to code with JavaScript, the framework provides a set of JavaScript based API to integrate with the container and the Java features that they can use in their mobile HTML5 pages.

For the view layer the framework provides a choice of development approaches. Declarative development can be done with component based approach leveraging over 60 components that render HTML5 and JavaScript based user interfaces. In addition developers can code HTML5/JavaScript pages with any existing 3rd party framework – those would run on the device as well. HTML pages generated by remote servers can also be incorporated into the same application. The mobile container used by the framework enables each one of those solutions to access device features in an easy way.

Applications build with the framework can easily connect to backend services using both REST and SOAP interfaces. In addition a local encrypted SQLite database is included for storing data locally to increase application performance and enable offline operation in a secured way.

- **Productive Service Infrastructure Development.** The Oracle Mobile Suite service bus enhances productivity by providing visual development and debugging capabilities, fine-grained message-level tracing, and action-level metrics. Developers can use both an IDE-based as well as a Web-based visual and declarative interfaces to define service integration and transformation for the service bus. A visual debugger feature allows developers to define break-points, introspect variable context and data, as well as step-through the execution stack for inbound and outbound message processing pipelines in an intuitive, observable manner. The service bus allows granular logging of messages exchanged at run time between transports, applications, and data endpoints. Edits are tracked and can be reviewed or rolled back at any point.
- **Comprehensive Application Integration.** The key to building a successful mobile interface for existing systems is having a high-speed, low-impact, non-intrusive approach to access exposed business logic and data contained within them for reuse. Adapters for multiple backend technologies as well as for Oracle's E-Business Suite enterprise application are included as part of the Oracle Mobile Suite. The adapters provide comprehensive, bi-directional, standards-based, real-time connectivity to a variety of enterprise application systems. The Adapters use industry standard protocols to create open and reusable service-oriented based backend access for mobile applications.
- **Scalability and Performance.** The Oracle Mobile Suite service bus provides extreme performance and scalability for all dimensions of your architecture. Applications need to scale in many dimensions—vertically, horizontally, with user numbers, and with message size. Scalability with an increasing number of services is an important and often ignored dimension of mobile architectures. Oracle's service bus has the ability to scale easily to thousands of services, via sophisticated techniques such as preprocess parsing to split large messages into smaller packets, as well as near linear scalability on clustered deployments.
- **Secured Solution.** Security is a key requirement for mobile applications with unique challenges that stem from the fact that mobile devices can be used outside the office and can easily be misplaced or stolen. The Oracle Mobile Suite includes built in security features for every layer. The mobile development framework can create secured mobile applications with support for both authentication and authorization. Specific features and components of the application can be limited to specific users and roles. The framework also supports authentication when the application is offline against a local encrypted credentials repository. For storing data locally in a secured way, the framework includes an encrypted SQLite database. This ensures that even if the device is lost, data can't be accessed by un-authorized users.

In addition, the framework encrypts the network traffic between the device and the servers. The service bus includes a unified security layer that supports authentication and authorization as well as strict governance and management of the services that are exposed through the bus.

6.6 Integration with Existing Applications

Contractor is requested to integrate the new MoSA Portal Solution with existing applications namely:

- A. COOPSYS: Business Process Automation of COOP sector
- B. FCAS: Business Process Automation of Family Care dept.
- C. TDAS: Tendering Department Automation System.
- D. LDAS: Legal Affairs Department Automation System.
- E. ARCHIVE: Ministry Central Archive.

All above listed applications are based on Oracle Business Process Management except for Central archive which based on Dokmee archiving solution. Applications A-to-D has many services that shall be published as eServices such (not limited to):

#	Sector	Service to Publish
1	Cooperative Sector	Members benefits
2	Cooperative Sector	Coop License Issuance
3	Cooperative Sector	Investors License renewal
4	Family Care Dept.	Open new file
5	Family Care Dept.	Edit file
6	Family Care Dept.	Benefits inquiry
7	Tendering Dept.	Tenders
8	Tendering Dept.	Tenders results and awards
9	Tendering Dept.	Tenders Submission

Table 2: Existing Applications' eServices Examples

The integration concept should be via developing a webservice on the applications level that is utilized by the eService webpage. Directly connected webpages to applications will not be allowed.

