**Technical Offer to include:**

1. Company Profile
2. Project Implementation Plan, Management Plan, and Methodology
3. Project Timeline
4. Project Sponsors Experiences
5. Systems Maintenance Plan
6. Company Previous Experiences in the same field
7. Systems and Devices Specifications in details

**Commercial Offer to include:**

1. Commercial Offer Letter
2. Bid Bond (1% of total offer)
3. BoQ table with prices
4. Company official Documents
5. Original Bid bond submittal commitment

Both of them should be in one PDF file, with font size 16.

Bidder should submit recommended payments milestones to be reviewed by Civil Affairs Agency.

**Project Scope:**

Installing and operating time attendance system for the agency and all of its subsidiaries/branches.

1. Should be an end-to-end time attendance solution
   * ANSWER APF:

RKe’s proposal is based on its solution ITYAAN as core of the end to end solution offered to MAOCA. ITYAAN offers a robust core for attendance management based on the following 4 pilars:

* + - Flexible configuration to map employees, shifts, locations, projects/engagements, scheduled attendance, events, notifications, scheduled notifications, reports, user privileges and devices (biometric attendance devices, card readers, BLE devices, Wifi devices, phones…..).
    - Events management architecture to handle attendance events, location events, absence events, assignment events and other customized configured events. The triggering of events is usually involving the triggering of actions as dependencies with other events and notifications. The events are captured from the different devices of its connected network (fingerprint, face recognition, RFID cards reading, barcode reading, QR Codes reading, temperature measures, GPS measures, etc…) but they can be also created due to specific configurations of the managers of the application.
    - Notifications Center to employees and managers. ITYAAN has a complete set of functionalities to configure the notifications to the customer which can be events triggered based, scheduled based, depending on other events or user actions, broadcasting of communications, etc…
    - Inventory based solution. ITYAAN has its own inventory of devices where to allocate all the devices and smartphones registered in the MAOCA’s attendance network. This approach allows ITYAAN to offer rich possibilities for integration with many different devices (REST integration, SDK Integration, Web embedding Integration, Data layer integration, Middleware API integration, ….).
    - Mobile applications for managers and employees.
    - SDK implementation on Biometric Device.

On top of ITYAAN as core of our solution, RKe will implement the needed integrations and customizations in order to meet completely the MAOCA’s requirements (covering minor GAPS, reporting and reporting visualization, configuration … which will be remarked and committed in this offer document), so, we are offering a truly End-To-End solution but not just from the functional and processes perspective, but also from deployment, configuration and data migration perspective, till having ensured clean Ready For Services KPIs.

1. Should cover all attendance methods (biometric devices, mobile GPS, electronic attendance).
   * ANSWER APF:

ITYAAN has a configurable mechanisms of events where the event types can be fully defined. Typically they are face recognition, location GPS events, fence violation events, attendance events, fingerprint events, wifi/BLE indoor location events … In fact ITYAAN offers a very flexible configuration panel that allows to relate events and the events with notifications.

The collection of events is based on the devices network registered in the inventory of ITYAAN (biometric devices, smart phones, wifi, BLE, ….).

1. Should provide an easy-to-use application to submit attendance
   * ANSWER APF:

ITYAAN has included mobile applications (IOS and Android) for employees and managers which allows the creation of attendance events (finger print, face recognition, Wifi registration, BLE registration, barcode reading, QR Reading). The attendance events can be combined with location reading (GPS, BLE, Wifi, Face identification ….), timing (shifts including early entrance and late leave controls).

The mobile applications are very easy to use.

1. Should include some internal and external systems for attendance operations:
   * Should be central
   * Should be capable to create shifts and assignment to employees
   * Should provide reporting and statistics module
   * Should specify locations where employees can submit their attendance
   * ANSWER APF:

ITYAAN is a central solution.

It allows the configuration of shifts and assignments to employees (either long term or short term assignments).

It has a very powerful module for reports (absences, attendance time, attendance requests violations, …). It is highly configurable easy to understand. RKe considers the adaptation of existing reports in order to meet the visualization requirements demanded by this project. Even the creation of some new based on the data structures managed by ITYAAN.

ITYAAN manages the location of the employees through mobile GPS, Wifi registration, BLE devices registration, managers location, face recognition and card RFI recognition by biometric devices. ITYAAN allows the configuration of location of sites and devices, so, this way even by capture in smartphone or collection of events from other located devices, the applications is able to deduct the location of the employee even indoor and outdoor and to create events/notifications according to the configuration.

1. Should have mobile application for employees’ smart phones to mark their attendance and track their check-ins and check-outs.

* ANSWER APF:

ITYAAN has mobile application for employees and managers. Both available in Google Play and Apple Store. The applications are connected to the server in order to assess the different attendance events being captured in the device (check In, early check In, check out, late check out, attendance during normal shifts of the day, attendance out of configured shifts). The attendance events can be configured as attendance requests also in order to ask the employee to perform attendance beyond the normal check in and check out of every shift.

