Sharjah Commerce and Tourism Development Authority - SCTDA Tender No. [TSD/01/2018]

RFP – SCTDA Licensing and Classification System

Version 1.0

Tourism Standards Department (TSD)

3/29/2018

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Section 1: Introduction

1.1 Background

Sharjah Commerce & Tourism Development Authority (hereinafter referred to as the "SCTDA" or the "Client") was established in 1996 by virtue of the Emiri Decree No. (5), with the objective of promoting commercial and tourism activities in the Emirate. The Authority endeavors to develop these sectors through various events, activities and issuances, and promotes the emirate at all local, regional and international levels.

The Authority carries out all the work and activities necessary to achieve their goals by way of planning and drawing up strategic plans to further development and to promote the tourism industry in all its forms; in addition to conducting related social and economic studies. It compiles the policies for participating in the local, regional and international exhibitions. The Authority also aims at marketing and promoting Sharjah to attract foreign investment.

In coordination with other government departments and the concerned private sector entities, SCTDA exerts a considerable effort in order to achieve the development intended for the Emirate of Sharjah, which is ranked among the most prestigious and distinguished commercial and tourist destinations in the region

1.2 Brief about the Tourism Standard Department (TSD):

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The Tourism Standard Department (TSD) provides one of the major core services of SCTDA. The Department focuses on enhancing efficiency in the tourism sector that would promote Sharjah as a world-class destination, providing excellent facilities and capabilities by formulating standards of tourism-oriented establishment. The TSD initiates various government regulations to ensure that the quality of tourism related services and products in Sharjah would be maintained and improved to align with the international standards and creating as well sustainability of services and product provided to tourists. The TSD has its licensing services, inspection and classification of tourism accommodations, permit issuance of tourism business and activities among others to oversee quality assurance, safety and sustainability of tourism products. Studies and research are also conducted periodically for future enhancement and improvement in the execution and application of its current tools and methodology enforced, validating current operation with the international/regional best practice in tourism services, adopt strategic **planning based on visitors' feedback statistics and collaborating with stakeholders in the industry for** cooperation and joint ventures. In line with improving the delivery of its services, the TSD continuously upgrade also its platform and e-system to minimize processing time and provide excellent and convenient service to its stakeholders in license/permit application, issuing, renewing, payments, communications, etc. This would level up customer service for better customer satisfaction, achieving as well the government SMART goals.

1.3 Objectives of the Licensing and Classification Solution (LCS):

The objectives of this Project are to:

1- To provide a one-stop gateway to perform a multifunction licensing, classification, inspections, and fines processing and transactions as detailed in the Annexure A, B, and C;
2- To reduce the processing time and to create a Solution structure to efficiently regulate and control the entry and management of licensing, classifications, inspections, and fines to the hotels, hotels apartments, and tour operators in the Emirate of Sharjah.

Section 2: Scope of Service

2.1 Scope of work (specifications)

The scope of work is to provide a comprehensive solution that is hosted in SCTDA data center to automate all the transactions of the specified services mentioned in the Annexure A, B, and C to achieve the objectives of the Project mentioned above.

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The mentioned Service's procedures (steps) in the Annexures are high level and they don't specify the detailed workflow and fields and conditions, where the Service Provider is responsible to collect the detailed transactions, workflow, fields, and conditions for each of the mentioned services in Annexure A to document them in proper way (Software Requirement Specifications) to be approved by SCTDA and then develop and deploy the Solution in according to it.

The provided Solution must support all kinds of workflow (acceptance, rejection, notifications through SMS – SMS gateway will be provided by SCTDA - and email…etc) in order to fulfil the procedures of the Services mentioned in Annexure A, B, and C.

The system shall use and be integrated with Tahseel payment gateway to enable the customers to pay the fees/fines of the Services online over the web (using desktop, tablets, smartphone, etc.).

The solution must enable the external customers to register to the Solution in order to have an account and start using the Services mentioned in the Annexures, the registration form, fields, prerequisites, and workflow shall be part of the provided Solution and will be defined during the SRS drafting by the Service Provider.

The interface of the provided solution must be built in HTML 5 responsive design (that can be browsed properly by all kinds and sizes of desktop, mac, iPad, tablets, and smartphones), where the users (SCTDA staff and external customers) can do all the functions and interact with all the services mentioned in the Annexure A using any kind of device, where the interface design shall fit the screen and of the used device to provide proper interface to the user to interact with the Solution.

All the letters, licenses, receipts issued by the Solution will not have a handwriting signature, instead all of them shall have a reference number with QR code or barcode to be verified online by anybody wants to verify them using the reference number or the QR code / bar code.

The Service Provider shall work with SCTDA to define the format of the letters, receipts, reports, and licenses for all the services mentioned in Annexure A during the project execution to be delivered with the Solution.

The Service Provider must migrate the data from the current solution to the new solution with all kinds of transactions to ensure the continual work and history maintain.

SCTDA has a solution for issuing Vehicle Permits, which is developed in web, the Service Provider is requested to do some integration between the Provided Solution and the Vehicle Permit solution in terms of master data and some interface links.

The provided solution must support the services mentioned in the Annexures to operate from A to Z to serve the purpose of the project; otherwise the Solution will not be considered as delivered.

All the services mentioned in the Annexures must be performed through workflows that are defined in the Annexures or could be defined later on during the project analysis phase; no change to the hotels information shall be done without following the proper workflow of the relevant service.

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In case the hotel wants to change any of his information such as number of rooms, address, manager... this should be done through workflow only in order to take effect, this workflow to be advised by the TSD during the project analysis Phases.

The system should be integrated to the Hotel statistics System that we have in place now, in terms of hotel name, type, rank, category, rooms, access credentials.

The inspection services and workflows shall include the development of and iOS app to be used in iPads by the inspectors to perform the inspections and all relevant tasks based on the classification criteria and fines rules defined in the system parameters (the files rules could be complicated in terms of changing the value of the fine based on the repetitions of the violation). The app should have the ability to work offline where it sync all the tasks, criteria, and needed information of the hotels and their violations from the server while its connected to the internet, where it can use this information to perform the inspections and fines and then sync them to the server when the internet is connected.

A user friendly Reports creation module to enable us to create and design the reports that we need as needed.

2.2 Deliverables

Based on the above ،The Consultant must deliver the following:

No.	Deliverable	Description	Timeline
1	Weekly updates	A weekly update email/report should be sent to project team in SCTDA to update them with the status of the Solution	Weekly
2	Solution User Guides	Comprehensive end user guide and technical documentation in English and Arabic language for both types of users end (hotels) and admin (SCTDA)	Upon project completion
3	LCS Solution	The full functioning Solution with the above mentioned requirements	Due date
4	Source Code	Fully functioning source code of the Solution, Database, Inspection iOS app, and the reporting with all licensing and keys, the source code must be editable completely by any third party without the need to refer to the Consultant, along with its technical documentation that detailing each and every relevant aspect of the system.	Upon project completion

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		The source code shall be delivered to the Client at any time requested.	
5	Training workshop	Organize and provide training to the different users of the Solution	Upon Project completion

2.3 Guarantee

The Consultant must give minimum one year guarantee on the delivered Solution, any missing requirements or inaccurate results, data, calculations or design that may be discovered during or after the implementation of the Solution, the Consultant will be held responsible and the cost of correcting this gap must be paid on the expense of the Consultant.

At any point of time even after the project completion; in case the Client discovered that the delivered source code by the Service Provider is not functioning as supposed to be or it has bugs or encrypted files or it cannot be edited or developed by a third-party due to any reason; the Consultant will be held responsible and the cost of correcting this gap must be paid on the expense of the Consultant.

Section 3: Instructions for a tender

3.1 Definitions

The terms "Consultant(s)" and "Service Provider" and "Bidder(s)", as used in this Request for Proposal document, means the person(s) or firm(s) to whom the Letter of Invitation has been addressed.

The term "Proposal" as used in this Request for Proposal means the actually submitted Tender, which shall include the Financial Proposal of the Bidder as outlined in this RFP document hereof, and the Technical Proposal as detailed in Section 5 hereof.

3.2 Notice of Receipt of Request for Proposal Document

Bidders shall acknowledge receipt of this Request for Proposal immediately upon receiving the same. Notification of receipt shall be by fax or by letter delivered directly to SCTDA.