END OF CHAPTER 6

7. Warranty & Maintenance

Bidders are requested to provide warranty & maintenance services listed in Table 3 during the warranty and maintenance period. Maintenance & Warranty period is 2 years starting of Implementation Sign-Off.

Bidders are requested to submit as part of their submittal a detailed maintenance and warranty plan for the implemented solution. Failing to do so we deem the offer as “Non-Responsive” and shall be disqualified.

#	Category	Service
1	Warranty	<p>Warrant all system components including and not limited to:</p> <ul style="list-style-type: none"> – Database Instance and related configuration. – Middle Tier, Web Tier implementation. – Webpages design and its behavior with public. – Bug fixing whether its development bug, or implementation defect, or vendor product bug. – System performance. – Corrective Activities: To correct problem reported against any components related to MoSA Portal.
2	Maintenance	<p>Maintain the system in healthy condition through proper maintenance service such as and not limited to:</p> <ul style="list-style-type: none"> – Periodical health check for all system components and overall system behavior and performance. – Implementation for patches, upgrades and updates released by vendor. – Periodical backup and backup verifications. – Review performance and operational logs to identify any potential problems to happen. – Adaptive maintenance: To implement any changes needed to MoSA Portal System to adhere to MoSA environment. – Perfective maintenance: To implement any changes needed to MoSA Portal System that enhance its performance. – Preventive maintenance: To early detects faults and problems within MoSA Portal System and correct prior to being encountered by end users.

Table 3: Warranty & Maintenance Services

END OF CHAPTER 7

8. Training

Contractor must conduct a thorough training sessions covering the following aspects:

- Administration training
- End User training

The above training services must be an ongoing training services during the full project period. After the sign-off, Contractor should conduct Train-the-Trainer training session allowing MoSA IT team to carry future training services to MoSA users. Along with this program, a trainer and training manual should be provided to MoSA.

Bidders must submit as part of their response/proposal a complete training approach and methodology including all training topics. It's expected that bidders will cover all aspects of the project within their training program. Absence of training program will deem the proposal as a "Non-Responsive" proposal and shall be disqualified accordingly.

Training service should be in accordance to the following guidance:

- Number of IT staff to be trained for System Administration: 3 IT Staff
- Training program for end user - 3 employees- of each department covering:
 - o Web authoring and publishing
 - o Content creation and updates
 - o Webpages design change
- Train-the-Trainer program for IT staff (5 employees) covering:
 - o Web authoring and publishing
 - o Content creation and updates
 - o Webpages design change

END OF CHAPTER 8

9. Testing

MoSA project team will conduct extensive testing procedures against all modules to determine the application's robustness, availability, and reliability under extreme conditions. Extreme conditions and KPI's shall be defined during the execution phase of the project; however, the following parameters – not limited to- are considered as a guiding indicator for the said testing procedures:

- Functionalities test: Availability and Correctness.
- Hardware resources utilization
- Number of requests handled per time unit
- Large Data Transactions and Potential data lose
- User rights and permissions
- Data integrity and correctness
- Data exposure and accessibility

Bidders must clearly explain their approach towards testing procedure. Bidders should provide all parameters related to the proposed system, in which the system will be tested against.

In the event of application failing to pass any testing procedure against agreed upon KPI's, Contractor is obliged to do the needed development/platform changes to pass the testing procedure without affecting other tested procedures that were passed. Cost of such change is fully bearable by Contractor.

As part of testing process, bidders must use Stress Tool to test system performance. Bidder should include in his offer the tool (s) that will be used to conduct Stress Test.

The absence of testing plan or stress tool (s) in bidders' proposals will deem the offer as "Non-Responsive" and will lead to disqualifying the proposal.

