

**Technical
Proposal for
Ministry of Social Affairs
(MOSA)
RFP XXX-2017/2018**

توريد وتركيب وتشغيل وصيانة الأنظمة

الآلية لمنظومة البوابة الإلكترونية لوزارة

الشؤون الاجتماعية

**Prepared By
AI Dar Systems General
Trading & Contracting WLL
DEC 20, 2017**

DEC 23rd, 2015

M/s: Ministry of Social Affairs (MOSA)

Subject: Technical Proposal

**مناقصة رقم و ش ج ع 2018-2017/XXX توريد وتركيب وتشغيل وصيانة الأنظمة الآلية لمنظومة البوابة الإلكترونية
لوزارة الشؤون الاجتماعية.**

Dear M/s,

Al Dar Systems (herein after referred to as AlDar or ADS - A Local Kuwaiti Registered Company) and in cooperation with our international partners Oracle Cooperation (Oracle), and in alliance with our regional partners **Microsystems Co. (MSC)** and **Promedic Kuwait for Managing Projects (PKMP)** are pleased to submit this proposal to provide full Technical Solution along with the required Consultants / Resources for the concerned Project at **Ministry of Social Affairs** (herein after referred to as MOSA).

Al Dar Systems welcomes this opportunity to be of service to **MOSA** and believes it is well positioned to provide the requisite level of technical skills and experience to ensure the successful completion of this effort.

Based on our understanding of requirements from the documents provided and our discussion with the **MOSA** team, we have put together this proposal for providing the right solution/services to **MOSA** via utilizing our well experienced resources and our skills in the domain plus our awareness of **MOSA** IT environment since we were dealing with your respected organization during the last few years and providing all the Oracle SW/Support to your entity.

We believe this proposal demonstrates our leadership position and **MSC/PKMP** capabilities to deliver in a timely and cost effective manner. Our consulting philosophy emphasizes teamwork, knowledge acquisition, flexibility, client service, and quality.

ADS along with our Alliances are ready and eager to work with **MOSA** on this project. We believe that our highly experienced consultants, proven methodology, and demonstrated successes in critical projects, combined with our competitive pricing, listening skills, and understanding of business/technology, position us to be your ideal partner. We believe in collaborative effort and the key role it plays in any successful project. Our team of experienced professionals understands the issues, processes, and methodologies required to ensure **MOSA** successful project implementation.

Thank you for your consideration of our proposal. Please contact us at any time should any questions arise during the review and decision making process.

Rabia Qutub

Admin & HR Manager

Al Dar Systems W.L.L

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Ref 1	Tender Document

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- Alaa Yehia, Al Dar Systems General Trading & Contracting W.L.L
- Toni Ibrahim, Promedic Kuwait for Manging Projects (PKMP)
- Osama Alkhawaja, Microsystems Ilc
- Allam Abu Alrob, Microsystems Ilc

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Statement of Confidentiality

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Acknowledgment

We would like to thank **MOSA** for giving **AIDar** the opportunity to submit this proposal. Also we assure you that AIDar reviewed all tender documents thoroughly and prepared the concerned proposal accordingly.

Disclaimer

The obligation of the parties to perform the effort identified in this document is subject to the execution of a written agreement between the parties in accordance with the terms and conditions contained herein. The information included in this proposal has been prepared and included for the purpose of this document only and shall not be construed as a precedent in any other situation outside this proposal and context.

Validity

The proposal is valid for 90 days from date of issuing

Kuwait 20th of DEC 2017

To: Ministry of Social Affairs - MOSA

Subject: Letter of Transmittal - MOSA tender # XXX 2017/2018

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

Dear Sir,

As per the MOSA requirements mentioned in the RFP please find below all the required information.

- **Identify the submitting organization**

Al Dar Systems General Trading & Contracting Co. WLL is the main contractor participating in this tender to provide the full offering to cover the tender requirements.

- **Identify the represented vendors and their responsibilities**

Al Dar Systems (ADS) team up and allied with the following vendors/subcontractors to address the concerned tender:

Al Dar Systems (ADS) is the main contractor and will be responsible for (not limited to)

- Main contractor
- Accountable for entire project
- Supervise the overall project
- Responsible for all project components & deliverables (HW, SW, Services, Resources, Helpdesk agents, etc...)
- Responsible for all solution components Installation, Configuration and Setup

Oracle Corporation will be responsible for (limited to)

- Technology Vendor
- Solution Architecture

Microsystems Company (MSC) will be responsible for (not limited to)

- Implementation services
 - Provide the necessary consultants to execute the implementation
 - Provide the related training and knowledge transfer to MOSA team
 - Perform the related technical activities required in the RFP
 - Provide the related Documentation required in the tender docs

Promedic Kuwait for Managing Projects Company (PKMP) will be responsible for (not limited to)

- Project Management
 - Provide the necessary consultants to execute the Project Management, Gap Analysis, Change Management
 - Provide the related training and knowledge transfer to MOSA team
 - Perform the related Project Management activities required in the tender docs

- Provide the related Documentation required in the tender docs

- **Identify the name and title of the person authorized by the organization to contractually obligate the organization.**

Al Dar's Authorized persons to sign and legally represent Al Dar Systems are:

Ms. Haya Al Ghanim

- Chair Person
- Email: haya@darq8.com
- Mobile: (+965) 99636040

- **Identify the named, titles, telephone number and e-mail addresses of persons to be contacted for clarifications.**

The following name is for the authorized persons to communicate with related to this project:

- Name: Karim Mustafa Magdy
 - Title: Business Development Manager
 - Email: karim.mustafa@darq8.com
 - Mobile: +96597235446

- **Acknowledge receipt of any and all amendments to this RFP. (If any).**

Al Dar would like to confirm we have received the following documents related to this project:

- The RFP documents (receipt of purchasing enclosed in the proposal envelope)
- Pretender meeting answers to submitted questions
- RFP Amendments

Ms. Haya Al Ghanim

Chair Person

Al Dar Systems General Trading and Contracting W.L.L

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Proposal Summary

Overview

Ministry of Social Affairs and Labors (MOSA) has issued a Tender specification for Supply, install, implement, and maintain MoSA Portal Application Infrastructure & E-Services.

Al Dar Systems Co. in alliance with Microsystems (MSC) & Promedic are pleased to submit their proposal for providing the required professional services, software licenses and hardware within a total solution in response to MOSA eservices tender, and would like to take this opportunity to express our gratitude to MOSA for the opportunity to submit our proposal.

This document outlines our response to MOSA's request for a MOSA Online Portal and eServices.

The document provides an overview of the proposed solution, our suggested architecture as well as our commitment for meeting all of MOSA's requirements for this solution.

We realize that by providing MOSA with the best information technology services at competitive cost, ALDAR in cooperation with MSC & Promedic can directly support the MOSA goals and initiatives in building the initial blocks for reserving the conventional forefront position. We are confident that the proposed staffing and project management will prove to be pleasurable to guarantee MOSA's vision to accomplish and implement the goals of MOSA's management of which will translate directly to the benefit of MOSA. At the same time as we are keen to maintain a long-term partnership with the MOSA. We assure you that we will do all that is required to make this project successful and bring the best of innovation, quality and process-innovation to it.

Our approach philosophy is based on three main factors. The first being our understanding of MOSA's business objectives for the whole view for establishing MOSA, which was gleaned not only from the information provided in the RFP document and the previous proceedings; rather more importantly from our experience in implementing previous successful similar initiatives.

The Second factor is the proper Project Management; knowing that Project management is a growing field used increasingly by businesses of all sizes. As entrepreneurs and company executive's deal with the daily responsibilities of managing an organization, it is important to use dedicated project managers to oversee projects from conception to completion. Understanding effective project management techniques helps organizations carry out large-scale projects on time, on budget and with minimal disruption to the rest of the business.

Project management is the art of managing the project and its deliverables with a view to produce finished products or service. There are many ways in which a project can be carried out and the way in which it is executed is project management.

Project management includes: identifying requirements, establishing clear and achievable objectives, balancing the competing demands from the different stakeholders and ensuring that a commonality of purpose is achieved. It is clear that unless there is a structured and scientific approach to the practice of management, organizations would find themselves adrift in the Ocean called organizational development and hence would be unable to meet the myriad challenges that the modern era throws at them. Hence, the importance of project management

to organizations cannot be emphasized more and the succeeding paragraphs provide some reasons why organizations must take the practice of project management seriously.

Without a scientific approach to the task of managing the projects and achieving objectives, it would be very difficult for the organizations to successfully execute the projects within the constraints of time, scope and quality and deliver the required result. In other words, there has to be a framework and a defined way of doing things to ensure that there is a structure to the art of project management.

Thus, project management is about creating structure and managing the project commitments and the delivery of agreed upon results. By using the methods of project management as described in the PMBOK and allied technical journals, organizations can seek to achieve control over the project environment and ensure that the project deliverables are being managed. Managers face what is known as the “triple constraint”. This is the competing demands of time, scope and quality upon the project manager’s list of things to do and how well the project manager manages these constraints goes a long way in determining the success of the project. Without the use of Project Management, managers and organizations would find themselves facing an unpredictable and chaotic environment over which they have little control. Thus, Project Management is both necessary and essential to the success of the project.

It is important to note that project management provides a framework within which subsequent actions by the organization can be taken and in this way, it is essential for organizations to adopt the framework provided by the practice of project management.

In conclusion, Project Management and the practice of the same have become indispensable to the modern day project manager and they form the basis of much of what is achieved during the course of a project. Thus, the idea of a project being managed professionally lends itself to the concepts and processes laid out for the practitioners of the art of Project Management

The third factor is the all-important proposed solution. This is important because until now, organizations have needed to integrate separate products from multiple vendors to address their enterprise-wide Portal products and technology components. ALDAR & MSC, however, has redefined the market by providing ALDAR & MSC with a single solution for a complete integrated family of solutions that cover current requirements and scale to fit future requirements.

We feel that ALDAR along with MSC & Promedic are uniquely qualified to service the MOSA by providing premier technical teams develop your building blocks for providing MOSA Portal solution.

Summary Scope of Work

Al Dar in alliance with MSC have been providing best-in-class Enterprise Portal solution for more than a decade to meet the portal handling requirements in diverse industries spread around the GCC. Today, Al Dar & MSC is the market leader in BPM implementations, and has an unequalled history of on-time, on-budget implementations, for complete, no-compromise solutions. As a result, Al Dar & MSC has an enthusiastic and extremely loyal user base. The majority of Al Dar & MSC customers are Government and Semi-Government organizations, using their Portal solutions across multiple sites.

We are confident that our proposal will provide a comprehensive portal solution for MOSA. Our proposed solution is based on our well-proven highly configurable Portal products allowing rapid

implementation to meet existing requirements, and with true flexibility to adapt to future requirements as your business needs develop.

Al Dar & MSC does not just supply leading edge technical solutions. We are experts in our field and inject into projects a huge amount of practical experience and the distilled wisdom from our own practical experience.

Al Dar & MSC already has a strong technical group in the GCC to assist in the implementation of Portal Solutions throughout the region, and to help develop strong local implementation and support expertise in conjunction with our partners.

We will supply a fast-track solution based on our proven implementation methodology, and provide a highly effective solution tailored to your needs for ease of use and to speed up training and ready acceptance of the new solution which will cover the following:

- 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 2 Years from Go Live

All this is backed up by the most comprehensive and responsive maintenance and support program in the industry from our regional support centers.

MOSA can be confident of a high-quality solution from an experienced proven implementer of Portal Solutions, keen to grow a long term and mutually beneficial relationship.

Project Executive Requirements

Project Objectives and MOSA Stakeholders' Expectations Our approach philosophy is based on two main factors. The first being our understanding of MOSA's business objectives for the whole view for establishing MOSA Portal & eServices, which was gleaned not only from the information provided in the RFP document and the previous proceedings; rather more importantly from our experience in implementing previous successful similar initiatives. However, we are confident about our capabilities to implement a comprehensive Portal solution which will achieve MOSA's project objectives by increasing the daily work efficiency and performance and developing the IT knowledge for both Technical and Non-Technical users.

The second factor is the all-important proposed solution. This is important because until now, organizations have needed to integrate separate products from multiple vendors to address their enterprise-wide Portal products and technology components. Al Dar & MSC, however, has redefined the market by providing Al Dar with a single solution for a complete integrated family of solutions that cover current requirements and scale to fit future requirements. Furthermore, we rely on our experience and the proposed powerful solution to meet MOSA's internal standards from scalability, availability, reliability, data confidentiality, and information integrity.

Our target in this project, to deliver a high-quality solution that allows MOSA to achieve their following objectives:

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

Our proposed solution is design to meet MOSA stakeholders' expectations summarized as follows:

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

Project Structure

To best meet the needs of MOSA, ALDAR/MSC proposes a highly experienced and integrated project team. The following chart reflects the proposed structure to ensure MOSA's satisfaction, proper managerial control and oversight, and appropriate team groupings. We have drawn from ALDAR/MSC's strength in government, technology and experience design, to offer a truly outstanding professional project team for MOSA.