ITYAAN also allows the configuration of repetition intervals inside a configured shifts profile in daily basis, and the time to perform the attendance from the request reception. ITYAAN is also able to handle the situations of offline (lack of server connection of the mobiles) and also the acceptable distance from the reference site of the engagement configured for the employee.

1. Should be compatible with biometric devices that are already available in agency, solution should be sending attendance data directly from biometric devices to central system.

ANSWER APF:

RKe has already integrated ITYAAN with different biometric devices where is specially remarkable our experience to handle the integration with different SDKs of vendors from Android Native.

Beyond SDK integration we have wide experience on the implementation of architectures managing fingers and faces files in different formats. Our know-how in this area and the inventory conception of ITYAAN are very good to allow the performing integration and proper volume management in the biometric devices network. So, the central node of ITYAAN manages the users, locations, and devices in order to ensure a reasonable loading of users data on each device, which at the same time is giving guarantee of proper operations.

1. Should be capable to send alerts, notifications, and SMSs

ANSWER APF:

ITYAAN has a complete Notifications Center module which allows the complete interaction with employees by the exchange of events and notifications.

The notifications can be alerts/requests, notifications related to events, notifications scheduled by managers, broadcasting of notifications to groups of employees by different criteria of grouping, etc…

ITYAAN is managing different channels for communication to employees where we can remark Push Notifications, SMS and emails.

1. Should provide reports and statistics for attendance

ANSWER APF:

ITYAAN has already implemented a rich module of reports where there are already configured reports as attendance/absence reports. The tool allows to access the data by different criterias and filters, so, the data is easily accessible to create new reports and to cross different tables data to create new ones.

Some of the already made reports are including some KPIs that have been defined in the product in other projects, so, RKe considers the normal adaptation of reports to the specific requirements of MAOCA. Even the visualization layer can be easily adapted to other dashboards and tools (as for instance Crystal Reports).

1. Preferred to have mobile GPS attendance with zone definition.

ANSWERED APF:

ITYAAN already has implemented this feature which allows the creation of attendance events and to manage their check over the configuration of shifts, assignments and expected site location. The events based architecture of ITYAAN allows the correlation of different data entries (at least attendance, shifts and location) and to generate other events/notifications according to the configuration.

So, the configuration of ITYAAN allows the register of site locations for each engagement scheduled for the employee. In the managers web application the configured ZONES are represented in a map where, depending on the visualization privileges of the user, the information of the employees and the ZONES are displayed. The ZONES are represented by color coding (TO EXPLAIN THE COLOR CODING OF ZONES).

1. Should provide electronic attendance that allows employee to upload his attendance from any place at any time (system will send attendance location to attendance personal)

ANSWER APF:

ITYAAN as an events-based architecture that allows the register of any employee event configured. Specially the attendance events which can be generated by different means in the Mobile Application, so, the employee can generated those events from any location (having GPS coverage or other device located as a reference). The same with time. Even though the configuration limits the allowed attendance in certain shifts over the shifts profile of a day, the event of attendance can be generated and processed in the server at any time.

1. Should be compatible with all biometric devices as system will send attendance data on real time basis (fingerprint, face, hand, or RFID cards)

ANSWER APF:

RKe has wide experience on integration of different devices using SDK accessible from Android Native. It is also remarkable the experience of managing fingerprint and faces files with different formats and compression algorithms. As well as our experience to create performing architectures where the volume of data in each device is convenient for the operations activity expected for each location/device. We have also great experience on REST integration using Android Native as client and different protocols of communication (https, http, wss, ftp, ….) depending on the context of each project.

ITYAAN is an Attendance Management system that can talk at SDK level, REST API integration level and also Data Integration level.

1. Application should be available on smart phones

ANSWER APF:

ITYAAN already has Mobile APP for employees, Mobile APP for managers (both in IOS and Android and available in Google Play and Apple Store) and Android Client for Biometric Devices (TELPO). The three of them completely integrated with the backend of ITYAAN.

1. Should be compatible to work on agency servers

ANSWER APF:

ITYAAN is fully available for deployment on premises or cloud deployment. Both are allowed. In this offer document we are considering the “On Premises” option. The core of ITYAAN is done on Linux but the deployment can be done on either Microsoft or Linux Operating system.

1. Should be fully integrated with human resources systems agency already has

ANSWER APF:

ITYAAN has already implemented a module to synchronize its database with ERP/HCM/Human Resources systems of Customers. There are defined different use cases with unidirectional or bidirectional flows.