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3.3 Ownership

The Request for Proposal is and shall remain the property of SCTDA and is transmitted to the Bidder solely for the purpose of preparing and submitting a Proposal in accordance therewith. Bidders shall maintain confidentiality of the Request for Proposal and shall not release it to any third party for any purpose other than for obtaining quotations directly relating to their Proposal.

This Request for Proposal shall be returned to the SCTDA upon notification by the SCTDA to a Bidder that he will not be invited to enter into an Agreement for the services the subject-matter of the Project.

A condition of acceptance of this document is that the recipient acknowledges that any failure to return this document and/or any unauthorized use of this document or parts of this document after notification will automatically result in full liability for this failure by the recipient and acceptance of any related consequences of such failure under the Laws of the Emirate of Sharjah or the UAE Federal legislative framework.

3.4 Examination of Request for Proposal

The Bidder shall be solely responsible for examining, with appropriate care, the Request for Proposal, including any addenda issued during the Tender period. Bidders shall familiarize themselves with respect to any and all detailed requirements and/or conditions, which may in any way affect the amount or nature of **Bidders' Proposal, or the performance of the Services.**

Failure of the Bidder to carefully examine and study this Request for Proposal shall be at his sole risk and no relief for resulting errors or omissions will be entertained.

3.5 Interpretation of Request for Proposal

The Bidder may request SCTDA in writing, during the period of submission, for clarification and/or interpretation of any aspect of the Request for Proposal document. All queries should be sent to the contact person specified in this document at the address given below.

The final date for receipt of queries from Bidders is as advised in the Letter of Invitation. No queries will be responded to after such date.

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Any interpretation or clarification by the SCTDA will be made in writing to each Bidder. Where such interpretation and/or clarification require a change in the Request for Proposal, SCTDA will prepare and issue to all Bidders an Addendum to the Request for Proposal Document. All Bidders shall acknowledge receipt of such Addenda in the same manner as for the original Request for Proposal Document.

3.6 Pre-Bid Meeting

Bidders shall be invited for a pre-bid meeting with SCTDA within 10 calendar days from the release of Tender to clear all their queries and / or to understand the requirements of the project better.

3.7 Preparation of Proposal

Bidders shall complete the Proposal as included in Sections 4 & 5 (Financial Proposal & Technical Proposal), and it executed by an authorized signatory. The use of correction fluid is not permitted.

The Bidder shall stamp and initial all pages of his Proposal, including any Annexes / attachments provided by SCTDA or submitted by the Bidder in support of his Proposal. In addition, all Bidders shall formally stamp and initial any corrections or alterations made on the Proposal.

The Bidder shall also stamp, initial and return with his Proposal each and every page of Appendix A [SCTDA Form of Service Agreement] and all Schedules appended thereto in order to signify his acceptance of the Terms, Conditions and Provisions contained therein.

All Proposals shall be prepared by and at the expense of the Bidder and shall be submitted as outlined herein.

3.8 Authentication of Proposal

The Proposal shall be executed by the Bidder or by his authorized representative. Tenders shall provide satisfactory evidence of its legal status and good standing. In addition, the Bidder shall provide evidence in the form of an authenticated resolution of the Board of Directors/Partnership and a Power of Attorney of the capacity of the person or persons signing the Proposal to bind the Bidder to it and to any Agreement arising therefrom.

3.9 Modification of Requirements

The SCTDA reserves the right during any stage of the submission period to add to, vary, change or modify its requirements. In such event, the SCTDA shall notify the Bidders of such a change via an Addendum and of any time adjustment, which may be granted for the submission of the Proposal.

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3.10 Withdrawal or Modification of a Proposal

Bidders may withdraw or modify a Proposal at any time prior to the date and time set by SCTDA for submission of the Proposal, provided the SCTDA has received written and signed documentation of withdrawal or modification before such date and time. Written notification shall be by registered letter and postmarked prior to the date and time for submission of the Proposal.

3.11 Submission of Proposal

Proposal is to be returned in a plain sealed package/envelope bearing no markings, which could disclose the identity of the Bidder not later than the date and time stipulated in the Letter of Invitation for submitting Proposals to the offices of the SCTDA.

Three separate packages shall be endorsed as follows:

- Package A Technical Proposal

- Package B Financial Proposal

- Package C Bid Bond

Any submissions received after the date/time stated in the Letter of Invitation may be rejected by the Client. Bidders are advised, upon lodgment of the Proposal, to obtain a receipt from the SCTDA acknowledging the date and time of their submission

2.1 Qualifications to Proposal

The Tenderer shall submit his Proposal strictly in accordance with the Instructions to Tenderers and as may be further modified, amplified or clarified by formal Addenda in accordance with the provisions of this Section.

Proposals containing qualifications may be rejected by the Client. However, the Tenderer may submit, in addition to a fully compliant Proposal, an alternative proposal. This alternative proposal will only be considered if it accompanies a fully compliant Proposal.

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2.2 Opening of Proposals

Proposals will be opened at the time and location specified within the Letter of Invitation.

2.3 Validity of Proposals

The Proposal shall remain valid and binding upon the Tenderers for a period of ninety (90) calendar days, as from the date of opening, with a provision for extension upon mutual agreement. A Proposal may be accepted at any time before the expiration of this period.

2.4 Evaluation of Proposal

The Tenderer's Proposal shall in the first instance be evaluated by a jury appointed by SCTDA, based on the technical criteria detailed in the following clauses hereof followed by the financial submission. The Tenderer will be required to attend meetings at the offices of the SCTDA, in person, at least once during the period of evaluation to present his proposal and to clarify and/or amplify any part of his Proposal in order to satisfy the SCTDA that he has carefully considered all matters affecting the execution of the Scope of Services. Such presentation shall be taken into account in the evaluation process. All costs in connection with such visit(s) shall be borne by the Tenderer.

2.5 Evaluation Criteria for the Technical Proposal

A list of criteria for technical evaluation with allocated weightage for the various aspects of the proposal is shown below. Said criteria may be subdivided under each category and expanded by the evaluation jury as they deem appropriate.

EVALUATION INDICATOR	SCOREWT.
TECHNICAL PROPOSAL	80%

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Technical/Functional Requirements	55%
Understanding scope of work	5
Core functional Capability	10
Creativity and Contemporary Design	25
Content Development & Copyrighting (English & Arabic)	10
Training & Documentation	5
Administrative Requirements	25%
Professional Qualifications	10
Tenderer Experience	10
Project Management Plan	5
FINANCIAL PROPOSAL (incl. proposal cost breakdown and 2-year recurring cost)	20%
OVERALL SCORE	100%

SCTDA shall not be bound to accept the proposal of the lowest price and shall not be bound to give any reasons for non-acceptance of any submitted Proposal.

SCTDA shall not be responsible for or be liable to pay or reimburse any proposer for any costs or expenses incurred or in connection with this RFP.

Content Development & Copyrighting of English & Arabic to the mobile style is an added value and will be considered while evaluating the proposals.

2.6 *Ratio of Technical: Financial Proposals*
     The ratio of weightage for Technical and Financial proposals shall be 80:20.

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2.7 The Award of Service Agreement

The Successful Tenderer will be required to execute the "Form of Service Agreement" incorporated in Appendix A hereto.

2.8 Associations, Joint Venture and Sub-Service Provider

If the Tenderer participates as a group of firms, it is to be understood that the firm invited to bid will be solely responsible for all matters and incidents (contractual, legal, technical, etc) of the Project. Other firms within the group may participate as sub Service Provider(s). The Proposal must include the structure of the group and a statement indicating the sections of the Project to be undertaken by each firm. Any agreement entered into by the SCTDA for the Services will be with the Tenderer only. The Tenderer shall submit with his offer details of previous work carried out by the proposed group of firms. A copy of the agreements between the Tenderer and any sub Service Provider(s) must also be included with the Proposal.

All fees and import duties, and/or any other expenses of whatever nature incurred in connection with the Agreement shall be borne by the Tenderer and payable in accordance with the Laws and Regulations of the Government of Sharjah.

2.9 Bid Bond

In accordance with the regulatory requirements of SCTDA, Tenderers are required to provide a Bid Bond in the form of bank guarantee to support their bona fide compliance with the Tender and contract award process. The value of the Bid Bond shall be as stipulated in the Letter of Invitation.

