**Request for Proposal (RFP)**

**Project Title:** Dubai Justice Initiative

**Issuing Authority:** Dubai Courts (DC), as part of the Dubai Government Shared Digital Channels

**RFP Release Date:** 06-05-2025

**Proposal Submission Deadline:**

Dubai Courts is the judicial authority of the Emirate of Dubai, responsible for delivering fair, transparent, and efficient justice in accordance with UAE laws. It oversees a comprehensive legal system that includes civil, criminal, and personal status courts, serving individuals, businesses, and government entities. Through its commitment to innovation and digital transformation, Dubai Courts continuously strives to enhance access to justice and improve the quality of judicial services across the Emirate.

**For more information please visit:** [**www.dc.gov.ae**](http://www.dc.gov.ae/)

**Goal and Scope of work**

As part of Dubai Courts' strategic vision to expand and enhance judicial services across Dubai City, we are initiating a long-term digital transformation initiative titled **"Dubai Justice "**. This initiative aims to consolidate and deliver all judicial services through a unified, user-centric digital platform. The app will serve as a cornerstone for providing accessible, transparent, and efficient justice services to the public, legal professionals, and governmental entities, typing offices , tourism, advocates and more.

functional areas:

* Web & Mobile Development
* CMS & Content
* Integrations & APIs
* Support & Maintenance

**Purpose of the RFP**

This Request for Proposal (RFP) seeks qualified and experienced bidders to propose comprehensive solutions for the development, implementation, and long-term support of the Dubai Justice App.

The solution must be scalable, secure, and capable of supporting the full spectrum of judicial services as they evolve over time.

Following a thorough review and evaluation of all submitted proposals, Dubai Courts will select a successful bidder to deliver services as defined in this RFP document.

**General Requirements**

The partner company that will be selected to provide this solution must fulfil the following criteria:

* Is registered as a legal entity within the UAE;
* Possesses, at least the following, internationally recognized quality management system certifications:
* Has a local presence in UAE and in Dubai for local technical support;
* Has proven expertise in developing products with Dubai governments Native Apps and Smart city apps and AI;
* Provides local support for the platform, for a minimum period of time stipulated by Dubai Courts, to ensure bug fixes and minor enhancements.
* Employs the Agile methodology and a Continuous Development approach in the development of the solution, allowing adaptation to Dubai Courts evolving needs.
* Provides required training and knowledge transfer to manage all provided products.
* Project Staffing and Onsite Presence

Dubai Courts requires that the awarded vendor assign the following key personnel to be physically present full-time at the Dubai Courts IT Department throughout the project implementation phase:

* + Project Manager
  + Technical Team Lead

These individuals must work onsite at Dubai Courts headquarters (Dubai, UAE) during all critical phases of planning, development, testing, and go-live. Their presence is essential to ensure alignment with internal stakeholders, facilitate timely decision-making, and support agile implementation practices.

In addition:

* + All other project team members (developers, QA, designers, DevOps, etc.) must be based within the UAE for the duration of the project to ensure rapid mobilization, compliance with local data residency requirements, and availability for in-person reviews when required.
* Post-Launch Support and Maintenance

The awarded vendor shall provide comprehensive support and maintenance services for a period of 12 months (1 year) following the official launch of the mobile application. The support services shall include but are not limited to:

* Bug fixes and issue resolution
* Platform and OS compatibility updates
* Backend service monitoring and error recovery
* Minor enhancements and UX/UI refinements
* Technical support and knowledge transfer to Dubai Courts’ internal team The vendor must define the Service Level Agreement (SLA) terms for support response and resolution times, ensuring high availability and timely support for critical incidents.

**Terms of Participation**

* Participation in this RFP process is voluntary and at the sole discretion of the bidders.
* While pricing will be an important consideration, it will not be the sole factor in determining the award. Other factors, including technical merit, scalability, experience, and alignment with Dubai Courts’ vision, will be critically evaluated.
* Dubai Courts reserves the right to accept or reject any or all proposals at any stage of the evaluation process, without obligation to provide justification.
* Dubai Courts will not be held liable for any costs, whether direct or indirect, incurred by bidders as a result of participation in this RFP process.