The flows available so far are:

* Synchronize employees in ITYAAN from Human Resources System.
* Synchronize projects in ITYAAN from ERP/Human Resources
* Synchronize employee statuses in ITYAAN from ERP/Human Resources
* Synchronize shifts in ITYAAN from ERP/Human Resources
* Synchronize Assignments in ITYAAN from ERP/Human Resources
* Synchronize Schedules in ITYAAN from ERP/Human Resources
* Synchronize Attendance in ERP/Human Resources from ITYAAN
* Synchronize Schedule in ERP/Human Resources from ITYAAN

The synchronization module (MW) is managing all these use cases and also the configuration of all the mechanisms to trigger and monitor the different flows. So, the flows can be configured to be automatic, scheduled or manual. From the MW console the logs of the different synchronization executions can be monitored.

The fact of having unidirectional or bidirectional flows responds to the requirements of customers, once it is a matter of data governance the final decision of the mastership of data entities in the customer’s system map. ITYAAN admits the direct configuration of human resources entities on its database and the MW module is ready for the synchronization from ITYAAN, but it is a matter of customer requirements to decide the direction to be implemented in each case. MW modules will be able to open the flows in both sides separately or both simultaneously.

RKe has developed this MW module with the purpose of being extended easily as per the integration needs of each customer, so, the automation of new flows and use cases is not complicated at all. This would mean that we will manage our integration approach through this available framework in ITYAAN in order to make a smooth integration with Human Resources systems of MAOCA. Preferred integration interface from this module is REST API, but other mechanisms can be explored and implemented.

1. Should have a dashboard and reporting modules

ANSWER APF:

ITYAAN has already implemented both dashboards and predefined reports. The dashboards tool allows the users to obtain different reports by defining flexible filters as inputs by picking up different fields and defining the filtering criteria for them.

ITYAAN is completely compatible with other visualization tools available in MAOCA as for instance Crystal Reports.

1. Should comply with civil affairs and ministry of human resources regulations to apply procedures and sanctions

ANSWER APF:

ITYAAN is a solution being implemented in Saudi Arabia under the Saudi law and by meeting all the standard of the Kingdom issued by Ministry of Human Resources.

1. Should comply with vacations and holidays, also out-of-office and business trips assignments

ANSWER APF:

ITYAAN is enabling a very configurable approach in order to manage the normal schedule and engagement of employees including absences, vacations, holidays, business trips, specific permissions given by managers, etc … The configuration of the schedule and calendar of employees is being done directly in ITYAAN or it can be synchronized from Human Resources system using our MW module.

1. Should provide a workflow for requests that allows employees to submit excuses and other requests as well

ANSWER APF:

Excuses flow is already available in ITYAAN. User with manager privileges can approve the absence of the any specific employee under his/her responsibility. This absence and excuse accepted by the manager is being registered in ITYAAN and the details can be accessed through web and reports.

Managers role are defined to be in use of a specific mobile application where other requests and management needs are enabled for the manager (as for instance delegation).

RKe considers that in order to attend “other requests” it is possible that is needed to extend the existing flows for absences and the existing functionality of the Mobile APP for managers in order to enable the approval and redirection of different requests following the requested hierarchy defined by MAOCA. In any case, the architecture mechanisms for such a extension are already available in ITYAAN and they will be used to meet the requirements of MAOCA.

1. Should provide team profiles with required qualifications

ANSWERED APF:

ITYAAN keeps a record of users and employees in order to enable their access to the system and they functionalities based on a vector of privileges that can shape in a very precise way the access to the system:

* Functionalities related privileges
* Data columns related privileges
* Data rows related privileges

This flexibibility on the configuration of the different profiles in the system allows the configuration of many different roles in the system. For instance, there are managers with full visibility on all the data and having access to all the functionality and other managers just have access to restricted projects or restricted fields of those projects records.

On the other side the employees entities already keeps a complete profile of the employee. The feature described above allows ITYAAN easily define the privacy of each information on the employee profile which it can include skills.

Then ITYAAN can be easily extended to add more and more professional skills. On the other side the assignment entities could be also extended to consider also matching skills in order to allow the engagement of employees just in the case of matching skills.

RKe can extend the existing functionality in ITYAAN in order to meet the requirements of qualifications matching in MAOCA.

1. Should provide a detailed implementation plan and bidder understanding for requirements

ANSWER APF:

Our plan is included in dedicated section in this document.

1. Should provide risk management plan and SLA for response time to problems

ANSWER APF:

Risk management and SLAs are provided in dedicated sections of this document.

1. Should provide list of previous successful similar projects

ANSWER APF:

Company profile and a list of similar projects executed by RKe are detailed in a dedicated section of this document.

**Project Duration:**

Project to be implemented to in civil affairs agency and all of its subsidiaries/branches.

ANSWERED APF:

Acknowledged.

Project duration is 6 months

ANSWERED APF:

Acknowledged.

