UNITED ARAB EMIRATES
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

الإمارات العربية المتحدة
وزارة التغيــر المنـاخــي
والبيــئــة

تفاصيل الممارسة : تطوير الموقع الالكتروني للوزارة وتوفير الدعم الفني اللازم حسب المواصفات

Details	التفاصيل

تفاصيل الشركة:

1. يجب أن يكون للشركة مكاتب دائمة في الإمارات العربية المتحدة وتقدم خدماتها ودعمها ضمن حدود الدولة.

2. يجب أن تكون لدى الشركة على الاقل 5 سنوات من الخبرة في العمل مع الجهات الحكومية الاتحادية وحققت نجاحات على صعيد معايير هيئة تنظيم الاتصالات بنسبة 98% - 100% مع توفير الأدلة

3. ان يكون لدى الشركة سجل قوي في مجال توفير تصاميم وتطويرات ابتكارية للبوابات الالكترونية

4. فريق عمل بمؤهلات عالية وتخصصات تثبت التجربة الفريدة للشركة في هذا المجال يرجي توفير السيرة الذاتية للموظفين ضمن العرض

5. يجب ان تكون الشركة مرخصة حسب الأصول ومسجلة في دولة الإمارات العربية المتحدة ويجب ارفاق صورة الرخصة

6. أن يكون المبرمجين المرشح للعمل على المشروع من جنسية عربية ولديه خبرة لا تقل عن 5 سنوات في مشاريع مماثلة.

7. The vendor should demonstrate or provide previous experience of working with Government entities across the same field of RFP requirement.

8. The vendor should have a proven track record show case with industry awards for other government entities within websites and service/User flow redesign.

9. Vendor should know the best practices and current trends in the market and demonstrate the same in the submission of the RFP

10. Vendor should ensure all user journeys and designs are tested by applying standard usability practices

11. Vendor should have capabilities & be proficient in conducting heuristic & expert reviews, extensive user-research and user testing with a dedicated usability lab and eye-tracking devices at their perusal

12. The vendor must have good team members in their UX/Usability team on their own payroll on ground in Dubai/UAE

الشروط العامة:

1. قابلية الربط مع الانظمة الاخرى التابعة للوزارة عند الطلب، والتعاون مع الاطراف الثالثة عند اللزوم

2. للوزارة الحق في إضافة أي تغييرات أخرى تتعلق بتصميم الموقع او الهوية المؤسسية.

3. للوزارة الحق في تطبيق أي تحسينات أو تعديلات تطلبها الوزارة.

4. المشاركة في المسابقات المحلية والدولية دون تحمل الوزارة اي تكلفة اضافية

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5. **توفير الدعم والصيانة للمواقع الالكترونية علي (Desktop) و على جميع الهواتف الذكية والأجهزة اللوحية** **(Responsive)** بما يتماشى مع المتطلبات الجارية، والعمل بشكل وثيق مع فريق الوزارة لضمان مواقع تلبي المبادئ التوجيهية والمتطلبات، والمراقبة المستمرة لتشغيل المواقع وتوفير الخدمات التالية:

➕ تقديم الدعم الفني والصيانة لموقع وزارة التغير المناخي والبيئة على مدار 7/24 بما في ذلك عطلات نهاية الأسبوع والعطلات الرسمية

    ○ /https://www.moccae.gov.ae

➕ تقديم الدعم الفني والصيانة لموقع بيئتنا على مدار 7/24 بما في ذلك عطلات نهاية الأسبوع والعطلات الرسمية

    ○ https://beeatna.ae/

➕ دعم برمجي والصيانة لجميع أقسام الموقع الالكتروني

➕ تقديم الدعم الفني والصيانة لموقع بيئتي البوابة الداخلية لموظفي الوزارة (NET.) بكل أقسامه لضمان الاستمرارية

➕ تقديم الدعم الفني والصيانة الخاص ب CMSاوايضا الخيارات والمهام التي لا يمكن التعديل عليها من قبل مدير النظام

➕ تقديم الدعم والصيانة لمكونات الموقع الالكتروني على مدار الساعة 24 * 7 على سبيل المثال وليس الحصر المحادث الالكترونية ونظام الإشارة Text to Speech service، Live Chat والتعاون مع موظفي الدعم بإدارة تقنية المعلومات

➕ إصلاح أي اختراقات امنية التي تظهر خلال تقارير اختبار الاختراق

➕ المتابعة المستمرة لضمان سرعة وامن المواقع مع توفير تقرير بنهاية كل شهر على مدار العام

➕ التحقق من استمرارية عمل جميع الخدمات المضافة كما يجب مع ضمان عملها في الخوادم بشكل صحيح

➕ اصلاح الاخطاء وكافة المشاكل المتعلقة بالموقع الالكتروني والخدمات المضافة على سبيل المثال وليس الحصر (التوظيف، الدردشة الالكترونية، text to speech ...) وتقديم تقارير عنها

➕ توفير الدعم الفني عند الحاجة والخاص بموقع المخاطر (Disaster recovery site)

➕ القيام بالزيارات حسب الطلب.