END OF CHAPTER 9

10. Documentation

Contractor must document all their work related to this project in a clear manner covering the all project aspects such as – not limited to:

- Development (New / Changes / Enhancement / Bug fixing / etc.)
- Installation manuals.
- Backup manuals.
- Configuration manuals.
- Maintenance Services.
- User Manuals (Administration and End User).

Documentation must have proper versioning, change log and history.

END OF CHAPTER 10

11. Project Plan

Bidders / Offerors must submit a complete detailed project plan as part of their submittal. The project plan should include a clear and detailed WBS. Proposals that have Project Plans limited to Project Milestones will be deemed as “Non-responsive” and will be disqualified.

Submitted Project Plan should include the following topics:

A. Project Team & Organization Structure

Bidders must submit high-level organization structure of the assigned team to execute the implementation of this project. The structure should clearly define for each team member:

- Name
- Position
- Resume Summary (Annex G.0.1)
- Full CV

B. Project Out-of-Scope & Assumptions

C. Project Milestone

D. Project Work Breakdown Structure (WBS)

E. Project Scheduling (Annex G.0.2)

F. Project Deliverables per Milestone (Annex G.0.3)

END OF CHAPTER 11

12. Costing Forms

Bidders/vendors are requested to fill the following Costing forms. Form 1 is a high level costing form as per MoSA legal pricing scheme. Form 2 must be filled by bidder/vendor detailing all items of Form 1, in addition to that, bidders/vendors must list any other items they are providing to MoSA throughout the course of this project.

Please note that BOQ Items must map to final delivered items (deliverables) whether it's an item or service - for example Report, License, Development services, Training service...etc. Failing to do so will deem the proposal as "Non-Responsive" leading to disqualification.

#	Item	QTY	Unit Price (KD)	Total Price (KD)
1	GAP Analysis and Fact Finding	LS		
2	System Infrastructure installation and Configuration	LS		
3	Customization and Implementation	LS		
4	Training Services	LS		
5	Support & Maintenance for 2 Years	LS		
6	GAP Analysis and Fact Finding	LS		
7	Others (if any)	LS		