**Locations:**

1. Riyadh
2. Jeddah
3. Madinah Al-Munawarah
4. Unaizah
5. Dammam
6. Assir/berk
7. Tabuk
8. Hael
9. Arar
10. Jazan
11. Najran
12. Al Baha
13. Skaka

ANSWERED APF:

Acknowledged.

**Services and Processes implementation methodology:**

1. Should pull coordinates from employees’ devices to prove it based on predefined pull mechanism

ANSWER APF:

ITYAAN solution already has mobile applications (Android and IOS) for employees that allow the creation and sending of attendance events (with their related geographic coordinates) to ITYAAN server.

On the other side the events/notifications based architecture of ITYAAN allows a complete interaction with the MAOCA’s employees, which include the pull of alerts and requests from the server related to the creation of device events as for instance creation of new attendance events after certain period or time.

These mechanisms of interaction between server and devices can be configured and scheduled in ITYAAN in a very flexible way.

1. Should be capable to integrate biometric devices with Active Directory, and updating departments, sections, and employees’ data from system

ANSWER APF:

RKe has wide experience on the integration of biometric devices with ITYAAN by using Native Android in the device and managing the integration with the device SDK, on one side, and with ITYAAN server on the other side. This includes the retrieval of context from server (configuration and employees data as per organization defined). The login process can easily consider the integration with Active Directory.

On the other side the MW module of ITYAAN is responsible of the synchronization of corporative information in MAOCA as departments, sections and employees. The synchronization process in ITYAAN (MW Module) enables the complete consistency of the processes and use cases implemented in ITYAAN with the existing systems in MAOCA (ERP, Human Resources, Active Directory, …)

1. Should be capable to automatically synchronize departments, sections, and employees’ data from Active Directory (includes add, edit, or delete for depts, sections, and employees)

ANSWER APF:

The MW module of ITYAAN is responsible of the synchronization of corporative information in MAOCA as departments, sections and employees. The synchronization process in ITYAAN (MW Module) enables the complete consistency of the processes and use cases implemented in ITYAAN with the existing systems in MAOCA (ERP, Human Resources, Active Directory, …).

The architecture of MW module is based on CRUD definition of unitary services to be orchestrated over the synchronization process.

In order to meet completely the structure of the entities existing in MAOCA, RKe will analyze the mapping in order to adapt the interface to structure and hierarchy of resources in MAOCA’s Human Resources system (depts, sections, employees).

1. Should be capable to perform check-ins and check-outs processes based on employee shift and policy

ANSWER APF:

ITYAAN is a flexible tool that allows the configuration of employee’s engagement, shifts profiles for each day or period of days, check in (including the control of early entry allowed), check out (including the control of the late leave allowed).

ITYAAN also has mobile applications and Android Native integration in devices in order to trigger the different attendance/location/face/RFID/temperature events configured in the system.

So, ITYAAN is managing the complete interaction with the employees at the time it is having a tight control on attendance and whatever events that can occur and that must be reported to the server and to managers.

1. Should provide a scheduled synchronization to migrate check-ins and check-outs to human resources system

ANSWER APF:

ITYAAN has included its module MW that is responsible of synchronization of data with MAOCA’s ERP/Human Resources systems. The integration to be managed is following the configuration of the system that allows bidirectional or unidirectional (can be any of the both possible directions) synchronization or attendances. So far, among others, the following flow is available out to the box in ITYAAN:

* Synchronize Attendance in ERP/Human Resources from ITYAAN

The flow can be configured to be triggered events based, periodically or manually also if wished.

RKe will analyze the interface and the integration possibilities of the existing Human Resources systems in MAOCA.

1. Should provide accumulative and detailed reporting for check-ins and check-outs events for each employee

ANSWER APF:

ITYAAN has a reporting module that offers different options to create dashboards and also to create reports as per the filters configured.

ITYAAN is a central solution with relational database where the attendance events (check.in, check-out, early-entrance, late-leave, attendance-interval repetition, etc…) are stored and later on retrieved from different dashboards and reports. The history of events is stored in the system for a configurable period of time. Once the data keeps a complete granularity the same as it was created at the time of the occurrence of the source events, then the reports can be as detailed and extended as wished. Some reports are also grouping the information as per determined business rules defined in the reporting tool. Those business rules for reporting can be easily adapted by RKe in order to meet the wished reports by MAOCA.

1. Should be capable to link the employee to multiple shifts based on fixed duration or hours

ANSWER APF:

ITYAAN allows the definition of shifts profiles made by the combination of different shifts (with a configurable duration, start time and end time) over the day. The shifts profiles can be assigned to engagements/assignments of employees

1. Should be capable to manage shifts based on agency’s procedures and policies, and to provide the capability to define replacement for any employee in specific shift

ANSWER APF:

ITYAAN already implements the mechanism for assignment of employees to specific projects or engagements. It also manages the control of the employee by interacting using events/notifications, in particular by the control of the attendance events. So, once all these mechanisms are in place ITYAAN can identify the gaps of engagement in the assignments defined by relating absence events (for instance the identification of 3/4 absence events in a particular location by a particular employee). Then the system can be configured to follow a specific protocol using new events and notifications and also the triggering of a request for replacement to a manager to be defined in the system.