3.12 Disclaimer

All data/information, drawings, functional/technical/financial information, documents, computer programs, disclosed to Service Provider during the term of this project and all work products that result from the services provided by the Service Provider under this project are hereby defined as "Confidential Information. Service Provider shall not duplicate, sell, use, lease, manufacture or otherwise commercialize or divulge to any person or entity of any portion of such Confidential Information, or use the same for any purpose other than as is reasonably necessary or appropriate to fulfill its obligations for this project.

All written materials, records and other documents, including, without limitation, requirements of SCTDA, produced by or coming into the possession of Service Provider in connection with the performance of the services for this project shall be and remain the property of the SCTDA.

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Section 4: Financial Proposal

1. **The Proposal shall include the Bidder's Financial Proposal** for performing the Services in accordance with this RFP.

2. The Bidder shall submit the plan of the Management and expert team and other resources proposed for the service provision showing their rates & timings.

3. Performance Bond: Successful Bidder will also be required to provide irrevocable and unconditional bank guarantee to serve as Performance Bond as defined in the Letter of Invitation.

4. Performance Bond must be worded in a manner acceptable to SCTDA, and be issued by a bank duly authorized to operate in the UAE.

5. Any License costs related to products shall be clearly identified in a separate table within the offer. The licenses shall be provided for 3 (three) years starting at the acceptance of the completed project.

6. The Proposal shall include the cost of the SLA for the three following years after the date of completing the project, the SLA shall include the retainer hours included with the SLA that SCTDA can use to upgrade/update the Solution or any other requirements by SCTDA, as well as the cost for the extra hours beyond the included retainer hours.

7. The Financial Proposal shall be inclusive of the Service fee for the scope of services, broken out to indicate staff allocation, hours assigned to the project and rates expressed in AED along with Project phases.

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Section 5: Technical Proposal

5.1 Technical Requirements

The Tenderer shall consider the following:

5.1.1. Conduct complete needs assessment of the design and content and any other part would be required and any relevant information (technical and business) which could be useful to build a complete product.

5.1.2. Identify the fields and information/data required to be designed within the Solution.

5.1.3. Design, develop and deploy the Solution and conduct testing successfully.

5.1.4. Conduct the necessary training activities as well as the comprehensive technical and user documentation.

5.1.5. Implement the Solution that are flexible in integrating with various other Solution upon deployment and upgradeable as necessary.

5.1.6. Provide **free warrantee for the first year starting from the acceptance of the completed project.**

5.1.7. The tenderer is responsible to provide SCTDA with all the information required to have a successful operational Solution.

5.1.8. SCTDA shall have the ownership of the source code for all Solution components provided and developed in accordance with this RFP and shall be delivered to SCTDA upon the project completion on clearly labeled CDs/ DVDs. The source code must be customizable and upgradable and self-sufficient without the need for any extra requirements, along with the detailed Solution architecture design and technical design and documentation.

5.1.9. An installation manual will be provided in both electronic and printed versions to clearly describe steps and procedures for installation process.

5.1.10. The Solution shall be developed using industry wide accepted development environments and shall be listed in Apple Store and Android Google Play by the tenderer before the Acceptance Testing.

5.1.11. The complete analysis of integration and development requirements and gap analysis is the responsibility of the awarded tenderer. The resulting Solution must be "complete" in terms of requirements described in this RFP.

5.1.12. The Tenderer shall clearly specify the used/planned development environment and languages, indicating possible versions.

5.2 Documentation Requirements

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- Operations (User) Documentation: The tenderer shall produce complete operations documentation. The operations documentation will include overviews of the Solution, Solution structure, major processing jobs and significant interfaces. The operations documentation will describe the schedule of jobs, including dependencies, files accessed, critical sequencing and timing criteria.
- Solution Documentation; the tenderer shall produce complete Solution Documentation. The Solution documentation should have diagrams and text that illustrate the overall architecture of the Solution, and provide detailed descriptions of all its components with appropriate cross-references to other parts of the documentation. The technical documentation should also include the data model and table structure. The Solution documentation should be sufficient for qualified technical staff to understand the structure of the Solution and all its components, maintain it and perform modifications and enhancements as the need arises.
- Administration Manual: The Administration manual is intended to assist the administrator in configuring workflows, users, security and access levels, changing parameters, defining rules, perform backup and restore operations, troubleshooting and disaster recovery.
- Helpdesk Guidelines: The Contractor shall structure the procedures and supply the staff required to respond to user questions regarding the Solution. The Helpdesk shall be available to support the operation of the Solution. The help desk procedures shall include problem identification, initial diagnosis and checklists, and problem resolution.

5.3   Training Requirements

5.3.1   "IT Training":
- The Tenderer shall train SCTDA IT staff on the technical/design side of the Solution.
- Product trainings must be performed by trainers certified on the specific product, including the third party product trainings such as database Solution.
- The Training documents, presentations and related material will be both in English & Arabic & submitted as 2 (two) printed copies and 3 (three) CD sets.

5.3.2   "Admin Training":
- The Tenderer shall train SCTDA selected executives on the Solution administration.
- The Training documents, presentations and related material will be both in English & Arabic & submitted as 2 (two) printed copies and 3 (three) CD sets.

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5.4 Administrative Requirements

The Consultant shall include information that highlights their particular abilities to successfully complete the services and how the Consultant will structure, develop and manage the project.

5.5 Consultant Experience

The Consultant should submit a description of at least four (4) relevant projects of the company. The description must provide the following minimum information:

- Organization Name and Address
- Contact person
- Participating organizations
- Type of projects
- Date of engagement
- Status of the project
- Discussion of activities performed and utilization of the outputs
- Any achievements or problems

The Consultant agrees that SCTDA may contact the references given, and visit their sites.

5.6 Office accommodation

Working and development facilities shall be within the Consultant's organization.

5.7 Project Management

The Consultant shall include a detailed project plan. This plan will show the major steps, detailed breakdown of activities, and the date completion. The plan shall include time schedule, resource allocation, and a Gantt chart.

The Consultant shall submit progress reports on weekly basis to the nominated SCTDA Project Manager. The progress report shall include the following:

- Highlights of the project progress /status.
- Any problems encountered and any outstanding issues.
- Original and updated project milestone estimates.
- A list of completed project tasks / activities / deliverables.
- A description of changes and their impact on the project.
- A description of the planned activities to be performed during 1-2 weeks.

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▪ A list of any risks and/or change needs and their possible impact on the project schedule.

The project management should include the followings:
▪ Evaluation of three separate parameters: workload, resources availability and duration.
▪ Comparison to the baseline defined at the initial planning and to the initial evolution curves.
▪ Regular evaluation of the progress by measuring the quantity of resources used and evaluating what remains to be done in order to compare these two indications to the initial scenarios.
▪ Formalization of progress reviews, progress reports, minutes of meetings.

During the development or implementation of the project, attention to the following issues is strongly recommended:

▪ Assignment of persons (on each side SCTDA, the Consultant) responsible for establishing the requirements specification.
▪ Methods for agreeing on requirements and approving changes.
▪ Efforts to prevent misunderstanding such as definitions of terms, explanations of background of requirements.
▪ Recording and reviewing discussion results on both sides.

The Consultant, in the Proposal, will include a detailed management plan. This plan will show the methods and tools to be used for project management. The content, quality and justification of this plan will be one of the evaluation criteria.

5.8 Acceptance Testing

5.8.1   SCTDA with the tenderer assistance will provide the necessary input to the tenderer for development of the Acceptance testing portion of the Project Plan. The time frame for SCTDA to provide necessary input will be agreed upon with the awarded tenderer.

5.8.2   *In order for SCTDA to perform the Acceptance Testing; the tenderer shall launch the Solution on SCTDA servers and UAE market of the Apple Store.*

5.8.3   SCTDA, with full cooperation and assistance from the awarded tenderer, shall conduct formal Acceptance tests on the installed Solution to verify their conformance with the Agreement and RFP requirements. The Acceptance tests and/or the agreed and final Project Plan shall establish a standard of performance, which must be met before the Solution are accepted by SCTDA. Written certification of Acceptance shall be issued by SCTDA, only after the successful completion of the Acceptance tests.

Acceptance testing shall be subject to the following provisions:
- o   The Project Plan shall group appropriate components of the Solution together for the purposes of Acceptance testing, and shall schedule them for Installation at the same time.
- o   Acceptance testing for Solution shall end when the Solution has met the Standards of performance defined in the Solution Tests and/or the Project Plan.

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5.8.4   Within four (4) weeks from the end of the initial Acceptance test, SCTDA's Oversight Committee shall either certify Acceptance of the Solution under test, thereby formally commencing its Warranty Period, or provide a written description of the deficiencies that must be rectified before the Solution can be accepted.