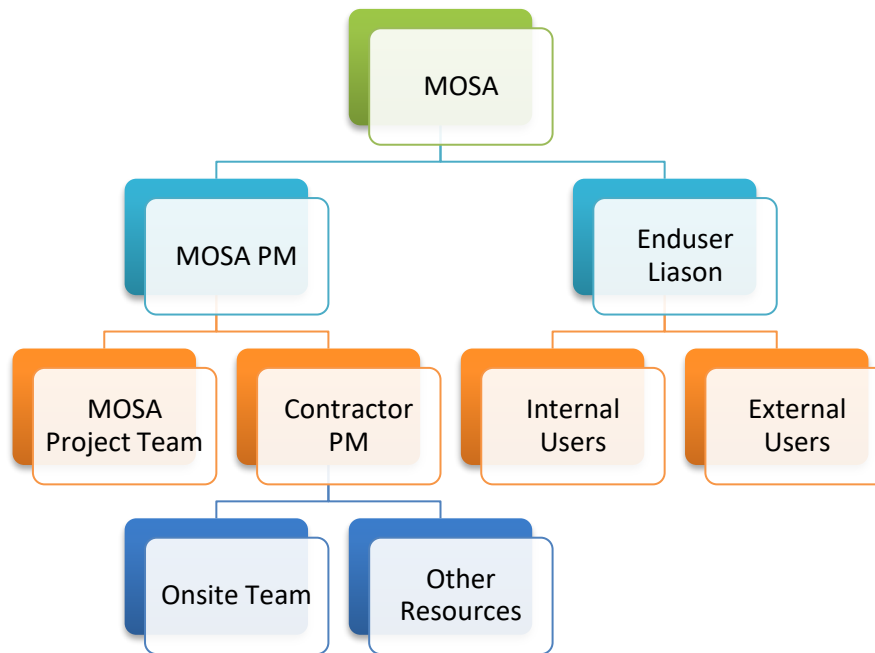


Figure 1: Project Structure

Project Requirements

We are confident that the proposed staffing and project management will prove to be pleasurable to guarantee MOSA's project requirements those are summarized as follows:

- Detailed Project approach
- Well known standard framework/methodology
- Full time project manager resident at MoSA premises
- Full time project team resident at MoSA premises.
- Detailed project plan reflecting detailed duration, deliverables, WBS for the entire project milestone
- Full documentation of all work, activities, actions, changes, etc made by contractor
- Bi-weekly progress report
- Providing Project Management Tool within MoSA premises for tracking and monitoring purposes
- Supply, develop, install, implement and maintain implemented system.
- All implementations should be done as per International Standards.

Bidder's Profile

Main Bidder Profile: Al Dar Profile

A long partnership with Oracle for more than two decades of experience in successfully delivering Oracle products and solutions to our clients has been the corner stone of our Oracle services practice. Our experience spans from Oracle E-Business Suite, Oracle Business Intelligence, Hyperion, Siebel, Agile and Oracle Fusion Middleware.

Our business objective aims at delivering Highest Standards of Quality Software Products and Services Promptness and Adherence to Schedules, Cost-Effectiveness and Customer Support.

Al Dar Systems can provide and has experience in a complete range of software services covering specialized application development, maintenance, conversion, re-engineering, downsizing, testing services, ERP Life Cycle services, Customer Relationship Management (CRM), Strategic Enterprise Management (SEM), Open Systems, embedded systems, E-Commerce, Internet and Intranet based services.

With our strong strategic partnerships and allies, our experience has enabled us to assimilate varied and extensive domain expertise in diverse segments, such as:

- Telecommunication (Satellite, GSM, PSTN, Payphones, WAP, Mobile Applications)
- Manufacturing (Automotive, Industrial products, Precision engineering)
- Retail & merchandising (POS, EPSP-electronic procurement service providers,
- RAW-retail automation on the web)
- Transportation & Logistics
- Healthcare (Hospital and Clinical Management)
- GIS - Technology applications for Automated Mapping/Facilities Management (AM/FM)
- and Geographical Information Systems (GIS)

Leading-edge technology (Network & network-enabled services, Decision support systems, Systems Integration, Bio-info metrics); Internet/Intranet (Total solutions and services ranging from infrastructure to software applications and communication services).

Our Model for Success

Al Dar Systems foresees the successful implementation of products/projects to be three-dimensional. The first dimension is the software or product manufacturer. The second dimension is Al Dar Systems. The third dimension is the Client. Al Dar Systems ensures all three dimensions converge in complete harmony towards an assured and successful solution.

Implementation Services

Implementing enterprise software can be a challenge for even the most mature organizations. Understanding requirements, selecting the right software, planning the implementation, installing and configuring the software, integrating with other systems, deploying to users, managing organizational change and the list goes on and on.

Failure to effectively plan, manage and support your enterprise deployment can result in delays, wasted time, disappointed users and a failed implementation.

Al Dar has proven methods and a successful track record of supporting such implementations, our software implementation services include:

- Software requirements definition
- Software selection

- Implementation planning
- System architecture and network planning
- Software installation and configuration
- Systems integration and interface design
- Custom report writing and applications development
- Standard and custom training development and delivery
- Organizational change management services
- Pilot test and production deployment
- Mentoring and user support
- Post-deployment reviews
- Training Services

Al Dar systems can offer a range of training courses covering all aspects of Java development and Oracle programming. Having a pool of experienced trainers in the above mentioned fields we can guarantee top quality training for in- house use.

With the implementation of new technologies, educating users is a critical component in achieving your strategic objectives. User adoption services help you develop your employees' competencies. We offer training in the following Oracle competencies such as:

- Data Base Training
- Middleware Training
- Applications Training
- Server and Storage Systems Training
- Managed Services

Your ERP services needs will vary based on where you reside in the product lifecycle. Whether you need implementation assistance and training for a full-scale ERP software installation, you want to explore your ongoing maintenance and support options, or you simply need a bit of expert guidance as your company goes through an upgrade, Al Dar Systems services can be tailored to meet your needs.

With a large pool of professional consultants, we can help you get the most value from your solutions.

Consulting

Al Dar Systems offers a variety of consulting service options designed to help you get the most from your applications. From project guidance to full-scale implementation assistance and beyond, you can customize the level of service and support you need from our consulting experts.

Support

Al Dar Systems Support is committed to being an industry leader in the technical support industry.

Cloud and Managed Services

You can choose to manage your systems internally, or you can turn to the experts. Al Dar Systems has a variety of options for you to consider: Managed services and both Internal or External Cloud Services.

Consultancy Services

With our association with world renowned consultancy firms such as Fujitsu Consulting (India), we are able to tap onto a pool of certified functional consultants, strategic consultants, and technical consultants who are able to deliver professional studies and road maps to our clients.

Our consulting services can assist you in ensuring that your IT is able to quickly and efficiently adapt to new business requirements, and is delivered in the most cost-effective model to suit the pace of your business growth.

Outsourcing

Harnessing the power of Offshore IT Outsourcing requires focused proficiency, which exists in plenitude at Al Dar Systems in partnership with Fujitsu Consulting India. We deliver high quality Software Technology Outsourcing to complex business problem with our innovative & highly professional methodologies. We have established our self as a significant contributor to the IT revolution with an exhaustive portfolio built upon excellence in the field of IT Services and IT Consulting.

Our Software Outsourcing Division is fast emerging as an e-business solution provider with extensive experience in building innovative and creative web-based financial applications for the pre-eminent sectors. We develop competent solutions in the fields of Web Application Development, Customized Application development, mobile software programming and application integration spanning a range of industries including financial services, ecommerce.

With our technical ingeniousness and proven Project Management skills, we provide cost effective solutions that address our client's overall software development requirements and give value to their product's scope.

For more details about Al Dar Systems please refer to the Appendices section of this proposal Al Dar Company Profile

Implementer Profile: Microsystems L.L.C.

Company Name		Microsystems L.L.C.	
Business Address		P.O.Box: 8958, Dubai, UAE	
Telephone	+971-4-2665886	Fax	+971-4-2663881
Year Established		1990	
Type of ownership		Limited Liability Company	
Name of parent company (if any)		NA	
Contact Name		Allam Abu-Alrob	
Contact Telephone	+971-55-8670 692	Contact Fax	+971-4-2663881
Contact email		a.abualroob@microsystems.ae	
Number of full time personnel		35	
Locations of branch offices in the region		Dubai, Ras Al-Khiamah, UAE Muscat, Oman Associated Offices: KSA, Kuwait & Qatar	

Established in 1990, Microsystems (MSC) is a leading IT Solution Provider initially set up with the objective of addressing the growing segment of emerging technology markets. Gaining a thorough understanding of the increasing IT needs of the region; MSC is keen to provide world-class business & technology solutions through its partnerships with well-reputed companies worldwide.

With offices in Dubai, Ras Al-Khaimah, Muscat and partners all over the GCC, MSC develops information technology solutions for both government agencies and business organizations.

With 25 years in business, MSC has proved to be one of the most trusted names as an IT Solutions Provider and Systems Integrator, thanks in no small part to the growing list of clients, and the continuous support of its highly qualified and well-trained team of employees.

Enterprise Solutions

MSC develop general software business packages and solutions to customers in different industry sectors that include Government, Public & private Applications. The strategy is to team up with the leaders of a number of business segments to produce leading edge-quality software in a number of areas.

MSC provide a solution that offers unparalleled functionality, a truly open architecture, superior technology, and rapid implementation. The technical architecture addresses the following design considerations:

- High reliability and high availability
- Scalability
- High security and access control
- Low response time
- Remote access Low administration and maintenance overheads
- High maintainability
- Platform independence

Government Resource Planning

Our Government Resource Planning (GRP) solution helps government organizations accelerate the introduction of new policies and regulations to the public and gives them new concepts for the next generation of Solution.

The solutions we provide to the government organizations deliver the power of enterprise computing specifically tailored for the specific requirements of the public sector.

Enterprise Resource Planning

Enterprise Resource Planning software attempts to integrate all departments and functions across an Organization onto a single computer system that can serve all departments' needs. The idea is to build a single software program that serves the needs of people in Finance, Human Resources, Warehouse and Manufacturing, etc.

The applications provide base features such as Multi Language (Arabic / Latin), Support for multi-company with good consolidation capabilities for different charts of accounts, Support for multi-currency "with automatic currency conversion", Full ease to use budgeting system for better planning, Support for cost centers, Web-based browser accesses interface and Definable user screens.

e-Government

Provides single solution for a complete integrated family of solutions that cover current requirements and scale to fit future requirements including the enterprise expertise to support the deployment of the Web Portal, which should enable government to achieve its Solution vision of being able to delight its customers and employees.

Infrastructure

Implements an information & communication technology infrastructure to operate a Government Information Network (GIN) including Network, Platform, Security Software, and Information infrastructure accompanied by implementation, training and operation services.

Portal

Provides an integrated, end-to-end e-government portal that connects government departments and provides a standard framework for the rapid deployment of new content and applications, providing services such as Content Management and Search Services, Personalization, Site Analysis and Single Sign-On.

ECM Solutions

Offers full spectrum of Solution including G2B (Government to Business), G2C (Government to Customer) and G2E (Government to Employee). The system allows for alternative methods of integration that can be fully synchronized transactional methods (tightly coupled), to offline and manual methods of integration that require human intervention to everything in between.

Universal Content Management

Oracle Universal Content Management offers a flexible, robust and scalable content management solution that allows employees, customers and partners to collaborate, contribute and access business content anywhere worldwide.

Oracle Universal Content Management is built upon a unified architecture that allows organizations to deploy Web content management, document management, collaboration, records management and digital asset management applications on one platform and with one user interface.

Imaging & Business Process Management

Oracle Imaging and Business Process Management provides the solid foundation for achieving business process efficiency and maximizing investments in corporate systems. The Oracle Imaging and Business Process Management system helps companies manage their business content over the course of its life—from creation through archive. Oracle enables organizations to extend, leverage, and integrate critical business applications such as enterprise resource planning (ERP) and line-of-business (LOB) systems, allowing increased effectiveness of strategic

infrastructure investments while reducing costs, improving process efficiency, and enhancing customer and vendor satisfaction.

News Management

Transtel designs and implements computerized news management systems to meet client's exact requirements. Latest products developed for professional news management includes nm_fusion a suite of software applications designed for news wire reception, management, transmission, and archiving. iNews allows users to create, browse, classify and transmit news items from any suitable Web Browser. iPublish allows users to submit or create content from nm_fusion FrontDesk and iNews and publish it to a website, an ideal package for Newspapers or News Agencies who continually require news items to be updated to their website. NewsPortal fits in with iPublish as an automated website news portal that does not require user intervention but displays news automatically generated from incoming news wires.

Content Management & Editorial Workflow

Asset is Televisual's suite of content management software. It is a modular, allowing you to implement a full editorial workflow for print and web, or to integrate with existing systems for picture workflow, archiving or e-commerce. Designed to be media neutral, it provides fast, efficient and cost effective control of digital assets whether you are print or web based, or operate in both media spaces.

Special Solutions

Toll System

Laboratory Information Management System (LIMS)

Secure Visitors Management System (SVMS)

Services

Enterprise Application Integration

Effective Enterprise Application Integration (eAI) requires a combination of business and technical expertise. Microsystems consultants have proven industry and applications knowledge to transform business processes into technical solutions. They understand design considerations for building a flexible, industrial-strength architectural foundation and are experienced with integration strategies and maximize value in implementation. MSC's approach to eAI speeds application integration, minimizes custom development, and significantly reduces IT development and maintenance costs.