Form 1: Costing Form

#	Item	BOQ (Specifications and QTY)	Unit Price (KD)

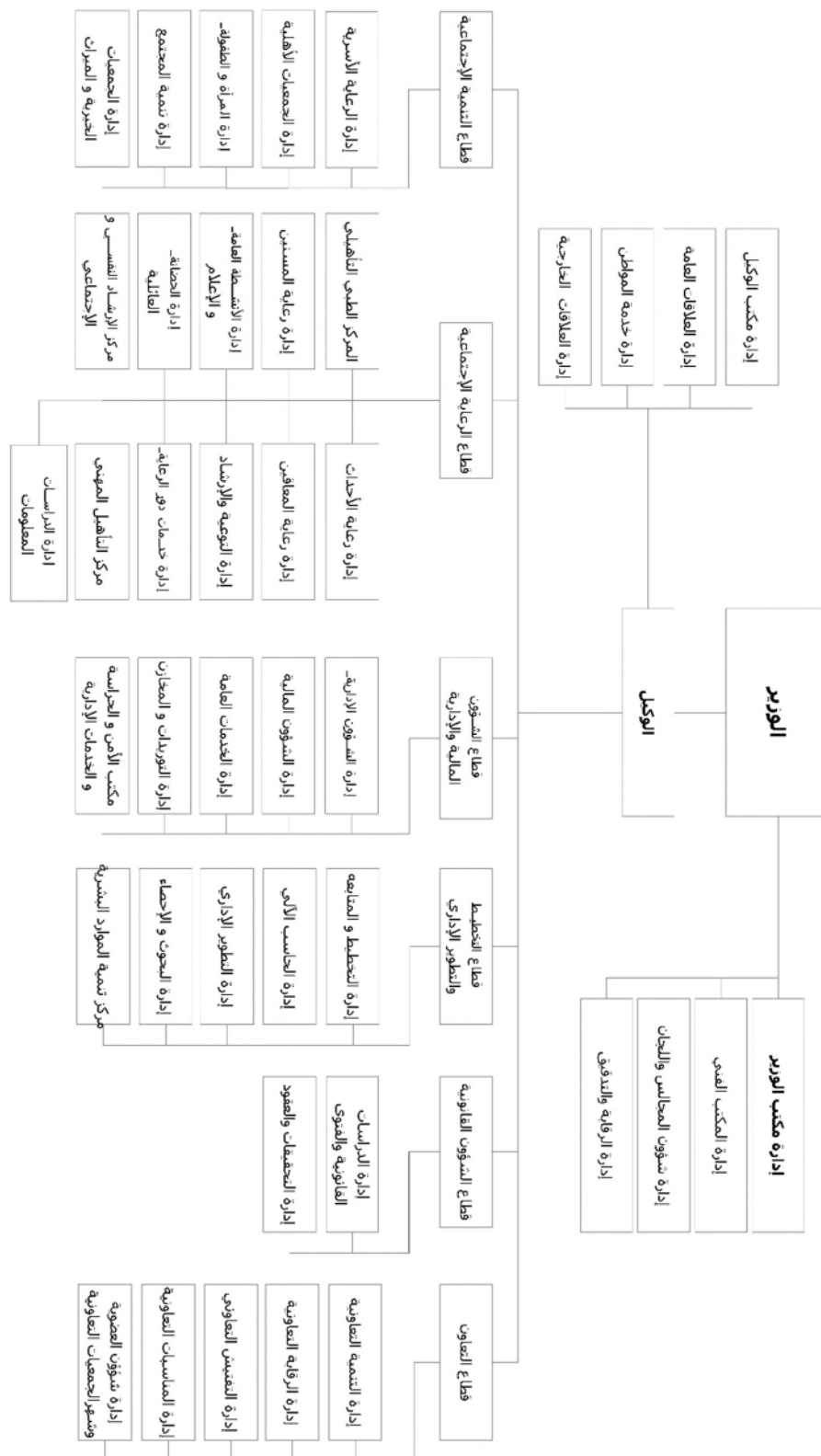
Form 2: Detailed Costing Form

END OF CHAPTER 12

13. Annexes

Annex A	MoSA Organization Chart
Annex B	Bidder References
Annex C	Acceptance of conditions governing the RFP
Annex D	Non-Disclosure Agreement
Annex E	Transfer of Ownership Form
Annex F	List of Partners, vendors, and Subcontractors
Annex G	Project Plan

ANNEX A. MoSA Organization Chart



ANNEX B. Bidder References

Bidder must fill Form 3 for 2 completed projects of similar scope, nature, and utilizing development platform similar to the one requested in this tender. Bidders must submit with these forms the Sign-Off letter signed by project owner/client. Upon filling the below references' details bidder authorize MoSA to contact any of these references.

Reference#1	
Project Name	
Start Date	
End Date	
Contract Value (KD)	
Client Name	
Client Type	<input type="checkbox"/> GOV <input type="checkbox"/> Private <input type="checkbox"/> Other:
Address:	
Website:	
Client PM Contact Details	PM Name:
	PM Phone: PM Mobile:
	PM eMail:
Project Description	
Bidder Scope	

Form 3: Bidder's Reference Details

ANNEX C. Acceptance of conditions governing the RFP

The below "Statement of Acceptance" form, should be signed and stamped by authorized personnel of the main bidder as well as all his subcontractors or partners participating in the proposal. Vendors, suppliers, and technology owners are not requested to sign this form. However, if any is involved in the implementation and execution services of this RFP, then they must sign this form.

Statement of Acceptance

On behalf of _____ I, *(type authorized name)* _____ - *(type title)* _____ agree to accept the All Terms and Conditions as set forth in this Request for Proposal (RFP) document.

