



E-Services Portal project for Abaa Association

Specifications and conditions document

project e-services portal

2023

Introduction:

This project aims to contract with a specialized party with expertise and capabilities to design, build and manage the services of the association. Where this entity will implement a project (development, operation, hosting and support of the e- services portal of the Abaa Association on the Internet) through the development of work policies and procedures for establishing and operating electronic services and enabling the association to raise the level of knowledge and the ability to exchange information, implement tasks and duties, automate procedures automatically and find real electronic services for the beneficiaries of the e-services portal

This project will achieve the following:

1. The e-Services Portal website targets all employees of the Abaa Association and the beneficiaries of its services.
2. The portal site provides all the services of the association to employees, volunteers, members and beneficiaries based on the powers.
3. Provide quick access to electronic services based on the authority of each user.
4. Building and operating the infrastructure for the association's electronic services portal on the Internet.
5. Provide the necessary means to enable content editors to add and modify content in a smooth and orderly manner.
6. Develop policies, procedures and standards for content management.
7. Establishing a technical infrastructure capable of growing properly and bearing any additional load on the portal.
8. Provide the necessary mechanism to monitor the performance of the site at the technical level.
9. Provide mechanisms to monitor the behavior of visitors to the site and understand their reality, needs and interests.
10. Enabling the management of services by the management of an association.
11. Enabling the portal to link external API and adding external services that need to be linked based on contracts that will be agreed upon later.

General scope of work:

This part of the brochure documents the general scope of work in the project, as it details the requirements that must be provided by the operating company to successfully implement and complete the project within a period not exceeding 9 Gregorian months. The following points summarize the scope of work to be implemented by the operating company:

1. Developing the electronic portal and its services.
2. Linking the services that will be specified later with the application. IOS & Android
3. Work on entering the initial content that is available electronically by the operating company (Soft copy)to the site.
4. Provide the company with a working support team to provide operation and support for the project.
5. Work on transferring knowledge to the site team within the association.
6. Providing training to the association's employees for those nominated by the project manager by the association.
7. Providing the association with the documents necessary to manage and use the site.
8. The association's quick response and response to those who are identified to work in building, analyzing and developing the association's portal by the company.

Website technical specifications

Design of internet screens

1. Provide the association with a design model (prototype) that reflects the design of the portal's appearance and services (look and feel) before the development and programming stage, provided that it includes the home page, each service, and the control panel page, in addition to the application design model according to what will be agreed upon from the services.
2. Designing screens to match computer screens and smart device screens - for example, no limitation - the iPad, the iPhone, and the PC.
3. Testing the design to ensure its compatibility with the Google Chrome web browser.
4. Testing the design to ensure its compatibility with the Firefox browser version 3 and above.
5. Testing the design to ensure its compatibility with the Safari web browser.
6. Testing the design to ensure its compatibility with the Edge internet browser.
7. Design testing to ensure compatibility with the latest operating systems.
8. Design testing to ensure compatibility with Android and Apple OS so that it is of (Responsive Design) type.
9. Screens are designed at a resolution of 1920 x 1080 and liquid layout is adopted it can adapt according to the user's screen resolution.
10. In the event that images are present on the pages, the ALT tag will be provided, with the aim of giving a description in words of the content of the image in the event that the image cannot appear, the ease of archiving the website on the Internet, and the ease of use of the portal by persons with disabilities.
11. Adopt the optimal design to improve the speed of page performance, such as the use of compressed images, external texts, and MIX CSS & JS
12. Adopting the identity of the ABAA Association in designing the portal and services.

13. Use standard fonts available on most computers and smart devices. The following table shows the suggested lines for the content of the portal:

FONT NAME	ATTRIBUTE	POINT SIZE FOR	POINT SIZE FOR
		WEB BROWSER	PDF/WORD DOWNLOADS
Tajawal Arabic	Headings	Point 19 Bold	Point 18 Bold
	Body Text	Point 19 Regular	Point 18 Regular
Tajawal Arabic	Headings	Point 17 Bold	Point 16 Bold
	Body Text	Point 17 Regular	Point 16 Regular

14. Commitment to using colors that make it easy to see and read pages on the screen on the one hand, and easy to read on paper if printed in color or printed in black and white.

15. The site will be designed in a way that alerts the visitor if viewing the page or file will take a long time (loading icon).

