Supplement No. (S)

<PPP Project Name>

Request for Proposal

<Proposal Title>

Prepared By: <Author>
Document Version: <N.N>
Date: <Month, Year>

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1 TEMPLATE INTRODUCTION

The template will present a standard format for a Request for Proposal for an e-government PPP,

The template serves three main purposes:

1. Establishing a standardized format for the PPP procurement documents.

2. Ensuring that sponsor agencies develop well-conceived tender documents for PPP projects.

3. Provide a basis for negotiation of a final PPP agreement.

RFPs are drafted based on the business case and feasibility assessment previously done (and approved) for the project.

An RFP should not be tailored to any one bidder, but rather serve the service needs of the sponsor agency and the public interest.

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2   EXECUTIVE SUMMARY

\<Brief summary about Ministry/Agency, the need for the hardware / software / services the RFP is being prepared for and expectation about the vendor and the solution to be obtained. Also to include a brief summary of the environment in which the hardware / software / services will operate.\>

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3   BACKGROUND AND CURRENT STATUS

<A brief overview about Ministry/Agency in terms of:

- *history*
- *strategic objectives and direction*
- *current organizational structure; and*
- *any other relevant information about Ministry/Agency in relation to the project.>*

4   SCOPE OF WORK

<A short introduction about the expected project phases…etc>

4.1   PROJECT OVERVIEW

<This Section provides a summary overview of:

- *project goals;*
- *objectives;*
- *scope (for example, of services to be delivered);*
- *proposed pricing of services to be delivered;*
- *key performance indicators;*
- *partnership structure (e.g., PPP model);*
- *financing or project;*
- *financial arrangements between partners (e.g., revenue shares);*
- *expected service delivery;*
- *stakeholders; and*
- *Other basic information about the project.>*

4.2   STAKEHOLDER EXPECTATIONS

<Initial stakeholder expectations and assumptions about the project should be listed to control any scope creep that might occur in the project life cycle.

Section should make clear how stakeholder input was gathered – for example, what consultations were held and with whom.>

4.3   PROJECT STRUCTURE

<This Section describes the project structure, presenting it in a way that makes clear why a PPP approach was chosen for the project.>

4.4   PROJECT REQUIREMENTS

<This is the core section in any RFP. Each project requirement should be listed and described in specific detail, clearly noting whether each requirement is mandatory or optional.>

4.5   OTHER REQUIREMENTS

<All other requirements—such as technical, operational, training—are also stated under Scope of Work Chapter.>

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5 RFP REQUIREMENTS PROCESS

<This Section describes the RFP process for the selected vendors to which the RFP is sent and the competitive system requirements.*>*

5.1 STRUCTURE OF THE DOCUMENT

<Describe the structure of the RFP document and the sections included in it.>

5.2 PARTICIPATION TO RFP

<Explain requirements of the competitive system requirements *for the basic partner in RFP being circulated.>*

*Basic partner*s willing to participate should confirm to <Agency issuing RFP> within **<number of days>** days of receiving the RFP their **Intent to Respond.** A failure to confirm will be signify that a *basic partner* is not participating in the RFP and <Agency issuing RFP> will require an immediate return of the RFP

All *basic partner*s confirming their participation should send the Intent to Respond to the attention of:

<RFP Contact Name & E-mail address>

5.3 RFP SCHEDULE

<Schedule must be adapted and aligned to the needs and time requirements of each project.>

Sample of RFP key dates timeframe as a guideline are the following:

T0	RFP made available to the bidders
T0 + # of days, time: 10:00	Deadline for addressing questions
T0 + # of days	Response to all questions
T1 = T0 + # of days, time: 12:00	Deadline for receiving bid (all material)
T1 to T1 + # of weeks	Bids to be evaluated. Bidder(s) will be invited to present solution to Ministry/Agency (presentation meetings, not negotiation meetings). Live demonstrations can be launched at this presentation.
T1 + # of weeks to T1 + # of weeks	Negotiation of contract
T1 + # of weeks	Conclusion of contract