1. Should be capable to manage PL that doesn’t relate to vacations balance

ANSWER APF:

QUESTION

1. Should provide unlimited number of users

ANSWER APF:

No limitation on number of users. License of ITYAAN to MAOCA will be flat.

1. Should provide flexible shifts

ANSWER APF:

ITYAAN allows the definition of shifts profiles made by the combination of different shifts (with a configurable duration, start time and end time and no limitation on number and structure of each one) over the day. The shifts profiles can be assigned to engagements/assignments of employees.

There is no limitation on the number of shifts profiles configured and assigned in ITYAAN.

1. Should be local 100%

ANSWER APF:

ITYAAN is a solution done 100% in Saudi Arabia by a Saudi company.

1. Should provide dashboard to managers with privileges based on login

ANSWER APF:

ITYAAN manages different user profiles assigned to different vectors of privileges in order to enable their access to the system. Based on the existing capabilities the vectors of privileges can be shaped in a very precise way the configuration of the following categories of privileges:

* Functionalities related privileges
* Data columns related privileges
* Data rows related privileges

This flexibibility on the configuration of the different profiles in the system allows the configuration of many different roles in the system. For instance, there are managers with full visibility on all the data and having access to all the functionality and other managers just have access to restricted projects or restricted fields of those projects records.

The same concept applies to dashboards and reports, so, on one side the functionality of dashboards and reports depends on the privileges of the user that executes them. On the other side the information retrieved and shown by the reports will depend on the data privileges of the user that executes the query.

So, once both mechanisms are available ITYAAN allows very precise tailoring of reports and the data retrieved by them.

1. Should be compatible with all browsers

ANSWER APF:

ITYAAN is running in most common browsers with no limitations of constraints. No different performance has been identified so far.

1. Should be customized based on agency requirements

ANSWER APF:

Once ITYAAN is full RKe solution, RKe is open to adapt the tool to the specific requirements of MAOCA.

1. Should preserve data even when attendance card loss

ANSWER APF:

ITYAAN is based on central server approach which interacts with all the devices registered in MAOCA’s attendance network. The information of the attendances is not kept in local devices (except in case of eventual offline situations of mobile devices, where the events are temporary stored in local device till new connection is available the full queue of events is sent to the server).

So, the approach of the solution is full real time, so, it doesn’t matter that the card can be loss because no information is stored at card level in our solution.

1. Should provide printing of employees’ cards

ANSWER APF:

RKe includes a specific number of RFI printing devices on its offer.

1. Should provide a flexible and easy-to-use workflow

ANSWER:

ITYAAN is a niche application intended to manage Attendance and every kind of interactions with employees as per specific policies configured. The processes implemented on it are standard and fully adapted to the real processes of the business, so there is pretty much adherence and optimization. So, ITYAAN in a straight forward tool that is flexible, easy-to-use and, at the same time, powerful and very complete.

1. Supplier should supply specific printers for printing of employees’ cards

ANSWER APF:

RKe includes a specific number of RFI printing devices on its offer.

الإجابة:

تحتوي RKe على عدد محدد من أجهزة RFI في العرض

1. Should provide users delegation to other users

ANSWER APF:

ITYAAN provides delegation to managers (using web and using Mobile APP for Managers) so far. RKe will extend that existing functionality to delegation to other users as per the requirements to be discussed deeper with MAOCA.

يوفر إتيان تفويض للمدراء باستخدام تطبيق للجوال للمدراء حتى الان.

ستوسع RKe الوظيفة الحالية لتفويض المستخدمين الاخرين وفقاً للمتطلبات التي سيتم مناقشتها بشكل اعمق مع MAOCA

1. Should provide electronic delegation

ANSWER APF:

ITYAAN provides delegation to managers (using web and using Mobile APP for Managers) so far. RKe will extend that existing functionality to delegation to other users as per the requirements to be discussed deeper with MAOCA.

يوفر إتيان تفويض للمدراء باستخدام تطبيق للجوال للمدراء حتى الان.

ستوسع RKe الوظيفة الحالية لتفويض المستخدمين الاخرين وفقاً للمتطلبات التي سيتم مناقشتها بشكل اعمق مع MAOCA

1. Should provide delegation to upload attendance data

ANSWER APF:

QUESTION

1. Should provide selection of submitted requests and approval

ANSWER APF:

ITYAAN has already implemented a flow for the acceptance of excuses by the manager of certain assigned employees, but MAOCA requires a more extended functionality for other kind of requests. This extended functionality will involve simple flow for approval and some tools in order to access easily the information of requests in the database.