Signature

Title

Date

ANNEX D. Non-Disclosure Agreement

This NDA is the base of final NDA in which Contractor will be signing on at the time of signing the contract. If there is any comments or concerns related to the terms of this agreement, bidders should clearly write it within their proposals. Failing to do so mean that bidders have accepted this NDA terms and cannot be changed at a later stage.

NON-DISCLOSURE AGREEMENT

THIS AGREEMENT is made on

[Month, day, year]

BETWEEN

1. **Ministry of Social Affairs**, (the "Disclosing Party"); and
2. _____, (the "Receiving Party"),

collectively referred to as the "Parties".

RECITALS

The Receiving Party understands that the Disclosing Party has disclosed or may disclose information relating to Current and Future Technology Infrastructure, Applications, and Business Processes, which to the extent previously, presently, or subsequently disclosed to the Receiving Party is hereinafter referred to as "Proprietary Information" of the Disclosing Party.

OPERATIVE PROVISIONS

1. In consideration of the disclosure of Proprietary Information by the Disclosing Party, the Receiving Party hereby agrees: (i) to hold the Proprietary Information in strict confidence and to take all reasonable precautions to protect such Proprietary Information (including, without limitation, all precautions the Receiving Party employs with respect to its own confidential materials), (ii) not to disclose any such Proprietary Information or any information derived therefrom to any third person, (iii) not to make any use whatsoever at any time of such Proprietary Information except to evaluate internally its relationship with the Disclosing Party, and (iv) not to copy or reverse engineer any such Proprietary Information. The Receiving Party shall procure that its employees, agents and sub-contractors to whom Proprietary Information is disclosed or who have access to Proprietary Information sign a nondisclosure or similar agreement in content substantially similar to this Agreement
2. Without granting any right or license, the Disclosing Party agrees that the foregoing shall not apply with respect to any information after five years following the disclosure thereof or any

information that the Receiving Party can document (i) is or becomes (through no improper action or inaction by the Receiving Party or any affiliate, agent, consultant or employee) generally available to the public, or (ii) was in its possession or known by it prior to receipt from the Disclosing Party as evidenced in writing, except to the extent that such information was unlawfully appropriated, or (iii) was rightfully disclosed to it by a third party, or (iv) was independently developed without use of any Proprietary Information of the Disclosing Party. The Receiving Party may make disclosures required by law or court order provided the Receiving Party uses diligent reasonable efforts to limit disclosure and has allowed the Disclosing Party to seek a protective order.

3. Immediately upon the written request by the Disclosing Party at any time, the Receiving Party will return to the Disclosing Party all Proprietary Information and all documents or media containing any such Proprietary Information and any and all copies or extracts thereof, save that where such Proprietary Information is a form incapable of return or has been copied or transcribed into another document, it shall be destroyed or erased, as appropriate.
4. The Receiving Party understands that nothing herein (i) requires the disclosure of any Proprietary Information or (ii) requires the Disclosing Party to proceed with any transaction or relationship.
5. The Receiving Party further acknowledges and agrees that no representation or warranty, express or implied, is or will be made, and no responsibility or liability is or will be accepted by the Disclosing Party, or by any of its respective directors, officers, employees, agents or advisers, as to, or in relation to, the accuracy of completeness of any Proprietary Information made available to the Receiving Party or its advisers; it is responsible for making its own evaluation of such Proprietary Information.
6. The failure of either party to enforce its rights under this Agreement at any time for any period shall not be construed as a waiver of such rights. If any part, term or provision of this Agreement is held to be illegal or unenforceable neither the validity, nor enforceability of the remainder of this Agreement shall be affected. Neither Party shall assign or transfer all or any part of its rights under this Agreement without the consent of the other Party. This Agreement may not be amended for any other reason without the prior written agreement of both Parties. This Agreement constitutes the entire understanding between the Parties relating to the subject matter hereof unless any representation or warranty made about this Agreement was made fraudulently and, save as may be expressly referred to or referenced herein, supersedes all prior representations, writings, negotiations or understandings with respect hereto.