**Project Overview**

* Develop and unify Dubai Courts public services into one mobile and web platform.
* Serve various user groups: parties, advocates, typing offices, etc.
* Integrate services for 9+ entities as part of a shared citywide digital channel and 7 unified channel initiative .

**Key User Personas**

* Public user
* Advocate
* Typing office
* External government entities

**Project Deliverables**

* Native (Flutter) mobile apps (iOS, Android)
* Responsive web portal based on Dubai Government unified design, and design system (Flutter based)
* Multilingual support (Arabic, English, others TBD)
* CMS-managed dashboard and content
* Adherence to DEGP, Digital Maturity Policy, Services 360
* Administrator Dashboard
* Reporting Dashboard

**Native mobile apps (iOS, Android)**

Dubai Courts seeks the design, development, and deployment of robust, scalable mobile applications using **Flutter** as a cross-platform framework, delivering a **native-like user experience** across both iOS and Android devices. The solution will serve as the unified digital gateway to all judicial services for citizens, residents, legal professionals, and government entities.

The solution shall include the following technical components:

* Cross-Platform Mobile Development (Flutter):

Developed using the latest stable version of Flutter, ensuring a consistent, high-performance, and native-feel experience across iOS and Android platforms. The application must adhere to:

* + Apple’s Human Interface Guidelines for iOS devices, including all iPhone screen size.
  + Google’s Material Design principles for Android.
* Native Capabilities Integration:

While leveraging Flutter, the application must fully support native device features such as:

* + Biometric authentication (Face ID / Fingerprint)
  + Camera and multimedia access
  + Push notifications
  + Location services
  + Secure local storage
* Platform Compliance:
  + iOS: Fully compatible with the latest iOS version and App Store requirements.
  + Android: Fully compatible with the latest Android SDK and compliant with Google Play policies.

**Core Functional Requirements**

1. **Splash Screen**
   * Creative design featuring Dubai Courts' identity and fast-loading animation.
2. **User Dashboard & Navigation**
   * Clean, customizable dashboard with header/footer and menu elements.
   * Ability to add custom widgets for frequently used services.
3. **Notification Center**
   * Real-time updates on services, case progress, and upcoming sessions.
   * Support for in-app, push, and badge notifications.
4. **Recent Services Activity**
   * View status of the **latest four services** used.
5. **Upcoming Tasks & Court Sessions**
   * Calendar sync and reminders for court appearances or legal deadlines.
6. **AI-Powered Search**
   * Natural language search with multilingual support using AI/NLP to guide users to services, information, or support.
7. **Battery Consumption Optimization**
   * Power-efficient background services, minimized location checks, and energy profiling in QA.
8. **Biometric Login**
   * Face ID, fingerprint, and device-native secure authentication, UAE Pass.
9. **Guest Login Mode**
   * Allows unregistered users to explore the app with limited access.
10. **AI Tips Onboarding**
    * Intelligent app usage tips shown on first install, with an option to skip.
11. **Essential Services Section** – *“My Essentials”*
    * Central hub to view user’s:
      + Power of Attorney (POA)
      + Certificates
      + Marriage and legal documents
      + Request/case history
12. **Transaction History**
    * Full log of submitted services and actions taken within the app.
13. **Favorites & Recommended Services**
    * Save preferred services and display AI-recommended services based on usage patterns.
14. **Service Cards & Widgets**
    * Each service represented with interactive cards.
    * Users can pin cards/widgets to the home screen for quick access.
15. **Dubai Courts Locations Integration**
    * Interactive map with branches, service centers, hours, and directions.
16. **Settings Module**
    * Customize:
      + Visible services
      + Notification preferences
      + Account settings
      + Language and accessibility options
17. **Create User & Change Password or forget password**
    * Secure user password change functionality with validation.
18. **Contact & App Info**
    * Contact us form
    * “About the App” section with versioning and support links
    * Integrated FAQ and help center
19. **04 & Happiness meter Platform Integration** *(Suggestion & Reporting)*
    * Two-way integration with the official "04" platform for suggestions, feedback, and complaints.
20. **Crash Analytics & Technical Alerts**
    * Backend logging of app crashes and bugs.
    * Automatic alerts to technical teams upon crash detection.
    * Firbase integration
    * Sentry fir monitor app crashes, bugs and performance issues
    * Amplitude for tracks user behavior
21. **Certificate & Store Account Management**
    * Manage and monitor **Apple Developer** and **Google Play Console** certificates, profiles, and builds screenshots & publishing videos.
22. **Offline & Sync Support**
    * Allow access to key documents and tasks when offline with automatic sync on reconnection.
23. **User Feedback & Ratings**