5.8.5   If the Solution fails to meet the Standard(s) of performance after 60 days from the start of Acceptance testing, SCTDA may, at its option, request a replacement of correction of deficiencies, or terminate the Agreement for Default and/or return the Solution for appropriate credits, this **shall be determined by SCTDA's sole discretion**

5.8.6   Unsatisfactory performance, interconnectivity or integration between Solution packages, computer Solution and/or with workstations may result in SCTDA's rejection of part or all of the Solution under Acceptance testing.

5.8.7   The duration of Acceptance testing shall not exceed two (2) months from the date of commencement or the date when all corrections are made by the Tenderer, whichever is later.

5.9 Critical Success Factors:

Critical success factors are key elements that need to be in place to facilitate successful achievement of project objectives. SCTDA requires that tenderer must:

5.9.1   Follow a standard Solution methodology for implementation.

5.9.2   Have strong technical & functional skills, experience in the implementation of the Solution.

5.9.3   Use Solution developments tools supported by the proposed Lab Solution to address any additional or customized reporting requirements.

5.9.4   Ensure that the Solution are configured for the optimum Solution performance.

5.9.5   Skill transfer at each stage of the project in the areas of functional environment, methodologies & technical environment. This should prepare SCTDA staff to manage & support the Solution.

5.9.6   Have strong business process re-engineering skills to drive the change management process in the organization .Use of previously build redesign is highly desirable.

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RFP ANNEXES:
SCTDA Licensing and Classification System

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Annexes

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Annex A   Tourism Services Licensing

01   New Issuance of Primary Approval to Obtain Trade License for a New Hotel/ Hotel Apartment

02   Re-Issuance of Primary Approval to Obtain Trade License for a New Hotel/Hotel Apartment

This applies when obtaining primary approval for the issuance of Trade License for a new hotel or hotel apartment and for the re-issuance of expired previously issued Primary Approval to the establishment that did not proceed getting a Trade License, affirming that the building plan/drawings is in accordance with the hotel/hotel apartment classification standard of Sharjah.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal
2. Require applicant to log-in to registered account and select desired, specific licensing service and fill-up the e-licensing form   , select either new or re-issuance application and submit along with corresponding updated requirements:
    a. Copy of Passport of the business owner; OR
        (contents as per Form.EPHE___)
        Copy of Trade License if the business owner is a company/institution/organization
    b. Copy of national identity card (Emirates ID) of business owner
    c. Copy of building plan/drawings
    d. Plot Plan
    e. Property Certificate/Lease documents
    f. A letter of undertaking from owner stating that the SCTDA will be notified prior to the start of hotel operation, signed by the owner (applicable to both new issuance/re-issuance of Primary Approval)
3. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
4. Review/verify completeness of required documents and approve by the TSD Licensing Staff
    a. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    b. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
5. Review and study building plan/drawings and all technical specifications and requirements based on the property type and classification indicated in the application form against the Classification Criteria by the Inspector assigned through the system automated workload-scheduling (load balancing of task schedule).
6. Assess and recommend the initial star classification of the property based on the review results of the building plan/drawings and technical specifications along with the requirements submitted against the Classification Criteria by the Inspector.
7. Submit Inspection Report (with Approval/Rejection assessment) to the Head of Inspection by the Inspector and send SMS & email notification to applicant if building plan/drawings require modifications or need to comply any other technical requirements and to resubmit when all are fulfilled

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8. Send approval/rejection recommendation to the TSD Manager of the application after reviewing the Inspector assessment/Inspection Report by the Head of Inspection.

9. Conduct a recorded videoconference with the applicant (if needed) in case of any dispute as to rejection, classification or on the submitted requirements

10. If request for the issuance of Primary Approval Letter to build a hotel establishment will have an ultimately rejection status based on the inspection results, send SMS & email notification of rejection to applicant and cite reason for rejection. Applications with an ultimate rejection status will not be able to re-submit.

11. Approve/Reject the issuance of Primary Approval Letter to build a new hotel/hotel apartment by the TSD Manager and stamped documents (drawings) electronically

12. Issue Primary Approval Letter to build a hotel establishment with QR code through Zajel including stamped documents/drawings and send SMS & email notification to applicant on the approved request for downloading/printing. System will be integrated with Zajel.

13. Update the Primary Approval database and archive

Note:

1-Automated Task Re-assignment or Manual Task Re-assignment by any Inspection/Licensing staff on leave of absence within the out-of-office period prior to their leave. The TSD Manager has the option to re-assign tasks whenever necessary.

2-Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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03 Issuance of Primary Approval for Modification in the building plans/drawings of new (for construction/under construction) hotel/hotel apartment

04 Issuance of Primary Approval for Modification in the building plans/drawings of an existing and operating hotel/ hotel apartment to make changes in the interior/exterior structure (i.e. rooms, public area, restaurant, facilities, etc.)

05 Issuance of Primary Approval for Modification in the building plans/drawings for hotel/hotel apartment building structure expansion (vertical/horizontal)

06 Issuance of Primary Approval for Modification in the building plans/drawings to change trade activity, conversion from hotel to hotel apartment and vice versa

07 Issuance of Primary Approval for Modification in the building plans/drawings to convert new existing building to a 4- or 5-star hotel/hotel apartment

This applies to existing or new (for construction/for conversion/under construction) hotel/hotel apartment when undertaking any changes in the building plans/drawings that requires amendments in the Trade License Details/Activities, executed prior to making significant changes to the property structures, affirming that the modifications in the structure of the property is in accordance with the hotel establishment classification standard of Sharjah.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service and fill-up the e-licensing form (contents as per Form EPHE___), specifying the building modifications to be undertaken and submit along with corresponding updated requirements:
   a. Copy of Passport of the business owner; OR
      Copy of Trade License if the business owner is company/institution/organization
   b. Copy of national identity card (Emirates ID) of business owner
   c. Copy of building plans/drawings (both, previously submitted plans/drawings and the modified plans/drawings)
   d. Plot Plan
   e. Property Certificate/Lease document (for New Property)
   f. Trade License of Hotel Property (for Existing Property)
3. Check violation history and require applicant to pay all outstanding fines incurred by the establishment (through Tahseel); Applicant will not be able to proceed further the application process if fines are not fully paid. (Applicable to B1/B2/B3/B4)
4. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
5. Review/verify completeness of requirements/uploaded documents by Licensing Staff
   a. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
   b. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.

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6. Review and study building plan/drawing modifications and all technical specifications and requirements submitted for the property type classification indicated in the application form against the Classification Criteria by the Inspector assigned through the system automated workload-scheduling (load balancing of task schedule).

7. Schedule and conduct Field or On-site inspection (if needed) either through system automated task assignment or manually assigned by the Head of Inspection

8. Evaluate hotel property and recommend the star classification based on the review of application data, requirements uploaded and inspection results of the modified building plan/drawings and technical specifications against the classification criteria by the Inspector

9. Submit Inspection Report (evaluation checklist and corresponding uploaded images) to the Head of Inspection by the Inspector and send SMS & email notification to applicant if modified building plan/drawings requires changes or needs to comply any other technical requirements and to re-submit when completed.

10. Send recommendation as to the approval/rejection of the property modification application to the TSD Manager by the Head of Inspection after reviewing the Inspector Inspection Report

11. Conduct a recorded videoconference with the applicant (if needed) in case of any dispute as to rejection, classification or on the submitted requirements for property modification

12. Require applicant to comply/submit requirements as per results from the video conference for assessment and review by the Head of Inspection

13. Send approval/rejection recommendation of the property modification application to the TSD Manager by the Head of Inspection after reviewing compliance/fulfillment to the videoconference result requirements

14. If request for the issuance of Primary Approval Letter to modify structure of a hotel establishment will have an ultimate rejection status based on the inspection results, send SMS & email notification for rejection to applicant and cite reason for rejection. Applications with an ultimate rejection status will not be able to re-submit.

15. Approve/Reject the issuance of Primary Approval to modify structure of the new or existing hotel/hotel apartment and stamped documents (drawings) electronically by the TSD Manager.

16. Issue Primary Approval for Drawing Modification of New or Existing building with QR code through Zajel including stamped documents/drawings and send SMS & email notification to applicant on the approved request for downloading/printing. System will be integrated with Zajel.

