



Scope of Work Project Monitoring and Quality Management for IT System Installation

SW #	SOW-037-2009
RFP #	RFP-016-2009
Potential candidates:	Jordan-based firms with expertise in IT Software System Installation
Local / International:	Local
Maximum Level of Effort:	40 person-weeks, with 90% of LOE expected to be in Aqaba
Contract Name:	Aqaba Community and Economic Development Program
Contract Number:	
Period of Performance:	Ten months

I. AQABA COMMUNITY AND ECONOMIC DEVELOPMENT (ACED) PROGRAM BACKGROUND

The Aqaba Community and Economic Development (ACED) Program is a five-year program funded by the United States Agency for International Development, benefiting the people and businesses of the Aqaba Special Economic Zone (ASEZ).

The ACED Program is based in Aqaba city and is composed of activities under three major areas:

- Component 1 will work to strengthen the government institutions and will be working directly with Aqaba Special Economic Zone Authority (ASEZA) and Aqaba Development Corporation (ADC),
- Component 2 will strengthen private sector to become more competitive, through enhancing the capabilities of Micro, Small and Medium Enterprises (MSMEs), and
- Component 3 will be working closely with the local community to develop its capacities and empower NGOs and Community-Based Organizations (CBOs).

In addition, cross-cutting training provision and a small grants and commodities program will support various activities within the components.

The ACED Program welcomes the cooperation and coordination with stakeholders in Aqaba to unite all efforts for the good of the ASEZ.

2. BACKGROUND

Overview:

Aqaba Special Economic Zone Authority (ASEZA) has awarded the implementation of “Process, Workflow Automation, and Document Management System” (hereafter referred to as “AWAD System” to the team of e-tech Systems. This team, hereafter referred to as the “AWAD System vendor,” or “vendor” will commence its work on Phase I to implement an Oracle-platform installation during December, 2008. As defined by ASEZA, Phase I will cover the Processes for “DIWAN,” (ASEZA’s responsible unit for handling and delivery of all written interoffice correspondence) two directorates within the Infrastructure Commission—Permitting/Building Control and Planning & Studies. In addition to Processes, Phase I will develop an integrated set of Workflows, GIS inputs, and database application technologies.

- “Workflow Automation” will comprise automation of all ASEZA processes.
- “Document Management” will automate the capturing and entry of documents into archiving and storage, and it will allow the retrieval of imaged and other documents such as official correspondence and legal contracts.

This project is the largest, most important endeavor undertaken by ASEZA to achieve its IT goals as outlined in its strategic plan.

3. SCOPE ofWORK: TASKS to BE PERFORMED

ASEZA seeks an experienced service providing firm or individual(s) (hereinafter the “Contractor”) who can be engaged throughout the project life cycle, and help to assure a 100% success in attaining the AWAD System Project’s objectives. The importance and size of the AWAD System Project justifies the retention of a third party to monitor its preparation and implementation.

Tasks

The tasks associated with this monitoring should include:

1. Confirm the priority of implementation phases of the System Installation drafted by the AWAD System vendor team.
2. Support the timely implementation of project by assuring that business requirements have been addressed. To assist in this task, the Contractor will provide ASEZA with a written standardized methodology to create a model that is usable by ASEZA IT personnel to oversee the project’s scope and status.
3. Monitor project implementation and report its progress in terms of:
 - a. Scope
 - b. Quality
 - c. Cost

d. Schedule

4. Support proper communication of project performance to responsible ASEZA offices and its Project Steering Committee.
5. Test all standard and customized modules in a “parallel run environment” to ensure their proper implementation and integration before installation and “roll-out.”
6. Assist ASEZA and AWAD System Provider vendor’s project manager with materials, advice, and insight as to “best practice” in project delivery.
7. Review, assess, and document in writing the completeness and future usability of the vendor's contemporaneous documentation of the "system-as-installed" parameters, which parameters will be retained by ASEZA for its own activities in future installation, implementation, and operational reference.
8. Review and report on satisfactory completeness of project and advise ASEZA on “Final Acceptance” action. Provide:
 - a. Review and confirmation of Progress Report accuracy by vendor;
 - b. Certification of contractual, financial, and administrative closure; and
 - c. Recommendation for Final Acceptance
9. Review and advise ASEZA officials on written Contractor reference and training materials on user information and technical training.

In carrying out these tasks the ACED Program selected Contractor will report to the ASEZA “Project Steering Committee.” The Scope of Work requires satisfactory performance of the above-listed nine tasks.