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T1 + # of weeks to T1 + # of weeks	Clarification phase. The bidder initiates the activities considered necessary to obtain further insight into Ministry/Agency's business procedures, needs, the competitive system requirements and IT environment, and to give Ministry/Agency insight into functions and capabilities of the system. The bidder will write a detailed description supplementing this RFP and the proposal. This description is to be approved by Ministry/Agency.
Period to be defined	Pilot installation showing full functionality
Period to be defined	Installation in all offices

Table 1 – Timeframe guidelines

5.4 RFP RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

<Clarify who is the contact person for any queries and clarification needed with regards to the RFP and submission rules.>

All questions related to this RFP should be directed to:

<Name of Project Manager & E-mail address>.

Basic partners must ensure that the proposal is delivered in duplicate and received at the following address before the tender closing date **<Tender closing Date>**.

> **<RFP Contact Name>**
> **<Address Details>**

Any notices with respect to this RFP should also be mailed to the above Contact and Address.

5.5 RFP EVALUATION PROCESS

<Describe the evaluation process in brief for all submitted proposals and key elements of evaluation.>

The award criterion will be "the most economically advantageous" tender that includes the requested services. Apart from this criterion, the evaluation will be based on the following evaluation criteria listed in order of priority:

<For example, the following list of comparison criteria can be used and adapted to each RFP's context (list of not exhaustive comparison criteria):>

Usability
- Is the service easy to access for users? Easier than previous delivery method? Is the system easy to manage?
- Does it have an intuitive graphical user interface?
- How will security and privacy of any personal data be protected?
- Is daily work expected to become easier for back office operations?
- Is the system flexible with regard to how work processes are designed?

Migration

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- How successful will migration from existing platforms, systems and service delivery channels be? (Example)
- How difficult (with respect to resources) is migration expected to be?
- What are the risks of significant service interruptions during migration?

Completeness
- Does the system cover all the needs in this RFP? Are all required services be delivered?
- Can the system be expected to handle future service needs?
- Is the financial investment of bidder in the project likely to be adequate?

Basic Partner
- Does the bidder have a solid financial foundation?
- Does bidder have a proven track record of clean financial management?
- Does the bidder have a proven track record of relevant competencies, service delivery, support, etc. considered to be a reliable potential partner?
- Does vendor have a proven track record of delivery these types of services?
- Has vendor been involved in a PPP before?
- Does vendor have a record of successfully delivering projects (on or under budget) to public sector?
- Does the development roadmap offer vision and perspective? Is it realistic?

Technology
- Is the technology used state-of-the-art? Will it be able to scale and handle new demands?
- Does the bidder have a proven track record using the technology?
- Does the solution use open standards?
- Does the solution respect de facto standards?
- Is the technology prepared for future development?
- Are there any security issues existing related to the technology?

Process
- Does the outlined process for implementation, project organization, plan for education and information, etc. seem adequate?
- Is training adequately addressed in the deployment plan?

Project Management

- What are the proposed mechanisms for project management?
- How will communications between partners be handled?
- Does bidder propose a plan for marketing of the services?
- Has bidder adequately addressed risk management?

5.6   RFP TERMS & CONDITIONS

<State the detailed terms and conditions for the RFP. Those terms and conditions to be split into sub-section under this section.>.

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5.6.1 Liabilities of Ministry/Agency

<State the liabilities of Ministry/Agency with regards to the RFP.>

This RFP is only an invitation for proposal and no contractual obligation on behalf of Ministry/Agency whatsoever shall arise from the RFP process unless and until a formal contract is signed between Ministry/Agency and the Basic partner.

This RFP does not commit Ministry/Agency to pay any cost incurred in the preparation or submission of any proposal or to procure or contract for any services.

5.6.2 Proposal Process Management

<Explain the processing of the proposal in Ministry/Agency.>

Ministry/Agency reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarification from one or more basic patners , or to cancel the process in part or whole. No basic partner is obligated to respond to or to continue to respond to the RFP after the submission and closing date.