16. Horizontal scrolling technology will not be used and vertical scrolling will only be used when necessary.

17. Browsing technology (paging) will be used if long content is presented instead of using vertical scrolling, and data fetching from the database will be accelerated at a high speed.

Technical specifications for the content

1. The company applies the versioning system to the content of the site so that the latest modification and who is the authorized person in this modification are stored in the LogActivity page.
2. The company approves the experience and content of the services in the stage of staging development, and when approved, it will be finally uploaded as a production approved copy.
3. Providing a way to display content in the case of articles, files, and the like - in the traditional HTML way, as well as displaying it in a (Printer-Friendly HTML) way, as well as enabling the user to download the content in the form of (PDF or Excel).
4. Containing and enabling the portal using WebService API or similar technologies.
5. Allow the ability to display the content of other sites if necessary.
6. Providing capabilities that allow content to be pushed through external links such as Facebook, Twitter, and others.
7. Providing content editing tools that allow creating content in the form of pages or sections (tapped sections or pagelets) Such as: CKEditor, richtexteditor.
8. Providing a solution that includes a tool that allows content review as it would when displayed (WYSIWYG) so that content can be reviewed in form and content before approval.
9. Providing a solution that includes providing tools that allow the reformulation of the form (format) of content, especially images or movies, in order to improve performance.
10. Providing a solution that includes the ability to publish / not publish content via the activation or deactivation button.
11. Provide the feature of sending alerts within the system and services.
12. Providing the possibility of sending mail messages in services that need to alert beneficiaries via e-mail.
13. Full support for the Arabic language through all parts of the portal and services, as well as Unicode support
14. Development of the portal and services in Arabic. The initial content of the site will be provided by the association before the launch of the project.

Navigation technical specifications:

1. Automated navigation features and easy navigation between them.
2. Providing tools capable of confirming the structure of the site and hiding/showing any section of the site.
3. Providing the personalization feature to enable the website tool to display content according to the visitor's personality (Dark Mode and Light Mode).

The technical specifications of the search process:

1. Supporting (tagging) , (linking metadata tags) technologies in order to support targeted and smart search through the site and the speed of archiving it on web browsers.
2. Providing a solution that supports the creation and management of indexes in order to improve and speed up search.
3. Providing the ability to search on the site that prevents searching in content classified under a special or secret item.
4. Providing the ability to search through external web engines such as Google and others.

Technical specifications for electronic models

1. Providing a solution that includes the ease of displaying forms, converting them to the required formats, linking them, and supporting the automation of data, fetching, saving and exporting it.

Technical specifications of the technical architecture of the proposed solution:

1. Follow international best practices and standards when designing and engineering the portal and services.
2. Reliance on the virtual environment technology where the portal and services will be developed on special devices and then approved first in the staging stage and then Prod. action
3. Building the software structure of the portal, which supports optimal utilization of the capabilities of the hardware architecture in terms of high availability and improving performance, and scalability.
4. Provide the software architecture for the solution that supports trace logging, error notifications and solutions, and exception handling.

Hosting technical specifications:

1. Providing immediate maintenance of software problems related to servers, according to the maintenance contract.
2. Providing hosting that supports the ability to stand pressure, receive transactions and other matters related to the portal, with the ability to speed up the hosting servers later, based on what will be agreed upon.
3. Full access control in managing the association's domain, as well as sub-domains, by the company.
4. Ensure the permanent protection of the portal and services and provide the necessary tools to ensure their continuity.
5. Providing the hosting environment with systems that monitor and control the site and services (Monitoring & Management) by the company.

Technical specifications for performance and the ability to grow:

1. Making the system work properly and effectively throughout the week and around the clock.
2. Containing the huge number, if any, of visitors to the portal throughout the 24 hours of the day.
3. Harmonizing visitors' activities, which will focus on the following:
 - ✓ General searches (at the portal level).
 - ✓ Private searches (at the service and database level).
 - ✓ Browsing.
 - ✓ Log in to the website account.
 - ✓ Register to create an account on the site.
 - ✓ Submitting requests for services (filling out forms) or according to service procedures.
 - ✓ Viewing and using the services of the association.
 - ✓ Manage and follow up services according to each authority.

