هيئــة الإنمــاء التجـاري
والسيـاحي بالشـارقة
Sharjah Commerce & Tourism
Development Authority

الشارقة
Sharjah

حكــومة الشـــارقة
Government of Sharjah

REQUEST FOR PROPOSAL
Integrated Permit Issuance Online System: 4x4 Desert Safari Tourism Vehicle Operation

Contact information

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Background

The integrated online system for the issuance of permit to operate a 4x4-dessert safari tourism vehicle in Sharjah has been initiated to facilitate permit processing that would eventually minimize time spent in managing permit applications and other transactions. Sharjah has been a favorite destination when it comes to desert safari activities and the use of a 4x4 vehicle to take visitors for an exhilarating drive through the sand dunes is popular among young and adult tourists visiting the UAE.

However, Sharjah has deemed it necessary to safeguard its visitors while engaging in any activities that requires riding a 4x4 vehicle. Desert driving can be a great adventure for visitors, but it also has the potential of turning this into a bad experience if the vehicle is not equipped and modified to suit for these activities and the driver is inadequately qualified as well. Hence, the SCTDA, through its Tourism Standard Department, has to manage and regulate the conduct of desert tourism by granting permits to 4x4 tourism vehicles to enable them to enter the desert areas located in the Emirate of Sharjah. The issuance of permit is seen as a proof of compliance with all the conditions and laws related to the environment, security and safety. The permit application and processing will be done online to facilitate faster the granting of permit aside from onsite for new, renewal, printing and cancellation for all 4x4-desert safari tourism vehicle operation.

Purpose

The integrated online system of permit issuance for operating a 4x4-desert safari tourism vehicle has the primary purpose of building an efficient and responsive permit issuance mechanism to cater to immediate business needs of desert tourism in Sharjah. The system is envisioned to integrate all procedures related to the granting of permits. Initially, for the 4x4 Desert Safari Tourism Vehicle operation and eventually expanding to cover all other permit issuances of other tourism business in Sharjah.

RFP Objective

The objectives of this project are to:

1- To provide a one-stop gateway to perform a multifunction permit processing and transactions (application, issuance, renewal, cancellation, inspection, fees and fines settlement) for the operation of a 4x4 desert safari tourism vehicle;
2- To provide a systematic mechanism for the issuance of permit for entry of any 4x4 vehicle in Sharjah's desert areas that can warrant adherence to all policies, conditions and laws involving desert safari tourism vehicles and its related activities, insuring the safety, security and satisfaction of tourists;
3- To reduce permit processing and permit sticker printing time and create a system structure to efficiently regulate and control the entry of vehicles transporting tourist to the desert areas in Sharjah.

Scope of Work

Coverage

The Integrated Permit Issuance Online System project covering initially the operation of 4x4 Desert Safari Tourism Vehicle and expanding eventually all other permit issuance by the Tourism Standard Department is expected to employ an efficient automated system for these operations. The SCDTA is expecting the proposed system to carry out the following:

1. Online permit application and issuance, renewal, cancellation, fine issuance;
2. Permit application and inspection data processing;
3. Automated computation, generation of fees and fines settlement;
4. Efficient storage and retrieval of online and stored information/data;
5. Automated methods in information/data delivery;
6. Automated method in printing of permits; and
7. Automated generation of periodic reports

System Considerations

This project will have frozen requirement specification for the proposed system constituting all of the mentioned functionalities. The solution architecture should consider and be compatible to the existing system of SCTDA. A high level of generalization in the system shall be applied to allow flexibility of use and to enable interfacing with the current system and for subsequent ones. In addition, the technology platform will have portability of the application.

The web interfaces will be made available for permit application management, fees and penalties collection and receipts, tracking module and additional tools shall be provided for report building and generation, data storage and mining and document printing.

Usage of the system shall be classified into External (Public) and Internal (SCTDA authorized employees who will perform data input, access, processing and management) where some functions of the system are considered to be for public use with user authentication mechanism to restrict unauthorized public use.

The data input and access functionalities of the system are the key input/access from the public to the system. However, for those clients who do not have a facility in using this service, the SCTDA will work as a proxy-client for such public inputs. As to data access, some information will be available for public access. This access is subject to the approval of SCTDA.