4. Deliverables

1. Statement of “priority of implementation phases of the System Installation” (based on directorate-stated needs)
2. Documentation of all ASEZA technical requirements
3. Written Technical assistance, especially in regard to Tasks 2, 5, 6, 7 and 9
4. Timely written and oral reports at predetermined stages of project validating or re-stating the vendor’s submissions
5. Final Report upon Project Conclusion, including recommendation for Final Acceptance

5. Conditions

The selected Contractor will be provided with the ASEZA RFP for the AWADS System, e-tech System’s (the “vendor’s”) technical submission, and other relevant documents. The Contractor shall be responsible for becoming fully familiar with all aspects of the vendor’s responsibility.

Until notified otherwise in writing, the Contractor will prepare all reports in English.

6. INSTRUCTIONSTO OFFERORS

6.1 General

- 6.1.1. The technical proposals should include :
 - 6.1.1.1. CV of Qualified consultants to complete the work
 - 6.1.1.2. Description (two pages maximum) of the respondent's proposed implementation of the scope of work
- 6.1.2. Offerors are encouraged to submit best offer proposals.
- 6.1.3. The Aqaba Community and Economic Development Program reserves the right to conduct negotiations once a successful proposal is identified, or to make an award without conducting negotiations based solely on the written proposals if it decides it is in its best interest to do so.
- 6.1.4. The Aqaba Community and Economic Development Program reserves the right not to make any award. These Instructions to Offerors will not form part of the offer or of the Contract. They are intended solely to aid Offerors in the preparation of their proposals.

6.2 RFP Delivery Schedule

RFP Released December 1, 2008
Proposal Conference in Aqaba December 23, 2008
Proposals Due December 31, 2008, 03:00 pm
Evaluation Complete..... January 15, 2009
Final Award Contingent upon USAID approvalFebruary 15, 2009

*SHOULD ANY CHANGES IN THIS SCHEDULE OCCUR, ALL OFFERORS WILL BE NOTIFIED.

6.3 Submission Requirements

- 6.3.1 Language: The proposal and all associated correspondence must be in English. Any award document resulting from this request will be in English.
- 6.3.2 Currency: The cost proposal shall be presented in Jordanian Dinars.
- 6.3.3 Method:
 - Electronic: Two separate email submissions: one for Technical; one for Cost
 - Hard copy will be requested upon acceptance of proposal

6.3.4 Marking:

Technical: [Firm Name] Technical Response to RFP No. 016-2008 (SOW-37-2009)

Cost: [Firm Name] Cost Response to RFP No. 016-2008 (SOW-37-2009)

6.3.5 Authorized Signer: Offers must be signed by a person duly authorized to submit an Offer on behalf of the Offeror and bind the Offeror to the Offer. An offer submitted by a corporation must bear the seal of the corporation.

6.3.6 Acceptance Period: The Offeror must state in its Proposal the validity period of its offer. The minimum offer acceptance period for this procurement is 120 days after December 31, 2008. Offers with a shorter acceptance period will be rejected.

6.3.7 Authorized Negotiator(s). Provide name, title, email, and telephone number of the person or persons in the firm who are authorized to negotiate and execute a contract, if awarded.

6.4 Eligibility

The Offerors must demonstrate that they:

- Have a satisfactory performance record in projects of this type;
- Have a satisfactory record of integrity and business ethics;
- Have the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them; under this category the Offeror must provide a description of its legal status, including details such as date and place of incorporation, relationship to parent companies or subsidiaries, etc;
- Have the necessary technical capacity, equipment and facilities, or the ability to obtain them; and
- Are otherwise qualified and eligible to receive an award under applicable laws and regulations.

7. EVALUATION

The Aqaba Community and Economic Development Program intends to award a contract resulting from this solicitation. The evaluation criteria will be used as a guide in determining which proposals will present the best value to the Aqaba Community and Economic Development Program and USAID. All Offerors will be notified in writing of the results of the evaluation within fifteen working days after the close of the bid.

