



Public Prosecutions Request ..Proposal for Web Site Revamp And Eservices Automation To Comply With Both UAE and ADSIC Government Web sites Requirements

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1 Disclaimer

Public Prosecution (PP) inviting reputable companies to submit their offer for revamp PP Web Site to Comply with Both UAE and ADSIC Governments Web Site standard.

This RFP contains information about the required revamp of Web Site, In addition, to assist venders in replying to the RFP.

This RFP document is not an agreement and it is not an offer or invitation by PP to any parties other than the applicants who are qualified to submit the bids ("bidders"). This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. PP makes no representation or warranty and shall incur no liability under any law, rules or regulations as to the accuracy, reliability or completeness of this RFP. PP may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

2 Document Confidentiality

This document is proprietary and confidential material owned by UAE PP.

3 Purpose of this Document

This document provides information about Revamp of PP Web Site to Comply with Both **UAE and ADSIC Governments web page standard and best practice**,

4 Introduction

PP are recognizing the importance of revamp of Web Site to comply with both UAE and ADSIC Governments Web Sites.

Latest technology should be used to fulfill business requirements for usability, functionality and the long-term technology roadmap.

The functional requirements of the new system will be measure through the following:

- a. Improved PP e- service, measured using key performance indicator (KPI) tracking and ease of access and use.
- b. Provision of accurate readily available management information.
- c. Automated and seamless exchange of information
- d. Improved cohesion and smarter servicing to all benefiteres of the approach.

5 Executive Summary

UAE Government has always been the technology leader in the area, and to continue its journey in technology and innovation, the government decided to implement Government web Sites, which includes delivering e-services over web base applications with full agility.

6 PP Requirements

UAE PP requires revamp of its Site.

The revamp web site should comply with both UAE and ADSIC Governments Web Page Requirements. The implementer at the minimum should carry out the following:

- + Study the current PP web site, preparation an analysis of the assessment of its status
- + Submit more than one design (at least Three) to take approval on the best one
- + Visitor Statistics
- + Preparation of the strategies to develop website content
- + Add more interactive content of images and video (Multimedia)
- + Prepare a plan to view content in easy way to enable the site visitor/user to access the required information easily and pleased
- + Study services provided and develop of presentation methods
- + User Interfaces should be in Arabic and English.
- + The site will contain a single control panel to manage the contents of the site.
- + Social media should include in the new design.
- + Web site should be responsive, mobile and tablet friendly in order to provide the users the same functionalities and experience across all platforms.
- + PP portal should use the latest web technologies to provide an immersive experience to the visitors
- + PP portal should serve various online presence standard requirements including but not limited to Search Engine Optimization principles, Social Media integration principles
- + PP portal should provide a scalable infrastructure that can grow as PP Prosecution's needs without sacrificing security
- + PP portal should support disables (color, font size, audio and)
- + The solution must be able to portray a consistent brand image, and also be dynamic enough to be delivered in external and internal subscribing and multiple languages (English & Arabic)

7 Component & Scope of Work

The scope of this project is to revamp of Web Site (<http://www.pp.gov.ae>) to comply with both UAE and ADSIC Governments Web Site. To satisfy PP's management strategy.

7.1 Basic services

Revamp of PP Web Page
Design and programming of social networking and linking it with PP Web Site

ECM (Enterprise Content Management System)
Web Services integration layer serving portal and mobile
Access Management and Single Sign-On

7.2 End-users will be able to perform specific functionalities:

This section lists various modules that will be present within the PP portal. Each module intended to provide certain information, feature, or service.