Software Development

MSC has the infrastructure & skilled resources to efficiently carry out software development projects. The services also include the Modifications of existing in-house developed applications, together with their support. MSC provides a wide range of project services such as implementation of complex turnkey systems, integration projects, project management services, deployment of contract resources, etc.

Application Migration

MSC has already implemented several application migration and application re-engineering projects. Our migration solutions have enabled our clients to migrate their existing applications in a cost-effective manner over a short period of time, and have enhanced the performance and look & feel of the migrated application.

Infrastructure services

Infrastructure services includes planning & execution of Internet / Intranet solutions, migration activities (e.g. data, application, Security, etc.) and solution rollout on an enterprise basis. We have hands-on expertise in Java language and the related technologies e.g. Java Beans and JDBC. Hence, we are potent at developing mission critical, n-tier architectural, platform independent and full-featured quality software, all customized and tailor-made to meet your needs.

Implementation Services

MSC offers implementation services for the solutions provided. The well-defined methodologies are followed to deliver successful projects, within the agreed timelines & budgets. Our experience in supply, installation, implementation, and on-going support for enterprise class & departmental level application software, servers, networking and security solutions, has provided Microsystems with a comprehensive understanding of the market requirements and customer servicing issues.

Outsourced Services

Since the internal support is becoming increasingly difficult and costly, Microsystems's professional team can lessen your burden and manage the whole or part of your infrastructure – be it desktop management, roll-out of solutions, system upgrades or management of primary high-end enterprise resources. Microsystems provides key staffers like Programmers, Analysts, Project Leaders, Networking and Database Administrators – all bearing the required qualification, technical expertise and aptitude, as well as possessing decent communication and interpersonal skills.

Consulting

Whether rolling out a specific line-of-business solution or an enterprise-wide implementation, Microsystems Consulting maximizes the return on your technology investment. We have worked with companies of all sizes and in various industries around the world. That experience combined with our deep product knowledge, strong program management disciplines, industry-based methodology and collaborative approach, will help you take full advantage of the robust functionality of information technology products. In addition to our implementation methodology and technology expertise, Microsystems Consulting is built upon three key principles. We are prepared to provide assistance at any level needed and at any point in time. Since each customer has particular requirements, we come up with a variety of offerings and can help you determine which of these offerings best fits for your situation.

Value proposition

The following are a few critical differentiators of MSC & Oracle vis-à-vis other system integrators operating in this space.

- MSC is an IT leader in providing services around packaged solutions globally. This is evident with the expertise gained over 6 person years of BMP implementation experience, which include over 8 of successful Oracle BMP/BEPL solutions delivery. MSC has consistently delivered value to its customers in these engagements by providing high quality services reducing cost.
- MSC is the most experienced Oracle BMP team in the Middle East region. MSC's Oracle Practice has delivered over 20 engagements, in the Middle East of varying complexity. MSC has the unique differentiator in having the experience of over 10 full life cycle engagements in the Middle East, bringing to the table the unique understanding of the region and particularly Oman. MSC recently completed successful deployment of Oracle ECM solution to the famous Al-Jazeera International Channel in Doha, as well as Oman Wastewater Services (OWSC) in Muscat.
- MSC is a Business Alliance Partner of Oracle in the Middle region. Also, MSC is a Certified Solutions Partner of Oracle Corporation.
- Built a detailed Implementation process methodology incorporating MSC's Quality Process and experience across diverse engagements. This methodology provides a core process, which is adapted to meet the specific requirement and environment of the client. The methodology encompasses different type of engagements covering Business Process Analysis, Life Cycle Implementation, Version Upgrades, Data Migration etc.

MSC is the fastest growing IT services company in the field of BPM. Over 40+ dedicated and highly skilled IT professionals at MSC provide the entire gamut of solutions that commence implementing customized solutions for a wide range of verticals and horizontals. MSC's project methodology is based on an accelerated implementation with a high quality and project transparency.

MSC's Oracle practice, with over 40 functional and technical professionals, is the number one Oracle ECM implementer in the Middle East region. We have successfully managed over 20 Oracle implementations in over 5 countries and have a proven track record of managing large, complex full life-cycle ECM implementations for over 20 Fortune clients.

Strategic Alliances

Microsystems has forged strategic alliances with celebrated technology leaders like Oracle, IRD, HP, Dell, CISCO, IBM, Cognos, Microsoft, Transtel, Televisual, Dermalog, StarLIMS, NC4, Vyopta, Huawei, GRG to name a few. This move was embarked on in order to help our clients around the globe access the latest technologies through cost-effective solutions.

Microsystems Lines of Business

E-Business <ul style="list-style-type: none"> Portals Online Services Payment Gateway Identity Management SOA Implementations BPM Implementations E-Forms Enterprise Content Management <ul style="list-style-type: none"> Document Management Web Content Management Records Management Workflow & Collaboration Infrastructure <ul style="list-style-type: none"> Servers & Storage Networking Systems Management Help Desk Security GRP/ERP <ul style="list-style-type: none"> Courts Municipality & Public Works Lands, Planning & Survey Economics Development Finance & Budgeting, Personnel & HR Ports & Marine Feedback Management System Media <ul style="list-style-type: none"> News Management & Editorial Systems Rich Media Content Management Special Solutions <ul style="list-style-type: none"> Situational Readiness Solutions Toll System Automated Finger Print Identification System Laboratory Information Management System Secure Visitors Management System Consultancy Services <ul style="list-style-type: none"> E-Government Business Process Re-engineering Content & Records Management 	حلول الأعمال الذكية <ul style="list-style-type: none"> البوابات الخدمات الالكترونية بوابات الدفع الالكترونية ادارة الهوية/المستخدمين تطبيقات SOA تطبيقات BPM النماذج الذكية ادارة المحتوى <ul style="list-style-type: none"> ادارة الوثائق ادارة المحتوى للبوابات الادارة القانونية للوثائق ادارة التدفق والمشاركة البنية التحتية <ul style="list-style-type: none"> خادمت و وحدات تخزين شبكات ادارة أنظمة خدمة المتعاملين الحماية والأمان ادارة الموارد الحكومية والمؤسسية <ul style="list-style-type: none"> محاكم بلديات وأشغال اراضي وتخطيط ومساحة تنمية اقتصادية مالية وميزانية وشؤون موظفين موانئ وادارة بحرية ادارة علاقات المتعاملين قطاع النشر <ul style="list-style-type: none"> ادارة اخبار وأنظمة تحرير ادارة محتوى حلول خاصة <ul style="list-style-type: none"> حلول الجهورية الظرفية ادارة الطرق والمركبات والشاحنات انظمة مضاهاة البصمة ادارة مختبرات ادارة حركة الزوار للمنشآت الخاصة خدمات استشارية <ul style="list-style-type: none"> الحكومة الالكترونية اعادة هندسة الاجراءات ادارة المحتوى
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Microsystems Oracle Gold Partnership Certificate

MSC has successfully achieved golden partnership with Oracle.

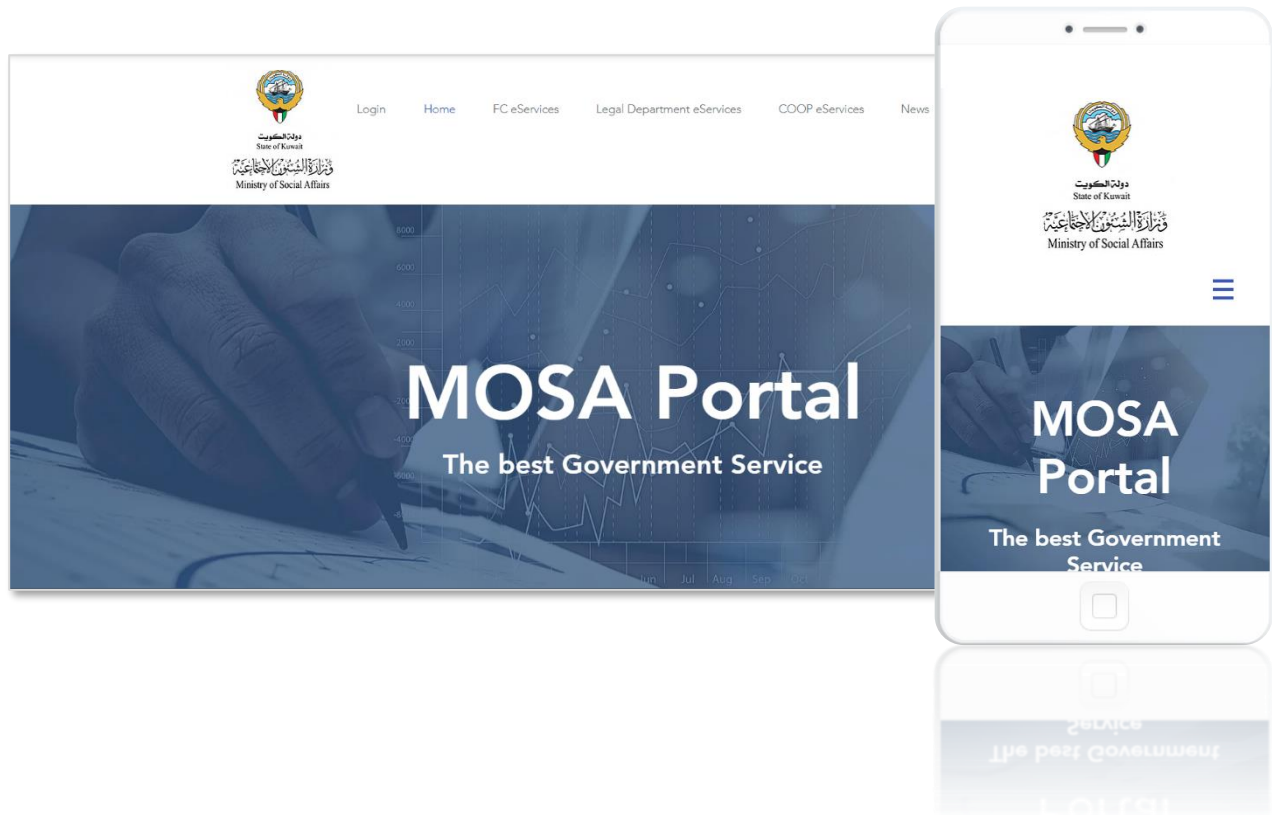


References Details (As per Annex B)

<i>Reference#1</i>	
Project Name	Business Process Automation and e-services Portal
Start Date	Phase I: 01-08-2007 Phase II: 01-01-2013 Phase III: Planned 01-09-2015
End Date	Phase I: 01-08-2010 Phase II: 15-06-2015 Phase III: 11 Months duration
Contract Value (KD)	
Client Name	Directorate of Town planning and Survey of Sharjah (DTPS).
Client Type	<input checked="" type="checkbox"/> GOV <input type="checkbox"/> Private <input type="checkbox"/> Other:
Address:	UAE – Sharjah
Website:	www.sdtps.gov.ae
Client PM	PM Name: Amjad Joudeh
Contact Details	PM Phone: +97165121203 PM +971507277970 Mobile:
	PM eMail: ayjoudeh@sdtps.gov.ae
Project Description	DTPS had initiated a project to automate the internal processes in addition to all required integrations. Furthermore, online submission for internal process was requested as a part of the project contains.
Bidder Scope	<p>The scope of DTPS Business process automation and eservices project is summarized as follows:</p> <ol style="list-style-type: none"> 1- Full automation for all internal business processes. 2- Integration with all required internal/External applications i.e. ERP, ePayment, Archiving. etc 3- Business Process Re-Engineering BPR 4- Online Submission and eServices (Web and Mobile enabled) 5- User Training (Technical/Non-Technical) 6- Portal implementation 7- Counter Backend Application 8- Support and Maintenance. 9- Bi-directional Integration with other government entities.

Proposed Solution

Solution Overview



We will be using the latest version of Oracle WebCenter Portal to implement MOSA portal that delivers intuitive user experiences for enterprise applications allowing us to fulfill all MOSA's requirements and even more. This complete, open and integrated enterprise portal and composite applications solution enables us to fulfil for all MOSA's requirements summarized as follows:

- The development and deployment of internal and external portals and websites
- The development of composite applications
- The development of User Spaces and mash-ups
- The development of integrated social and collaboration services and enterprise content management capabilities.
- The integration between MOSA Portal and other MOSA portals.

The new MOSA Portal will optimize the connections between MOSA internal & external stakeholders, information and applications i.e. COOPS, legal department, Tendering portal and FC portal that provides business activity streams so MOSA portal users can navigate, discover and access content in context, and offers dynamic personalization of applications, portals and sites so users have a customized experience.

MOSA Portal to be built on the best user experience capabilities from a significant portfolio of leading portal products and related technologies and provides the foundation for delivering the

next-generation user experience for Oracle Fusion Middleware as well as Oracle Fusion Applications. Below sections provide more details about our proposed solution.