Ministry/Agency will, at its discretion, award the contract to the responsible vendor submitting the best proposal that complies with the RFP. Ministry/Agency may, at its sole discretion, reject any or all proposals received or waive minor defects, irregularities, or informalities therein.

5.6.3 Bid Expiration Date

<State the minimum period for the validity of the received proposals.>

5.6.4 Confidentiality & RFP Ownership

<State the confidentiality and ownership of the RFP.>

This RFP is both confidential and proprietary to Ministry/Agency, and Ministry/Agency reserves the right to recall the RFP in its entirety or in part. Basic Partners cannot and agree that they will not duplicate, distribute or otherwise disseminate or make available this document or the information contained in it without the express written consent of Ministry/Agency.

Basic Partners shall not include or reference this RFP in any publicity without prior written approval from the client, which, if granted, shall be granted by the individual named above. Basic Partners must accept all of the foregoing terms and condition s without exception. All responses to the RFP will become the property of Ministry/Agency and will not be returned.

5.6.5 Security – Non Disclosure Agreement

<State the need for the basic partners *vendors to sign the Non-Disclosure agreement.>*

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The basic partners as part of the proposal should sign the non-disclosure agreement to safeguard the confidentiality of Ministry/Agency's business information and data.

5.7 BASIC PARTNER PRESENTATION

<State the rules for the cost incurred by the basic partner *in case they are asked to make a presentation.>*

If required, the basic partner will be asked to make presentations at Ministry/Agency. Ministry/Agency shall not be under any obligation to bear any part of the expenses incurred by the basic partners for the presentations.

5.7.1 References Sites

<State the importance of providing reference sites and how those references may be used by Ministry/Agency.>

Please provide a minimum of three reference sites where the proposed solution / service(s) has been installed. These users should be in the communication and IT industry, having operations comparable to Ministry/Agency, and have similar systems, scope and users of the specific solution and version proposed. All the details of reference sites requested for in Appendix III should be provided along with the names and contact details of persons who will be available for discussion.

Ministry/Agency will contact these users to obtain any information on the solution / service and implementation.

Basic Partners will co-ordinate with the reference sites and arrange a visit on request from Ministry/Agency. The costs incurred by the evaluation team representing the Ministry/Agency, for the reference site visits, if undertaken, will be borne by Ministry/Agency. The results of this evaluation shall form a crucial input for selection of the preferred solution / service.

5.7.2 Contract Negotiations

<Describe the process to be followed in negotiating the contract after completing the selection process.>

At the completion of the selection process, Ministry/Agency will enter into negotiations with the selected basic partner. basic partners should also be aware that the following documents would be included as attachments to the final contract:

- This Request for Proposal.
- The basic partner's proposal in response – both technical and commercial
- Any modifications to the proposal.
- A Serve Level Agreement (SLA).
- An implementation Plan identifying the tasks to be completed with milestones, the assigned responsibilities, and the scheduled completion dates.

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5.7.3   Solution / Service Acceptance Testing

<Describe the need for Ministry/Agency to conduct acceptance testing for the solution / service prior to going live with it.>

Prior to going live, Ministry/Agency will require a period of time to conduct a thorough User Acceptance Testing (UAT) of the solution / service. This period should be sufficient to verify the solution / service operations and effectiveness. The UAT will not commence until the basic partner has implemented the solution / service (including installation, custom modifications, and parameterizations, functional testing, stress testing, and system integration testing if required by Ministry/Agency) at Ministry/Agency's premises.

5.7.4   Implementation Schedule

<Describe the implementation schedule for the solution / service and the approach to be used.>

5.7.5   Project Management

<List the required information from the vendor with regards to the envisaged project management.>

The basic partnerwill provide at least the following information to Ministry/Agency:
- o   The description of the different phases of the project,
- o   The methodology and approach
- o   Specific list of the deliverables by phase the basic partner intends to provide along the project.
- o   Key performance indicators proposed for service delivery.