17. Update the Primary Approval database and archive

Note:
1-Automated Task Re-assignment or Manual Task Re-assignment by any Inspection/Licensing staff on leave of absence within the out-of-office period prior to their leave. The TSD Manager has the option to re-assign tasks whenever necessary.

2-Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application

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08   Issuance of Primary Approval for Trade License Renewal of Existing and operating Hotel/Hotel Apartment

09   Issuance of Primary Approval for Trade License Renewal of Existing Hotel/Hotel Apartment that are in the process to operate or not yet in operation

This applies to existing and operating hotel and hotel apartment for their Trade License renewal, executed yearly, to re-affirm that the structure of the hotel property is in accordance with the hotel establishment classification standard of Sharjah. This applies also to hotel establishments that are not yet in operation or in the process to operate to enable them to renew their Trade License.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service and fill-up the e-licensing form (contents as per Form EPHE___) and submit along with corresponding updated requirements:
   a. Copy of Passport of the business owner; OR
      Copy of Trade License if the business owner is company/institution/organization
   b. Copy of national identity card (Emirates ID) of business owner
   c. Tax payment for the Property from the Municipality
   d. Current Trade License of Hotel Property (about to expire or recently expired)
3. Check for any violation history and require applicant to pay all outstanding fines incurred by the hotel (through Tahseel); Applicant will not be able to proceed further the application process if fines are not fully paid.
4. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
5. Review/verify completeness of requirements, uploaded documents and Inspection Reports by Licensing Staff
   a. Retrieve previous Inspection Results/Reports and check for any required compliance
   b. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
   c. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
6. Schedule and conduct Field or On-site inspection (if needed) either through system automated task assignment or manually assigned by the Head of Inspection; If hotel establishment was recently inspected (less than one month), inspection is not required
7. Evaluate hotel property and recommend the star classification based on the review of application data, requirements uploaded, technical specifications and inspection results/report of the Field/On-site inspections along with the requirements submitted against the classification criteria by the Inspector.
8. Submit Inspection Report (evaluation checklist and corresponding uploaded images) to the Head of Inspection by the Inspector and send SMS & email notification to applicant to comply any requirements and to resubmit when completed.

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9. Send approval/rejection recommendation to the TSD Manager by the Head of Inspection for the issuance of Primary Approval for the Renewal of Trade License after reviewing the Inspector Inspection Report.

10. Conduct a recorded videoconference with the applicant (if needed) in case of any dispute as to rejection, classification, inspection results or on the submitted requirements

11. Require applicant to comply/submit requirements as per results from the video conference for assessment and review by the Head of Inspection

12. Send approval/rejection recommendation for the issuance of Primary Approval to the TSD Manager by the Head of Inspection after reviewing compliance/fulfillment to the videoconference result requirements

13. If request for the issuance of Primary Approval for the Renewal of Trade License will have an ultimate rejection status based on the inspection results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.

14. Approve/Reject the issuance of Primary Approval for the Renewal of Trade License of hotel establishment and stamped documents (drawings) electronically by the TSD Manager.

15. Issue Primary Approval for the Renewal of Trade License of hotel establishment with QR code through Zajel including stamped documents/drawings and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.

16. Update the Primary Approval for the Renewal of Trade License of hotel establishment database and archive

Note:

1-All document requirements with expiry dates will be auto validated upon encoding and requires SMS/email reminders prior and on date of expiry.

2-Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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10 Issuance of Primary Approval to Obtain Official Trade Name for Hotel/Hotel Apartment

11 Issuance of Primary Approval to Change Official Trade Name for Hotel/Hotel Apartment

This applies to hotel and hotel apartment to obtain a new Trade Name (prior to start of business operation) or changing the current Trade Name for establishment that are operating and not yet operating.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service from the list, fill-up the e-form (contents as per Form EPHE__) and submit along with corresponding updated requirements:
    a. Copy of Passport of the business owner OR
    b. Copy of Trade License if the business owner is a company/ institution/ organization
    c. Copy of national identity card (Emirates ID) of business owner
    d. Copy of building plans/drawings
    e. Plot Plan
    f. Property Certificate/Lease document
    g. Current Trade License of Hotel Property (applicable when Changing Trade Name)
    h. Completely filled-out Trade Name Form issued and approved by the Sharjah Economic Department.
3. Check for any violation history and require applicant to pay all outstanding fines incurred by the hotel (through Tahseel); Applicant will not be able to proceed further the application process if fines are not fully paid. (applicable when Changing Trade Name)
4. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
5. Review/verify completeness of requirements and uploaded documents, and recommend approval by Licensing Staff
    a. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    b. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
6. Send approval/rejection recommendation to the TSD Manager for the issuance of Initial Approval to Obtain/Change Official Trade Name by the Licensing Head after reviewing the application data, uploaded requirements and payment of any fines (applicable when Changing Trade Name)by the Head of Licensing.
7. If request for the issuance of Initial Approval to Obtain/Change Official Trade Name will have an ultimate rejection status based on the assessment of requirements results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.

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8. Approve/Reject the issuance of Initial Approval Letter to Obtain/Change Official Trade Name of hotel establishment by the TSD Manager and stamped documents electronically.

9. Issue Initial Approval to Obtain/Change Official Trade Name of hotel establishment with QR code through Zajel including stamped documents and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.

10. Update the Initial Approval to Obtain/Change Official Trade Name of hotel establishment database and archive

NOTE;

Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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Sharjah Commerce & Tourism
Development Authority

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12   Issuance of Primary Approval to Change in Hotel/Hotel Apartment Owner

13   Issuance of Primary Approval to Change in Hotel/Hotel Apartment Partners (Addition)

14   Issuance of Primary Approval to Change in Hotel/Hotel Apartment Partners (Withdrawals)

15   Issuance of Primary Approval to Change in type of ownership, i.e. company to individual and vice versa, etc.

This applies to operating and not yet in operation hotel and hotel apartment intending to carry out changes in business management structure i.e. management, ownership, partners, etc.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service from the list, fill-up the e-form (contents as per Form EPHE___) and submit along with corresponding updated requirements:
    a. Copy of Passport of the business owner/s; OR
        Copy of Trade License if the business owner is a company/ institution/ organization
    b. Copy of national identity card (Emirates ID) of business owner/s
    c. Current Trade License of the Hotel Property
    d. Chamber of Commerce Membership certificate/document
3. Check for any violation history and require applicant to pay all outstanding fines incurred by the hotel (through Tahseel); Applicant will not be able to proceed further the application process if fines are not fully paid.
4. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
5. Review/verify completeness of requirements and uploaded documents and recommend approval by Licensing Staff:
    a. Retrieve previous Inspection Results/Reports. (Applicable to E2/E4)
    b. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    c. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
6. Schedule and conduct Field or On-site inspection (if needed) either through system automated task assignment or manually assigned by the Head of Inspection; If hotel establishment was recently inspected (less than one month), inspection is not required (Applicable to E2/E4)
7. Evaluate hotel property and recommend the star classification based on the review of application data, requirements uploaded and technical specifications, inspection results/report of the Field/On-site inspection along with the requirements submitted against the classification criteria by the Inspector
8. Submit Inspection Report (evaluation checklist and corresponding uploaded images) to the Head of Inspection by the Inspector and send SMS & email notification to applicant to comply any requirements and to resubmit when completed.

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9. Send approval/rejection recommendation to the TSD Manager by the Head of Inspection for the issuance of Primary Approval after reviewing the Inspector Inspection Report

10. If request for the issuance of Primary Approval will have an ultimate rejection status based on the inspection results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.

11. Approve/Reject the issuance of Primary Approval and stamped document electronically by the TSD Manager.

12. Issue Primary Approval with QR code through Zajel including stamped documents and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.

13. Update the Primary Approval database and archive

Note:

1-Authorized person registered in the system shall only undertake all request for change in the Trade License Details.