The Aqaba Community and Economic Development Program will evaluate each technical proposal quantitatively based upon the technical evaluation factors set forth below:

1) Past Experience (previous government experience a plus)	20% (20 total points)
2) Technical Approach	30% (40 total points)
3) Personnel Capabilities	30% (20 total points)
4) Financial proposal	20% (20 total points)
Total	100%

A technical proposal can be categorized as unacceptable when it has many deficiencies or gross omissions or both and thereby: (1) demonstrates a failure to understand much of the scope of work necessary to perform the required tasks; (2) fails to provide a reasonable, logical approach to fulfilling much of the requirements; or (3) fails to meet the personnel requirements. A finding of unacceptable in one technical evaluation factor may result in the entire technical proposal being found to be unacceptable, and the Financial Proposal will not be evaluated in this case.

Award may or may not be made based on initial proposal submission without discussions or negotiations. Therefore, the Offeror's initial proposal should contain the Offeror's best terms from a cost/price and technical standpoint. The Aqaba Community and Economic Development Program reserve the right to conduct negotiations if it later determines them to be necessary.

8. TERMS AND CONDITIONS

The following terms and conditions are not negotiable and shall be complied with by all Offerors.

- 8.1 This is a Request for Proposal only, and in no way obligates AECOM International Development or the Aqaba Community and Economic Development Program to award a contract. This solicitation is subject to the Terms of Contract attached hereto. The resultant award will be governed by these Terms of Contract.
- 8.2 "Supplier" means the firm supplying the services under this RFP.
- 8.3 "Agent" means the AECOM International Development, on behalf of the Aqaba Community and Economic Development Program, under this RFP.
- 8.4 This RFP is being placed on behalf of the Aqaba Community and Economic Development Program, an official project of the Government of the United States, and as such, it is free and exempt from any consular or legalization fees, inspection or validation charges, and any taxes, tariffs, duties or other levies imposed by laws in effect in Jordan. No such fees, charges, tariffs, duties or levies will be paid under any award(s) as a result of this RFP.
- 8.5 The Supplier must be a citizen or legal resident of, or a legal business organized under the laws of, the United States or Jordan. The Offeror should submit its certified registration form or copy of Jordanian ID.
- 8.6 The Agent may, by written notice of default sent to the Supplier by registered mail, terminate in whole or part of this RFP, If the Supplier fails to perform any of the other provisions of this RFP, or so fails to make progress as to endanger

performance of this RFP in accordance with its terms, and in either of these two circumstances, does not cure such failure within a period of ten (10) days (or such longer period as the Agent may authorize in writing) after receipt of notice from the Agent specifying such failure.

- 8.7 In the event of disputes arising in connection with this RFP, the parties shall make reasonable attempts to reach amicable settlement among themselves. In the event that the parties shall fail to reach an amicable settlement within thirty (30) days, the dispute shall be decided under the Contracts Disputes Act of 1978 (41 U.S.C. 601-613). A claim by the Supplier shall be in writing and submitted to the Aqaba Community and Economic Development Program Contracting Officer for a written decision.

Annex: Summary of AWAD System Project Characteristics:

1. AWAD System consists of these modules: Process, Workflow, Document Management, "Portal" design and functionality, GIS integration, and "Backlog Services."
2. The AWAD System vendor shall design, install, and build a web-enabled, browser-based, secure system to:
 - a. Track planning and building permits so that these may be retrieved and reviewed by the Planning & Building Control Committee, the Higher Planning Committee, and the Board of Commissioners as well as the responsible ASEZA staff.
 - b. Schedule inspections.
 - c. Store, update, query, and retrieve tabular information on existing, planned, and permitted structures and improvements; and property transactions.
3. GIS Integration will also include:
 - a. Identifying and implementing one appropriate geospatial data model.
 - b. Clearly defining the technical issues, approaches, and methodology, all of which are necessary to perform GIS activities listed in the RFP.
 - c. Defining tools, resources, and development environment.
 - d. Coding, designing, and implementing the interface between GIS and other modules (workflow, DMS, and "portal").
4. System should be "scalable" to handle minimum 1000 concurrent users.
5. System should be capable of integration with existing IFS, ERPS, and other existing ASEZA information networks.
6. System vendor will implement an Enterprise Service "Bus."
7. The "Portal" will be the only entry point (interface) with other system modules.
8. The AWAD System vendor will review existing business processes and identify useful revisions.
9. The AWAD System vendor will design and execute a comprehensive "Pilot" to demonstrate and validate the practicality and implementability of the proposed solution.
10. The vendor will perform migration from all existing data filing systems including, but not limited to, the Land & Records Division, Customer Service Division, GIS, etc.
11. The duration of the AWAD System vendor's services is estimated to be 10 months, beginning on or about 1 January, 2009.