

PHASE CATEGORY	Discovery & Plan			Structure & Prototyping					Implement Phase				Closure Phase	
PHASE	Stakeholder's Workshop	Research (customer insights)	Persona Development & User Journey	Information architecture	Wireframe & FSD functional (specifications) document	Prototype & testing with users	Content	Visual Design and UI Guide	Implement the requirements	QA Testing	UAT Signoff	Go Live	PIT	
LOCUSNINE PROPOSED INTEGRATED STRUCTURE														
Discovery	Research Framework & Project Preparation			Service Design & Prototyping										
	Ideate	User Research	Usage Modelling	Information architecture	Wireframe & FSD	Copywriting	Visual Design		Implement & Develop Requirements	QA Testing	UAT Signoff	Go Live	PIT, Handover & Training	Support & Maintenance
Delivery	Discovery & Plan			Structure & Prototyping					Implementation: Develop, Test, Deploy			Closure & Maintenance		
Strategic Goals														
Better positioning of the UAE as a strategic thought leader in the region and worldwide														
Showcasing the wealth of knowledge and insights														
Retain federal identity of MOE														
Facilitation of electronic services and transactions easily and effectively														
Communicating with the public and private sectors effectively														
Statement of Work														
On-Going Support														
Scope of support, support process, SLA, escalation contacts at the vendor. Post Go-live support for the first year should be included in the proposal.														
Activity*	1. Stakeholder workshop 2. Ecosystem Mapping 3. Competitive Study	1. User Interviews 2. Persona Mapping 3. Journey Mapping 4. Usage Analysis		1. Site map Analysis 2. Card Sorting	1. Wireframing 2. Prototyping and testing 3. Specifying features and acceptance criteria	1. Defining content tenets 2. Content Mapping	1. Creating Style guide 2. Creating High fidelity designs 3. Usability Testing and benchmarking		1. Agile development 2. Continuous Integration, Continuous Deployment	1. Manual Testing 2. Automation testing 3. Performance Testing 4. Security Testing 5. Test Reporting	1. UAT Testing 2. Comparison with usability benchmarks	1. Training 2. Monitoring 3. Production bug fixing	1. Documentation 2. Ticket Management	1. Issue fixing 2. Project Closure

<p>List of Deliverables</p> <p>(documents, systems, training, design, third party used component if any)</p>	<p>1. Vision document, User pains , goals</p> <p>2. Ecosystem Map</p> <p>3. Competitive Analysis</p>	<p>1. Interview findings report</p> <p>2. User Personas</p> <p>3. Journey Map</p>		<p>1. Information Architecture</p>	<p>1. Interactive wireframes</p> <p>2. Feature Spec Document</p>	<p>1. Content Matrix</p>	<p>1. Interactive , testable prototypes</p> <p>2. Visual Style Guide with components</p> <p>3. Usability test report</p>		<p>1. Jira Project with stories, estimations and tracking</p> <p>2. Developed Website with third party integrations</p> <p>3. Staging environment for testing</p>	<p>1. Test Reports across all types of testing</p>	<p>1. UAT Environment</p> <p>2. UAT testing report</p>	<p>1. Monitoring Dashboard</p> <p>2. Online/In-person trainings</p> <p>3. Training Videos</p>	<p>1. Product Documentation</p> <p>2. Customer Care solution</p>	<p>1. Sign Off document</p> <p>2. Project Source Code</p> <p>3. IT trainings</p>
<p>Time Scales for Phases (with assumptions)</p> <p>Assumed time scales for each phase.</p>	1	2		0.5	3	2	4		12	4	2	2	3	1
						In parallel with wireframing				In parallel with Develop				
<p>Acceptance Criteria</p> <p>Documents / Tool that lists out the mentioned above</p>	<p>1. Ecosystem map validation with stakeholders for information flows</p> <p>2. Competitive analysis validation with stakeholders</p>	<p>1. Qualitative and quantitative User interviews</p> <p>2. Journey Map validation with stakeholders</p>		<p>1. IA diagram validation with stakeholders and users</p>	<p>1. Wireframes validation with stakeholders</p> <p>2. Feature list validation with stakeholders</p>		<p>1. Style Guide and Visual Design validations with stakeholders</p> <p>2. Testable prototypes validation with stakeholders</p> <p>3. Usability test report for mat / content validation with stakeholders</p>		<p>1. Jira Project transparency for stakeholders</p>			<p>1. Validation of training methodologies with stakeholders</p>	<p>1. Documentation validation with stakeholders</p>	

