



## **Ministry of Justice**

IT Department

# **eLawyers Portal Maintenance Agreement**

## **Request for Proposal**

Dec. 2019



## Table of Contents

<b>DOCUMENT HISTORY .....</b>	<b>2</b>
<b>1 CONFIDENTIALITY AGREEMENT .....</b>	<b>3</b>
<b>2 PURPOSE .....</b>	<b>4</b>
<b>3 SCOPE OF PRODUCTS COVERED .....</b>	<b>5</b>
3.1 MOJ E-SERVICES .....	5
3.2 PUBLIC PROSECUTION E-SERVICES .....	7
3.3 TECHNICAL PLATFORM .....	7
<b>4 SCOPE OF SERVICES .....</b>	<b>9</b>
<b>5 SLA .....</b>	<b>10</b>
<b>6 GENERAL REQUIREMENTS .....</b>	<b>11</b>
<b>7 TERMS &amp; CONDITIONS .....</b>	<b>12</b>



## Document History

Version	Date	Author	Comments
---------	------	--------	----------



## 1 Confidentiality Agreement

It is understood and agreed by the recipient of this document that the information provided within this document, and other information which is disclosed by MOJ in writing or any other manner, is to be considered confidential and proprietary to Ministry of Justice.

Recipient shall use the confidential information only for the purpose of evaluating potential business and investment relationships with MOJ and shall limit disclosure of confidential information within its own organization to its directors, officers, and/or employees having a need to know and shall not disclose confidential information to any other party (whether an individual, corporation, or other entity) without the prior written consent of Ministry of Justice.

All documents provided by MOJ are copyrighted and/or protected from and against any changes or modifications or any other kind of use outside the scope defined between Ministry of Justice and the Recipient. Ministry of Justice retains all title, ownership and intellectual property rights to the information contained herein, including all supporting documentation.

The recipient acknowledges that it has read and understood this Agreement and voluntarily agrees to be bound by the aforementioned statement.



## 2 Purpose

---

The purpose of this Request for Proposal (RFP) is to solicit proposals from experienced and qualified vendors to provide annual maintenance and support services as set forth in this RFP for the products and items mentioned below.

Ministry of Justice will evaluate the proposals and may conduct interviews with any or all vendors applying for selection regarding their qualifications, experience and ability to perform the requested solution.

### 3 Scope of Products Covered

The eLawyer Portal offers a wide range of e-services to the lawyers and the public by means of two integrated sets of e-services provided by both MOJ and Public Prosecution. The awarded vendor shall provide maintenance and support services for the eLawyer Portal inclusive of all modules, sub modules and e-services as per the scope of services mentioned in this RFP.

الجهة
MOJ e-Services
Public Prosecution e-Services

#### 3.1 MOJ e-Services

الجهة	اسم الخدمة
خدمات المحامين	1 قيد محامي بناءً على خبرة
	2 شهادة لمن يهمله الأمر
	3 تجديد قيد المحامي
	4 طلب إضافة محامي إلى سجل الندب
	5 نقل محامي من مشغل إلى غير مشغل
	6 نقل محامي من غير مشغل إلى مشغل
	7 طلب تغيير مكتب العمل
	8 طلب مكتب محامي جديد
	9 مغادرة مكتب العمل
	10 قيد محامي على درجة المحكمة العليا
	11 إضافة إلى مستشار أونلاين
	12 البحث عن الشواغر القانونية
	13 التدريب العملي في مكاتب المحاماة
	14 قيد محامي متدرب إلى مشغل
الخدمات العامة	1 الشكوى ضد محامي
	2 مبادرة قانوني في عونك
	3 إذن حضور محامي في قضية
	4 البحث
	5 البحث عن الشواغر القانونية
خدمات مكاتب المحاماة	1 إضافة مندوب
	2 حذف مندوب
	3 إضافة مستشار
	4 تجديد قيد مندوب
	5 الإعلان عن توفر شاغر قانوني
	6 البحث عن الشواغر القانونية
الروابط	1 حساب الرسوم القضائية
	2 المراجع القانونية (بوابة التشريعات)