MOSA Portal Security

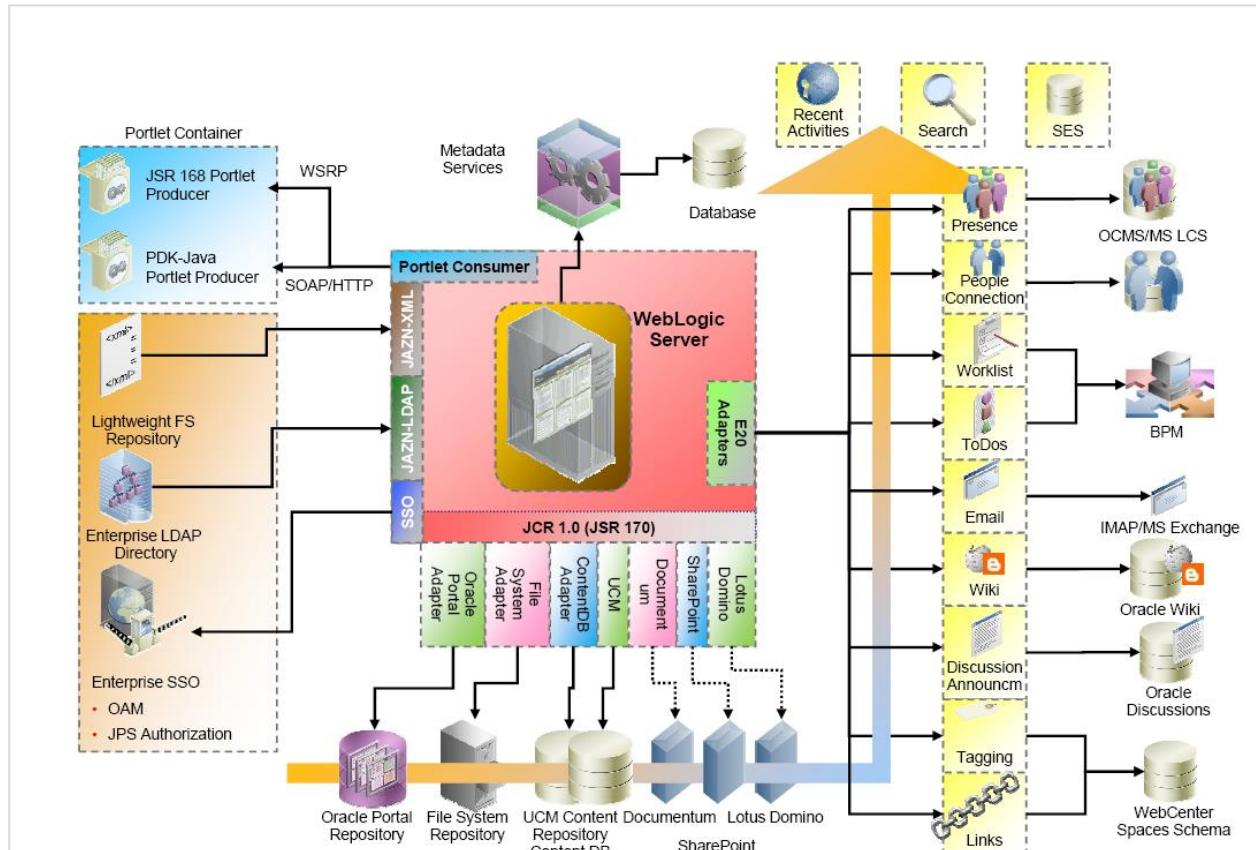
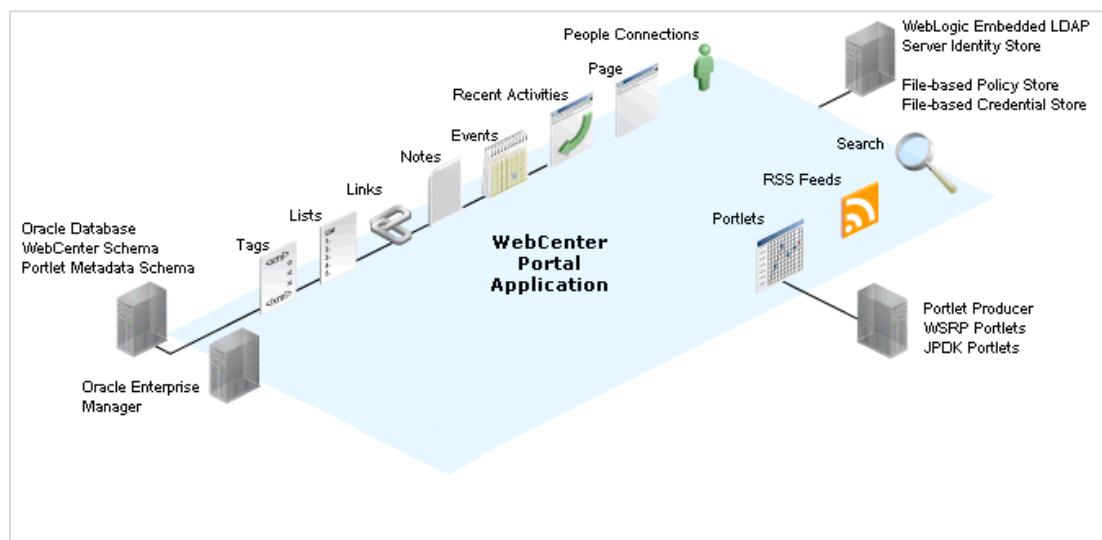


Diagram 1: Solution Overview

In our proposed solution we will follow the best practice recommended by Oracles for implementing the security model for WebCenter Portal and Portal Framework applications that based on Oracle ADF Security, which implements the Java Authentication and Authorization Service (JAAS) model that is fully integrated with Oracle Identity Directory (OID).



Above diagram shows the relationship between a WebCenter Portal or Portal Framework application deployment and its services, servers, portlets, portlet producers, its identity, credential and policy stores, and Oracle Enterprise Manager. WebCenter Portal Application Security provides support for:

- Application role management and privilege mapping
- Self-registration
- Portal-level security management
- External application credential management

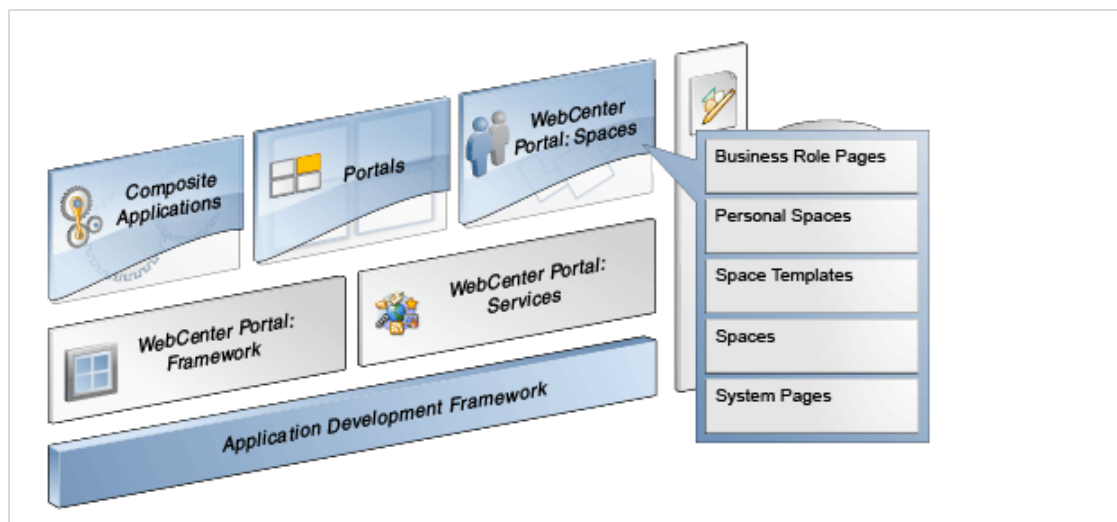
Moreover, the following WebCenter Portal default roles to used in MOSA portal implementation:

- Administrator
- Application Specialist
- Authenticated-User
- Public-User

Moreover, MOSA portal connections will be secured using Secure Sockets Layer (SSL) that provides additional security for connections between WebCenter Portal and Portal Framework applications or components by providing an additional authentication layer, and by encrypting the data exchanged. For connections between applications or components where the data exchanged is sensitive, consider securing the connection with SSL.

Finally, we will develop our solution according to the best security practices provided by OWASP which is widely considered as a technology agnostic set of general software security coding practices, in a comprehensive checklist format, that can be integrated into the development lifecycle.

MOSA Portal User Spaces

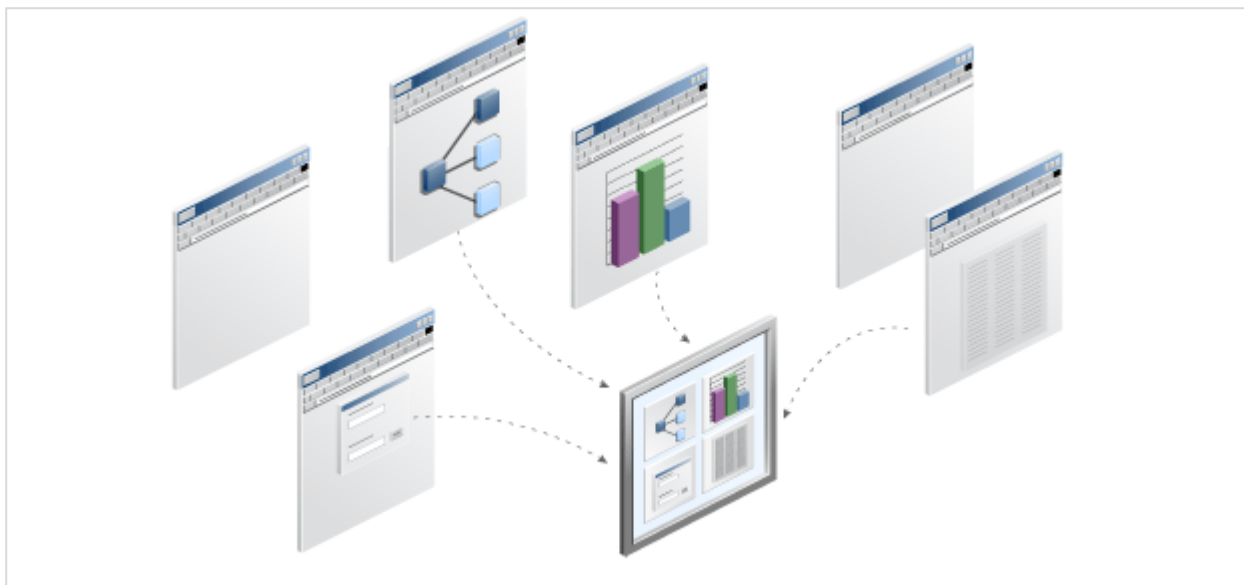


We will be using the out-of-the-box Oracle WebCenter Portal Spaces functionality that is a ready-to-use application that delivers multiple sites from a single infrastructure. Using this component lets MOSA employees collaborate and share information with dynamically created user

communities, pulling together the capabilities of WebCenter Portal: Framework and WebCenter Portal: Services to:

- Empower teams to quickly and efficiently manage their information, applications, projects, and people without requiring IT assistance.
- Speed delivery of Intranet portal sites and help organizations publish their latest work easily.
- Bring together the latest technology around social computing, communications, personal productivity, and ad-hoc team interactions.
- Enable organizations to build Intranet portal sites quickly, and to populate them with information in myriad forms, all without the intervention of either IT or Engineering.

MOSA Business Mashups



Since the WebCenter Portal provides a rich set of tools and features that allow business users and site administrators to quickly construct and assemble information from any enterprise or custom application into a single user interface. These composite or "mashed up" applications can be created entirely within the browser and evolved very quickly. No other product today offers this set of complete, integrated, best-of-breed features that allow MOSA to tap into the key knowledge and thinking of its employees and customers. While MOSA IT deliver the base connection components, business analysts and users can decide how they want the information displayed.