Technology options <div>@ Kaustubh Patki</div> (TBD) Please provide 2 technologies / frameworks (Open Source / Top Paid CMS) with a benchmark.														
Resources and Responsibilities														
Locusnine Resources*	project manager from ur side													
MOE Resources A table showing your assumptions on resources from MOE and responsibility expectations throughout the project.	1. Key stakeholders from the relevant department to validate assumptions 2. List of direct competitors 3. Subject matter expert	1. Key stakeholders from the relevant department to validate assumptions 2. Subject matter expert		1. Key stakeholders from the relevant department to validate assumptions 2. Subject matter expert	1. Key stakeholders from the relevant department to validate assumptions 2. Subject matter expert	1. Key stakeholders from the relevant department to validate assumptions 2. Subject matter expert	1. Key stakeholders from the relevant department to validate assumptions 2. Subject matter expert			1. Key stakeholders from the relevant department to provide feedback	1. Key stakeholders from the relevant department to provide feedback	1. Key stakeholders from the relevant department to validate process	1. Key stakeholders from the relevant department to validate content	
Quality Plan How you will manage the quality throughout the project.														
Facilities Requirement Facilities required for Vendor team, like office space etc. for the period of the project.														
Support Plan*														

Statement of work

Include project phases, stages, milestones, list of deliverables aligned to stages and milestones.

Scope: Functional and Technical

Level 1	Level 2	Level 3	Content Estimate	Design Estimate	Development Estimate
About Ministry	Vision And Mission				
	Ministry Mandate				
	Organizational Structure				
	Laws And Regulations				
	Policies				

	The Ministers				
Ministry Services	e-services				
	Inquiry National Economic Register				
	Commodities Monitoring System				
e-Participation	Our Page on Facebook				
	Our Page on Twitter				
	Ministry Youtube Channel				
	eParticipation Policy				
	Survey				
	Website Survey				
	Poll Archive				
	Contact Minister				
	E-consultation				
	Sharik. ae				
Knowledge Section	Statistics Reports				
	Economical Reports				
	Trade Exchange Statistics				
	FAQ				
	Tourism Promotion	UAE			
		Tourism Sector*			
		Tourism and Discovery*			
		National Tourism Programme			
	Foreign Trade	Investment Portal			
		Trade Promotions and Investment Portal*			
		Trade Relations Dashboard			
		Trade Map			
		Foreign Direct Investments Dashboard			
		UAE Trade Information Gateway			
	Free Trade Agreements				
	Terms and Abbreviations				
	Sustainable Development Goals Portal	Introduction			
		Goal 8: Decent work and Inclusive Growth*			
		SDG 9: Industry, Innovation and Infrastructure*			
		Achievements of Intellectual Property Sector			

		Achievements of National SME Program			
		Achievements of National Tourism Program			
		Foreign Trade Sector			
		Corporate Social Responsibility (CSR)			
		Publications of IOs in the field of SDGs			
Media Section	Ministry News				
	Ministry Events				
	Publications				
	Press Kit				
	Products Recall				
	Initiatives				
	UAE Economic Magazine				
Open Data	Open Data				
	Open Data Policy				
Economic Substance					
Jobs					
Footer	Accessibility				
	Archives				
	Contact Us				
	Copyright				
	Privacy Policy				
	Terms of Use				
	Disclaimer				
	Jobs				
	Employee Email				
	Employee Training				
TOTAL					

Note: * in the table above implies a deeper information hierarchy exists but has been omitted here for simplicity.