The system solution shall be a web based with internet interface. The internet solution will be available only to the registered users of the system accessible in the SCTDA's official portal.

Solution Requirements

The solution is expected to facilitate SCTDA permit issuance system with web tools for application, processing, printing, reporting and fees collection. This should address full automation of all of the service components and processes stated in **Annex A** for the Safari Tourism Vehicle Permit.

System Essential Processes

#	Components	Processes for inclusion in the system
1	**New/Renew Permit Application**	1.1 Online application (with unique username and password) 1.2 Attachment of document requirements to the submitted e-form 1.3 Acknowledgment receipt of application to Applicant (sent via email) 1.4 Email notification of application to TSD 1.5 Application review pane and review check-list accessible to assigned TSD staff 1.6 Application results notifications (approved/rejected/lacking or additional requirements) to applicant
2	**Permit Application Data Processing, Storage and Retrieval**	2.1 File creation, storage, retrieval 2.2 Application tracking 2.3 Application/data query management
3	**Payments**	3.1 Fees computation (including fines) 3.2 Payment options (credit card or Tahseel) 3.3 E-receipt generation/printing
4	**Reports**	4.1 Report creation 4.2 Report generation: standard (periodic) & option selection as to data requirement and period 4.3 Report printing (pdf format, with SCTDA/TSD brand template) 4.4 Report access (selective) TSD & Finance

5	**Permit Issuance and Printing/Re-printing**	5.1 Retrieval of application status/review results approval 5.2 Identity verification for permit number issuance 5.3 Issuance of permit number and automatic cancellation of any previously issued number 5.4 Printing/Re-printing of permit sticker 5.5 Issuance of permit sticker and acknowledgement receipt with applicant's electronic or written signature
6	**Permit Cancellation**	6.1 Retrieval of permit holder data 6.2 Generation of report (outstanding fines, complaints, etc.) 6.3 Cancellation review pane and review check-list accessible to assigned TSD staff 6.4 Cancellation results notifications (approved/rejected/comments) to applicant 6.5 Automatic disabling of permit number and access to the system upon sending of automated mail notification of cancellation.
7	**Inspection**	7.1 Inspection schedule notification from TSD Manager to Inspector 7.2 Inspector verification to access the system (log in) 7.3 Inspection interface and inspection checklist accessible to assigned TSD staff e.g. permit validity, scanning option of bar code, etc. 7.4 Inspection re-scheduling and notification 7.5 Inspection activity history record 7.6 Automatic computation of fines and generation of incurred fines report 7.7 Inspection tracking in real time location 7.8 Email notification of inspection results to TSD Manager
8	**Communication and Data/information Delivery**	8.1 Automated expiry notification email sent to permit holder and SCTDA-TSD concerned staff 8.2 Complaints management
9	**Guides**	9.1 On-screen process workflow with corresponding requirements 9.2 System guides for TSD clients and staff
10	**Language**	10.1 Arabic & English

The SCTDA Requirements from the Service Provider

System/Application

1. Permit application, issuance, renewal, cancellation management, inspection
2. Permit Application and inspection tracking
3. Fees and Fines management
4. Queries and reports
5. Permit approval with e-signature and printing
6. System administration
7. System interface with other systems (SCTDA, Muroor, Tahseel, etc.)

Documentation

1. Scope Document
2. Business Analysis (Functional Specification Document)
3. Design Document
4. User's Manual for the system/application

Trainings

1. End-user Training for each modules/Applications
2. System Administration Training

Service Milestones

#	Service requirement	Description	Deliverables	Timeframe
1	Project Inception Document	Scope of service to be provided and the corresponding project plan for the whole duration of the project	1. Scope Document 2. Project Plan 3. Presentation for the SCTDA Management	2 days
2	Requirement specification	Study service requirements through interviewing users, initial system analysis and drafting system analysis document as per input from SCTDA-TSD and IT team	1. System Analysis & User Specifications Document 2. Updated Project Plan	1 month
3	System design	System Design Document that includes building a simple prototype (functionality prototype), prototype designing and interface designing, demo of the prototypes, collecting feedback, modification and updating the prototype and documentation	1. Design Specification Document 2. Prototype 3. Updated Project Plan	15 days
4	Coding and Testing	Building the interfaces, DB tables, business rules, and system reports	1. Tested Module\ Application 2. Testing Plan Document	3 days
5	System testing and Training	Training the End User and Administrator, system testing by a user representative, modification and final system module/application test	1. Trained End Users 2. Trained Administrators 3. Users Manuals	5 days
6	Testing results, source code and system/application acceptance	Pilot run the system/application for final acceptance and production Full functioning source code of the entire system with documentation of the build environment and tools for product reproduction; transfer any relevant licenses for all included code and libraries necessary to build the solution licensing and keys; a completely editable source code by any third party without the need to refer to the Consultant.	1. Integrated Permit Issuance Online System Going Live 2. Source Code	5 days
			Total	60 days (2 months)

