

02 01 03 POLICY MANAGEMENT

App should allow the achievement of the following functions:

- A Create, review, approve, revise, auto-publish, distribute and control versions of individual policies and procedures
- B Notify users of changes to policies and procedures or when an assigned task has been completed.
- C Send policy expiration notifications regarding renewal, revision or retirement
- D Add custom meta-data to policies and procedures
- E Create and send quizzes to employees
- F Track employee acknowledgement of policies and procedures
- G Restrict access to policies and procedures by role, department, city, etc.
- H Use advanced search functionality to find policies and procedures easily
- I Create custom workflows to assign policy related tasks to the right people
- J Create a custom dashboard to view the most important policy information quickly.

02 01 04 EMPLOYEE AFFAIRS CENTER

App should allow the achievement of the following functions

- A New Joiner process (Recruitment request workflow, following phone screening, personal data collection including photo, interview, on/off boarding, exit, etc.
- B Performance Management; which includes goal management and regular performance's feedback recording.
- C Self Service forms with workflow; expense, passport/Emirates ID/Visa renewal, Travel, leave, insurance, claims, innovation, ideas, complaints, attendance, feedback etc...
- D Profile; like photo, hoppy, skills, latest certificate, emirates id, passport, visa, labor, company, vehicle registration card, etc...

02 01 05 WEB CONTENT MANAGEMENT

We have static web design that require a CMS system to manage and update content, including text, photo, video, etc.

App should allow the achievement of the following functions:

- A Upload content from various media type.
- B Validation of content asset; size, dimension, format.
- C Approval workflow for changes and display of a preview.
- D Upon approval, all files changes; HTML, JS, media is uploaded to public host.
- E Versioning of the web design.

02 01 06 ENTERPRISE BUSINESS INTELLIGENCE

Suite of business analytics tools that deliver insights throughout an organization's different line of businesses.

App should allow the achievement of the following functions:

- A Connect to variety of data sources, whether its internal or external systems
- B Simplify data preparation and modeling.
- C Drive ad-hoc or on demand analysis beside configured key performance indicators. Produce eye-catching reports and KPIs,
- D Available to view through web and across mobile devices.
- E Personalized dashboards with a unique, 360-degree view of user line of business(s).
- F Maintain security and access control.

02 01 07 HEALTH AND SAFETY MANAGEMENT

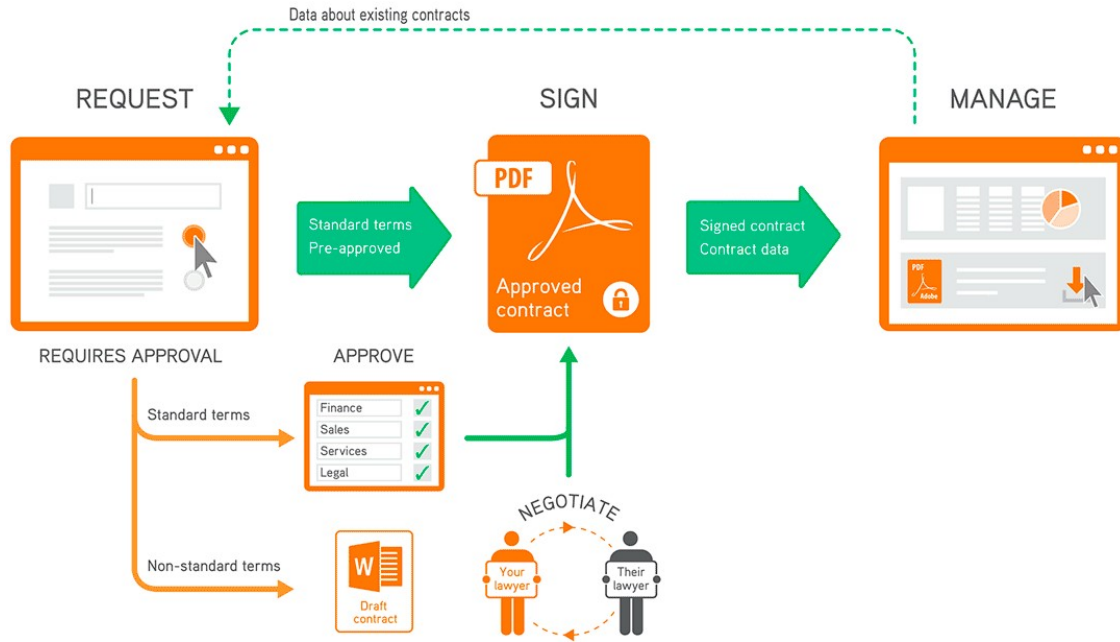
App should allow the achievement of the following functions:

- A Support the creation and update of the audit checklist, maintain versioning and approval records.
- B Calculation of the checklist score according to weight defined.
- C Notify designated stakeholders of observation action reminders, deadlines with escalation matrix.
- D Integrate and feeds Training Management App (See 2.1.9) for certification and training requests.
- E Report and track incidents, injuries, hazardous conditions and observation with workflow for action appropriate to resolve.