General	
Navigation menu	Incorporate easy Navigation structure focused on the User Experience
Highlights	Banner space for special announcements
Important links	Show links to the governmental entities related to the PP (Ministry of Justice, Dubai courts, Judiciary Department, Dubai PP)
Featured News	Contains the news categorized as featured news to be displayed on home page
About Us	This module shows information about PP
Contact Us	Provides information regarding how to contact PP through the provided contact mails, Telephone and Fax
Help and FAQ	Contains some FAQs and information about PP services
Service Catalogue	Services Guide for PP provided services
Newsletter	Enables customers to view the latest newsletters as well as subscribe to PP Newsletter
Mission & Vision	Shows the PP mission and vision
Events	Shows a listing of the currently available events filtered by Today's events, this week's events and this month's events
Locations	Show prosecution/courts locations on maps and have to get root to there .
Strategy	Show PP strategy
Organization structure	Show PP organization structure in hierarchical form
Technical Office	Show information about PP technical office
Revocation prosecution	Show information about the revocation of the prosecution
Prosecutions	Give the visitor information about <ul style="list-style-type: none"> • Security Prosecution "نيابة امن الدولة" • Cassation Prosecution "نيابة النقض" • Appeal Prosecution "نيابة الاستئناف" • PP Prosecution "النيابة الكلية" • Partial Prosecutions "النيابات الجزئية" • Subsidiary Prosecutions "النيابات الفرعية"
Criminal Case	Show information about the criminal cases "الدعوى الجزائية"
Information	
United Law	Enable the portal user to get information about the UAE law and give the user search capability with : <ul style="list-style-type: none"> • Category of Law • Location • Law • Article • Search text
Media Center	
Latest News	Shows the latest PP news
Press Conferences	Shows a listing of the latest press conferences
Gallery	
Photo Gallery	Shows a photo slideshow
Video Gallery	Shows a video slideshow
Careers	
Vacancies	Shows a listing of available vacancies
Submit your CV	Enables visitors interested in a job in PP to submit their CV
Sitemap	
Sitemap	Shows the PP website sitemap

Terms & Conditions / Privacy Policy	Shows the privacy policy and terms of website usage
Social Media	
Social Media Integration	Enables users to join / follow PP on Facebook, twitter, Instagram as well as visit PP YouTube channel
Facebook Feed	Enables users who have connected their Facebook account to view the latest updates about PP Prosecution
Instagram Feed	Shows an Instagram feed of the latest pictures about PP
Services	
Feedback Complaints	Access to create new complaint, view complaint status and send a feedback
Automated Services (for registered users)	<p>The portal should enable access to the PP E-Services that requires authentication; the users will be able to check their services request status/history. PP E-services that will be available through PP web page includes:</p> <ol style="list-style-type: none"> 1. Recovery of fine's balance 2. Installment plan of sentenced fine 3. Fees of the mandatory expert. 4. Opening of memorandums 5. Recovery of financial bail. 6. Receiving of the deposited charges with the police stations. 7. Receiving of deposits, impoundment, documents or passports. 8. Decision of appeal 9. Issuance of To Whom It may Concern certificate 10. Renewal of passports and visas of accused and sponsors. 11. Submit an Objection. 12. Receiving a cadaver. 13. Pay the fines by e-Dirham. 14. Apply for personal or financial bail. 15. Photocopy a file case to the court. 16. Deposit amount in favor of the complainant. 17. Apply bail request to the court 18. Photocopy of the sentence 19. Expiration of the criminal case 20. Postpone the execution of restricted freedom punishment of convicts 21. Visit the detainee or committal 22. Inhabitation of arrest (cancellation of arrest order and appearance) 23. Request of Exonerate 24. Photocopy of upholding decision 25. Photocopy of order of achievement 26. Dismissal of penalty in due prescription
Informational Services	<ul style="list-style-type: none"> • Search For Case • Search Case Sessions • Sessions Schedule Search For Procuration's • Search For Lawyers • Search For Experts • Search For Translators • Prosecution Auctions
Services to be developed	21 services more or less similar to the existing services need to be develop.
PP directory	Enable the user to search the PP directory by the City and the name
External links	Show links to external sites related to PP
Search	<p>There should be a search box to enable visitors to enter keywords and phrases, and see a results page with links to pages within the website that matches the keywords entered in the search box. The system should provide a search functionality enabling users to search in:</p> <ul style="list-style-type: none"> • News • Events
Analytics	Analytics tool required for usage tracking
Integration	<ul style="list-style-type: none"> • Ability to integrate to PP active directory for backend user management and access control • Integration with E-Dirham Gateway for services payment