Users can rate services and provide feedback on specific features.

1. **Accessibility Compliance**

Fully accessible to users with disabilities in compliance with WCAG standards.

**Optional & Recommended Enhancements**

* **Voice Command Support**

Control app functions via voice (integration with Siri, Google Assistant).

**Core Integrations**

* + Dubai Pay, Apple Pay, Samsung Pay
  + UAE Pass
  + Happiness Meter, 04 Complaints System
  + Chatbot
  + Dynatrace monitoring
  + Notifications (SMS, Email, Push)
  + Case Managements (Dubai Courts legacy systems)
  + Accessibility setting (user way)
  + UserWay Accessibility tolls

**Expansion to Other Entities**

* Extend platform to support services from other judicial and service entities
* Enable role-based access for extended users
* Build APIs per City API policies for all integrated services

**Implementation Requirements Service Enhancement**

* Assess and upgrade existing services on Dubai Courts’ platforms
* Collect and align all RBBi-provided flows and files for implementation
* Facilitate workshops with stakeholders and design teams
* Analyse UX to define enhancements

**Standards & Compliance**

* Align with:
* Dubai Courts’ digital vision
* Seven Unified Platforms
* Mystery shopper evaluation standards
* Accessibility standards (People of Determination)
* Follow UX/UI best practices
* Comply with Digital Dubai and global security standards
* The Happiness Meter, Complaints, and 04 Suggestions features should be accessible on all pages and screens, allowing customers to provide feedback at any stage
* [Dubai Design System Documentation](https://digital-dubai.gitbook.io/dubai-design-system/jnnrOnbmwu88OTAFSmbf/)
* [Dubai Design System NPM Packages](https://www.npmjs.com/search?q=%40dubai-design-system)

**Development Commitments**

* Implement all services from in **Business Service-Based Development Plan** section
* Support mobile app and web platform with unified experience
* Create prototypes for approval
* Use scalable, high-performance tech stack
* Create APIs to support the integration between channels and Dubai Court backend systems

**Testing & Delivery**

* Conduct comprehensive testing:
* Usability, accessibility, cybersecurity, performance
* Mystery shopper, Digital Dubai compliance
* Deliver documentation:
* User manuals, developer guides, technical documents
* Handover source code in editable formats

**Support Model**

The vendor shall provide a comprehensive Support Model that includes the following components:

* Types of Support Services: Clearly define the types of support to be provided (e.g., technical, functional, application-level).
* Service Level Agreements (SLAs): Define issue severity levels and corresponding response and resolution times. SLAs must cover both working hours and after-hours support, where applicable.
* Communication Channels: Outline the communication methods to be used for reporting and resolving issues (e.g., email, phone, ticketing system, instant messaging).
* Escalation Matrix: Include a clear escalation path with contact details at each level.
* Risk Management Plan: A detailed risk management approach should be provided, highlighting potential risks related to the support and maintenance phase along with mitigation strategies