02 01 08 CONTRACT LIFECYCLE MANAGEMENT

App should allow the achievement of the following functions:

- A Classification, writing and template management.
- B Notify/Alert of actionable items (renewal, performance, payment, etc.)
- C Approval, Authorization and Negotiation
- D Baseline, Commitment and Communication management
- E Contract visibility and awareness
- F Contract document management
- G Contract compliance, governance including collaboration of feedback management (See 2.1.13)



02 01 09 TRAINING MANAGEMENT

App should allow the achievement of the following functions:

- A Support of e-training, in-room class, external training models.
- B Allowing employees to signup, register interest for existing and new courses, which their participation is based on approval workflow.
- C Send automated alerts notifying employees when new or updated information is available for review.
- D Automatically notify employee (new or existing) about required training and policies for them sign once added to active directory users and employee list
- E Set deadline for required timestamp acknowledgement, while still allowing employees to learn at their own pace.
- F Test employees with optional quizzes to ensure they have read and understood policies and processes.
- G Support the concept of competition and encouragement of learning by assigning points to training completed.
- H Control access to documents with configurable permissions.
- I Maintain approval workflow for training through needs analysis, materials and content, updates to assure that employees access to latest approved version.
- J Track employees progress on real-time dashboards and compliance report.
- K Alert employees about training expiring or overdue with support of escalation.
- L Produce real-time, ad-hoc reports by employees, unit and any other meta data.

02 01 010 MEETING ORGANIZER

App should allow the achievement of the following functions:

- A Allow and simplify organizing meetings as well as minute keeping/publishing in a user friendly manner.
- B Display a wizard to simplify meeting organization and follow below steps to enhance user experience.
- C Allow user to specify meeting details (e.g. agenda, preliminary attachments) and select attendees (internal attendees as users in the system, and non-users of the system attendees from email).
- D Maintain room calendars as well as internal attendee calendars should be visible at a glance to simplify date and timing arrangement.
- E Create a meeting workspace automatically for further pre-meeting and post-meeting collaboration. When meeting details and attendee list are finalized, system should send invitations in Outlook and make bookings in calendars of attendees and meeting rooms as necessary. A link to the meeting workspace should be available in Outlook invitations and calendar items. When a meeting workspace is created.
- F All internal attendees should be given access to meeting workspace.
- G Meeting organizer should be specified as host of the meeting workspace and should be able to manage users and their privileges for this workspace.
- H Allow assigning action items (tasks) for attendees with a possibility of specifying deadlines and remind organizer and responsible on deadline.
- I Entire content of a meeting workspace should be downloadable to editable format using a standard template provided.
- J Allow specifying many-to-many relations between a meeting with other entities such as departments and/or projects. In such a case, system should also place a link to the meeting workspace within the entity content (e.g. a meeting related to multiple projects and multiple departments).

02 01 011 PROJECT MANAGEMENT

App should allow the achievement of the following functions:

- A Centralize Project & Portfolio Management
- B Simplify the use of centralized resource Management
- C Organize project documents and resources in one location, where the stakeholders can access summaries, documents, tasks, newsfeeds and calendars.
- D Create workflows to standardize project progression or rejection and improve governance and control.
- E Enable security & access control features to share information and collaborate with trusted business partners on projects and everyday work.



- F Improve visibility with collaborative tools to seamlessly flow calendar, presence, and capacity information across your organization.
- G Easily manage and collaborate on work as a team without the structure of a project, but have visibility into the work for planning and reporting purposes.

02 01 012 GATE PASS SYSTEM

App should allow the achievement of the following functions:

- A Enable role-based system for app users (requestor, officer, property admin)
- B Gather/Verify documents existence from existing corporate repository or employee profile.
- C Allow external user to register by invitation, and being approved, to upload document required and receive access information.
- D Request for access form (where, when, why), embedded with documents and workflow to approve, reject, reschedule.
- E Keep track for all requests and status.
- F Notification of user of status of request.
- G Ability to integrate Emirates ID readers

02 01 013 SURVEY MANAGEMENT

App should allow the achievement of the following functions:

- A Trigger-based surveys at the right time to maximize engagement.
- B Comprehensive statistics of answers
- C Different answers types, text, multiple choice, photo/video by upload or camera.
- D Support nested branching to skip/add questions based on responses.
- E Should be accessed directly by link or mobile app.