➕ القيام بأي تحديثات للتكنولوجيا المستخدمة في الموقع الإلكتروني

نقل موقع بيئتنا https://beeatna.ae/ الي موقع الوزارة :

1. نقل موقع بيئتنا من خوادم ITRA الى خوادم الوزارة .

2. تضمين نظام CMS الخاص بموقع بيئتنا ضمن نظام إدارة المحتوى الحالي لموقع الوزارة الخارجي مع ضمان الإبقاء على النطاق الحالي https://beeatna.ae/

3. إعادة تصميم موقع بيئتنا ليتواءم مع تصميم موقع الوزارة

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تطوير موقع الوزارة https://www.moccae.gov.ae/ بالمتطلبات التالية:

Ministry of Climate change and environment project is focused on customer journey end to end and focus on implementing new design of the portal, enhance the performance journey and add new webpages on it.

MOCCAE is aiming to achieve the following benefits from the implementation of this new system:

- Provide a better and smoother services to customers.

- Increase customer satisfaction

- Eliminate the time spent on reaching the information

- Enhance the performance of the portal

Project Overview

The purpose of this project is to enhance MOCCAE portal/website based on customer journey, revamp the design, enhance the performance and adding new webpages

Functional Requirements

The requested enhancements are focused on usability and functionality elements of the MOCCAE portal/website to allow the customers to reach the information easily and the service by minimum number of action/click.

The main task of this project is to provide 3 new designs of current MOCCAE portal/website, apply the approved design on it , enhance the performance, enhance the integration with eservices and adding new webpages.

Hence the functionality as below:

- Provide new 3 designs for MOCCAE website/ portal with user-centric design process based on following and implement the approved design on it:
    - Stakeholder's Workshop and feedback
    - Unified User Experience (UX) design - The website shall be designed to be responsive in order to render contents and perform optimally on most modern browsers (Chrome, Mozilla, IE, Safari etc.)
    - The website shall be designed in such a way so as to have a uniform interface across mobile devices (smart phones and tablets) with different form factors
    - The website shall be designed in such a way less text and more Icons and graphics
    - The website must have an attractive mix of less text and graphics that is visually appealing
    - The look & feel and themes of the new design should be consistent with the main MOCCAE portal design as well as TRA, United nations website standards and guidelines and PMO.
    - The website templates used shall comply with the W3C web standards.

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- o The website developed shall fully comply with all the standards & guidelines
  - TRA
  - United nations standards
  - PMO
- o Use of standard web technologies HTML5, CSS, JS to deliver website with responsive design
- o The website shall provide functionality to change color, contrasts, font size, Google languages, themes and accessibility features for the disabled
- o Easy to Navigate, the website should be easy to navigate.
- o Information should be grouped and presented in a logical manner and require no more than three levels of "drill down" for the user to find the desired information.
- o international & Local best practices.
- o Creative and competitive that differentiates MOCCAE
- o More attractive, more user friendly and less number of clicks
- o Main/home webpage must be focused on services, most used services and one click to run the service from the webpage
- o Service card/detail webpage should be designed based on Icon / graphics and less text and
- o Design new modern icons for all services
- Enhance the performance of the website/portal (page load time should be less than the standard/agreed response time)
- Improve the search feature in the main service webpage
- Add new webpage for MOCCAE projects (project name, description, photo, benefits, start & end dates, etc..) and current CMS should be used as is for content
- Add a new web page to the list of issued establishments license information and integration with electronic services
- Add a webpage for the fiftieth plan, the structure & details will be provided during the implementation) and current CMS should be used as is for content
- Add new webpage for "seminars", the structure & details will be provided during the implementation) and current CMS should be used as is for content
- Add new webpage to display the fertilizers registered and integrate with eservice to display the list
- Add new webpage for Irina, the structure & details will be provided during the implementation) and current CMS should be used as is for content
- Design to be provided in English and Arabic