RKe will implement such a extended functionality as per the requirements to be discussed in deep with MAOCA.

نفذت إتيان بالفعل تدفقاً لقبول الاعذار من قبل مدير بعض الموظفين المعينين ، لكن MAOCA تطلب وظائف اكثر اتساعاً لنوع اخر من الطلبات.

ستشمل هذه الوظيفة الموسعة تدفقاً بسيطاً للموافقة وبعض الأدوات من اجل الوصول بسهولة الى معلومات الطلبات من قاعدة البيانات.

سوف تنفذ RKe هذه الوظيفة الموسعة وفقاً للمتطلبات التي سيتم مناقشتها بعمق مع MAOCA

1. Should provide request follow-up/inquiry based on managerial hierarchy

ANSWER APF:

MAOCA requires a extended functionality for different employee’s requests. This extended functionality will involve simple flow for approval and some tools in order to access easily the information of requests in the database. The hierarchy of managers and employees will be part of such a extended functionality of ITYAAN.

RKe will implement such a extended functionality as per the requirements to be discussed in deep with MAOCA.

MAOCA تطلب توسع فالوظائف لطلبات الموظفين المختلفة وتشمل هذه الوظيفة الموسعة تدفقاً بسيطاً للموافقة وبعض الأدوات من اجل الوصول بسهولة الى معلومات الطلبات من قاعدة البيانات.

سيكون التسلسل الهرمي للمدراء والموظفين جزءاً من هذه الوظيفة الموسعة لإتيان.

سوف تنفذ RKe هذه الوظيفة الموسعة وفقاً للمتطلبات التي سيتم مناقشتها بعمق مع MAOCA .

1. Should provide search based on managerial hierarchy tree

ANSWER APF:

ITYAAN already provides a complete access to the employees including managers. The hierarchical view of the organization will be supported on the existing data structures of ITYAAN. The search and navigation over this structure will be supported by the existing data structures of ITYAN as well.

يوفر إتيان بالفعل وصولاً كاملاً الى الموظفين بما فيهم المدراء.

سيتم دعم العرض الهرمي للمنظمة على هياكل البيانات الحالية لإتيان.

سيتم دعم البحث والتنقل عبر هذا الهيكل من خلال هياكل البيانات الحالية لإتيان

1. Should provide delegation to specific department

ANSWER APF:

QUESTION

1. Should provide edit shifts

ANSWER APF:

Shifts and shifts profiles are fully configurable in ITYAAN.

ملفات تعريف الورديات والورديات قابلة للتهيئة بشكل كامل في اتيان

1. Should provide multiple selection of departments to upload reports

ANSWER APF:

QUESTION.

1. Should provide multiple selection of requests to accept or reject

ANSWER APF:

ITYAAN will include the possibility of accept or reject requests from employees. Those acceptances and rejections would eventually generate configured events/notifications.

إتيان سيتضمن إمكانية قبول او رفض الطلبات من الموظفين ستؤدي عمليات القبول والرفض هذه الى تكوين احداث/اشعارات

1. Should provide security certificates for system

ANSWER APF:

ITYAAN is a secured certificate enabled application, so it allows https. Our implementation on premises of MAOCA will include also the needed certification.

إتيان هو تطبيق مؤمن ومزود بشهادة ssl لذا فهو يسمح https.

سيشمل تنفيذنا في مقر MAOCA ايضاً الشهادة المطلوبة

1. Should provide data synchronization and migration

ANSWER APF:

Data synchronization is covered by the module MW of ITYAAN. This module can be used also to migrate the existing data needed to enable ITYAAN for real operations in Production environment. So, both are included.

تتم مزامنة البيانات بواسطة الوحدة النمطية MW الخاصة بإتيان ويمكن استخدام هذه الوحدة ايضاً لترحيل البيانات الحالية اللازمة لتمكين إتيان من العمليات الحقيقة في بيئة الإنتاج لذلك يتم تضمين كلاهما.

1. Should provide automatic detection/follow-up for absences

ANSWER APF:

ITYAAN is a specialized Attendance Management System and it manages the detection, follow up and reporting of absences.

إتيان هو نظام متخصص لإدارة الحضور ويدير الكشف عن حالات الغياب ومتابعتها والابلاغ عنها

1. Should provide search and filtering by all properties

ANSWER APF:

ITYAAN has a dashboards and reports module which is very flexible in the format and also the filtering of the search criteria. It allows the selection of multiple fields to configure exactly the wished criteria to filter the data.

يحتوي إتيان وحدة نمطية للوحات المعلومات والتقارير تتميز بالمرونة الشديدة من حيث التنسيق وكذلك تصفية معايير البحث.

يسمح باختيار حقول متعددة لتكوين المعايير المطلوبة بالضبط لتصفية البيانات

1. Supplier should provide training and knowledge transfer in HQ

ANSWER APF:

Our Saudi Office personal will perform the due training included in our offered project plan in the HQ of MAOCA.