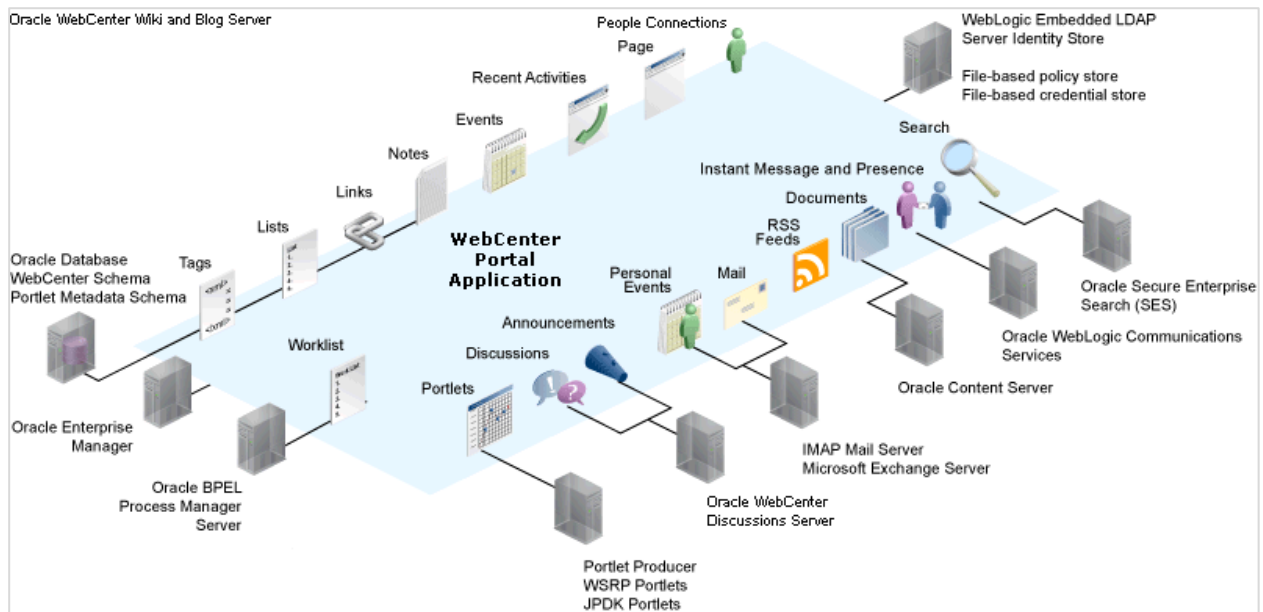
MOSA Portal responsive design

We will design MOSA portal by providing the ability to combine responsive UI design for mobile web solutions with adaptive pages targeted at selected mobile device groups enables Oracle WebCenter Portal to provide MOSA a unique platform for delivering omni-channel solutions that leverage Bootstrap themes, native device capabilities along with a large selection of OOTB components with responsive UI design.

Oracle WebCenter Portal allows you to easily create dynamic MOSA portals for intranets or extranets. With Oracle WebCenter Portal, MOSA IT will be able to build business communities

that provide team and organizational work environments to engage people and connect them with information via personalized dashboards.

MOSA Portal Integrations



MOSA Portal will be a single entry point to all MOSA enterprise portals provide access to all the applications mentioned in the RFP from one place. By integrating enterprise applications into the portal, all users experience consistent, uniform access to information.

We will use the Composer iframe-level integration approach: The Composer Web Page page style and component displays any Web page content, including pages from other MOSA applications. MOSA portal will interact with the applications that handles its own authentication. We will associate that application with an external application definition to allow for credential provisioning. In doing so, we will use an external application definition to provide a means of accessing content from these independently authenticated applications.

Moreover, Oracle WebCenter Portal is the ideal platform for MOSA to quickly and easily create an integrated business web experience for intranets, extranet portals i.e. COOP Portal, FC Portal, Legal department portal and Tendering portal. It allows IT to focus on projects that deliver higher value and reach a broader audience, while maintaining and leveraging the information systems which are already in place. Providing a common platform across a variety of projects accelerates the time it takes for MOSA IT to build and deliver new information solutions.

By empowering the business groups with a customizable platform that is tightly integrated into MOSA environment, WebCenter Portal enables IT to implement a scalable model that empowers business groups to streamline the business web experience for their users.

Finally, our proposed solution will integrate with the following MOSA backend applications:

- a. COOPSYS: Business Process Automation of COOP sector
- b. FCAS: Business Process Automation of Family Care dept.

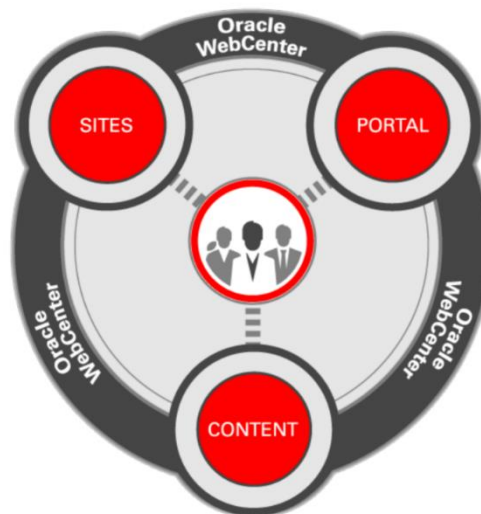
- c. TDAS: Tendering Department Automation System.
- d. LDAS: Legal Affairs Department Automation System.
- e. ARCHIVE: Ministry Central Archive.

Oracle WebCenter Portal

Oracle WebCenter Portal delivers intuitive user experiences for enterprise applications. This complete, open and integrated enterprise portal and composite applications solution enables the development and deployment of internal and external portals and websites, composite applications, self-service portals and mash-ups with integrated social and collaboration services and enterprise content management capabilities. Oracle WebCenter Portal optimizes the connections between people, information and applications, provides business activity streams so users can navigate, discover and access content in context, and offers dynamic personalization of applications, portals and sites so users have a customized experience. Oracle WebCenter Portal builds on the best user experience capabilities from a significant portfolio of leading portal products and related technologies and provides the foundation for delivering the next-generation user experience for Oracle Fusion Middleware as well as Oracle Fusion Applications.

Intuitive User Experiences for Enterprise Applications

Oracle WebCenter Portal is a portal and composite applications solution that delivers intuitive user experiences for the enterprise that are seamlessly integrated with your enterprise applications.



Quickly Create Dynamic Portals & Websites

Oracle WebCenter Portal allows users to easily create dynamic enterprise portals such as intranets and extranets. With Oracle WebCenter Portal, you can build communities, allowing you to create individual, team and organizational work environments to connect people and content. Personalized dashboards let users monitor performance and minimize the page transitions by integrating information and keeping it in the context of the activity, action, or task that they are attempting to complete.

Easily Build Composite Applications & Mash-ups

With Oracle WebCenter Portal, you can easily assemble composite applications with Oracle's common user experience architecture. This includes best practices and design patterns for developing next generation user experiences and is based on Oracle Application Development Framework (ADF), the common development framework for all Oracle Fusion Middleware user

interfaces and Oracle Fusion Applications. In this way, you can easily extend existing applications and Oracle Fusion Applications with reusable, standards-based components.

Complete Enterprise Content Management Capabilities

Oracle WebCenter Portal leverages enterprise content management capabilities from Oracle WebCenter Content, which provides a single repository for all structured and unstructured content and allows you to capture and manage the entire content lifecycle. You can also publish content from any portal or website, provide item level security, in-place rendering of content, and file conversion -- all available from the extensible, modern user interface of Oracle WebCenter Portal.

Out-of-the-Box Social and Collaboration Tools Enrich Applications

Oracle WebCenter Portal delivers social and collaborative services to help optimize connections between people, information and applications. Enterprise-ready social computing services such as wikis, blogs, RSS, discussion forums, tags, links, social networking and activity streams can be embedded directly into applications.

Improve Business Productivity with Intuitive User Experiences

Oracle WebCenter Portal provides employees, customers and partners with intuitive user experiences to access contextual information. Oracle WebCenter Portal delivers social and collaborative services to help optimize the connections between people, information and applications, provides business activity streams so users can navigate, discover and access content in context, and offers dynamic, personalized role-based content in a collaborative environment.

Rapid Development with a Comprehensive User Experience Solution

Oracle WebCenter Portal provides IT with a comprehensive and flexible enterprise portal and composite applications solution to quickly build portals, websites and composite applications. This common user experience architecture is based on ADF and combines run-time and design time customization of applications in one. Additionally, Oracle WebCenter Portal provides out-of-the box reusable components including: portals, templates, task flows and collaborative & social services.

Leverage Existing Investments with a Complete, Open and Integrated User

Experience Oracle WebCenter Portal allows you to leverage existing investments by offering a complete, open and integrated user experience. Oracle WebCenter Portal is complete – offering a comprehensive user experience for portals, websites, snf composite applications with integrated social & collaboration services and content management capabilities. Oracle WebCenter Portal is open – providing standards-based support to improve the reuse of your existing resources and extend the value of existing systems. Oracle WebCenter Portal is integrated – offering implicit integration with Oracle Applications, Oracle Fusion Applications & other enterprise applications.

Oracle WebCenter Portal – Giving Users Intuitive Experiences

In order to achieve new levels of individual, team and enterprise productivity, you need to provide users the tools they need to do their jobs directly in the environment in which they work. Oracle WebCenter Portal engages users by providing intuitive user experiences to access content in context and improves business productivity. By providing a comprehensive and flexible user

experience, IT is able to quickly build portals, websites and composite applications. And with a complete, open and integrated user experience, Oracle WebCenter Portal allows you to leverage your existing investments, ensuring you extend the value of your existing systems.

Oracle WebCenter Portal Framework

Oracle WebCenter Portal Framework is a modern portal framework that speeds deliver of Portals & Websites and extends the capabilities of traditional enterprise portals in four very important ways:

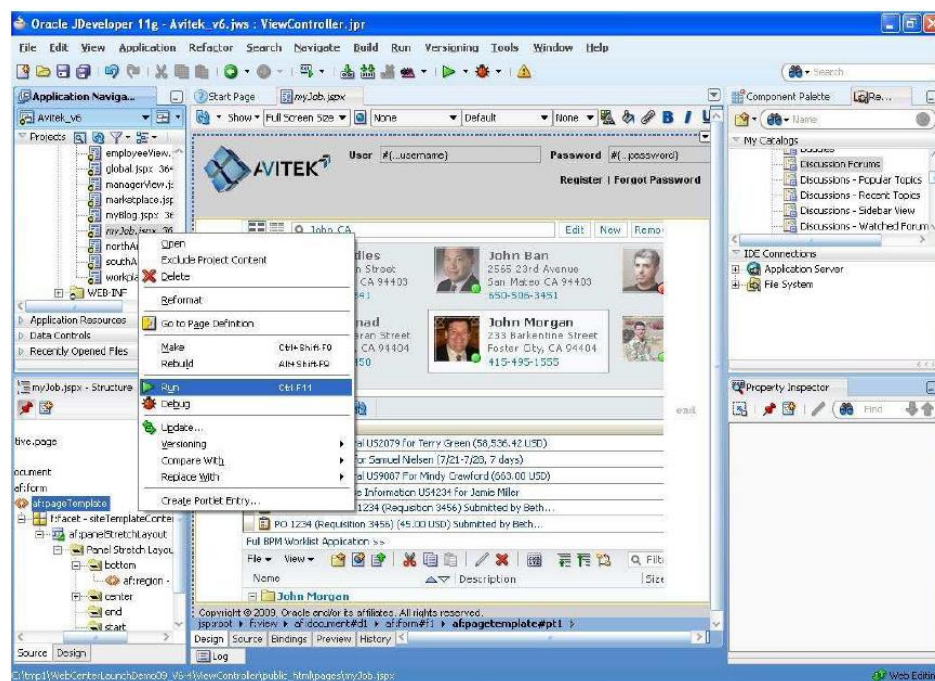
Its capabilities around Themes and Skins provide powerful facilities for tailoring the look and feel of the site in a tiered way – for an entire site and for portions of a site associated with a department. This enables consistency in look and feel while consolidating deployment.

WebCenter Personalization Server provides the ability to further tailor the usage of the portal and information delivered to the portal based on user's activities.

Powerful portal resources that can be called and used from any web toolkit such as Dojo or jQuery and others to deliver enterprise portal resources for within and beyond enterprise boundaries.

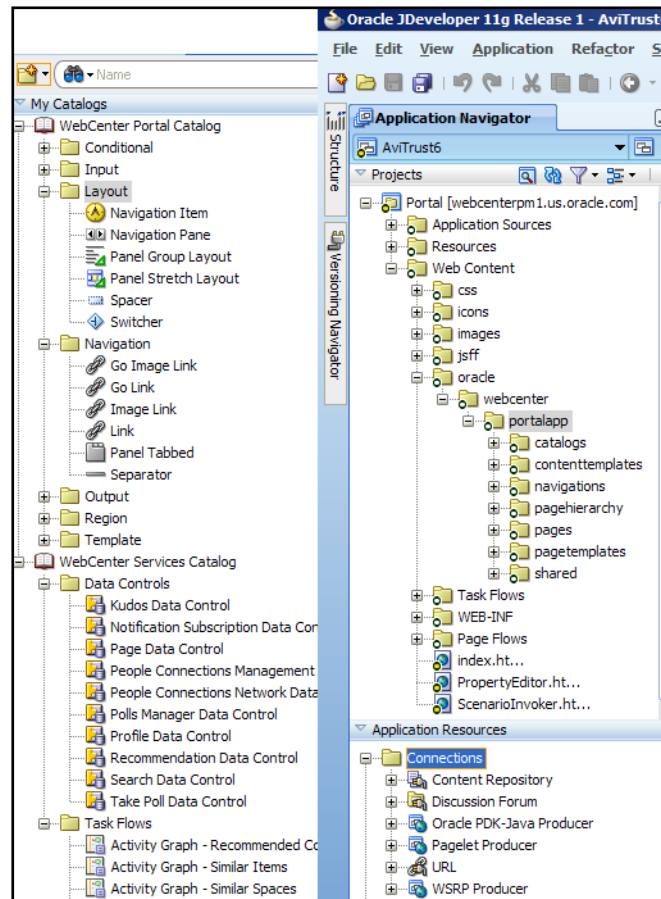
Common Enterprise Metadata services provide a revolutionary way to store all portal look and feel changes, personalizations, and mashups in one shared location, enabling rapid analysis of the impact of any changes to the site.