لوحة التحكم - إدارة المرفقات - شروط الندب - الرسائل - البريد الإلكتروني - محامي جديد - حسابات الجمهور - مرفقات الأيمن - سجل الندب - المحامون - المحامون المتدربون - الموظفون - الإحصائيات - لوحة الإعلانات - بحث الشواغر القانونية - مختبب أنمحاته - نوع أنسكتب - جهات العمل - إضافة إلى مستشار أونلاين - البطاقة الإلكترونية	1	إدارة النظام
---	---	--------------



### 3.2 Public Prosecution e-Services

الوصف		الجهة
صورة حكم	1	خدمات النيابة العامة
التقرير بالاستئناف	2	
تقديم معارضة	3	
الاستعلام عن قضية	4	
دفع غرامة	5	
تصوير قرار الحفظ	6	
ارفاق تنازل	7	
فتح عريضة	8	
استلام جواز السفر	9	
شهادة لمن يهمله الامر	10	
صرف أتعاب المحامي المنتدب	11	
إيداع مبالغ لصالح الشاكي / على ذمة القضية	12	
الطعن بالنقض	13	
تصوير قرار الحفظ	14	
خدمة الإشترك في الإشعارات الإلكترونية	16	
استرجاع مبلغ	17	
قيد محامي في قضية	18	
الدفع – الرسائل – الايميل		إدارة النظام
لوحة تحكم الادمن		
لوحة تحكم موظف النيابة		قاعدة بيانات نظام المحامين و قاعدة بيانات النيابة العامة الاتحادية
المزامنة مع قاعدة بيانات النيابة العامة الاتحادية		
ربط تطبيق الموبايل و الويب مع قاعدة بيانات النظام الجزائي الجديدة		الربط مع قاعدة بيانات النظام الجزائي الجديدة

### 3.3 Technical Platform

The eLawyer Portal is a 3-Tier web application system and mobile application(s). The maintenance services set out in this RFP shall cover both MOJ and Public Prosecution technical platforms inclusive of the following:

1. core application(s): 3-Tier Web Application and Mobile Apps inclusive of the modules and components described below
2. all applicable integrations, extensions and APIs packages, including, but not limited to, UAE Pass, MOJ Unified Gate, Case Management System, SMS Gateway, e-Dirham payment Gateway, Happiness Meter, Exchange Server, Active Directory, EIDA card reader,
3. minor software enhancements
4. manuals and documentations
5. platform and technologies used:





- Web application: Node JS + React JS (Express Framework)
  - Mobile Apps: React native (Android and IOS)
  - Windows OS – IIS webserver
  - Database: SQL Server
6. any other related components



## 4 Scope of Services

The selected vendor shall be responsible for providing the following maintenance and support services to ensure maximum performance, efficiency, reliability, and availability of the application software(s).

### 1. Corrective Maintenance

The vendor should provide and implement the required patches, fixes and releases to discovered errors/bugs/issues/malfunctions/defects or problems that can affect various areas of the products design, logic, or code.

The vendor should troubleshoot and investigate incidents root cause, propose alternative and recommended solutions and implement fixes.

### 2. Adaptive Maintenance

The vendor should provide and implement all minor and major software version releases as well as any enhancements/modifications required to keep the products usable should any changes occur to the underlying environment.

### 3. Preventive Maintenance and Health Checks

The vendor should perform periodical (quarterly as a minimum) health checks tasks to detect, diagnose and correct/resolve hidden faults/errors in the software products before becoming effective faults. The vendor is also required to perform audits and compliance checks as per MOJ requirements.

### 4. Scaling Maintenance

The vendor should provide and implement modifications to improve the performance of the products. Such as the restructuring, optimization and tuning of the product code to enhance performance.

### 5. Perfective Maintenance

The vendor should provide and implement minor enhancements required to add value to the product.

### 6. Technical Support

The vendor should provide unlimited live support in various areas with the aim of resolving bugs, repair of known issues, troubleshooting of the products malfunctions, installation and deployment, general questions, end user questions, user errors, corrupted data, software administration and best practices procedures. However, the vendor is required to pay a minimum of 8 on-site visits to provide such services.