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6   RESPONSE FORMAT (PROPOSAL FORMAT)

<Proposing guidelines with regards to responding to the RFP, basic partner *responsibility and cost.>*

6.1   PROPOSAL CONTENT / FORMAT

<State the rules for the basic partners *in terms of the format and content of the proposal. In case of fixed response format being requested then state the format and its sections.>*

6.1.1   Completing the Requirement Specification

<State the rules for the basic partners *in terms of responding to the system requirements matrix.>*

The Requirement Specification contains a list of requirements on the desired aspects of the partnership and project. The basic partner should respond as follows in the level of compliance column:

Response	Meaning
Compliant	Basic Partner fully complies with the specifications/requirement
Non Compliant	Basic Partner does not comply with the specifications/requirement (*)
Partially Comply	Basic Partner meets part of the specifications/requirement

Table 2 - Requirements Response Criteria

The response should be given by stating the response that applies to the requirement from the table above. Please provide explanation whatever be the response. Provide the explanation in the COMMENTS column or on a separate page, if necessary, with reference to the requirement number.

(*) If the proposed system / service offer an alternative to this requirement, please provide a supporting written explanation when using this response. Please clearly specify the question number reference where appropriate.

6.1.2   Basic Partner Responsibility

<State the basic partner *responsibility without limiting their accountability to the list only.>*

6.2   TECHNICAL PROPOSAL

<This section provides the detailed information required in the Bidder's Technical Proposal.>

6.3   FINANCIAL PROPOSAL

.
<This portion of the proposal must be identified as Financial Proposal and must be bound and sealed separately from the remainder of the proposal.>

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7   COMPLIANCE MATRIX – (APPENDIX – I)

<Detail the system / service requirements based on the business requirements.
This level of compliance criteria are provided as an example for software RFPs. However, this can be adapted following the RFP subject in order to assess the basic partner*'s proposal. For PPPs, careful attention must be given to requirements for the delivery of services required.>*

Level of Compliance:

Using the level codes 1 to 5, the bidder must indicate how requirements will be met.

The level codes 1 to 4 indicate completion, whereas level code 5 indicates non-completion.

1 = **Standard.**
     Completion takes place as standard.

2 = **New version**
     Completion requires a new version, which will be standard in the next version. Date for next the version must be indicated in the comment field. The date will be in accordance with the time schedule. The new version will be included in the offer.

3 = **Will be adjusted.**
     Compliance required adjustment. Adjustment is included in the offer.

4 = **Special development.**
     Compliance requires special development, which will be included in the offer. Date for completed special development must be stated as a comment, and be in accordance with the time schedule.

5 = **Cannot be implemented.**
     Completion will not take place

Estimated price for a fulfillment in case of degree of completion 4:

In connection with level of compliance 4, the estimated price for a fulfillment must be stated in the specified field

Comments:

In this field, the bidder may state comments and reservations.

7.1   FUNCTIONAL REQUIREMENTS

7.1.1   <Business Requirement - 1>

Detailed Functional Requirements	Level of Compliance	Comments

7.1.2   <Business Requirement - 2>

Detailed Functional Requirements	Level of Compliance	Comments

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7.2   SECURITY REQUIREMENTS (*)

Detailed Security Requirements	Level of Compliance	Comments

7.3   PERFORMANCE REQUIREMENTS (*)

Detailed Performance Requirements	Level of Compliance	Comments

7.4   AVAILABILITY REQUIREMENTS (*)

Detailed Availability Requirements	Level of Compliance	Comments

7.5   TECHNICAL REQUIREMENTS (*)

Detailed Technical Requirements	Level of Compliance	Comments

<*Applicable only in case of a system being the subject of the RFP>

7.6   LEGAL REQUIREMENTS

Detailed Legal Requirements	Level of Compliance	Comments

7.7   OPTIONAL REQUIREMENTS

<For example nice-to-have functionality that Ministry/Agency may chose to either include or not include in the final contract or at a later stage and that should be priced separately.>

