

UNITED ARAB EMIRATES  
MINISTRY OF JUSTICE



الإمارات العربية المتحدة  
وزارة العدل

## Request For Proposal

### MOJ Website and Mobile Application



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# 1 Confidentiality Agreement

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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 About MOJ

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The Vision for the Ministry of Justice is to become a model in the achievement of justice by providing judicial services that ensure the rule of law and the protection of rights and liberties.

The vision is based on the Ministry's values which are realized through the goals MOJ has set out to achieve:

- Establish a culture of innovation in the workplace.
- Ensure the provision of administrative services in accordance with the standards of quality, efficiency and transparency.
- Facilitate easy access to justice for all and support the partnership of the Ministry on local and international levels and disseminate legal knowledge.
- Build modern penal system that helps to protect the security and personal rights.
- Support the specialized judiciary that is based on knowledge and institutional distinction that ensures independence and improvement.
- Contribute in laws and legislations preparation that satisfy society needs and match changes and prospect the future.



### 3 Scope of work

The Ministry of Justice (MOJ) is looking to replace the current website. The aim is to design and develop a new website based on the TRA Guidelines and include more comprehensive features.

The website should be innovative, user-friendly and engaging for our targeted audiences.

Additionally, MOJ wants to offer its services to UAE citizens and residents through its mobile application, which will be available in iOS and Android operating systems.

MOJ aims to create its mobile application using latest trends with enhanced functionalities to provide better UX and UI to their clients.

#### 3.1 Website General Requirements

The general requirements are as follows;

- The website should be creatively designed.
- Should be easy to navigate for the user, and delivers rich content in an interesting and interactive way.
- Represents the MOJ brand, and incorporates a design that inspires confidence in MOJ to deliver on its objectives.
- The Website should follow the TRA Guidelines for Government websites
- The Vendor must have experience in working with Federal Government websites compliance with TRA guidelines. Vendor should produce the references of government clients which have above 95% score on TRA evaluation.
- The website should follow innovational KPIs 5 and 6.
- The website should be designed and developed with responsive design that supports various resolutions, major smart phones & tablets. The content should be formatted differently based on device capabilities and dimension.
- The website should use HTML5 & CSS3
- In dual language, with all content delivered in both Arabic and English.
- The website should be compatible with latest 3 versions of all browsers (IE, Chrome, Firefox, Safari, etc.)
- Training the MOJ team on how to use the CMS.

#### 3.2 Website Key Requirements

Key requirements that must be included on the website as follows.

- **Content Management System:** Should be based on CMS content management system that allows the MOJ communications team to easily update all forms of content and navigation, and the flexibility to build and expand the website as needed.
  - Personalized content for different user groups and content suggestions should be included. Portal content should be changed based on user profile, and suggest the content throughout the user journey.
  - Unlimited Structure: Ability to add unlimited number of contents such as Pages, News, Galleries, Publications, etc.
  - Content editors should be able to just copy and paste content from word to the Editor.
  - User Roles with different permissions: Ability to create users with different permissions through the CMS.
  - CMS search facility to lookup content items by name, id, author, published date, modified date, modified by, etc.
  - Should provide CMS insights reports to identify the non-translated contents and missing items
  - Image/Document Library:
    - Each image on the CMS should have a localized Alt text
    - CMS should provide a media gallery containing all images/documents published on the portal
  - Related Items: Any article/gallery can be associated with any other article/gallery in an easy manner. Associated articles should be visible to website users as related items.
- Vendor must submit three different design concepts after rewarding.
- Innovation KPIs for web quality guidelines must be complied with.
- **Advanced Search:** Comprehensive search module should be implemented on the website which will help the users to find the content services which they are looking for. User should be able to search by various criteria such as:
  - Keyword Search
  - Different type of contents (Pages, Services, News, Galleries, etc.)
  - Date filter
  - Autocomplete & Suggestions
- Migrate the current website contents.
- Integrating Google auto translation to website pages. Ability to localize content in more than one language to all website content types (UN recommends the top most 6 languages).
- Ability to add unique META descriptions to all website pages, to be used for SEOs as well as description for website pages in the menu or when needed:
  - Each website page should have a unique and user-friendly URL containing the page English name.
  - For documents/images, URLs should be short/user friendly & containing the document name.
- Integrating a text to speech add-on.
- Integration with Happiness meter supported by PMO systems.
- Integrates MOJ's social media into the main interface of the website.
- Integration with MOJ Live Chat Service.
- **Surveys & Polls**
  - Ability to create and publish unlimited number of surveys and polls.
  - Archive section for previous polls and surveys.