Technical specifications for knowledge transfer and training:

1. The company undertakes an accredited course in site management and the use and management of electronic services for the association's work team.
2. The company undertakes an accredited course in content management and publishing for the portal.
3. The company undertakes holding seminars to transfer knowledge of everything related to the project in terms of operation, management, control, development, settings and security for the association's work team based on the maintenance contract.

4. The company undertakes to provide certified trainers with experience in transferring knowledge, expertise and skills from within the company.
5. The company undertakes to bear all training costs from the costs of the trainer or the bag based on the agreed maintenance contract.
6. Providing training in the city of Abha.

Operating technical specifications:

1. Maintenance and support of the site for a period of 6 Gregorian months, free of charge, with a contract to build the project, and it is renewable according to the agreement with a separate contract.
2. Proposed Operational Assurance that allows monitoring of operation, providing reports of the problems, alerting system administrators, usage and access analysis, and load analysis in order to take the correct actions.
3. Work on transferring knowledge of how to operate to the association's work team before the end of the contract.
4. The company works on (two months before the date of launching the portal): developing all operating processes (based on the ITIL framework) and documenting them in an excellent, detailed and clear manner, which should include, but not be limited to, the provision of service level agreements (SLAs/OLAs) for all operating systems. Hardware and software, backup procedures, system modification procedures, security procedures, failure recovery procedures, optimization procedures.
5. Work during the development period to provide the association on a monthly basis with the services and interfaces that have been developed.

Services required by the company:

First: The company must prepare an Information Architecture Blueprint, including interviewing the relevant authorities within the association, collecting information and requirements, building legal persons for the site and its components, and designing prototypes.

Second: Entering the content of the initial site into the site, as the initial content will be provided by the association electronically.

Third: Work on developing, integrating, connecting, testing and operating all systems related to the scope of work within a period not exceeding six (6) months from the date of signing the project contract.

Fourth: Commitment to the following in project management (Project Management Requirements):

1. Providing highly qualified professionals to carry out all its processes from project management, business and systems analysis, design, development, testing, installation and operating.

Below we summarize the most important requirements for the implementation of the project on our part:

2. Commitment to design, operate and build the site within a period not exceeding six (6) months from the date of signing the contract with the association.
3. Ensure that the project plan includes all phases of the project, from requirements gathering, analysis, systems design, development, testing, installation and preparation up to the launch stage.
4. Provide a comprehensive quality implementation plan covering all aspects of the project.
5. Include a detailed explanation of the activities and outputs of the project according to each stage, as shown in the following table:

phase	activities	outputs
Planning	<ul style="list-style-type: none"> • Project launch • Confirmation of the project plan • Development of Operations and Service Level Agreements (SLAs and OLAs) 	<ul style="list-style-type: none"> • project plan • communication plan • project schedule • project charter • SLAs & OLAs
Requirements gathering & analysis	<ul style="list-style-type: none"> • Define functional requirements • Define non-functional requirements • Confirmation of the information structure scheme • Gather and document visual design (GUI) requirements. 	<ul style="list-style-type: none"> • SRS • IA blueprint
Design	Developing the Solution Architecture, which includes: <ul style="list-style-type: none"> • Software architecture • Application architecture • Developing the database structure • Develop screen design templates • Develop screen designs 	<ul style="list-style-type: none"> • Solution architecture • Screen design templates • Screen design • Database design
(Development)	<ul style="list-style-type: none"> • Writing program scripts (coding) • Insert the initial content of the site • Modify design documents (when necessary) 	<ul style="list-style-type: none"> • Software • Configuration scripts • Design documents (after modification)
Testing	<ul style="list-style-type: none"> • Perform a system test • Performing an integration test 	<ul style="list-style-type: none"> • Inspect plan • Test cases • Bugs report • Bugs resolution report

Deployment	<ul style="list-style-type: none"> ● Install operating systems ● Software installation ● Set up the production environment 	<ul style="list-style-type: none"> ● Installation plan ● Software and equipment ● Site system ● Setup text for hardware and software
Operation	<ul style="list-style-type: none"> ● Operation planning ● Operating Officer ● Run the site 	<ul style="list-style-type: none"> ● Operation plan ● Work teams structure ● SLA ● OLA
Training and knowledge transfer	<ul style="list-style-type: none"> ● Developing the knowledge transfer and training plan. ● Transfer of knowledge to the association team. ● Training the association team. 	<ul style="list-style-type: none"> ● Knowledge transfer and training plan. ● The material of knowledge transfer and knowledge transfer seminars themselves. ● Training materials and same training seminars.