سيقوم موظفونا فالمكتب السعودي بأداء التدريب المناسب المتضمن في خطة المشروع التي نقدمها فالمقر الرئيسي MAOCA

1. Should provide electronic attendance by mobile GPS within the boundaries of defined zone

ANSWERED APF:

ITYAAN allows the creation of attendance events and to manage their check over the configuration of shifts, assignments and expected site location. In the managers web application the configured ZONES are represented in a map where, depending on the visualization privileges of the user, the information of the employees and the ZONES are displayed. The ZONES are represented by color coding.

ITYAAN has included mobile APP for employees and mobile APP for managers (both Android and IOS). Both apps manages the GPS permissions from employees in order to generate the proper events and to send them to server for control, follow and reporting purposes.

يسمح إتيان بأنشاء احداث الحضور وإدارة فحصهم على تكوين ورديات العمل والمهام والموقع المتوقع للموقع في تطبيق ويب المدراء ، يتم تمثيل المناطق التي تم تكوينها في خريطة حيث يتم عرض معلومات الموظفين والمناطق ، بناء على امتيازات التصور للمستخدم. يتم تمثيل المناطق عن طريق الترميز اللوني.

قام إتيان بتضمين تطبيق جوال للموظفين وتطبيق جوال للمدراء على ios و Android يدير كلا التطبيقين اذونات GPS من الموظفين من اجل انشاء الاحداث المناسبة وأرسالها الى السيرفر لأغراض التحكم والمتابعة وإدارة التقارير

1. Should develop mobile application supports iOS, Android and Huawei based on specific design and identity of civil affairs agency

ANSWER APF:

ITYAAN has included mobile APP for employees and mobile APP for managers (both Android and IOS). Both apps manages the GPS permissions from employees in order to generate the proper events and to send them to server for control, follow and reporting purposes.

RKe is expert on Mobile APPs implementation, so we are open to create the needed adaptations in our existing APPS in order to adapt the Look and Field to the one defined by MAOCA.

قام إتيان بتضمين تطبيق جوال للموظفين وتطبيق جوال للمدراء على ios و Android يدير كلا التطبيقين اذونات GPS من الموظفين من اجل انشاء الاحداث المناسبة وأرسالها الى السيرفر لأغراض التحكم والمتابعة وإدارة

RKe خبير في تنفيذ تطبيقات الأجهزة المحمولة ، لذلك نحن منفتحون لأنشاء التعديلات اللازمة في تطبيقاتنا الحالية من اجل تكييف الشكل والميدان مع ما حددته MAOCA

**Integration requirements:**

1. Should provide integration capability with all biometric devices, similar devices, and for all available models

ANSWER APF:

RKe has already integrated ITYAAN with different biometric devices where is specially remarkable our experience to handle the integration with different SDKs of vendors from Android Native.

Beyond SDK integration we have wide experience on the implementation of architectures managing fingers and faces files in different formats. Our know-how in this area and the inventory conception of ITYAAN are very good to allow the performing integration and proper volume management in the biometric devices network. So, the central node of ITYAAN manages the users, locations, and devices in order to ensure a reasonable loading of users data on each device, which at the same time is giving guarantee of proper operations.

لقد قامت RKe بالفعل بدمج إتيان مع أجهزة بصمة مختلفة حيث تعد تجربتنا رائعة بشكل خاص للتعامل مع التكامل مع مجموعات SDK المختلفة لبائعين من ANDROID Native الى جانب تكامل SDK لدينا خبرة واسعة في تنفيذ البنى التي تدير التي تدير ملفات الأصابع والوجوه بتنسيقات مختلفة. ان خبرتنا في هذا المجال ومفهوم المخزون لإتيان جيدان للغاية للسماح بالتكامل الفعال وإدارة الحجم المناسبة في شبكة أجهزة البصمة لذلك فإن العقدة المركزية لإتيان تدير المستخدمين والمواقع والأجهزة من اجل ضمان تحميل معقول لبيانات المستخدمين على كل جهاز مما يوفر في نفس الوقت ضماناً للعمليات المناسبة.

QUESTION

1. Should provide bilingual interface (AR and EN)

ANSWER APF:

ITYAAN is multilingual application either web and mobile applications.

إتيان هو تطبيق متعدد اللغات في الويب وتطبيق الجوال

1. Should provide remote management using web interface

ANSWER APF:

ITYAAN already includes a web interface for management of the central solution that handles the complete Attendance Network. Its Inventory approach allows it to do so and to have a precise control on the onboarding of devices (smartphones, biometric devices, …) and their control by using an interactive system of events/notifications.