- Service Directory (which will list MOE Services with a dedicated service card page for each service) Laws and regulations
- E-Services
- News Highlights
- Events Calendar
- Photo & Video Gallery
- ~~Open Data~~
- Survey & Polls
- Careers Module
- Complaints and suggestions
- Social Media Integration
- Advanced Search
- FAQs
- Social Media Hub
- Media Kit
- Accessibility Options

- Google Analytics
- SEO Friendly Features
- ~~Contact Us~~
- e-participation – to be managed by MOE
- E-Complaints and customer feedback.

Concept and design iterations

1. Locusnine Proposal Website
2. Design Process details
 - a. Research
 - b. Model
 - c. Design
 - d. Prototype
 - e. Test

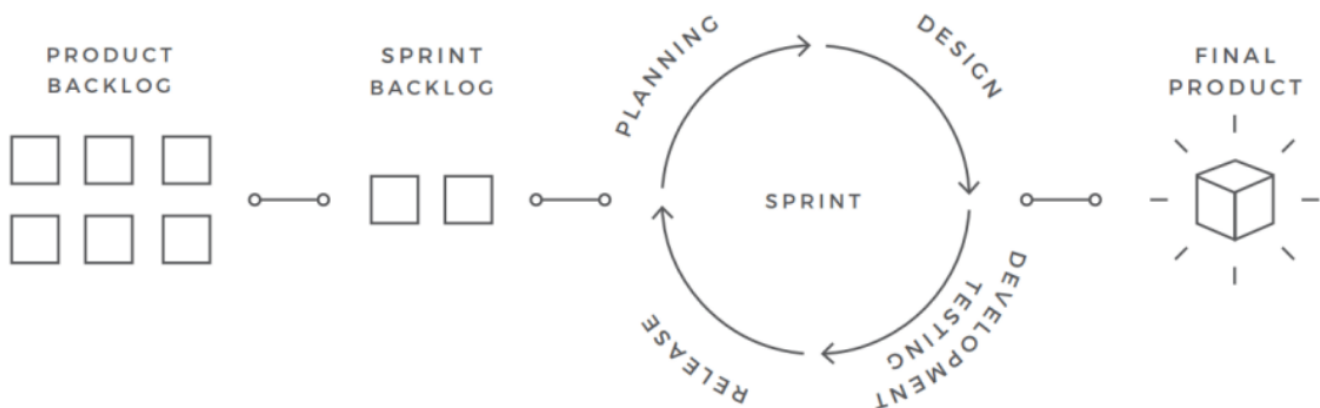
Training for Web Admins and CMS users

Explain the approach for the knowledge transfer and handover process to MOE technical and business teams.

User	Areas	Training
Web Administrators	CMS management	
Web Administrators	Service Management	
Web Administrators	Ticket Management	
Web Administrators	Payment Integrations	
End Users	Content	
End Users	Services and payment	
End Users	Ticket Raising and resolution	

Build & Test @ Nitika Pandey - 1

Scope of testing should include tests for Functional / Navigation / Usability / Integration / High Availability / Stress Load tests / security including the solution deployment on the production and staging environments. The bidder should provide an agile testing and development approach.



The Agile SDLC model will be employed to build the intended solution - website and mobile application. The entire solution will be broken down into small functional units which will further be broken down into more granular specifications known as stories. Each story will have a set of acceptance criteria which will specify what is intended for the software of accomplish functionally. A product backlog comprising of these stories will be defined. The product backlog will act as the repository from where stories with a high priority, as defined in collaboration with <client name>, will be picked up to develop in each development sprint. Periodically a showcase will be organized to demo the software to <client name>. A sprint will typically be slated to run for 1 or 2 weeks.