- Cross browser compatibly – the website should be easily viewable across all popular web browsers – Google Chrome, Fire Fox, Internet Explorer (at least V7 and up), Safari, etc.
- Including an XML site map to website root directory
- The website should contain accessibility features (can be used by the people with special needs) with the following minimum requirements:
  - Increase/Decrease font size.
  - One theme to be implemented according to colour blindness guidelines.
  - Night reading theme should be implemented.
  - 3 additional colour themes must be included.
  - Text-to-speech.

### **3.3 Key Website Modules**

- Service Directory (which will list MOJ Services with a dedicated service card page for each service)
- Laws and regulations subsite
- 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
- Campaigns
- Media Kit
- Accessibility Options
- Google Analytics
- SEO Friendly Features
- Contact Us

### **3.4 Mobile Application Goals & Objectives**

The following are the main project goals and objectives to be achieved:

- Implement Telecommunication Regulatory Authority (TRA) guidelines.
- Create a fresh UI and enhanced UX.
- Develop the mobile application on iOS & Android.
- Reach out to clients through new integrated, attractive, effective mobile services.



### **3.5 Mobile Application Specs**

- Android 5+ and onwards & iOS 9.3 and onwards Versions
- In Arabic and English

### **3.6 Mobile Application Features**

- Informational Pages
- News
- Events Timeline
- Advance Search
- Service Search with Service Card for each service
- Contact Us
- Get Directions Features
- Locations across the UAE
- Accessibility Features (Minimum three )
- Theming Options
- Integration with Native Accessibility Options
- Push Notifications
- Integrations with Khadamat and Happiness Meter

### **3.7 Development and Design hours**

Please provide us with the rate per hour for the website support/management and maintenance which cover the following:

- Info Graphics Design
- Development and coding
- Design of websites on demand
- Data Entry
- Updating website content
- Other website maintenance tasks

## **4 Proposals Evaluation**

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A review and evaluation of the Proposals submitted will be the sole basis for selection of the Bidder judged to be the best qualified to act as the service provider for website development and support.

The Proposals will be assessed against the following criteria:

- Understanding and willingness to fulfill MOJ Requirements.
- Implementation Approach, Methodology and Plan.
- Project Management Approach and Plan (in MS Project Plan format).

- Compliance with requirements mentioned (the "Scope of Work").
- Company experience with similar engagements and client references.
- Cost Detail & Summary Information.
- Support and Maintenance Approach.
- Documentation Approach.
- Training Approach.
- Lead time to get the resources on board.
- Company profile (e.g., footprint in the Middle East and globally, financial stability, number of employees with relevant experience).
- Terms and Conditions of service provision.

## 5 RFP Response Format

### 5.1 Technical Proposal Format

The technical solution proposed by the Bidder shall be explained in this part of the Technical Bid. Bidders are required to cover the items listed below (the minimum set):

#### 1- Executive summary

#### 2- Statement of work

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

##### a. Scope: Functional and Technical

##### b. Concept and design iterations

##### c. Training for Web Admins and CMS users

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

##### d. Build & Test

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.

##### e. 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.

##### f. List of Deliverables

(documents, systems, training, licenses)

##### g. Time Scales for Phases (with assumptions)

Assumed time scales for each phase.