02 01 014 DOCUMENT MANAGEMENT

App should allow the achievement of the following functions:

- A Organize and share documents inside/outside of your organization.
- B Metadata sorting, filtering and application of custom metadata to documents
- C Advance security features focusing on information rights management.
- D Rate and critique documents
- E Automate change request, review and approval processes and audit all document events, versions.
- F Work directly from popular document authoring tools
- G Find documents with simple or advanced search subject to permission.
- H Enable the modification of one document by multiple parties.

02 01 015 CLIENT ITEM REQUISITION

The app is targeted to facilitate communication between predefined and invited external user (Client) and Internal User (Agent), on what to do with list of items managed by Agent. App should allow the achievement of the following functions:

- A Load items load it into a list, with items details includes category, photos, and other meta-data tags.
- B Display the list to predefined external user and enable the use of filtering.
- C Enable Client to browse and select an item and declare a desired action by Agent to be carried out of action preconfigured list associated with free text box.
- D Allow agent to declare status of a request from pre-configured list of status
- E Display summery of items count per category, last actions requested, last action requested and completed.

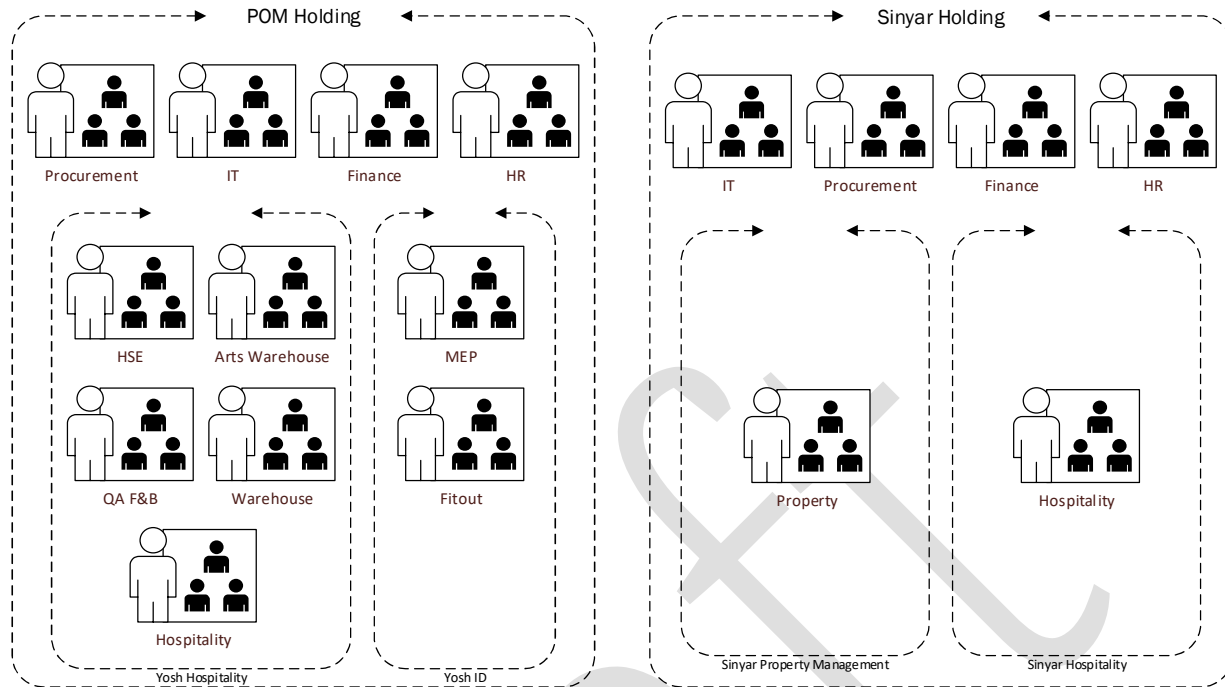
02 02 NON-FUNCTIONAL REQUIREMENT

02 02 01 BRANDING GUIDELINES

Site for each corporate entity should follow branding guidelines provided as attachment to this document. described as below:

- A POM_Guidelines.pdf
- B YOSH_ID_Guidelines.pdf
- C YOSH_Guidelines.pdf
- D Sinyar_Guidelines.pdf