6. Presenting a project implementation plan based on the global practices of the Project Management Institute.
7. Providing a project manager throughout the development period of the site (6 months).
8. The project manager is considered the official and authorized representative in decision-making by the company and he will be responsible for providing administrative, supervisory and technical guidance to his employees, monitoring their performance, project progress, performance effectiveness, application of contract texts, arranging meetings, submitting reports and problems, defining risks and working to solve them, and other project management matters.
9. The company is committed to providing a work team (consisting of business analysts, systems analysts, programmers and software test engineers) with sufficient experience.

Fifth: When there is any confusion in the interpretation of some points of the project, the project contracts the commercial regulations applied in the Kingdom of Saudi Arabia are the reference to explain this confusion.

Sixth: Quality and final acceptance of the project

1. The company is committed to applying quality assurance and governance processes to ensure project implementation and operation as per International quality standards for each stage of the project (analysis, development, examination, operation, knowledge transfer and training)
2. The company is responsible for examining the test units.
3. The company is responsible for doing functional and integration testing.
4. 4.The company is responsible for carrying out a system test (system test) and providing the association with the report and results.

Seventh: Information security

1. The company is obligated to sign a privacy agreement and maintain the confidentiality of NDA information atAssembly. According to it, the company and all its employees are obligated to maintain the confidentiality of information related to the project.
2. Not to disclose information to any person or entity or publish it in any way, without prior written permission from the association.
3. Not making information available to any third party, except to the extent needed to complete some of the project's work.assigned to them in accordance with the contract, and this obligation includes maintaining the confidentiality of any written, printed or oral, computer media, or any correspondence or communication relating to designs, drawings, descriptions, or project techniques, technical data, specifications, work sites, or performance reports.

4. The company is obligated to implement the controls, precautions, and steps required to educate workers about the requirements preserving the confidentiality of project information, and including clauses for protecting its confidentiality and not disclosing it to third parties or use them without authorization in all agreements concluded by the company or documents issued by issuing it .The company must include the confidentiality notice in all documents and records that contain Information pertaining to the project, and you acknowledge that the provisions of confidentiality remain valid and enforceable after the expiration or termination of the contract.

Eighth: The projects that are required to be completed, provided that they are fully interconnected.

1. Administrative System:

- 1.1. Administrative transaction service
- 1.2. Strategic plans service
- 1.3. Organizational Structure (to be used in all systems)
- 1.4 Final reports for all systems and services
- 1.5. System permissions management Service

2. Human resources:

- 2.1. Electronic policies
- 2.2. Communication Service
- 2.3. Job performance service
- 2.4 Data access authority
- 2.5. Serving advertisements within the system and specifying the intended section
- 2.6 Leave request service
- 2.7. Electronic Forms Service (Viewer - Referral - Transaction Delivery)
- 2.8 The permission service
- 2.9 Export a job offer

2.10. Advertisements service within the system and specifying the intended section (circulate)

3. The financial and accounting system:

3.1 Covenant Service

3.2. Exchange service + in-kind materials

3.4 Purchasing service with its divisions + purchase order

3.4. System permissions management Service

3.5 The system of requesting an exchange order

4. The system of beneficiaries

4.1 Volunteer service

4.2 Data service of orphans, widows and financial dues

4.3 Service of the monthly disbursement program (directly with the financial and accounting)

4.4 New orphan data upload service

4.5 An integrated system for educational clubs (lessons, competitions, courses and rewards)

Ninth: Project period

The statement	Period
Project plan	Month
Planning for each 3 services	Every tow month
Program every 3 services together	Every tow month
testing and delivery	Every tow month
overall project period	9 months

Estimated costs for the project

Clause	statement	value (inriyals)
1	Project analysis, planning and management.	
2	Design interfaces and prototypes for the portal and services.	
4	Programming, developing and designing the portal.	
5	Programming, developing and designing electronic services.	
6	Programming and outsourcing Integration between services and application.	
8	Prepare the domain and install the gateway infrastructure and services (& Domain Server & Databases)	
9	Conducting tests of all services with the portal and ensuring their functioning	
10	Security and Protection of the portal and services, and their safety from vulnerabilities	
The total estimated cost		
Total estimated cost + delivery Source Code		