Terms of Payment

1. As per deliverables stated in the service milestones.
2. 10% of the approved contract value will be released as advance payment against submission of Bank Guarantee of the same amount upon submission of inception document; and
3. Remaining balance will be released after submission and approval by the SCTDA management of the required deliverables (bonded printout and electronic).

Costing Milestone	Schedule
Request of the cost	17 May 2017
Deadline for Receiving Queries from suppliers	21 May 2017
Submission of Offers	31 May 2017
Award of Contract	10 June 2017

Technical Enquiries

Any technical queries or specific information about the tender requirements can be made by email to:

Ahmed Obaid Al Tunaiji– Ahmed.ot@sharjahtourism.ae

Commercial Enquiries

Any requests regarding commercial aspects, trade license, bid bonds can be made by email to:

Eman Al Mehrzi – eman.s@sharjahtourism.ae
Muna Ali Al Shehhi – muna.s@sharjahtourism.ae

Please feel free to contact us if you require additional details, not captured above. We thank you for considering this brief and we look forward to being able to work with you in the future.

Annexes

Annex A-Permit Issuance for 4x4 Desert Safari Tourism Vehicle

Safari Tourism Vehicle Permits

New Permit (Online or Onsite):

1. Submit documents and their correspondence information in fields as well (based on the Permit duration).
   a. Valid Company Trade License
   b. Valid vehicle Registration as Safari Tourism Vehicle
   c. Vehicle must be registered under the name of the Tourism Company or if rented then present, the rental contract for minimum of six months and shall not be less than the requested Permit duration.
   d. Valid Desert Driver License.
   e. Verify if the Company is blocked or any previously written comments on its file on the system (system should save all companies profiles and history of transactions and Permits).

2. Review and approve/reject the documents by the counter.
   a. Create a file for the company to list all their cars under the company
   b. Each company has unique file number
   c. If rejected then notify (SMS & email) the requester with the justification and to resubmit.

3. Ask the requester to inspect the vehicle in the Muroor and get the result to be feed to the system, this could be achieved through live integration with the Muroor system or through papers.

   NOTE: In case, there is already an existing valid permit issued by a government authority in any of the emirate, skip Step 3 and provide a copy of the existing valid permit and proceed to the next step (#4).

4. Pay fees (based on the Permit duration, through credit card or Tahseel).

5. Approve/reject the application by the TSD manager.

6. Notify applicant of application results (approved/rejected) and further instruction if approved for permit issuance and collection.

7. Print and issue permit.

Permit Renewal (onsite or online):

1. Submit documents and their correspondence information in fields as well (based on the Permit duration).
   a. Verify the current Permit is due for renewal
   b. Valid Company Trade License
   c. Valid vehicle Registration as Safari Tourism Vehicle
   d. Vehicle must be registered under the name of the Company or if rented then present the rental contract for minimum of six months and shall not be less than the requested Permit duration.
   e. Valid Desert Driver License.
   f. If any vehicle of the company's cars has fines then they cannot renew any car unless all cars fines are paid.
   g. Verify if the Company is blocked or any previously written comments on its file on the system.

2. Review and approve/reject the documents by the counter.
   a. If rejected then notify (SMS & email) the requester with the justification and to resubmit.

3. Ask the requester to inspect the vehicle in the Muroor and get the result to be feed to the system; this could be achieved through live integration with the Muroor system or through papers.

   NOTE: In case, there is already an existing valid permit issued by a government authority in any of the emirate, skip Step 3 and provide a copy of the existing valid permit and proceed to the next step (#4).