Portals built with Oracle WebCenter Suite are therefore ideally suited for all forms of information delivery within the enterprise and across enterprises. It is delivered as an extension to Oracle JDeveloper, which provides an integrated development environment for composite Java EE applications, business processes, BI applications, and enterprise portals.



Oracle WebCenter Portal Components

Oracle WebCenter Portal is a set of components that speeds portal development from within JDeveloper as well as from within the browser. These tools provide the ability to layout a site structure, secure site resources, provide a multi-level delegation model, and deliver a personalized user experience. It enables both developer and business users to collaboratively build out the exact portal solution required for the extranet, Intranet or teams and departments. Within JDeveloper, there is a component palette that delivers the components required to quickly build sites leveraging content, processes, and people.



Oracle WebCenter Spaces

Oracle WebCenter Spaces is a ready-made collaborative and social-computing portal that empowers employees, teams, students and different users to connect collaborate and share ideas and information without requiring IT assistance. It brings together the latest technology around social computing, communities, personal productivity, and ad-hoc team interactions with no development effort. Oracle WebCenter Spaces allows users to work more effectively with project teams and work groups, including teams that span multiple geographies and include external members. It eliminates or reduces duplication of efforts and content inconsistencies, and it enables sharing valuable team resources to solve business problems, tap into new ideas, and reduce time to market.

By providing a dynamic foundation for users to work together in teams, Oracle WebCenter Spaces helps your enterprise address many 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).
- Oracle WebCenter Spaces delivers the following powerful features that enable you to provide a productive environment to deliver team-based sites, along with enterprise and departmental portals:

Home Space (Personal Space)

Provide individual users with a dashboard of all the information they believe it is relevant to their needs and interests. Users' home spaces likely include links or portlets for critical applications users access for their daily work and could also include their own personal feeds from a friend's social network pages. Home spaces deliver a way for each user to have their own set of personal pages that they can create, change, and share with others.



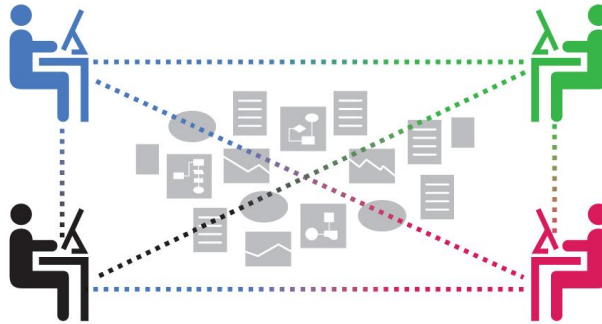
Business Role Pages

Provide a powerful mechanism to communicate with specific types of users within an organization and across the company. As defined in an enterprise, users have specific roles for their various groups from administrators to sales representatives, engineers to business managers. Communicating with a specific set of people in these roles can be challenging. Business role pages provide an efficient way to attach a page or set of pages to a specific enterprise role so that all the users are kept up-to-date with information specific to them and their job function.



Group Spaces

Is the true example of social computing and collaborative web. It provides a user-friendly experience to manage all project details involving any group of users. Group spaces also make it easy to deliver a departmental or enterprise portal without having IT development.



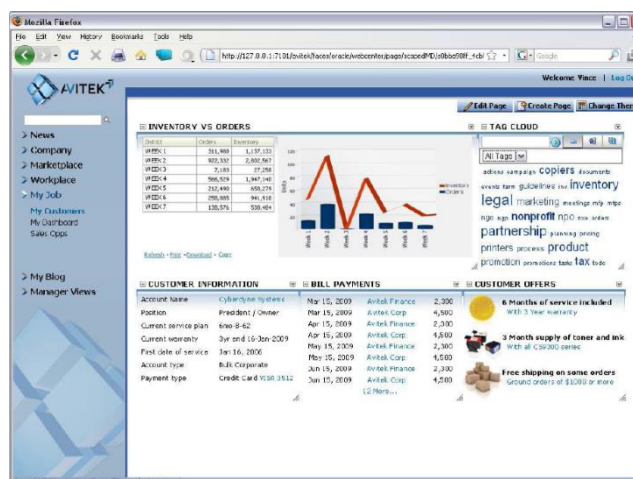
Oracle WebCenter Business Mashup

Oracle WebCenter Business Mashup Tools including Oracle Business Dictionary along with Oracle Composer provides powerful role-based facilities that enable business users to seamlessly unify many corporate information assets with enterprise portals. These include:

Pre-Packaged Enterprise Application Integration via the Application Library with SAP, E-Business Suite, PeopleSoft, JD Edwards, Siebel, Hyperion, BI Applications, and Oracle's Industry Applications delivered as packaged Portlets. Pre-Packaged Enterprise Content Integration from Oracle Content Management and a variety of other content stores across the Enterprise.

Enterprise Business Process Integration via its Process Portal, which unifies the end-user's Worklist, the composite user interfaces for the applications being integrated into Business Processes, the Business Process Console, and Process Intelligence via a prepackaged Business Process Library.

Enterprise Business Intelligence via its integration with Oracle Business Intelligence and Enterprise Performance Management products that make the enterprise portal both an Executive Intelligence Cockpit and enable personalized collaboration around Business Intelligence.



Oracle WebCenter Social Computing Services

Oracle WebCenter Services provides a comprehensive set of standards-based components that enrich existing portals and Web sites with the industry's most complete and open set of Enterprise 2.0 capabilities. These Social Computing Services include wikis, blogs, online awareness and communications, content collaboration and social networks. In addition, Oracle

WebCenter Services offers a complete, unified portal development Framework that allows developers to easily and seamlessly develop Enterprise 2.0 portals.

Social Networking Services

Today no modern portal deployment is complete without some notion of social interaction—whether it is blogs or discussions or integration with social media (such as Facebook or Twitter). Your CEO may blog about product direction; your product teams may initiate discussions in online forums. All of these activities, were once exotic, but now fundamental. Support must be available for virtual team sites, where representatives from different lines of business, or even different enterprises—such as your partners and suppliers—can communicate, collaborate, and socialize on a specific business task.

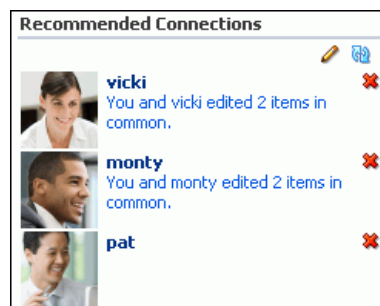
A powerful and easy-to-master array of services and features are available in WebCenter Spaces for introducing social networking application-wide and enhancing communication and collaboration within communities and teams. The solution's core services include:

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:

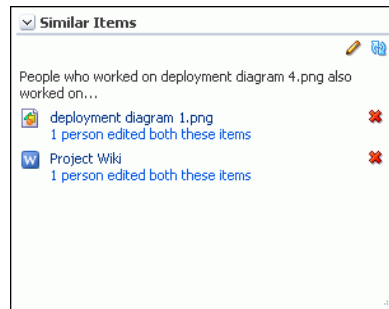
Recommended Connections: to view and connect with users similar to you.



Similar Spaces: to identify and interact with Spaces that may be of interest to you.



Similar Items: to identify and interact with WebCenter content that may be of interest to you.



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.

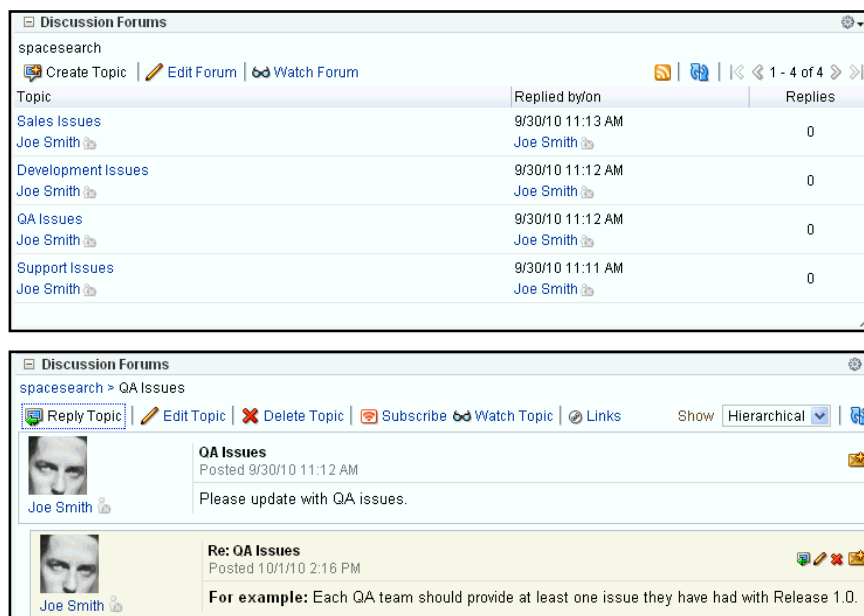
The Announcements service is integrated with many WebCenter services, such as the Activity Stream, RSS, Search (to search announcement text), instant Messaging and Presence services. You can link announcements to other services, such as Events or Discussions. For example, suppose your company is announcing a new product, you can link from the announcement directly to a discussion forum, where potential customers can ask other customers about the product, or link to an instant messenger to speak directly with a customer service representative to purchase the product.

Discussions

Enables community discussions on a set of topics, facilitates quick resolution of issues, and provides a searchable knowledge base. In addition, there are many different Task Flows or portlets for hot topics, favorite or watched topics, and more recently updated topics. The Discussions service is delivered with a comprehensive backend discussion server that handles many advanced features, such as profanity filters, e-mail/ mailing list integration, and post and poster banning.

The Discussions service provides a wide variety of task flows for viewing and participating in discussions. These include:

Discussion Forums provides controls for creating discussion forums; creating, replying to, and managing discussion forum topics; and selecting watched forums and watched topics.



Discussions - Quick View provides a means of accessing all possible views of a particular Space's discussions: Recent Topics, Popular Topics, Watched Topics, and Watched Forums.

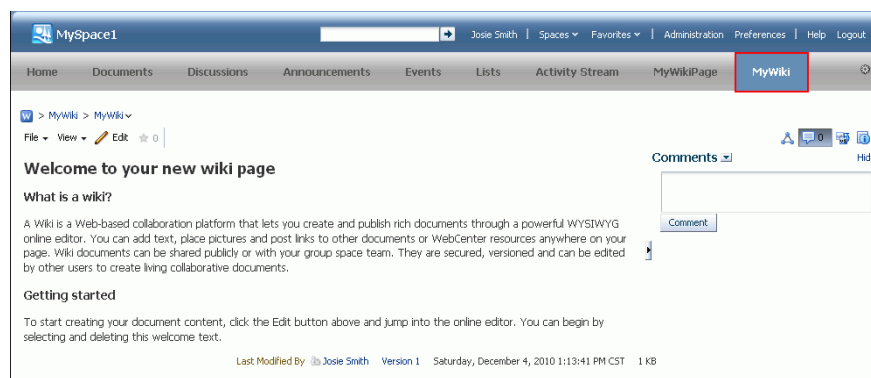
Popular Topics provides a look at the most frequently viewed discussion topics in all the discussion forums in a given Space.

Recent Topics provides a look at the most recently accessed discussion topics in all the discussion forums in a given Space.

Watched Forums and Topics provide a means of viewing all discussion forums or topics you have selected to watch from a particular Space or from all Spaces.

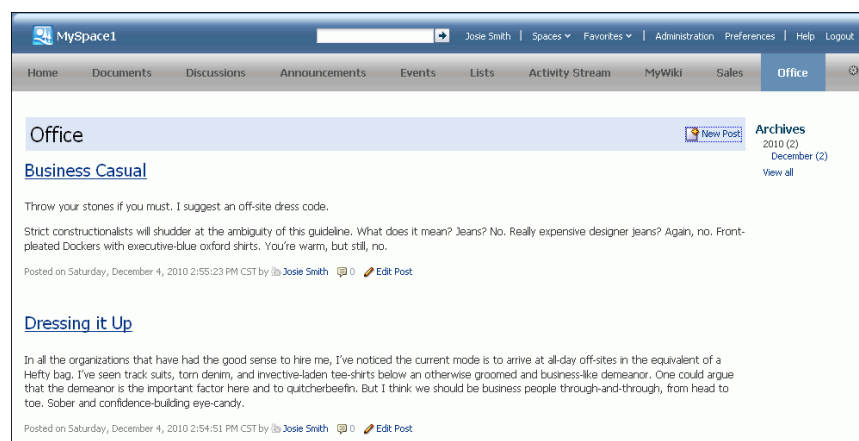
Wikis

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. This service supports two types of blogs: personal blogs for individual users, and community blogs that enable members to share their views on a particular topic.