2-Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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16   Issuance of Primary Approval for Hotel/Hotel Apartment Operation Resumption

This applies to new hotel/hotel apartment that are ready for operation before officially operating and open for business to the public. The establishment will be given a star-rating Classification Certificate along with the Primary Approval.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service from the list, fill-up the e-form (contents as per Form EPHE___) and submit along with corresponding <u>updated</u> requirements:
    a. Copy of Passport of the business owner; OR
        Copy of Trade License if the business owner is a company/ institution/ organization
    b. Copy of national identity card (Emirates ID) of business owner
    c. Copy of building plan/drawings
    d. Plot Plan
    e. Property Certificate/Lease Document
    f. Current Trade License of the Hotel Property
    g. Official inspection request letter signed by owner for the hotel property to be inspected before start of operation
3. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
4. Review/verify completeness of requirements and uploaded documents and recommend approval by Licensing Staff:
    a. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    b. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
5. Schedule and conduct Field or On-site inspection (if needed) either through system automated task assignment or manually assigned by the Head of Inspection;
6. Evaluate hotel property and recommend approval based on the review of application data, requirements uploaded and technical specifications, inspection results/report of the Field/On-site inspection along with the requirements submitted against the classification criteria by the Inspector.
7. Submit Inspection Report (evaluation checklist and corresponding uploaded images) to the Head of Inspection by the Inspector and send SMS & email notification to comply any requirements and to resubmit when completed.
8. Send approval/rejection recommendation to the TSD Manager by the Head of Inspection for the issuance of Primary Approval after reviewing the Inspector Inspection Report
9. If request for the issuance of Primary Approval will have an ultimate rejection status based on the inspection results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.

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10. Approve/Reject the issuance of Primary Approval and stamped documents (drawings) electronically by the TSD Manager.
11. Issue Primary Approval with QR code through Zajel including stamped documents/drawings and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.
12. Update the Primary Approval database and archive

NOTE: Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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17 Issuance of Primary Approval for Trade License Cancellation of the Hotel/Hotel Apartment

This applies to operating and not yet in operation hotel and hotel apartment intending to forgo or cease business operation.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service from the list, fill-up the e-form (contents as per Form EPHE___) and submit along with corresponding underlined updated requirements:
   h. Copy of Passport of the business owner; OR
      Copy of Trade License if the business owner is a company/ institution/ organization
   i. Copy of national identity card (Emirates ID) of business owner
   j. Current Trade License of the Hotel Property
   k. Cancellation Letter in company letterhead stating Reason for Cancellation signed by the owner/s and stamped
   l. Photos of hotel/hotel name signboards removed from the building structure
   m. Require applicant to remove and hand in to TSD Licensing the Star Classification Signboard
3. Check for any violation history and require applicant to pay all outstanding fines incurred by the hotel (through Tahseel); Applicant will not be able to proceed further the application process if fines are not fully paid.
4. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
5. Review/verify completeness of requirements and uploaded documents and recommend approval by Licensing Staff:
   c. Retrieve previous Inspection Results/Reports.
   d. Check if Star Classification Signboard has been collected by TSD
   e. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
   f. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
6. Schedule and conduct Field or On-site inspection (if needed) either through system automated task assignment or manually assigned by the Head of Inspection
7. Evaluate hotel property and recommend approval of cancellation application based on uploaded requirements, results/report of the Field/Onsite inspection by the Inspector.
8. Submit Inspection Report (evaluation checklist and corresponding uploaded images) to the Head of Inspection by the Inspector and send SMS & email notification to applicant to comply any other technical requirements and to resubmit when completed.
9. Send approval/rejection recommendation to the TSD Manager by the Head of Inspection for the issuance of Primary Approval after reviewing the Inspector Inspection Report
10. Approve/Reject the issuance of Primary Approval and stamped documents electronically by the TSD Manager.

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11. Issue Primary Approval with QR code through Zajel including stamped documents and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.
12. Update the Primary Approval database and archive

NOTE: Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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18   Issuance of Primary Approval to Obtain a New Hotel Management License
19   Issuance of Primary Approval for the Renewal of Hotel Management License

This applies to new or currently in operation hotel managing business entity intending to run or renew their business Trade License.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to log-in to registered account and select the desired, specific licensing service from the list, fill-up the e-form (contents as per Form EPHE__) and submit along with corresponding updated requirements:
    a. Copy of Passport of the business owner; OR
       Copy of Trade License if the business owner is a company/ institution/ organization
    b. Copy of national identity card (Emirates ID) of business owner
    c. Copy of Passport of the General Manager
    d. Qualifications or experience certificate in the field of tourism of the General Manager (must be 3 years or more)
    e. Copy of the national identity card of the General Manager
    f. Contracts or any proof of initial dealings of the HM beforehand with hotel establishments
    g. Copy current Trade License and Trade Registry of the Hotel Management business (applicable for Renewal of Hotel Management License)
    h. Copy of Sharjah Chamber of Commerce & Industry membership certificate. (applicable for Renewal of Hotel Management License)
3. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
4. Review/verify completeness of requirements and uploaded documents and recommend approval by Licensing Staff:
    a. Retrieve file of the Hotel Management to check application form and document requirements
    b. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    c. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
5. Evaluate the application and recommend approval of request based on the review of application data and requirements uploaded by the Licensing Staff.
6. Submit Evaluation Report (evaluation checklist) to the Head of Licensing by the Licensing Staff and send SMS & email notification to applicant to comply any requirements and to resubmit when completed.
7. Send approval/rejection recommendation to the TSD Manager by the Head of Licensing for the issuance of Primary Approval after reviewing the Licensing Evaluation Report by Licensing Staff

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8. If request for the issuance of Primary Approval will have an ultimate rejection status based on the inspection results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.

9. Approve/Reject the issuance of Primary Approval and stamped documents (drawings) electronically by the TSD Manager.

10. Issue Primary Approval with QR code through Zajel including stamped documents/drawings and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.

11. Update the Primary Approval database and archive

NOTE: Reissuance of Primary Approval is required after expiry period, which is 3 months after approval. If reissuance application is requested on or BEFORE 3 months from its expiry date, this will be considered as an EXTENSION request to the expired Primary Approval and this would only require payment of corresponding fee. For reissuance application AFTER 3 months from its expiry date, this will be considered as a NEW application.

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20   Issuance of Initial Approval to obtain a New Tour Operator Trade License
21   Issuance of Initial Approval for the Renewal of Tour Operator Trade License

This applies to new and renewal of Initial Approval for a Tour Operator Trade License before getting a Trade License to open and operate business to the public or when intending to continue operation when the Trade License expires.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal
2. Require applicant to log-in to registered account and select corresponding licensing service, fill-up the Request for Initial Approval e-form and submit along with corresponding updated requirements:
    a. Copy of Passport of the business owner; OR
    b. Copy of Trade License if the business owner is a company/institution/organization
    c. Copy of national identity card (Emirates ID) of business owner
    d. Copy of Passport of the General Manager
    e. Qualifications or experience certificate in the field of tourism of the General Manager (must be 3 years or more)
    f. Copy of the national identity card of the General Manager
    g. Contracts or any proof of initial dealings beforehand with Tour Operators operating in other countries that bring tours to the Emirate of Sharjah
    h. A summary of tourism sites and tour itineraries/package offerings to tourists in the Emirate of Sharjah
    i. Copy of Trade License & Trade Register (applicable for Renewal)
    j. Copy of Sharjah Chamber of commerce and industries membership certificate (applicable for Renewal)
    k. Copy of literatures produced by company and approved itineraries (applicable for Renewal)
3. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
4. Review/verify completeness of requirements and uploaded documents and recommend approval by Licensing Staff:
    a. Retrieve file of the Tour Operator and check application form and document requirements uploaded
    b. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    c. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
5. Evaluate the application and recommend approval of request based on the review of application data and requirements uploaded by the Licensing Staff.
6. Submit Evaluation Report (Licensing Checklist) to the Head of Licensing by the Licensing Staff and send SMS & email notification to applicant to comply any requirements and to resubmit when completed.

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7. Send approval/rejection recommendation to the TSD Manager by the Head of Licensing for the issuance of Primary Approval after reviewing the Licensing Checklist Report by Licensing Staff

8. If request for the issuance of Primary Approval will have an ultimate rejection status based on the evaluation results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.

9. Approve/Reject the issuance of Primary Approval and stamped documents electronically by the TSD Manager.

10. Issue License Certificate with QR code through Zajel including stamped documents and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.