- Integration Requirements
  - ➢ Enhance & integrate the current integration between Portal and eservice regarding the following:
    - i. Enhance the integration with services metadata

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   ii.   Enhance the integration with slaughterhouse information from eservice

   iii.   Integrate with eservice for registered fertilizers

   iv.   Integrate with eservice for issued establishments license

➤ Integrate with other entities if necessary for example: بيانات.امارات

-

Non-Functional Requirements

Considering that the scope of this RFP mainly addresses the design element, the emphasis is high on the usability components. The website should consider the design guidelines provided by TRA. Alongside these guidelines, there are key criteria which need to be considered in the design of the website

Scalability - to the website should feature the grouped services of MOCCAE, with the obvious consideration that new services and features would be added in the future along the MOCCAE roadmap. This emphasizes the importance of ensuring that the underlying design is scalable to accommodate such future services and features without impact the usability component

Usability - the website should be designed based on user-centric designs where the user journey is the key for ensuring that the website will be highly-adopted as good usability and an exemplary user experience (all of which would be the right ingredients for a website which aims to ensure user stickiness)

As for the second component of the project , the main requirements would be to ensure from the time of design inception that the concept design and wireframe are technically executable

Phase	Task	Activity	deliverables
Discovery & Plan	Stakeholder's Workshop	Holding stakeholder workshops via Go to Meeting calls To understand and analyze the wish-list from stake-holders and put them right perspective With the overall project. To brainstorm ideas, identified challenges, expected KPIs and benchmarks	Vision Document (feedback, pain points,, analysis and design vision)
	Research (customer insights)	1.Performing user interviews/workshop, based on the user segments identified in the research phase.	User testing protocol and report

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		2.Benchmarking MOCCAE against a pre-defined list of competitors and performing a high level audit of the current website / services. 3.Creating personas based on analytics and user research 4.High level review of Google Analytics 5.Circulating a usability survey to current MOCCAE users via survey monkey and analyzing the results 5.High level design backlog , template list and Key performance indicators	Strategy document with consolidated outputs from all of the activities	
	Persona Development & User Journey	Based on research insights, to build personas to convey the user experience challenges to all stakeholders. This will help to identify the user tasks on the site and pain-points which will define the structure of the site. Below are the target users (List will be confirmed and defined during the research phase): • People • Business	User journey and task flows document	

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Structure & Prototyping	information architecture	Based on the user journey and tasks, to create the hierarchy of the site, with segregating content in the right content bucket based on the user's mind map. Guidelines to be considered while doing the site map: • Discovery of content by matching user's mind map • Current trends in user's browsing, navigation patterns global standards • Relevance of content & labels with user's mental model.	Site Architecture & Site Map	
	Wireframe & FSD (functional specifications document)	Reviewing and providing a new navigation and structure of the interface Creating wireframes to demonstrate the proposed new flows Reviewing these flows with the MOCCAE team to ensure alignment until approvals. Explain the final flows so the functionality is clear	Wireframes & FSD	

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	Prototype & testing with Users	With the approved wireframes, create click-trough prototype. The prototype will cover the user journeys The prototype will be testing with real users. The following elements shall be tested: • Navigation • Terminologies & Labels • Structure • User Expectation	3 Prototypes. Based on the insights the wireframes will be iterated Deliverables • Test Guide Document • Analysis Report
	Content	Based on the identified templates, create content matrix documents, aligning it with the required structure. MOCCAE will be involved to fill in the sheet with raw content where ever required and collecting and identifying the required assets.	Content Matrix - English & Arabic
	Visual Design and UI guide	Providing and agreeing on visual design guidelines to work with the current MOCCAE guidelines	Visual Designs & Style Guide in Sketch

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		Creating visual designs based on the approved wireframes Reviewing all visual designs with the MOCCAE team on a weekly basis to ensure alignment and receive approval	
	Eye-tracking testing Usability testing	With the approved design, create click-trough. The prototype will cover the user journeys The prototype will be testing with real users. The following elements will be tested: • 1st impressions • Design elements • Legibility and readability Use of colors and typography Based on the insights the designs will be iterated	Test Guide Document & Analysis Report
Implement Phase	Implement the requirements	Implementation of new design Enhance the performance Implement new pages Implement the Integration	Deployment on staging