	<ul style="list-style-type: none"> • Integrate with SMS gateway for users notifications • Integrate with PP email sever • Integrate with Livelink ECM
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7.3 Solution Features

Look & Feel	
Browsers	The application must work on the latest version of all major browsers
Intuitive Design	The application must have an intuitive easy to use design
Branding Guidelines	The application must adhere to UAE Government branding guidelines and should provide a unique and creative design
Responsive Design	The application should have a responsive design in order to be displayed correctly on multiple devices
Information Architecture	
Information Architecture	The vendor must provide the information architecture and wireframes as part of the design approval process
Search Engine Optimization	
HTML Title	The page title should include useful and distinctive indication of the contents and should be self-explanatory. The HTML "TITLE" element should be chosen carefully considering its role in search engine indexing, query responses, window title bar and in bookmark labels
Meta tags	The important meta tags that must be included are the following: Title, keywords and description tags
Alt tags	Non-textual elements should have text alternatives
Language Support	The application should be capable of delivering content in Arabic & English
Login and Access Management	The system should enable users to register and login The system should enable web Single-Sign-On
Integration	The solution should be SOA compliant The solution should provide Web Service integration layer for e-channels (web portal and mobile application)
Scalability	The proposed solution should be both scalable and highly available
Homepage	The homepage should display the main events / highlights as well as provide navigation to the rest of the system
Technologies Used	<ul style="list-style-type: none"> ▪ Vendor must not use Flash or Silverlight, and must leverage HTML 5 technology ▪ Solution must be based on Enterprise Java ▪ Portal technology should be WebCenter Portal ▪ Access Management and Single-Sign-On technology should be Oracle Access Management Suite ▪ Integration layer should be Oracle Service Bus.