11. Update the TSD licensing database and archive

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22   Issuance of a New Tour Guide License

23   Renewal of Tour Guide License

This applies when renewing the Tour Guide License before accepting and providing service to the public or when intending to continue providing services when the license expires.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal
2. Require applicant to log-in to registered account and select corresponding licensing service, fill-up the Request for License e-form and submit along with corresponding <u>updated</u> requirements:
    a. Copy of Passport
    b. Copy of residence visa page of the applicant
    c. Copy of national identity card (Emirates ID) of applicant
    d. Educational Qualification/Academic Certificate e.g. College Diploma, Certificate of Higher Education, etc.
    e. Certificate of Good Conduct/Police Clearance (clear criminal record certificate) from the Police Department
    f. Latest photo (size 4x4)
    g. Copy of Sharjah Tourist Guide Course Certificate (Basic/Intermediate Level)
    h. **If employed, a Nomination Letter/NOC from the applicant's employer/company** stamped and signed by authorized manager
    i. Copy of the expired Tour Guide License (applicable to Renewal)
3. Require applicant to surrender previously issued Tour Guide License (applicable for Renewal application)
4. Require applicant to pay corresponding fee-Registration and Entrance Exam (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted (applicable to New application)
5. Review/verify completeness of requirements and uploaded documents and recommend approval by the Industry Professional Training Department:
    a. Retrieve file of the Tour Guide and check application form and document requirements uploaded
    b. For request with complete requirements, send SMS & email notification of application approval and instruction to comply with the specific Training requirements by clicking on the Training Menu to fill-out the Training Application details, select dates in the Training Calendar, upload training requirements and submit
    c. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
    d. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
6. Send notification email to TSD Licensing by IPTD for Tour Guide License as to completeness of the application requirements submitted and the require training program for the applicant

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7. Require applicant to select corresponding type and level of Training and indicate dates of training (Refer to Training Calendar) and upload training requirements

8. Require applicant to pay corresponding fee-Training (and Licensing for Renewal of License) (Refer to Payment Schedule) through Tahseel upon receipt of training application and corresponding training requirements have been completed/submitted

9. Review/verify training document requirements submitted by the Industry Professional Training Department
   a. Retrieve file of the Tour Guide and check training application form and document requirements uploaded
   b. Verify/Validate and confirm completeness of requirements
   c. For request with complete requirements, send SMS & email notification to applicant of approval to attend training with Training Details (Date, Time, and Venue) and to attend the training program as scheduled.
   d. For request with incomplete/lacking requirements, send SMS & email notification to applicant to comply/complete requirements and to resubmit request.

10. **Send notification email to Licensing Division and Internal Audit by IPTD of the applicant's** Training Assessment results with attached results/record

11. Send notification email to Applicant by IPTD of the Training Assessment result and instruction to pay the corresponding Licensing Fee

12. Require applicant to pay corresponding fee-Licensing (Refer to Payment Schedule) through Tahseel upon receipt of Training Assessment Result by Licensing Staff (applicable to New application)

13. Send notification email to TSD Manager by Internal Audit Division as to the **review/assessment results and completeness of the applicant's document requirements for** the issuance of corresponding Tour Guide License

14. Approve/Reject the issuance of Tour Guide License and stamped documents electronically by the TSD Manager.

15. Issue the Tour Guide License and send SMS & email notification to applicant on the approved application with collection instruction of the license card.

16. Register the license card in the Empost courier delivery system for collection and delivery instruction

17. Update the Tour Guide License database and archive

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24 Reprinting/Replacement of Issued Tour Guide License Card

This applies when the Tour Guide needs to replace the Tour Guide License Card with valid reason i.e. lost, damaged, etc. arising from circumstances that are beyond their control and should be reported/request replacement immediately, at most, within two weeks to continue providing services to the public.

1. Require applicant to register in the SCTDA E-Licensing System in the SCTDA portal (if not registered yet)
2. Require applicant to login to registered account and select the desired, specific licensing service from the list, fill-up the License Card Reprint e-form (contents as per Form EPHE___) with Reason for re-print/replacement request and submit.
3. Check for any violation history and require applicant to pay all outstanding fines incurred by the Tour Guide (through Tahseel); Applicant will not be able to proceed further the reprinting application process if fines are not fully paid.
4. Require applicant to pay corresponding fees (Refer to Payment Schedule) through Tahseel when all application requirements have been completed/submitted
5. Review/verify completeness of requirements and uploaded documents and recommend approval by Licensing Staff:
   a. Retrieve **applicant's file and** previous Inspection Results/Reports.
   b. Check/Verify if the Tour Guide or the company he is affiliated is blocked or if there is any previously written negative comments/feedback on its file on the system
   c. For request with incomplete/lacking requirements, send SMS & email notification of Rejection with Reason and instruction to comply/complete requirements and to resubmit request.
   d. For request that calls for a total rejection by the TSD Licensing Staff, send SMS & email notification of Rejection with reason for rejection; the application will have an ultimate rejection status and applicant will not be able to re-submit.
6. Submit Evaluation Report (evaluation checklist) to the Head of Licensing by the Licensing Staff and send SMS & email notification to applicant to comply any requirements and to resubmit when completed.
7. Send approval/rejection recommendation to the TSD Manager by the Head of Licensing for the re-printing of Tour Guide ID Card after reviewing the Licensing Evaluation Report
8. If request for re-printing of Tour Guide ID Card will have an ultimate rejection status based on the inspection results, send SMS & email notification for rejection and cite reason for rejection. The application will have an ultimate rejection status and applicant will not be able to re-submit.
9. Approve/Reject the re-printing of Tour Guide ID Card and stamped documents electronically by the TSD Manager.
10. Re-print and issue the Tour Guide License and send SMS & email notification to applicant on the approved application with collection instruction of the license card.
11. Register the license card in the Empost courier delivery system for collection and delivery instruction
12. Update the Tour Guide License database and archive

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25   Fines Issuance and Collection/Payment

This is a built-in process in all TSD Licensing Services that requires collection of fines for corresponding violations.

1. Require all TSD Licensing users to register in the SCTDA E-Licensing System (if not registered yet) and activate account.
2. Require TSD Licensing users to log-in to registered account and select corresponding E-Licensing service
3. Open Violation & Fines Menu for violation logs/history and retrieve list (Licensing Service, Violation, Date of Violation Issuance, Amount, Payment Due Date, Discounts, Exemptions)
4. Review/Add violations to automatically generate corresponding fines incurred of the Retrieve Violations & Fines List
5. Send email/SMS notification and reminders of fines issued to establishment/ company with the fines details (Licensing Service, Violation, Date of Violation Issuance, Fine Amount, Payment Due Date) by the Licensing Division and require applicant to pay all outstanding fines incurred (through Tahseel); Establishment/ company will not be able to proceed any renewal application for the issuance of Initial Approval under the company name if fines are not fully paid.
6. Collect fines through Tahseel and issue receipt of payment to Business Owner/Manager/Establishment Official Representative and email/SMS notification to SCTDA Finance Department of the same
7. Update the Violations and Fines database and archive

Note:

1-In the Violation & Fines Menu in all E-Licensing Services, there is also an option to retrieve ALL violations and corresponding fines by the registered Trade Name (including those with affiliated Tour Guides, Safari Vehicles).

2-TSD Licensing Staff can also download/print receipt

3-SCTDA Finance Department can view the Violation & Fines Menu

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Annex B   Tourism Inspection and Classification Services

01   Hotel/Hotel Apartment Inspection

This is conducted as per Inspection and Classification Division Annual Inspection Plan, in case of any Incident Complaint, Ad Hoc Inspection Request, Classification Re-Inspection/s and during any exigency for inspection as defined and explained in both the Sharjah Hotel and Hotel Apartment Classification Standard Manuals.