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	QA testing	Vendor QA shall testing the changes and provide all report of different type of testing	Test cases, Test results ,defects report Performance testing report Internet browsers compatibility test report
	UAT Signoff	Vendor should prepare for UAT test cases and manage the sessions end to end	UAT test cases UAT signoff document with comments if any
	Go live	Prepare for deployment and announcements for Go Live	Training sessions Training material Go live approval document
Closure phase	PIR	Fix all issues reported after go live and provide list of issues with status and project closure sign off document	Signoff document of project closure All technical documents listed in Deliverables section Latest Source code KT technical session to IT team

Accessibility compliance

The vendor should ensure the website complies to a. minimum Level A of the Web content accessibility guidelines version 2.0 - external site (WCAG 2.0 - a technical standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C)) standard with required guidelines and how to make content accessible to Level double A. and Level triple A and complies with TRA standards and UN standards and guidelines.

Usability and Facility

Vendor should own and have access to fully equipped Usability Lab to conduct user research and eye-tracking studies as required for the project deliverables

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Vendor to comply with Climate change and environment ministry ITD standards. MOCCAE ITD follows ITIL ISO/IEC 20000 standard for IT service management and ISO/IEC 27001 as an Information Security Management System (ISMS) standard

MOCCAE use PMI Standard Project management methodologies; deliverables but not limited to the following:

- Project Plan
- Communication Management Plan
- Risk Management Plan
- Quality Management Plan
- Human Resource Plan
- Solution architect document
- QA test cases, defects , Test reports /results of all type of test (function, performance , compatibility)
- User Manuals in both Arabic & English languages
- Training material
- Handover technical document
- Latest source code – validated by MOCCAE team

System Requirements

- Availability – The system must be highly available
- Scalability – The system shall allow highly scalable platform that copes with MOCCAE needs
- Future Growth - System must support adding more modules to the existing solution in the future. Databases sizing shall consider 5 years' growth.
- Performance –System response time shall be under 5 seconds
- Backup & Recovery – Backup and recovery plan & procedures must be proposed to ensure business continuity

General Requirements

- All Climate change and environment ministry Security policies to be applied in the website/portal
- All Climate change and environment ministry Standards like TRA Standards, United nations Standards to be applied.
- The website/portal must support localization in English and Arabic.
- The vendor should provide quarterly health checks on the portal/website.

System Software Requirements

- Vendor shall list all the software to be used.
- Vendor shall propose all the required Software License for the solution if any and include them in the costing model in the financial proposal.

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- The Vendor shall propose all other or 3rd party software required with number of licenses for each software

Security Policies

The proposed solution must be:

- Compliant with MOCCAE security policies
- Compliant with MOCCAE security Architecture
- Audited before go live to check the compliance

Kindly refer to the below for all Climate change and environment ministry Security Policies and Guidelines.

Success Criteria (Acceptance Criteria)

Acceptance Criteria based on the solution design and FRS document to provide details. They should be relatively high-level while still providing enough details to be useful, they should include:

- Functional Criteria: This it to identify some specific important user level tasks or respective business processes, all the high level functional criteria should be listed and verified to measure the success of the project.
- Non-functional Criteria: This is to identify specific non-functional conditions the implementation of the system must meet, such as design elements which are not related to direct functions of the system. A non-functional criterion might be "User Interface alignment with MOCCAE theme, UX of the system."
- Performance Criteria: Performance of the website/portal is critical to the acceptance of a user story, it should be included. This is often measured as a response time, and should be spelled out as a threshold such as "2 seconds for a query response."
- Smart Devices Accessibility: This is to verify that website/portal is available in the smart devices (tab, phone) with responsive design and easy to use.

Successful Vendor should provide the detailed high level document on the acceptance criteria based on the entire solution; this will be the major milestone to accept the website/portal by MOCCAE IT team.

QA requirements

- MOCCAE IT QA : vendor shall comply with IT QA procedures & policies and follow the agreed plan between both parties during the execution phase of the project, all such
- requirements to be fulfilled by the vendor to make sure IT standard are in place without any compromise. QA requirements such as however not limited to business Requirement Study, System Architecture Document, System Knowledge transfer to QA team, White box testing for the source code, Test environment preparations, user help, Test data and version number for the website/portal.
- Information Systems Security Policies: vendor to comply the "MOCCAE ITD Security Requirements" while implementing this project. Required checklist/ templates will be provided by IT
- Documentations related to the project includes products installed and its configuration details, database information, applications deployment, methodologies and any other documents which is necessary for

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running the smooth operation of the CMS project should be submitted to MOCCAE ITD periodically as activities considering milestones achieved_ Documents to comply ITIL standards

- Technical documentation of the website/portal. handover to ITD support staff such as End User Manual should be submitted during the UAT and QA activities.