7.4 Implementation Requirements

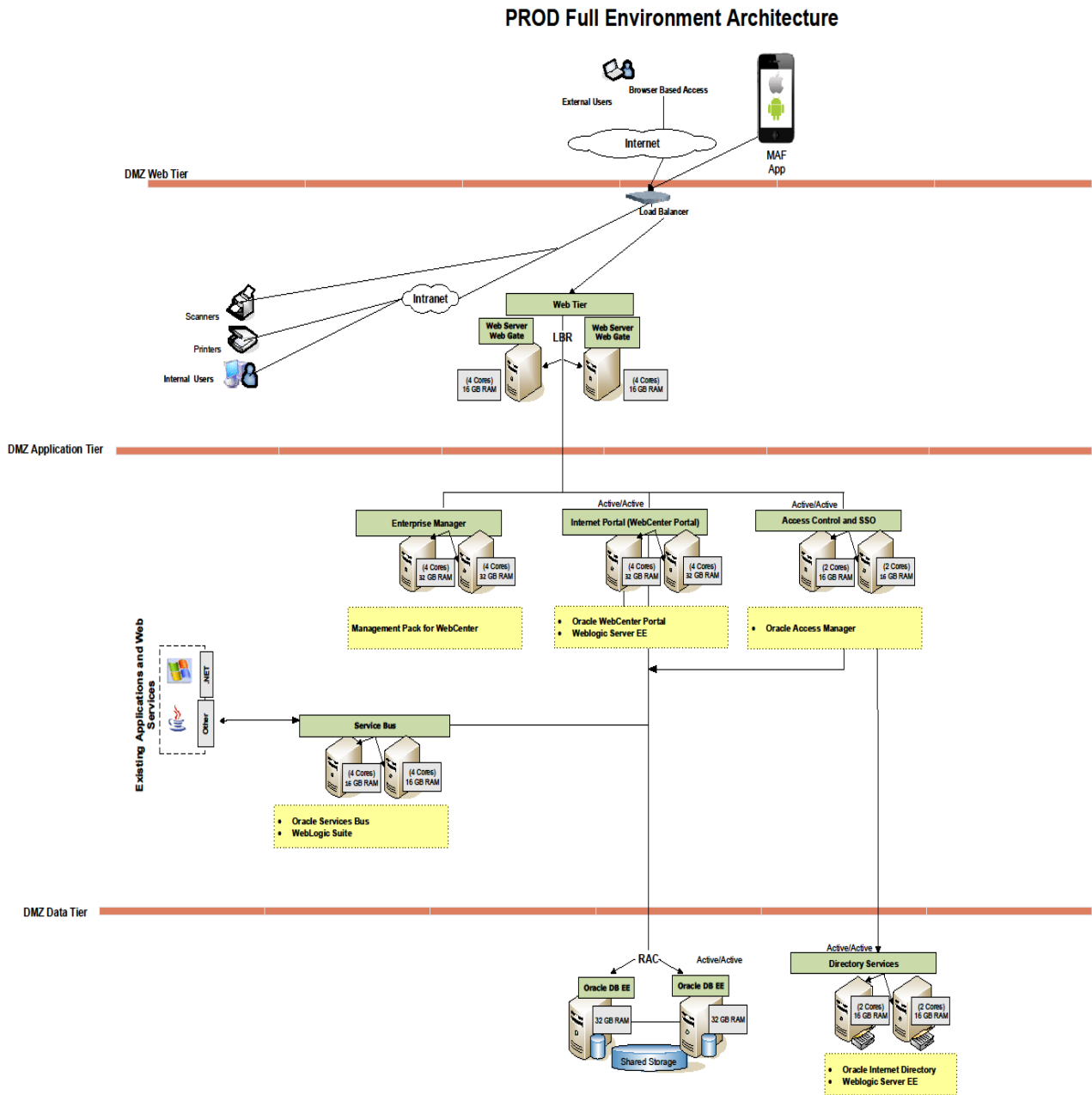
Documentation	<ul style="list-style-type: none"> ▪ Proper documentation on how to utilize the application submitted must be provided to the entity system users and administrators ▪ Bidder must provide project charter, communication plan and project plan clearly outlining the different deliverables and their date and time ▪ Bidder must provide a requirement specification document and a technical design document as part of the solution
Training	<ul style="list-style-type: none"> ▪ End User, Administrator and code handover trainings must be provided as part of the solution ▪ Bidder must provide an administration training for 4 users ▪ Bidder must provide an administration guide to help administrators administer the system