Testing of the software will also be a continuous and incremental activity in accordance with each sprint. An approach of continuous integration - continuous quality will be employed throughout development of the software. Test cases will be made ready for each functional unit in consideration one sprint prior keeping in mind aspects of functionality, navigation, usability etc. Apart from acceptance/functional testing, the developed code will also be tested for technical robustness to ensure things like, but not restricted to, high availability, security, stress load bearing etc.

Start.INTERNAL REVIEW SECTION(Build & Test)		
Aspect	Idea	Status
text	generally looks good. convert to bullet points for easier reading?	@ Nitika Pandey
image	diagram will make look better	Done
Test Plan	details?	@ Abhilekh Choudhar help pls

End.INTERNAL REVIEW SECTION(Build & Test)

Ongoing support

Scope of support, support process, SLA, escalation contacts at the vendor. Post Go-live support for the first year should be included in the proposal.

Please refer to the table above.

List of Deliverables

(documents, systems, training, design, third party used component if any)

Please refer to the table above.

Time Scales for Phases (with assumptions)

Assumed time scales for each phase.

Please refer to the table above.

Acceptance Criteria (review period, testing etc.)

Documents / Tool that lists out the mentioned above

Please refer to the table above.

Technology options

Please provide 2 technologies / frameworks (Open Source / Top Paid CMS) with a benchmark.

Please refer to the table above.

MOE - Resource Assumptions and Responsibilities

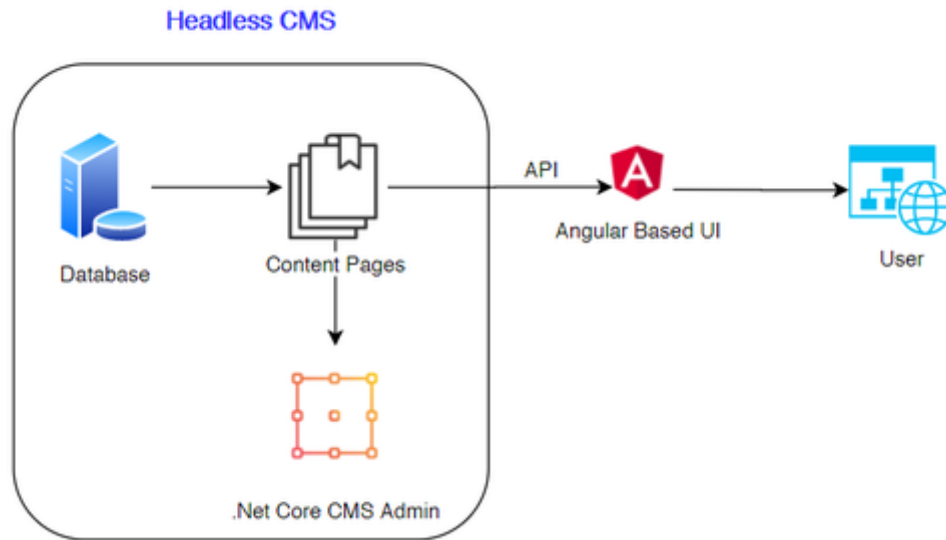
A table showing your assumptions on resources from MOE and responsibility expectations throughout the project.

Please refer to the table above.

Infrastructure design and Architecture @ Kaustubh Patki

Solution Architecture

A detailed one will follow soon.



We plan to use a Headless CMS just to manage content and build a performant, secure, accessible angular based front-end website which reads in the content over APIs. We will use a simple approach of server rendered web pages using razor. The content would be read over an API into the Angular template layer which will form as the clean mobile first UI.

Quality Plan

How you will manage the quality throughout the project.

Please refer to the table above.

Warranty of Solution @ Nitika Pandey - 2, @ Kaustubh Patki

Warranty period of solution in terms of functionality, performance and SLA for providing support to fix bugs free of cost during warranty.

@ Paritosh Chhibber - Need discussion here.