**Shared Channels Assessment Commitments**

* Support achieving strategic objectives: Services 360 Vision and Digital City Strategy through shared channels
* Ensure collaboration and integration among shared channel leads and entities
* Promote transparency and alignment between participating entities and shared channels leads
* Ensure proper governance system implementation
* Enhance customer experience across shared channels

**Functional Requirements**

* **Dashboard**
  + CMS-managed
  + Categorized and searchable service listings
  + Three-click access rule
* **Notifications**
  + Multi-channel support notification
  + User-configurable preferences
  + Admin backend for bulk notifications
* **User Management**
  + Registration and login via UAE Pass, email, or phone
  + Role-based access with our LDAP integration.
  + Editable user profiles



* **Service Management**
  + Real-time service metadata
  + CMS workflow with approval and preview

**Technical Requirements**

* **Mobile Application**
  + Flutter
  + Access to biometrics, GPS, camera
  + Caching and offline mode
* **Web Portal**
  + Flutter
  + WCAG 2.1 compliance
  + Accessibility standards (People of Determination)
  + Based on Dubai Government websites Unified Design and Design System
  + PWA features

**APIs & Integration**

**-API Requirements**

1. **Multi-Tenancy Support:** APIs must be designed for multi-tenancy, allowing integration with multiple entities such as Dubai Justice, Dubai Now, Invest Dubai, and Public Prosecution while maintaining data isolation and security.
2. **Hosting Environment:** APIs must be deployed within **Digital Dubai infrastructure**, ensuring compliance with Digital Dubai security protocols.
3. **Security Measures:**
   * API requests and responses must be secured using encryption mechanisms such as

**public/private key cryptography**.

* + A **hashed signature must be included in headers** to ensure request integrity.

1. **JWT Authentication: JSON Web Token (JWT)** must be implemented for secure authentication and session management.
2. **Logging & Monitoring:**
   * Comprehensive logging must be implemented, including full database logs.
   * The logging mechanism should support **configurable logging levels**, allowing administrators to enable or disable request/response logging dynamically.
   * **RabbitMQ should be used for log ingestion and message queueing to ensure asynchronous processing of logs.**
3. **API Management:** APIs must be hosted on **WSO2 API Manager**, leveraging auto-generated

**OpenAPI (Swagger) documentation** for easy integration.

1. **Microservices Architecture:**
   * The solution must follow **microservices principles** using **Docker for containerization** and **Kubernetes for orchestration**, ensuring scalability and fault tolerance.
   * **RabbitMQ must be implemented for inter-service communication**, supporting event-driven processing and decoupled messaging.
2. **Source Code Management:** All source code must be hosted in a **Bitbucket Server repository**, following structured branching strategies (e.g., GitFlow) for version control.
3. **Development Framework:** APIs must be developed as **RESTful services using Java Spring Boot**, adhering to industry best practices for maintainability and scalability.
4. **CI/CD Pipeline:**
   * **Automated deployment pipelines** must be established via **CI/CD**, ensuring seamless testing and production deployment.
   * **RabbitMQ message queues must be integrated into the CI/CD pipeline**, ensuring event-based triggers for processing workflows.
   * **Unit tests, integration tests, and security tests** should be integrated into the pipeline.
5. **Monitoring & Analytics:**
   * System health and performance analytics must be visualized using **Grafana/Kibana dashboards** for real-time insights.
   * **RabbitMQ message flow and queue analytics should be monitored via RabbitMQ management UI.**
6. **Testing Strategy:**
   * **JUnit testing** must be included for unit testing.
   * **API contract testing (e.g., Pact)** should be considered for ensuring compatibility with consumer services.
   * **Load testing and security testing** should be incorporated to validate API robustness.
   * **RabbitMQ consumer testing should be implemented to verify message durability and processing latency.**

**Additional Considerations:**

* **API versioning strategy** should be defined to ensure backward compatibility.
* **Error handling and structured response format** (such as standardized error codes) should be implemented.
* **Dead-letter queue (DLQ) support must be enabled for RabbitMQ** to handle failed message deliveries efficiently.