Commenting

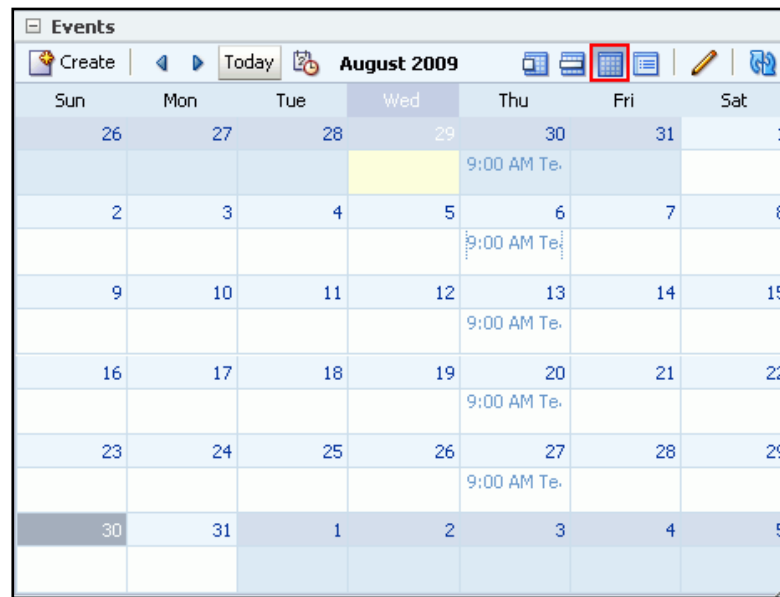
Provides a means of adding your thoughts, opinions, and questions directly to a given application object.

Opportunities are available throughout your portal to express a favorable judgment on an application object, through liking, and associate a comment with an application object, through commenting. Opportunities to share application objects, files, and URLs are also readily available.

Events

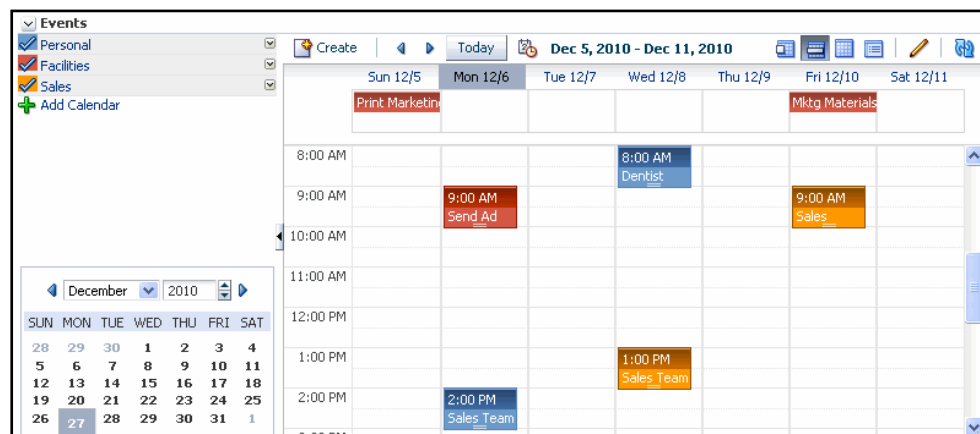
Provides calendars for scheduling meetings, appointments, and any other type of occasion on view for all members of a given Space. Also provides users with a means of viewing their personal Microsoft Exchange calendar within the Home Space and overlaying Space calendars on top of the personal calendar to view a full schedule in a single calendar.

You can choose to display events in grid form or in list form, when you display events as a grid, you can display events by day, week, or month



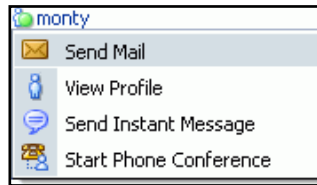
Grid form-Month view

If the calendar overlaying feature is enabled in the Home Space Events task flow, users can display as many calendars as they want. Each calendar's events are displayed in a different color to make it easier to distinguish which calendar it belongs to.



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. Additionally, when users travel, they can connect to a 3rd-party network presence service, such as Yahoo! Messenger.



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.



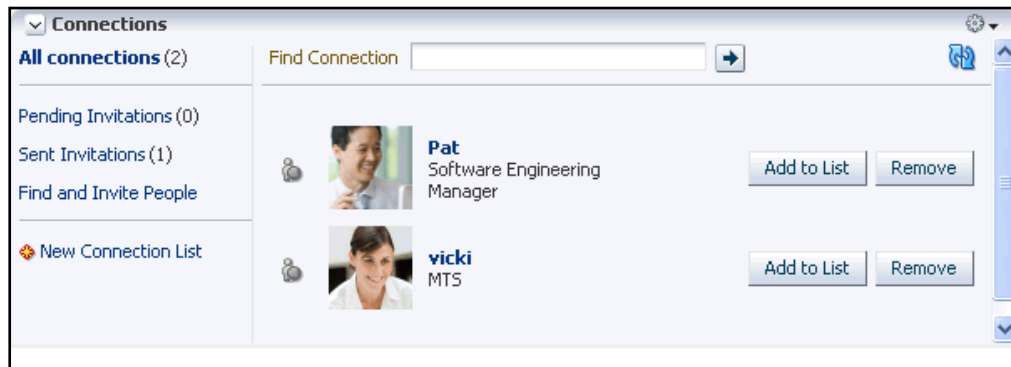
Links

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. For example, you can associate a project plan document with a list of project issues. When users access the list, they can also immediately access the project plan by clicking a link that appears on the list. The Links service also provides a quick way to create new objects when establishing a link.

Issues					
<div> Create Edit Delete Export Import Links </div>					
No.	Description	Target Date	Assigned	Status	Comments
1	Vet current hardware	10/24/08	Monty	Open	Priorities: cost performance capacit
2	Send out ROIs	12/5/08	Pat	Open	
3	Finalize plan	12/29/08	Webcenter Administrator	Open	Drafts linked here -->
4	Submit plan	1/2/09	Webcenter Administrator	Open	
5	Functional specs D1	1/30/09		Open	See func. spec list for specific assignments

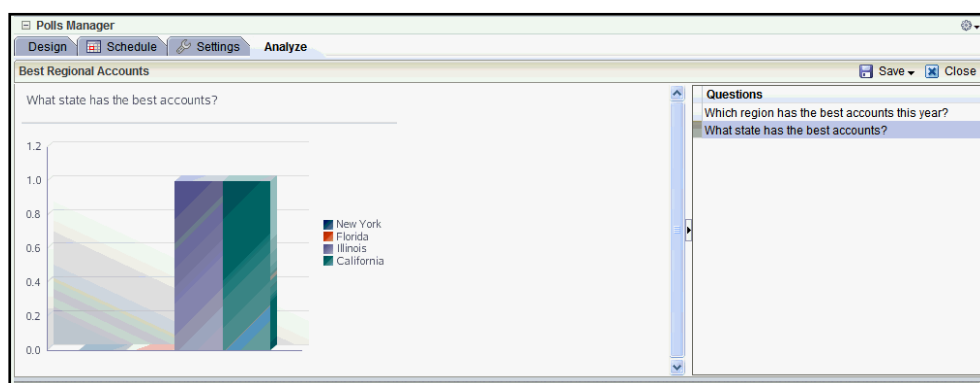
People Connections

The real workhorse of social networking in WebCenter Spaces, the People Connections service provides a means of forging connections between users and partaking of the fruits of this service's other features as a result. View connections' activities in the Activity Stream. Access their Profiles. Send them messages with attachments, such as files and links through the Publisher task flow or Message Board. Post remarks on their efforts through Feedback.



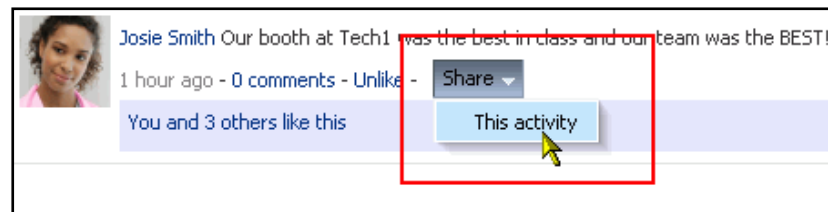
Polls

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.

You have the option of sharing tags or keeping them to yourself. Share tags to enable other users to discover them in their searches. When you do not share a tag, users searching on an identical term do not discover the items you tagged with that term, unless some other user tagged the item with the same term and shared that tag.

The Tag Center offers the most complete use of tag data by providing access not only to your tags, but to the tags applied by other users. Additionally it provides a visual depiction of tag popularity, which enables you to refine tag results using filters. Filter for multiple tags simultaneously or filter by other users who have applied the same tags. A sorting feature provides an additional means of controlling your view of tagged items.



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.

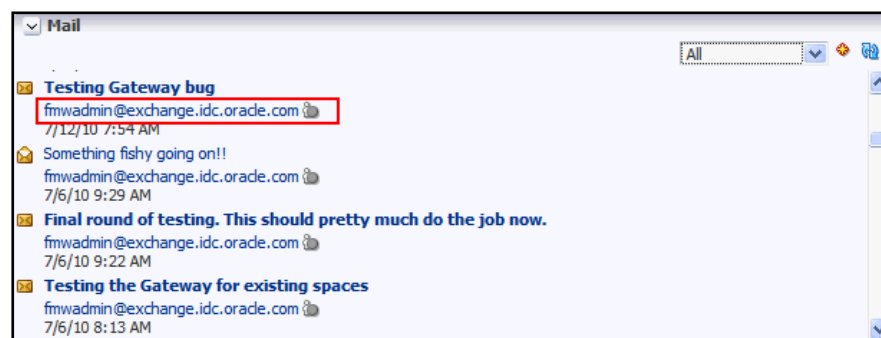
The Document Library service leverages JCR and third-party adapters to connect to different backend repositories. As part of Oracle WebCenter Suite 11gR1, an embedded use of Oracle's Content Management server is included and is delivered as part of the integrated install of Oracle WebCenter.

Personal Productivity Services

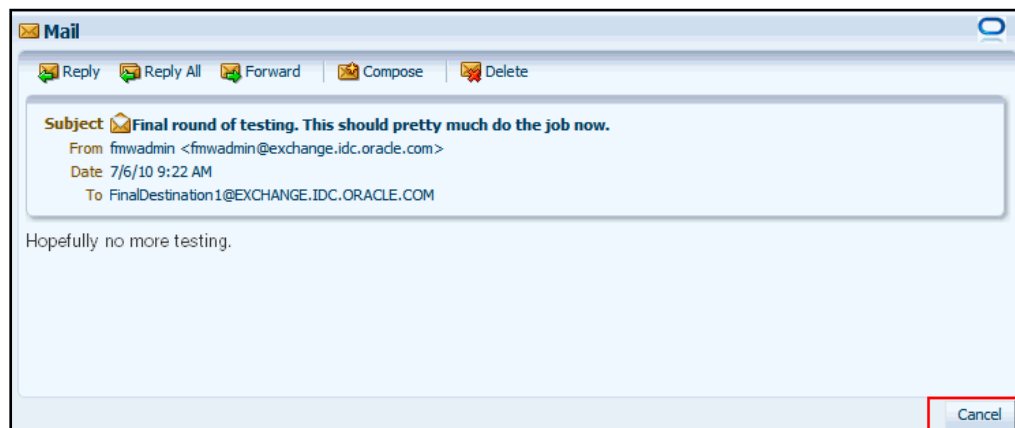
Many Oracle WebCenter services are specifically designed to work with standard personal productivity tools, offering functionality focused at the individual rather than the group. These services include:

Mail service

The Mail service conveniently exposes familiar mail functionality in your WebCenter application interface. The Mail service runs against the same mail server that provides your regular business mail, and the mail messages exposed in your WebCenter application are the same messages you would see in your mail inbox. Many of the same actions are also supported. For example, you can send messages with attachments, forward messages, and so on. The Mail service does not replace your company mail, but rather enhances it by making it accessible within WebCenter.



The Mail service enables users to perform simple mail functions, such as view, read, create and create with attachments, reply, forward, and delete. All mail is stored in your inbox and can be accessed from there through a link.



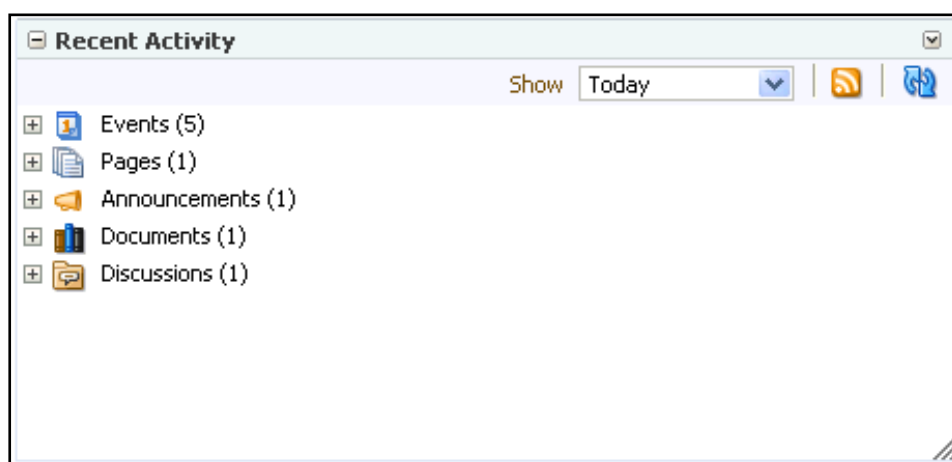
Notes service:

Enables users to track and manage simple personal notes by providing a means of "jotting down" and retaining quick bits of personal information. The Notes service exposes its features in the Notes panel in the WebCenter Spaces application Sidebar, as well as in the Notes task flow.