7. The laws of Kuwait govern this Agreement, and the parties agree to submit disputes arising out of or in connection with this Agreement to the non-exclusive of the courts of Kuwait.

[Disclosing Party]**[Receiving Party]**

By: _____ By: _____

Name: _____ Name: _____

Title: _____ Title: _____

Address: _____ Address: _____

Date: _____ Date: _____

ANNEX E. Transfer of Ownership Form

The below "Statement of Transfer of Ownership" form, should be signed and stamped by an authorized personnel of the main bidder as well as all his subcontractors or partners participating in the proposal. Vendors, suppliers, and technology owners are not requested to sign this form. However, if any is involved in the implementation and execution services of this RFP, then they must sign this form.

Statement of Transfer of Ownership

On behalf of _____ I, (type authorized name) - (type title) agree to transfer the Ownership of all developed and customized code related to this RFP deliverables during the course of implementation to MoSA.

Signature

Title

Date

Bidders must provide a full list of all partners, vendors, subcontractors, and third parties who are going to be involved in executing the project. Form 4 demonstrates the needed details per party that needs to be filled by bidders.

[illegible]

Form 4: Partners, Vendors, Subcontractors, and 3rd Parties List

ANNEX G. Project Plan

ANNEX G.0.1 Project Team Members Resume Summary Form

For each key position of bidder's proposed team organization structure, Form 5 must be filled along with his full Curricula Vitae.

No.	Item	Bidder Comments																				
1.	Personal Picture	<div style="border: 1px solid black; padding: 10px; text-align: center;"> Please insert picture here </div>																				
2.	Name																					
3.	Nationality																					
4.	Languages Spoken	1. 2.																				
4.1.	Quality of First Language	<table border="1"> <thead> <tr> <th></th><th>Basic</th><th>Advanced</th><th>Fluent</th><th>Native</th></tr> </thead> <tbody> <tr> <td>Verbal</td><td></td><td></td><td></td><td></td></tr> <tr> <td>Writing</td><td></td><td></td><td></td><td></td></tr> <tr> <td>Reading</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Basic	Advanced	Fluent	Native	Verbal					Writing					Reading				
	Basic	Advanced	Fluent	Native																		
Verbal																						
Writing																						
Reading																						
4.2.	Quality of Second Language	<table border="1"> <thead> <tr> <th></th><th>Basic</th><th>Advanced</th><th>Fluent</th><th>Native</th></tr> </thead> <tbody> <tr> <td>Verbal</td><td></td><td></td><td></td><td></td></tr> <tr> <td>Writing</td><td></td><td></td><td></td><td></td></tr> <tr> <td>Reading</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Basic	Advanced	Fluent	Native	Verbal					Writing					Reading				
	Basic	Advanced	Fluent	Native																		
Verbal																						
Writing																						
Reading																						
5.	Education																					
6.	Qualification & Certificates																					
7.	Project Experience																					
7.1.	Project 1																					
7.2.	Project 2																					
8.	Other																					

Form 5: Curricula Vitae Form

Certification

I, the undersigned, certify that these data are correct.

Date and signature of the candidate

Date and signature of the bidder's authorized signatory

Bidder's Stamp

ANNEX G.0.3 Project Deliverables Grouped by Milestones

Bidder must complete list of deliverables per Milestone as indicated in Form 7 Deliverable must be clearly defined and quantified (full BOQ). This should cover all delivered items, products, services, etc. The use of the following terms won't be acceptable and shall deem the offer as "Non-Responsive offer" leading to disqualification:

- Lump Sum Items
- General Item / titles
- Referral to proposal pages for detailed BOQ

[illegible]

Form 7: Deliverables List per Milestone

ANNEX G.0.4 Project Deliverables

Bidder must complete list of deliverables including all licenses, services, products, etc. as indicated in Form 8. Deliverable must be clearly defined and quantified (full BOQ).

#	Item Description	Specifications	QTY

Form 8: Project Deliverables