يتضمن إتيان بالفعل واجهة ويب لإدارة الحل المركزي الذي يتعامل مع شبكة الحضور كاملة. يسمح نهج الجرد الخاص به بالقيام بذلك والتحكم الدقيق في تركيب الأجهزة (الهواتف الذكية، أجهزة المقاييس الحيوية، ....) والتحكم فيها باستخدام نظام تفاعلي للأحداث / الاشعارات

1. Should provide data and biometric prints migration mechanism

**System required features:**

1. Should be capable to create shifts, employee can have multiple shifts
2. Should be capable to manage shifts and employees’ assignments in groups, so they can apply it for multiple employees for the same shift in one step
3. Should be capable to create and manage GPS zones
4. Manual attendance: should support automatic employee attendance that allows manual attendance for specific cases
5. Attendance reports: should support attendance reports exporting and printing on daily, monthly, or any other specific period
6. Official vacations: should allow to insertion of official vacations that allow employees to be off
7. Lateness calculation: should provide search for recorded employees’ lateness with flexible search filters (like employee ID, Name, period, branch, department, or location)
8. Shifts: should provide display option for working days for employees based on their shifts
9. Absences: should provide absences report for employees based on specific date
10. Should allow employees to report and approve time from web interface, data collection device, smart phone, and tablets
11. Employees self-services: should provide self-services feature that allows employees to review, submit time, and attendance through web interface, smart phones, and tablets
12. Should provide unlimited number of users, so all the employees can access the system
13. Should provide access to employees based on privileges and hierarchical access
14. Should be capable to compose emails from system and to notifications to be send to employee and direct manager (whenever late entry or early leave)
15. Should be capable to compose SMSs to users when there are exceptions like late entry or early leave …etc.
16. Should provide flexibility to manage application and devices
17. Should provide admin to control, manage, and display status of devices easily through system
18. Should provide configuration of vacation calendars as part of system configurations
19. Should support multi-level workflow easily to implement and use
20. Workflow should support approval for absence, late entry, and vacation …etc. so employee can submit his request easily and in few steps
21. Should be developed and supported locally
22. Supplier should have local development and support teams on site
23. Supplier should be able to customize solution based on agency requirements
24. Interface should be in Arabic
25. Dashboard should allow managers to review and decide if there is a need for any action/procedure when they login to system

**Programming Languages:**

1. Main programming language: ASP.NET
2. Database: SQL Database
3. Reports: Crystal Report
4. Supportive language: HTML
5. Supportive language: CSS
6. Supportive language: JAVASCRIPT
7. Supportive language: J-QUERY
8. Supportive language: AJAX

**Design Technologies to be used:**

1. Adobe Photoshop
2. Adobe Illustrator
3. Adobe Dreamweaver

**Biometric Devices Specifications:**

1. Authentication Options Face + Finger +Card + Pin
2. High Speed Processor Cortex-A9 Quad Core 3.4GHz
3. Operating System Android 7.1.2
4. Memory 32GB Flash + DDR3 2GB x 4 (8GB)
5. Recognition Distance 0.2 to 4.5
6. Face Live Detection Yes
7. Face Pre Registration via mobile phone YES, Can be used for employees or visitors
8. IP Rating IP65
9. Mask Detection (on/off ) Yes
10. Display Temperature Yes
11. Temperature Sent to Software Yes
12. Thermal Camera attachment Yes
13. Anti-spoofing Yes
14. Touch Display 4.80 inch
15. BLE (Bluetooth feature ) Yes
16. RS-485 Yes
17. Door Contact Monitor Yes
18. Lock Output Yes
19. Exit Button Input Yes
20. Embedded Camera Yes
21. Wiegand Output Yes
22. Network Interface/TCP/IP Yes
23. Interface USB Type C
24. Patented Fake Fingerprint Detection Sensor Yes
25. Fingerprint Templates Yes
26. Fingerprint Capacity (1:N) / (I:1) Yes
27. User/Card Capacity (1:1) 850000 users
28. Face Capacity (1:N) / (1:1) 50,000 both users
29. Event Capacity 30,000,000
30. Face matching speed
31. High Ambient light Conditions Built in IR Illuminance of up to 35,000LUX
32. Visible light technology Yes IR technology
33. Good to work with low and high condition YES
34. Image Event Capacity 35,000
35. Card Type Mifare, RF- dual Card, optional (HID Prox, Iclass)
36. Operating Temperature -20c to 60c
37. FP Sensor (Platen Area) Yes
38. FRR / FAR 0.1% / 0.0001%
39. Operation Software Alpeta Web base application
40. Certifications KC, CE, FCC
41. Walk-Through method Face Recognition at a distance up to 3m
42. Face Authentication under Illuminance up to 35,000 Lux
43. Liveness Detection
44. PoE, HID Prox, iClass
45. Anti-Spoofing attacks against photos, videos & 3D mask
46. Easy Face Enrollment using Camera or Phone Pictures
47. Temperature Detection combines Face Recognition system