Recent Activities service:

The Recent Activities service provides a means of tracking recent activities within a WebCenter application. For example, the Recent Activities task flow tracks the changes you and other users make to application pages, documents, discussion forums, lists, and the like.



RSS (Really Simple Syndication) service:

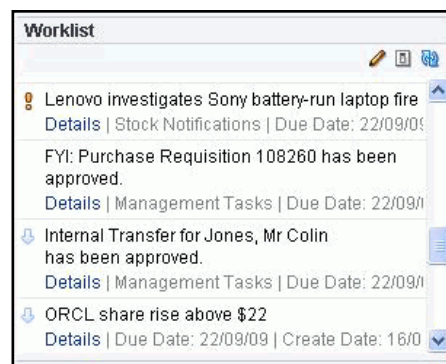
The RSS service provides the ability to publish content from Oracle WebCenter services as news feeds in RSS 2.0 and Atom 1.0 formats. News feeds deliver content update information to your favorite RSS or Atom reader. In addition, the RSS service enables you to view news feeds from external sources on your application pages in an RSS Viewer.

Search service:

Helps users locate data and documents that are stored anywhere within the enterprise. Oracle Secure Enterprise Search (SES) is integrated with this service.

Worklist service

The Worklist service provides access to all the worklist items that require your attention. These worklist items are displayed on your application page, where you can view and act on all items in one place.



Oracle WebCenter Pervasive Capabilities

Recognizing that, as more information resources in an organization are integrated with enterprise portals, the need to have that information delivered pervasively to users becomes ever more important, Oracle WebCenter Suite Pervasive Delivery facilities provide five important capabilities:

The ability to deliver the information that users need into all the common personal productivity tools – Office, Outlook, Browser, Mobile - that they might access while maintaining their focus on the task at hand.

Seamlessly embed the Portal and its information in a —headless form via its powerful REST capabilities into departmental web sites, to extranet sites, and other applications.

Via its integration with WSRP 2.0; the capability of embedding information surfaced in WebCenter into other portals within the enterprise and consuming SharePoint Web Parts directly.

Oracle WebCenter Pagelet Producer (formerly Oracle Ensemble) provide a lightweight deployment environment within a firewall or DMZ for departmental and branch-office access.

Oracle WebCenter Analytics to deliver usage-based information on the impact of the portal and all its content to better target and deliver information to all users.

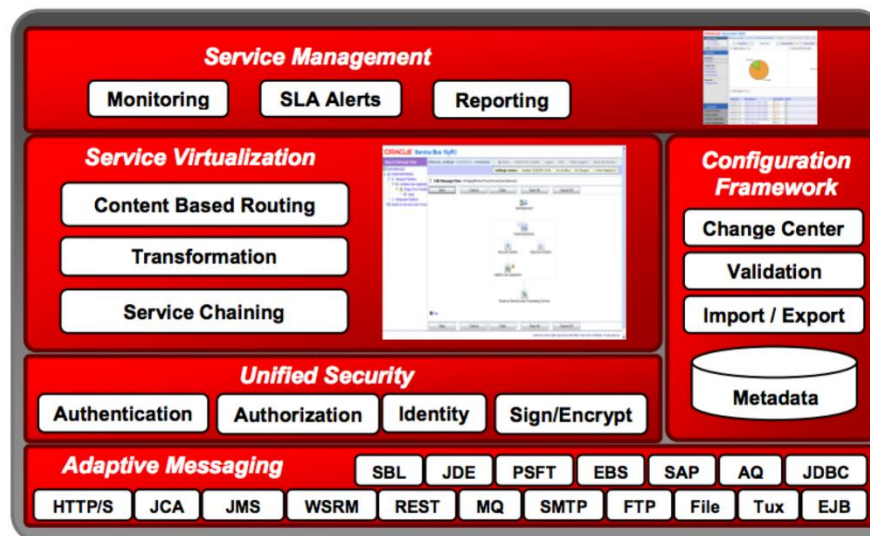


Figure 1. Oracle Service Bus components and architecture.

Simpler Mobile Application Development

The Oracle Mobile Suite includes a mobile development framework that focuses on increasing developers' productivity by offering a visual and declarative development approach. A set of over 60 user interface components simplify UI definition providing native like user experience, touch gestures and animation out of the box. To create the pages developers use a visual page viewer, interactive structure panel and a component palette – all providing visual help constructing the page in addition to the advanced code editor. Further definition of components' behavior is controlled through property setting in a property inspector.

Connecting user interfaces to server based services, local Java classes and device services is done in a declarative way using a powerful binding layer to abstract low level communication protocols.

Applications' page and process navigations are defined using a task flow diagram that enables developers to visually design the flow of control in the application.

The Oracle JDeveloper IDE provides visual tools that further simplify the development of mobile applications with the mobile framework. Oracle JDeveloper integrates with both the iOS and Android SDKs to enable direct deployment and test/debug capabilities from inside JDeveloper to devices and emulators.

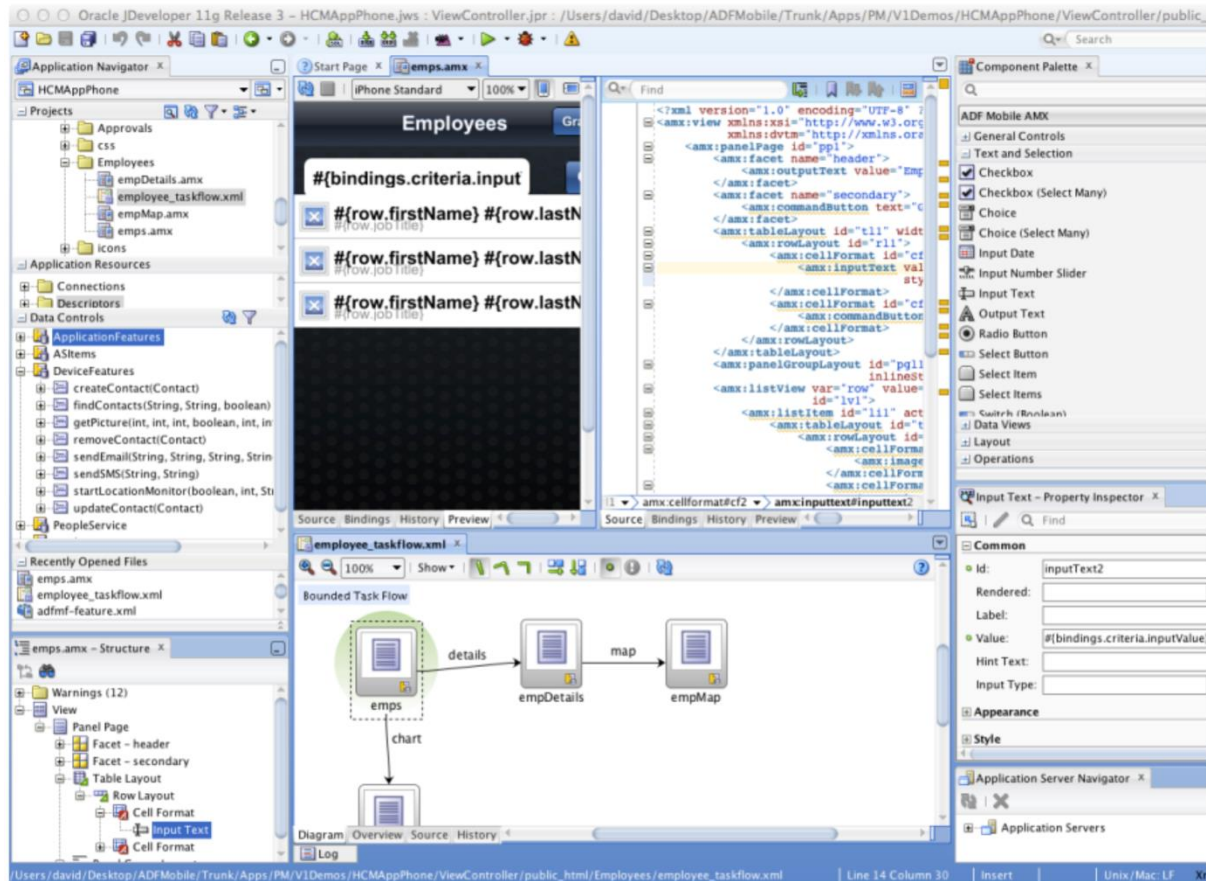


Figure 2. Visual and declarative mobile application development

Robust and Open Mobile Application Architecture

The mobile development framework provides 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

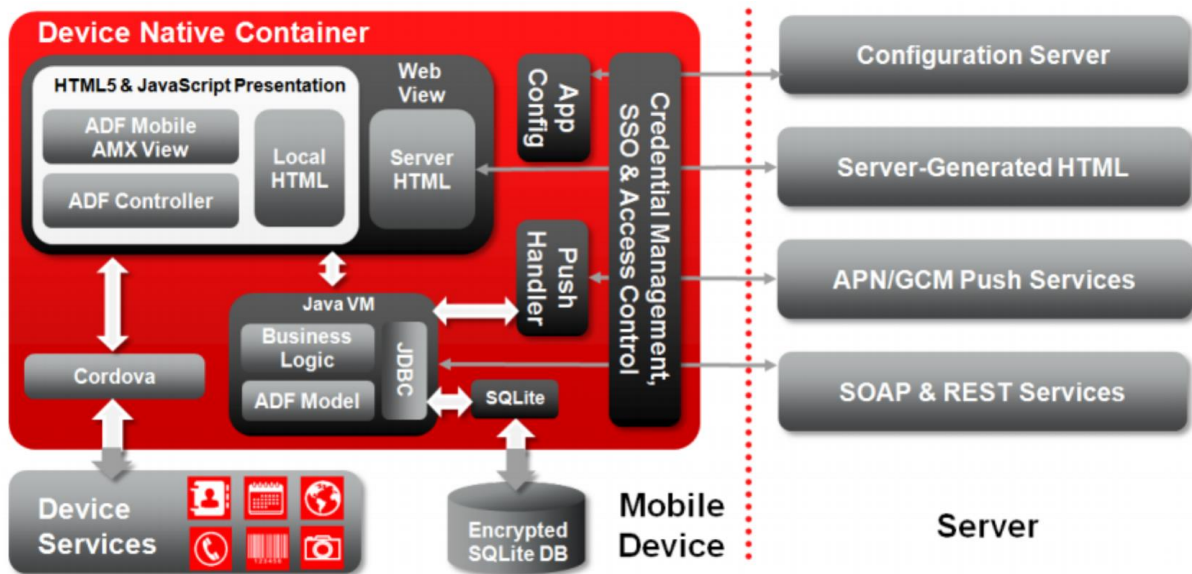


Figure 3. Oracle Mobile Framework architecture

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.

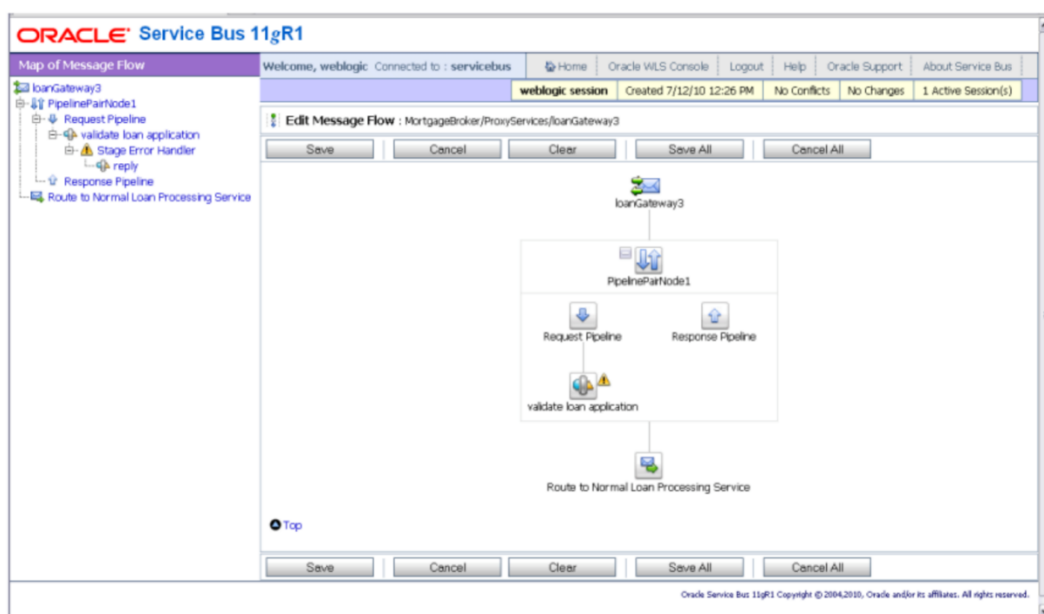


Figure 4. Oracle Service Bus lightweight Web-based design console.