**h. Acceptance Criteria (review period, testing etc.)**

**3- MOJ Resource Assumptions and Responsibilities**

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

**4- Infrastructure design and Architecture** for all the required environments namely Development, UAT and Production.

**5- Quality Plan**

How you will manage the quality throughout the project.

**6- Warranty of Solution**

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

**7- Facilities Requirement**

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

**8- Named Resources from Vendor**

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, but the named resources should not change without prior MOJ acceptance.

**9- Project Management Methodology**

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

**5.2 Financial Proposal Section Format**

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)
- **Training**
- **Yearly Maintenance cost**
- **Support model post go live**
- **Hourly/Daily rates for additional development/website management**

- **Payment Milestones**

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

## 6 Vendor Profile

Company Information (e.g., age, size, number of customers, offices, number of employees). Please include ownership structure and the footprint in the Middle East. Furthermore, provide appropriate certificates such as ISO9000 etc., if any.

<b>Company Name</b>	
<b>Contact Number</b>	
<b>Contact Email</b>	

### Company Background & Experience

	Question	Answer												
1	Years of Experience													
2	Office Locations													
3	Developers Location													
4	Designers Location													
5	Company Address													
6	How many developers are employed ?													
7	How many designers are employed ?													
8	How many account managers are employed?													
9	Are you aware of the TRA website Guidelines?													
10	Have you worked with UAE Governmental Federal Entities?													
11	If Your Answer is yes, Please List down the governmental entities names and their TRA Rank percentage:	<table border="1"> <thead> <tr> <th>Name</th> <th>Rank Achieved %</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> </tr> <tr> <td>2.</td> <td></td> </tr> <tr> <td>3.</td> <td></td> </tr> <tr> <td>4.</td> <td></td> </tr> <tr> <td>5.</td> <td></td> </tr> </tbody> </table>	Name	Rank Achieved %	1.		2.		3.		4.		5.	
Name	Rank Achieved %													
1.														
2.														
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		6.	
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		8.	
12	Have you done User Experience exercise before, If yes, please name the Entities		
13	Do you have Experience with TRA SSO? If Answer Yes, please name the projects		
14	Do you have Experience with E-Dirham Integration ? If Answer Yes, please name the projects		
15	Do you have Experience with Third Party System Integration? If Answer Yes, please name two projects		
16	Do you have Experience with Q System Integration? If Answer Yes, please name the projects		
17	Do you have Experience with TRA Integration ( E-Consultation, Khadamat, Open Data? ) If Answer is yes, please provide the names		
18	Do you provide the source code of the project as part of the main deliverables without any extra Charges?		
19	Have your company developed federal government mobile apps? If yes, please list the names		
20	Can you please specify the rank of your mobile experience with the federal government apps?		
21	Have your company had the experience with mobile app SSO integration?		
22	Have your team developed API's for mobile integrations?		
23	Do you have mobile apps Native development experience?		



24	Do you have inhouse systems/ web/ apps testing lab?	
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## **7 Essential Terms & Conditions**

### **7.1 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 MOJ, and no documents shall be returned.

### **7.2 Vendor's Responsibilities**

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

### **7.3 Governing Law**

The vendors agrees that the resulting contract shall be subject to the provisions, laws, and regulations of United Arab Emirates.

### **7.4 Copyrights**

All types of work and rights to work produced, developed or acquired by the vendor or any of its onsite personnel under the contract, including ownership of any copyrights to work produced under the contract are considered the exclusive property of MOJ. MOJ may use the aforementioned without the consent, permission of, or further compensation to the vendor. Therefore, the intellectual property rights of the solution will rest with MOJ. MOJ shall have the copyright to the design and content of the solution. The entire application along with all programs, including those meant for statistical reporting, graphics and content developed to achieve the desired functionality, will be intellectual property of MOJ.