Department under its respective company should inherit the same branding guidelines, see figure below



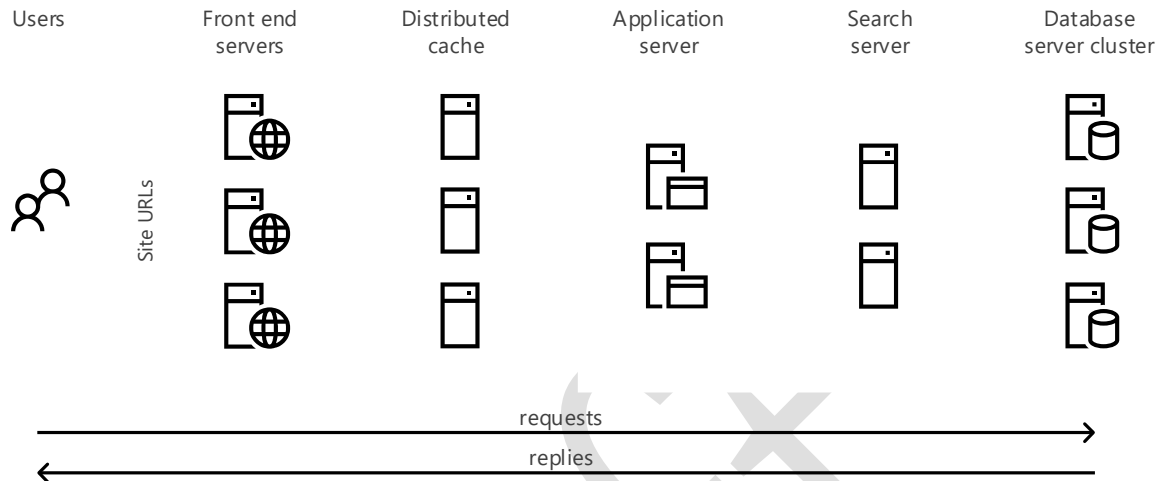
02 02 02 LANGUAGES SUPPORTED
English-based.

02 02 03 TECHNICAL ARCHITECTURE

The architectural model desired is on premise, with the following features:

- A Development environment:
 - a. should be on single server instance.
- B Production environment:
 - a. Use of Cluster services in terms of database.
 - b. Use of Load Balancer for other roles including web, application, search, cache, custom and other servers.
 - c. Internet facing servers should be in DMZ.

Proposer may suggest alternative architecture options to add more value with associated cost, maintaining minimum guidelines mentioned here.



In addition, Proposer should suggest recommended practices in terms of Capacity Planning, Performance elements in terms of storage, memory and monitoring solutions.

02 02 04 SECURITY

Due to our business model and nature, we do value security highly. Proposer is expected to advise and recommend on the many aspects of security compliance in terms of (Availability, Confidentiality, Integrity) on multiple layers; elements which exists as a part or beyond native security features. Including but not limited to the below:

- A Account Management: Active directory user-based with MFA.
- B Server hardening according to CIS Standards for all components required.
- C Permission Management: rule-based inspired by policy framework.
- D Encryption: Communication between client and server should be encrypted using secure socket layer (SSL) with reputable certification.
- E Audit Management: Functions of audit should be enabled on production to track what actions take place on your sites, lists, and other content types.
- F Platform performance management tools.
- G Disaster Recovery tools.

02 02 05 INTEGRATION

Platform should be capable to integrate with the following:

- A Emirates ID, see 2.1.12
- B Oracle E-Business Suite R12.1.1, see 2.1.4
- C Archibus Facility Management System, Oracle-based, see 2.1.6

- D Active Directory, see 2.2.4
- E Email, SMS for the common purpose of communication, SMS API library will be provided.

02 02 06 SUPPORT

Proposer should present options for after-live support, mainly:

1. Outsourced dedicated resource to manage implementation.
2. Service Level Agreement for supporting the implementation, includes the following articles:
 - a. Description of services in terms of technical, operational and security (scope inclusion and exclusion).
 - b. Service Provider and Customer Responsibilities
 - c. Precise definitions of problem severity levels and tie them in with response and resolution times
 - d. Periodic Review & Change Process
 - e. Define channels of communication and escalation.
 - f. Termination of Agreement Process.
 - g. Define KPI, measurements and reporting.

02 02 07 TRAINING

Proposer should transfer knowledge of installed component and present an accredited training for two technology department members to manage and support implementation of platform.