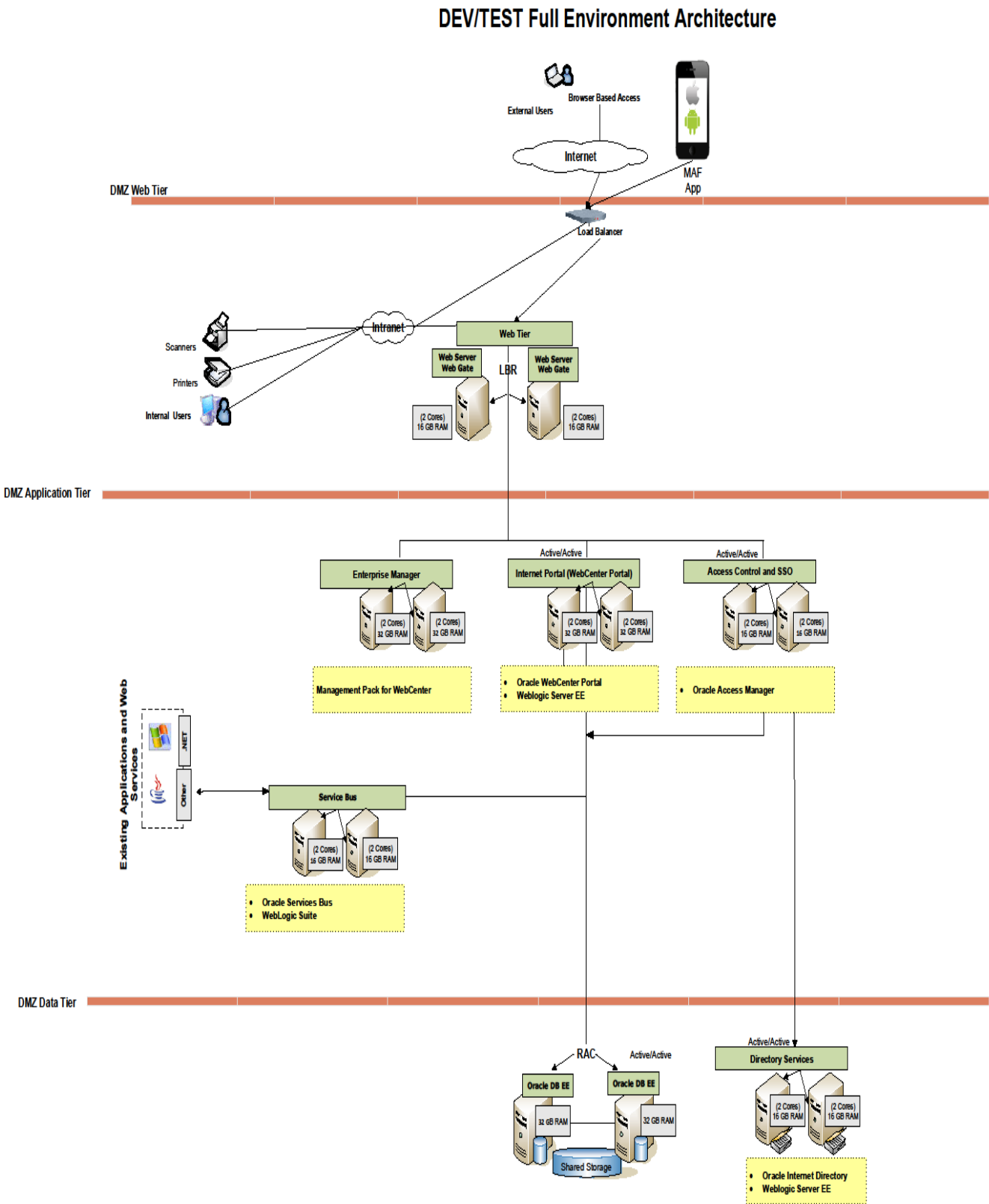
Administration	<ul style="list-style-type: none"> ▪ The system content should be administered from a central content management store that will be provided as part of the scope of this proposal ▪ The system must publish the content through service oriented architecture and provide clear documentation on how to retrieve the content
High Availability	The system should be highly available with staging and production environments
Hardware	The Bidder must provide the recommended hardware

8 Solution Architecture

Bidders should follow the following deployment architecture

8.1 8.1 Production Environment





9 Oracle licenses required

9.1 Production Environment

Product Name	Product Description	License Type	Qty
WebCenter Portal	Provide the web interface layer services including personalization and customization of portal pages	Processor	4
Access Management Suite Plus	Provides the single sign on platform for the solution across the different channels	Processor	2
Directory Services Plus	Provides the centralized user registry to be used by the SSO environment.	Processor	2
Service Bus	Provides the unified service integration bus that insure best practice SOA integration across the different channels (mobile, web,,)	Processor	4
Web Tier	HTTP server	Processor	4
Mobile Application Framework	Mobile framework to build java hybrid applications	Application	1
Management Pack for WebCenter	Provides the extended management capabilities to the portal ensuring the maximum availability of the solution	Processor	4

9.2 Development and Test Environments

Product Name	License Type	Qty
WebCenter Portal	NUP	20
Enterprise Identity Services Suite	NUP	20
Service Bus	NUP	20
Web Tier	NUP	20
Mobile Application Framework (Optional)	NUP	20
Management Pack for WebCenter	NUP	20

Company should mention the following:

- Project Methodology and Planning
- Project Management Methodology
- Project Organization
- Implementation Methodology
- Typical Architecture
- Release Control Methodology
- Period of the project (Initial Project Plan): The project plan should address clear milestones of the project phases, along with the expected deliverables associated with each milestone.
- Requirements and Strategy
- Financial Proposal hard copy and soft copy
- Technical Proposal hard copy and soft copy
- Deliverables
- Change Management Methodology
- Rules, Assumptions and Constraints
- Support (Maintenance)
- Training approach, duration, and training requirements and facilities

10 General Requirements

The vendor should comply with the following:

10.1 Complete source code should delivered to PP

10.2 PP is the owner of the project

10.3 The implementer should co-ordinate with other companies working with PP on similar services

10.4 Vendor responses are to be entered in or attached to the enclosed document entitled "Request for Proposal – Response". The response will consist of two separate documents Technical and Commercial proposal.

10.5 Technical Contacts

Any questions regarding this document or the process can be addressed to

Name	Dr. Moustafa I Mahdy	Mr. Omar Al Yamahi	Eng. Hisham Esmail
Phone	0506199231	0505510165	0555200471
FAX	037621641	037621641	037621641
Email	mostafa@pp.gov.ae	oyammahi@pp.gov.ae	hismail@pp.gov.ae

10.6 Costs & Payments

- To assist with the effort all price quotations submitted in response to this RFP must be present in pricing sheet in identical format.
- Company should provide PP with a standard method of comparing the various costs associated with the proposed solution as it will be a key criteria used in selecting a vendor.
- It must be understood that PP is not liable for any costs incurred by vendors in the preparation of their response to this RFP or negotiations during the selection process.
- The preparation of the response will be made without obligation to the PP. to acquire any of the items in your proposal, or to select any Vendor's proposal. Please note that any documentation and other supporting material provided, as part of a submission becomes the property of the Client and will not be returned.
- The proposal must include a total price

10.7 Minimum Qualifications

Proposers must meet the threshold minimum qualification requirements listed hereunder:-

- 1- Two or more years' experience working with government entities / PP sector / judicial branch customers is add on.
- 2- Vendor is preferred to have quality certificates like CMMI & ISO certificates
- 3- The vendor should have at least (1-2) successful governmental websites similar in size to PP, The vendor should provide PP with references for such projects with details
- 4- The vendor should have a fluent Arabic/English Speakers in order to simplify communication
- 5- The vendor must state clearly any prerequisites required from PP.
- 6- The technical and design aspects must be prepared in a scalable, flexible and responsive fashion.

10.8 RFP Conditions

1. Ability to Satisfy the Requirements mentioned in the "Scope of Work" section.
2. Vendors must submit a complete response to the specifications.
3. Company official who is authorised to bind the potential vendor to its provisions must sign the proposal.
4. The proposal must contain a statement to the effect that the proposal is a firm offer and remains valid for 3 months from the date of submission.
5. PP reserves the right to reject the proposals received because of this RFP.
6. PP reserves the right to negotiate any or all parts of the submitted offer and the right to accept any part of the proposal as offered.
7. Prior to the submission closing date, PP reserves the right to revise or amend the terms, conditions and provisions of the RFP. A copy of such addendum if any, will announced as amendments to the specifications and submitted to all vendors simultaneously.
8. PP reserves the right to award the contract, in whole or in part, to a vendor or vendors providing the solution that best serves the PP. interests.
9. This RFP does not commit PP. to award the contract or pay for any costs incurred by successful or unsuccessful vendors in the preparation of the proposal.
10. As a part of this project, the selected vendor will be required to sign a Non-Disclosure Agreement (NDA).
11. The Contractor should be responsible for the behaviour of his staff who is attending the site for installation or maintenance or fixing any malfunctioning parts at PP Computer Site or working on those parts outside PP premises.
12. Under no circumstances the contractor should carry any Parts or Transfer or Dump any data without PP approval, any replaced item should be left at IT premises

10.9 Timetable

Vendor's response to the RFP must **delivered on or before the bid expiry date**, that is **14/05/2015**

The response should be forward to the following:-

Abu Dhabi
Al Khobara Palace
Public Prosecution
IT. Department
Eng. Hisham Ismail
Mobile: 0555200471