### 7. Redeployment/Migration

If and whenever required, the vendor shall fully install and deploy all of the product's related components described earlier on MOJ testing & production environments and all application stores if applicable.



## 5 SLA

This section lists the minimum service level expectations required to be maintained by the vendor to ensure a timely and efficient support services are available to MOJ.

1. The vendor shall guarantee a 100% uptime and system availability (not including planned downtime)
2. Support and maintenance service hours: 24/7
3. The target resolution time for an incident or service request depends on its severity/priority classification. MOJ retains the sole right for the final classification decision.

The required targets are as follows:

Priority/Severity Description		Target Resolution Time
1	Critical	2 hour
2	High	4 hours
3	Medium	24 hours
4	Low	48 hours

### Priority 1:

- Critical issue that severely impacts use of the system. The situation halts business operations and no workaround exists
- Service is down or unavailable/ A substantial loss of service
- A critical feature/function is not available
- Data is at a significant risk of loss or corruption/ Data corrupted or lost
- Operations have been severely disrupted

### Priority 2:

- Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to portions of business operations and no reasonable workaround exists.
- Service is operational but performance is highly degraded
- Important features of the Software are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion

### Priority 3:

- There is a partial, non-critical loss of use of the service with a medium-to-low impact, but business continues to function. Short-term workaround is available

### Priority 4:

- Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available.



## 6 General Requirements

1. The vendor shall carry out all changes to the product components in the UAT environment to be thoroughly tested prior the go live.
2. The vendor shall provide all maintenance and support services on-site not remotely. However, in some cases, at MOJ sole discretion, some services can be performed off-site.
3. The vendor's personnel in direct contact with MOJ staff must be Arabic speaking.
4. The vendor shall supply user license copies of any updates, enhancements and/or releases/versions without additional charge.
5. The service can be requested by telephone, or by email or by a web service portal if available at any time. The vendor shall provide dedicated phone and email id.
6. The vendor shall prepare and submit an incident report detailing the incident, root cause and resolution.
7. The vendor shall prepare and submit a quarterly health check report
8. The vendor shall conduct training sessions (support, admin, and end user) at MOJ location(s) if required.
9. All types of work and rights to work produced, developed or acquired by the vendor or any of its personnel under the contract, including ownership of any copyrights to work produced under the contract are considered the exclusive property of MOJ.
10. In case of vendor can't fulfill the mentioned above requirement in time, fins up to 10% will be applied accordingly.





## 7 Terms & Conditions

### 1. Incurred Expenses/Vendor's Documents

MOJ will not be responsible for any costs incurred by a vendor in preparing and submitting a proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities relative to this RFP. All proposals inclusive of all related materials submitted by a vendor shall become the sole property of the MOJ, and no documents shall be returned.

### 2. Vendor's Responsibilities

The selected vendor shall be the sole responsible for all work required by this RFP. The selected vendor shall not assign, transfer, or subcontract any work under this RFP without the prior written approval of MOJ.

### 3. Executive Summary

The vendor shall highlight the contents of the technical proposal in a separate section titled "Executive Summary". The summary shall also clearly indicate any exceptions the vendor has taken to the requirements of this RFP. A proposal that takes exception to these terms may be rejected.

### 4. Vendor's Experience and Capabilities

Vendors shall include information/proof on:

- experience in implementing & managing software development projects
- prior experience with similar clients/projects/solution/engagements
- references capable of demonstrating the vendor's ability to manage similar projects
- success stories with governmental entities in similar projects
- the vendor's personnel qualification, experience, and capabilities

### 5. Vendor's Personnel

The vendor shall identify and include the names, titles, and resumes of the key management and technical personnel directly involved with the delivery of the RFP requirements/scope of work. The vendor's personnel who will be in direct contact with MOJ staff must be Arabic speaking.

### 6. Proposal Support

MOJ may request the vendors for a formal presentation/defense of their proposals or to arrange for a site visit to selected vendors customers sites.