4. Pay fees (based on the Permit duration, through credit card or Tahseel).

5. Approve/reject the application by the TSD manager.

6. Notify applicant of application results (approved/rejected) and further instruction if approved for permit issuance and collection.

7. Print and issue permit.

Reprint Sticker Permit (onsite or online):

1. Submit request for re-printing of sticker permit and required documents.

   a. Filled-out permit sticker reprint request form with reason for reprint
   b. Retrieve and review applicants file (Current Permit, Company Trade License, Safari Vehicle Registration or Rental Contract (if rented), Desert Driver License) for their validity

c. If any vehicle of the company's cars has fines then they cannot renew any car unless all cars fines are paid.

d. Verify if the Company is blocked or any previously written comments on its file on the system.

2. Review and approve/reject the documents by the counter.
    a. If rejected then notify (SMS & email) the requester with the justification and to resubmit.

3. Pay fees (based on the Permit duration, through credit card or Tahseel).

4. Approve/reject the application by the TSD manager.

5. Once the request is approved, disable the previous Permit number and issue a new Permit Number.

6. Notify applicant of request results (approved/rejected) and provide further instruction if approved for permit re-issuance and collection.

7. Print and re-issue permit.

Cancel Permit (Company or vehicle):

1. Submit request for permit cancellation.
    a. Verify the current Permit.
    b. If any vehicle of the company's cars has fines then they cannot renew any car unless all cars fines are paid.
    c. Verify if the Company is blocked or any previously written comments on its file on the system.

2. Review and approve/reject the documents by the counter.
    a. If rejected then notify (SMS & email) the requester with the justification and to resubmit.

3. Pay fees and fines (through credit card or Tahseel).

4. Approve/reject the application by the TSD manager.

5. Notify applicant of cancellation request results (approved/rejected) and provide further instruction if needed.

Inspection and fines:

a. **Inspection:**
   1. Make the inspection task by the Department manager or the head
   2. The inspector received the task and start the inspection, the inspection date and time is recorded along with the route and area
   3. Each inspector has a user to log in the inspection system.
   4. Inspector have a checklist and also he can check the validity of the permit by log in to the system and enter the vehicle plate number
   5. The inspector has a device and can scan the permit par code
   6. The inspection process should be recorded (as an evidence)
   7. The inspector can see the vehicle history through the device by (plate number, permit and the driver license number)
   8. The inspection could be scheduled & non scheduled

b. **Fines:**
   1. The inspector fill the inspection checklist and the vehicle should be fined under one or more of the section/ item, the inspector will issue it in the site
   2. The fine will be issued as per the vehicle record(as per the vehicle history)
   3. The fine could be printed in site and submitted to the customer.
   4. The fine will be recorded in the vehicle file
   5. The customer will received email/SMS about the fine

General requirements:

   1. Requester information / vehicle license number, vehicle license expiry date / vehicle rental contact expiry date (in case the car is rented), and the Permit Expiry date.
   2. Scan copy of all submitted documents linked to the requester and vehicle
   3. log and History of all transactions with relevant information
   4. Offline mode inspection
   5. Customer satisfaction
   6. Announcements

RFP EVALUATION CRITERIA

All submitted proposals will be evaluated based on the criteria specified below and in consideration with the requirements stipulated in the RFP. An evaluation committee will review the proposals and the scoring per criteria below will be between one (1) and ten (10).

Criteria #	Evaluation Indicator	SCORE WEIGHT
TECHNICAL PROPOSAL		**80%**
Technical/Functional Requirements		**55%**
1	Understanding scope of work	5%
2	Core functional Capability	10%
3	Creativity and Contemporary Design	25%
4	Content Development & Copyrighting (English & Arabic)	10%
5	Training & Documentation	5%
Administrative Requirements		**25%**
6	Professional Qualifications	10%
7	Tenderer Experience	10%
8	Project Management Plan	5%
FINANCIAL PROPOSAL		**20%**
9	Financial proposal (incl. proposal cost breakdown and 2-year recurring cost)	20%
OVERALL SCORE		**100%**

The Total Criteria Score is calculated by multiplying the Criteria Score and the assigned Relative Weight (i.e., Criteria Score X Relative Weight = Total Criteria Score). The Total Score is calculated by adding each Total Criteria Score together. The result of the calculation of the Total Score will be used to determine which proponent has received the highest Total Score.