Facilities Requirement

Facilities required for Vendor team, like office space etc. for the period of the project.

Please refer to the table above.

Named Resources from Vendor @ Kaustubh Patki

List and profiles of named resources and their qualifications and experiences who shall be assigned to this project. You can mention that you may bring in additional resources if required.

Name	Role	Allocation
Sumit Maingi	Co-founder/ CTO / Architect	0.25
Amol Hadkar	Co-founder/ Visual Designer	0.25
Rajesh Sharma	Technology Lead	1
Kushagara Srivastava	Full Stack Developer	1
Abhishek Patil	Quality Assurance	1
Malcolm Taraporewala	Product Owner/Delivery Manager	0.5
Sandeep Pal	Core Team/ Product Manager/ UX Designer	0.25

Total Allocation		4.25
Support Team		
Paritosh Chhibber	Co-founder/UX Head	On Demand - as a support team. Not charged for .
Kaustubh Patki	Co-founder/Engineering	

Project Management Methodology @ Nitika Pandey - 3

Please explain the project management methodology which will be followed during the project.

A scrum based Agile Project Management methodology will be used to manage the development and delivery of software. A scrum master /delivery manager will act as the Single Point of Contact (SPOC) for <client name> for all delivery related communication. Typically 1-2 week long sprints will be defined based on prioritization of the product backlog done in collaboration with <client name>. Daily standup meeting will be held internally at Locusnine and periodic stand up meeting will be help with the team from <client name> as well to ensure continuous and incremental update communication. A retrospective will be conducted at the end of each sprint to ensure propagation of what went well in the sprint in consideration and timely course correction as and when required.

Start.INTERNAL REVIEW SECTION(Project Management Methodology)		
Aspect	Idea	Status
specifying tool	(MS Project Plan/ Jira/ GitHub for Tracking etc.)	@ Nitika Pandey
image	diagram will make look better	@ Nitika Pandey
End.INTERNAL REVIEW SECTION(Project Management Methodology)		

Website check and enhancement @ Nitika Pandey - 4

The bidder shall evaluate the current website (services interface) and propose enhancement plan based on findings and benchmark with leading entities' websites. New and unique features suggestions to be considered.

To identify features and enhancements from the perspective of what is prevalent in the relevant market segment, a competitor analysis will be done broadly as follows -

- Identification of 2 leading competitor websites
- Identification of 5-10 key areas for comparison including information architecture, visual appeal, keywords, SEO etc.
- Compilation of competitor analysis report

Based on the competitor analysis report, new features may be suggested to <client name> and on approval, will be added to the product backlog.

Start.INTERNAL REVIEW SECTION(Website check & Enhancement)		
Aspect	Idea	Status
specifying tool	(tools for automatic analysis across websites - we get tools for checking ux heurictics, performance, accessibility, usage, etc). Also see what tool miro uses to gather feature requests and feedback from users. we should recommend a tool like that too.	@ Nitika Pandey
	also, also, in the main grid itself, it may be super cool to add a row for recommended tools	
specifying template	any nice old sheet template used for benchmarking. e.g. what legend did with accops site	@ Nitika Pandey
image	diagram will make look better	@ Nitika Pandey
End.INTERNAL REVIEW SECTION(Website check & Enhancement)		

Financial Proposal

The financial proposal shall clearly quote the itemized cost of the following components:

Costs (Include separate costs as per below)

Professional Services cost

License cost (including any third-party component, if any)

Training

Yearly Maintenance cost

Support model post go-live

Any other costs

Payment Milestones

Include the payment milestones model in tabular format for payment of the proposed costs.

Questions

- Across what touchpoints/channels are these services currently used/ planned to be used?
- Who are the stakeholders and customers for each of the services?
- When do stakeholders and customers use the Ministry of Economy's services?
- What benefit(value) do stakeholders and customers get by using the Ministry of Economy's services?
- Who are the primary competitors for the UAE - MOE?