- MOCCAE ITD hold the rights to ask the vendor to submit the documents in bilingual (Arabic and English) for specific types. Technical documentations to be submitted in English language and end user documents should be in Arabic and English.

- Source code for this project implementation should be handled using the MOCCAE ITD SVN/TFS repository & it will be handed over to MOCCAE team; MOCCAE IT is the sole owner of the source code and documentation of this project.

- Upon completion of this project vendor should submit the single chart having complete solution architecture diagram including all the required information such as servers, products installed, and configurations details.

- Performance SLA. adopting technique and measurements by using rational tools is mandatory to decide on the acceptance of performance.

Training & Knowledge Transfer Requirements

- The Vendor must propose a suitable training plan so that MOCCAE ITD will be able to maintain and customize the solution in the future.

- The Vendor shall provide a proper Knowledge Transfer during the engagement of this project.

- Guidance and Deployment Document must be provided after the completion of the project.

- Successful Vendor to provide the following training as part of the project and scope:

- Train the Trainer: The purpose of the Train-the-Trainer is to provide mentor/trainers with competencies that will enable them to effectively mentor, facilitate knowledge acquisition, application, and instructional for End users.

- End User Training: This training should be conducted in several batches; continuation of end user training will be handled by MOCCAE team for which vendor should provide training to the designated team as "train the trainer" concept.

The above training to be held at MOCCAE premises and all the necessary PCs with network will be provided. All other training requirements such as basic knowledge, pre-requisite, training materials and training certificates should be fulfilled by the solution implementer.

Support and warranty period Requirements

- This requirement is part of the project which be invoked upon completion of the project and signoff from MOCCAE ITD.

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- The deliverables are: Complete solution will be under one-year warranty period from the date of Contract signoff and launch of the application.

- The support clause will have covered under the statement of work and any cost related to the same should be part of the project cost in the financial proposal.

The following should be addressed under support and warranty:

- Support Life Cycle
- Severity Levels by Classifying Support Request
- Service Level Commitment

Technical Evaluation

MOCCAE will inspect the Technical and Consultancy offers. MOCCAE IT department will determine whether the Technical and Consultancy details along with documents have been provided as per RFP. The short-listed Vendors will only be technical evaluated.

The technical evaluation will be done on the basis of the information provided in the "Vendor's Information" format along with supporting documents. The Vendor will have to give a presentation on the following points as a part of the technical evaluation.

a)   Project Approach, Techniques & Methodology.

b)   Project high-level activities & development activities details;

c)   Deliverables;

d)   Project timeline and completion plan;

e)   Project Dependencies, Challenges, & Success Factors,

f)   Consultancy Team details such as qualifications, experience etc;

g)   Client Reference / Case study of any carried out in the past (in Dubai/UAE preferred).

The Vendor will submit a brief write up on their proposed team and organization of personnel explaining how various areas of expertise needed for this assignment have been fully covered by their proposal. The Vendor should specify the sequence and important activities and plan for carrying out Consultancy services.

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ضمان تفعيل تطبيق الدعم:

1. الاستجابة : مباشرة من خلال الهاتف او البريد الالكتروني، طوال ايام الاسبوع و على مدار الساعة 24/7 وخلال العطل الرسمية

2. على الشركة الداعمة أن توفر الدعم والرد على المتطلبات وحل المشكلات بما يتماشى مع الجدول الزمني التالي:

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The vendor needs to execute a Service Level Agreement with the MOCCAE covering all terms and conditions of this tender. Vendors need to strictly adhere to Service Level Agreements (SLA). Services delivered by vendor should comply with the SLA mentioned in the table below. The vendor should generate SLA reports for tracking the delivery of services:

Priority	Description	Example	Time
1	Very High	Website is not working or not respond Service webpage is not working Run button is not working	Response time 10 MIN Resolution time 1 hr
2	High	important Pages are not opened not respond	Response time 10 MIN Resolution time 2 hr
3	Medium	Broken links , content is not displayed in proper way	Response time 1 hr Resolution time 5 hr

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*تطبق الشروط أعلاه على نسخة الموقع الالكتروني Desktop + جميع الهواتف الذكية + الأجهزة اللوحية

*الصيانة ابتداء من اليوم التالي من توقيع العقد ولغاية 31 ديسمبر 2020

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