**CMS Platform**

* Admin interface with role permissions
* Content and service management

**Infrastructure Requirements**

The proposed solution must be deployed on a secure, scalable, and compliant infrastructure that aligns with the strategic digital transformation goals of Dubai Courts and is implemented in full collaboration with **MORO Hub**, the authorized government cloud provider.

**-Containerization & Platform Compatibility**

* All services and APIs must be developed using **containerized architecture** (e.g., Docker).
* The deployment must be orchestrated using **Kubernetes**, fully managed through MORO's infrastructure services.
* The system must support integration with **Spring Boot (Java)** microservices and containerized APIs.
* **Availability, Scalability & Performance**
  + The infrastructure must be designed for **high availability (HA)** and support **horizontal scalability** based on demand.
  + A minimum **uptime SLA of 99.9%** must be maintained in production.
  + Performance monitoring must be enabled across all layers, with support for **real-time diagnostics and alerting**.
* **Security & Compliance**
  + The infrastructure must comply with all **Dubai Courts' IT security policies** and UAE regulations, including:
    - **Dubai Cyber Security Strategy**
    - **TDRA’s Information Assurance Standards**
    - **Dubai Data Law and Privacy Regulations & Digital Dubai guidelines compliance**
  + Security controls must include **WAF**, **DDoS protection**, **network segmentation**, **RBAC**, and

**end-to-end encryption** (TLS 1.2 or higher).

* **Monitoring, Logging & Reporting**
  + Full-stack monitoring and centralized logging.
  + Logs must be retained for at least **180 days** and comply with Dubai Courts’ audit and

compliance standards.

* + Dashboards and reports should be accessible to Dubai Courts' IT team for visibility and governance.
* **Backup & Disaster Recovery**
  + Daily automated backups must be scheduled and securely stored in separate zones within MORO infrastructure.
  + A documented and tested **Disaster Recovery (DR) plan** must be provided, ensuring:
    - **RPO ≤ 4 hours**
    - **RTO ≤ 8 hours**

**Governance, Security, and Standards**

* **Technology Standards**
  + End-to-end encryption
  + OWASP Top 10 compliance
  + OAuth2/JWT authentication
  + WCAG2.1 & W3C for people with possibility.
* **Post-Implementation Governance**
  + SLA-driven support
  + Knowledge transfer and training
  + Reporting dashboards and analytics
* **KPIs**
  + Uptime and load metrics
  + Adoption and engagement rates
  + Error rates and resolution timelines

**Timeline**

|  |  |
| --- | --- |
| **Milestone** | **Target Date** |
| RFP Release | 4 of June 2025 |
| Questions Deadline | 23/06/2025 |
| Proposal Submission Deadline | 30/06/2025 |
| Vendor Selection & Contracting | 16/07/2025 |
| Project Kick-off | TBD |
| Phase 1 Go-Live (DC Services) | Dec of 2025 |
| Phase 2 Go-Live (Partner Service) | March of 2026 |
| Project Finish (9+ Entities) | 2027 |

**Evaluation Criteria**

* + Experience with government digital initiatives
  + Technical and architectural approach
  + Policy and compliance alignment
  + Cost effectiveness
  + Delivery and support strategy

**Submission Guidelines**

* + Submit proposals in Word format
  + Include technical, financial, and project timelines
  + Responses must reference each RFP section

**References & Annexes**

* + DEGP Guidelines
  + City API Policies (1–7)
  + Digital Maturity Policy
  + Services 360 Policy
  + DESC Security Standards
  + TDRA API First Guidelines
  + Relevant UAE and Dubai digital laws

**Expected Outcomes**

* + All shared channels are effective as per approved plans by 2027
  + All shared channels are fully adopted by related government entities and related services

**References**

Please provide references that match the following criteria:

* Local government entity
* Customers using the solution and version(s) proposed for Dubai Courts

Provide the principle contact name and telephone number, as well as the other information requested in the proceeding table.