Detailed Optional Requirements	Level of Compliance	Comments

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8   BASIC PARTNERPROFILE & REFERENCE – (APPENDIX – II)

<State the profile information to be collected about the basic partner *.>*

8.1   BASIC PARTNERDETAILS

<State the information to be collected about the company.>

General	
Company Name	
Holding Company or Parent Company (if any)	
Company local address	
Phone	
Please provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years?	
Account Representative	
Phone	
Years in business	
Certifications	
Please provide details of any quality process certifications	
Any other certifications, please specify	

Table 3 – Basic Partner Details

8.2   STAFF DETAILS

<State the information to be collected about the staff details of the company.>

Staff	
Total number of employees	
Please provide a break-up of the number of employees by function, e.g.	
Sales/Marketing	
Administrative Staff	
Research & Development	
Implementation Staff	
Technical Support Staff	
Other	

Table 4 - Staff Details

8.3   PRODUCT DETAILS

<State the information to be collected about the product being offered by the company.>

Product	
System/Brand name	
Date when first client went live in KSA	
Current version and release date	
Number of Clients using this software solution in KSA	
Largest customer for this product (or service) by Number of workstation, servers and number of remote locations	

Table 5 - Product Details

8.4   SUPPORT DETAILS

<State the information to be collected about the support of the basic partner *.>*

Support	
No of Branches in KSA	
No of Support Staffs	
Coverage details proposed – 24 / 7 or Business Hours	
Response time within city	
Response time outside city i.e. 50 kilometres away from the main city	
Committed Response/Resolution time for Emergency/Major	
Committed Response/Resolution time for Minor	

Table 6 - Support Details

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9 CUSTOMER DETAILS – (APPENDIX – III)

<State the information to be collected about the customers of the basic partner*, or users of the vendor's services that are relevant to this project.>*

9.1 REFERENCE

<State the information to be collected about the customers' reference of the basic partner.*>*

The reference customer details should be given in the following format. A separate copy of the format given should be used for each reference minimum required is 3.

Customer Details	
Partner Name	
Partner Address	
Telephone Number	
Fax Number	
Contact Name	
Title	
What is or was the contact's role on the implementation?	
State the duration of the implementation.	
Which Module/version is being used?	
Details of consultancy service provided	

Table 7 - Customer Reference Details

9.2 CUSTOMERS IN KSA

<State the information to be collected about the KSA customers of the basic partner.*>*

Customer Details	
No of organizations using your proposed solution in KSA in the same industry field	
No of other customers using the proposed solution in KSA	

Table 8 - KSA Customer Details

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10 COMMERCIAL BID – (APPENDIX – IV)

<State the information to be filled by the basic partner *with regard to the commercial aspects of the proposal and the rules for the vendor in terms of cost and its breakup. IF Ministry/Agency has specific requirements on the payment terms and schedule then it should be stated in this section as well.*

RFP should identify all relevant capital and revenue expenditure costs. The project cost break down should consider(but not limited to) the following as applicable:

- *Hardware Module Cost*
- *Software Module Cost*
- *Software License Cost – Server*
- *Software License Cost – Desktop*
- *Training Cost*
- *Testing Cost*
- *Conversion Cost*
- *Upgrade Cost*
- *Preventive Maintenance Cost*
- *Disaster Recovery and Data Backup Costs*
- *Support Cost*
- *Implementation Cost*
- *Documentation Cost*
- *Marketing Cost (to promote use of services)*
- *Travel Cost*
- *Consultancy Services Cost*

In case of licensing, proposal should indicate costs separately for:
- *Corporate license*
- *Individual license, for each of the items/modules>*

Cost Item	Qty	Unit Cost (SR)	Total Cost (SR)	Maintenance first Years	Maintenance 5 years	Maintenance in %
TOTAL COST						

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11 NON – DISCLOSURE AGREEMENT – (APPENDIX – V)

<Attach the Non-Disclosure Agreement to be signed by Ministry/Agency and the basic partner.*>*

and according to competitive system, government procurement and its approved operational and financial rules and regulations