1. Require all TSD-Inspection & Classification users to register in the SCTDA E-Licensing System (if not registered yet) and activate account.
2. Require TSD-Inspection & Classification users to log-in to registered account and select corresponding E- Licensing Service: Inspection and Classification
3. Prepare/Add/Update Inspection Calendar or schedule both plan/drawings and field/on-site inspection tasks in the system per Type of Inspection including comments/specific instructions (if necessary) by the Head of Inspection & Classification Division/TSD Manager
4. Check Inspection Calendar for assigned tasks and inspection requirement details by the Inspector
5. Select inspection type, details and schedule to retrieve corresponding Inspection Checklist and list of inspection equipment/device i.e. camera, iPad, drawings, etc. to study/bring along per Inspection Category by the Inspector
6. Accept task/s and auto-generate email notifications to Head of Licensing and TSD Manager of the Inspection Schedule accepted (daily basis)
7. Login to the e-licensing system: Inspection Menu, with the system capturing the inspection date, time, property name and Retrieve Inspection Checklist to start conduct of inspection by the Inspector
8. Collect evidences/take photos and upload them to the system in real time by the Inspector or provide comments to drawings (if any)
9. Record/Save inspection results and log-out after completing Inspection
10. Retrieve Inspection Report, check, adjust/comments (if necessary), recommend approval/rejection and send results/report to the Inspection and Classification Head for review and approval/rejection;
11. Check/Review results and rectify/revise report (if necessary) by the Head of Inspection and Classification after discussion with Inspector
12. Log any violations committed based on the inspection result report by the Head of Inspection and Classification
13. Approve report and send email notification of corresponding violations (if any) by the Inspection & Classification Head to the hotel/hotel apartment General Manager with notification to comply any requirements within the specified period and to fill-out completion response/notification in the system.
14. Conduct a recorded videoconference with the hotel management/General Manager (if needed) in case of any dispute as to inspection results

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15. Require applicant to comply/submit requirements/ prepare Action Plan as per results from the video conference for assessment and review by the Head of Inspection & Classification

16. Monitor implementation of Action Plan (weekly/monthly status update) by the Head of Inspection & Classification

17. Submit Action Plan Implementation Completion report, and send email notification to the TSD Manager by the Head of Inspection & Classification

18. Update the Inspection database and archive

Note: When violations are recorded during inspections, corresponding fines will be system generated and recorded in the hotel/hotel apartment file

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02   Hotel/Hotel Apartment Classification

The Classification of Hotel and Hotel Apartment shall be one of the major components of the E-Licensing System apart from the Inspection Service, integrated into one whole system, the E-Licensing System. This applies to all hotels and hotel apartments intending to operate or operating in the Emirate of Sharjah.

1. Require all TSD Inspection and Classification users to register in the SCTDA E-Licensing System (if not registered yet) and activate account.
2. Require TSD Inspection and Classification users to log-in to registered account and select corresponding E-Licensing service
3. Open Hotel/Hotel Apartment Classification Menu for classification tasks and retrieve Inspection Checklist Report
4. Select establishment for classification and review the Mandatory Criteria Checklist Results and determine if it complied the mandatory standard for the specific star category (Refer to Minimum Mandatory Criteria)
5. Send email notification of the results and request the establishment to log-in to their account to view classification results and to fulfill requirements as per star classification (if any); Non-compliance of the minimum mandatory criteria will deny establishment classification of the applied category and to operate business.
6. Require hotel establishment to send feedback of compliance through the system and request re-inspection upon compliance of all mandatory criteria.
7. Upon receipt of the Re-Inspection Request by the Head of Inspection, this will be scheduled and included in the regular Inspection Process flow posted in the Inspection Menu where corresponding Inspection Process is applied.
8. Review the Mandatory Criteria Checklist Results and determine if it complied the mandatory standard for the specific star category (Refer to Minimum Mandatory Criteria); Recommend approval/rejection of Mandatory Criteria compliance by the Inspector to the Head of Inspection and Classification;
9. Review the Rating Criteria Checklist Results and determine if it obtained the minimum rating score for the specific star category (Refer to Rating Criteria)
10. Send email notification of the results and request the establishment to login to their account to view classification results and to fulfill requirements as per star classification (if any); Non-compliance of the minimum score of the rating criteria will deny establishment classification of the applied category and can be downgraded.
11. Require hotel establishment to send feedback of compliance through the system and request re-inspection upon compliance of minimum score of rating criteria
12. Upon receipt of the Inspection Request by the Head of Inspection, this will be scheduled and included in the regular Inspection Process flow posted in the Inspection Menu where corresponding Inspection Process is applied.
13. Review the Rating Criteria Checklist Results and determine if it complied the minimum score for the Rating standard of the specific star category (Refer to Rating Criteria); Recommend approval/rejection for the star classification rating when minimum score for the Rating Criteria is obtained by the Inspector to the Head of Inspection and Classification;
14. Review the Scoring Criteria Checklist Results and determine if it obtained the minimum score for the specific star category (Refer to Scoring Criteria)

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15. Send email notification of the results and request the establishment to login to their account to view classification results and to fulfill requirements as per star classification (if any); Non-compliance of the minimum score of the Scoring criteria will deny establishment classification of the applied category and can be downgraded.

16. Require hotel establishment to send feedback of compliance through the system and request re-inspection upon compliance of minimum score of Scoring criteria

17. Upon receipt of the Inspection Request by the Head of Inspection, this will be scheduled and included in the regular Inspection Process flow posted in the Inspection Menu where corresponding Inspection Process is applied.

18. Review the Scoring Criteria Checklist Results and determine if it complied the minimum score for the Scoring standard of the specific star category (Refer to Scoring Criteria); Recommend approval/rejection for the star classification rating when minimum score for the Scoring Criteria is obtained by the Inspector to the Head of Inspection and Classification;

19. Review the Minimum, Rating and Scoring Criteria Checklist Results and recommend approval/rejection for the star classification rating by the Head of Inspection & Classification to the TSD Manager when accumulated scores reached the minimum score requirements for each mandatory, rating and scoring criteria;

20. Check if the hotel establishment applied for a Hotel Designator. (Number 21-25 is applicable only if the establishment applies for a hotel designator)

21. Review the Hotel Designator Checklist Results and determine if it complies the minimum requirements for the specific star category (Refer to Hotel Designator Criteria)

22. Send email notification of the results and request the establishment to log-in to their account to view classification results and to fulfill requirements as per star classification and hotel designator (if any); Non-compliance of the minimum score of the Hotel Designator criteria will deny establishment hotel designator of the applied category.

23. Require hotel establishment to send feedback of compliance through the system and request re-inspection upon compliance of requirements for the Hotel Designator

24. Upon receipt of the Re-Inspection Request by the Head of Inspection, this will be scheduled and included in the regular Inspection Process flow posted in the Inspection Menu where corresponding Inspection Process is applied.

25. Review the Hotel Designator Criteria Checklist Results and determine if it complied the minimum requirements for the Hotel Designator standard of the specific star category (Refer to Hotel Designator Criteria); Recommend approval/rejection for the star classification rating when minimum score for the Hotel Designator Criteria is obtained by the Inspector to the Head of Inspection and Classification;

26. Review the Hotel Designator Criteria Checklist Results and recommend approval/rejection for the star classification rating and Hotel Designator by the Head of Inspection & Classification to the TSD Manager

27. If request for the classification rating will have approval status based on the evaluation results, send SMS & email notification for approval and instruction to pick-up the Classification Board.

28. Approve and Issue the Classification Certificate with QR code through Zajel including stamped documents and send SMS & email notification to applicant on the approved request for downloading/printing. The system will be integrated with Zajel.

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29. Issue Classification Certificate Signboard with QR code and send SMS & email instruction to applicant to pick-up the signboard from the SCTDA Office.
30. Update the TSD licensing database and archive

Each month (last day), the system will generate a report on the overall GEI score for each hotel establishment in the Hotel/Hotel Apartment Classification Menu. (System integration will be made possible with a Reputation Management commissioned by SCTDA to generate monthly GEI for each hotel).

31. Open Hotel/Hotel Apartment Classification Menu and retrieve GEI Report; Establishment with a GEI below the minimum score for the star classification will be flagged (Refer to Minimum GEI Score Table)
32. Select the flagged establishment and review the GEI Results and details;
33. Send email notification of the results and request the establishment to log-in to their account to view GEI results and to send explanation with corresponding Plan of Action to improve results within 1 week.
34. Select establishment with 3 consecutive flags and review the GEI Results and details;
35. Send email notification of the results and request the establishment to log-in to their account to view GEI results and to prepare a plan with timeframe to improve results;
36. Maximum period for score improvement will be indicated in the system (date) as per timeframe submitted and SMS and Email notification reminder to the establishment and TSD Staff will be sent 2 weeks before the end date.
37. System will send email notification to TSD Inspection & Classification Head to check and review the GEI Results and details during the notification End Date; Send results to TSD Manager by the Head of Inspection & Classification Head to recommend adjustment of the star classification of the establishment according to the GEI score if results is lower than the required score;
38. TSD Manager, Reject/Approve recommendation and send notify Licensing & Classification Head to adjust classification
39. After adjusting the classification star rating, for a 1-star hotel, hotel operation shall be stopped and notification will be sent to the establishment if there is no recovery plan submitted to SCTDA by the owner; for issues related to violations, hotel operations will be closed and follows usual procedure in closing establishment.
40. Update the TSD licensing database and archive

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03   Tour Guide Inspection

This is conducted as per Inspection and Classification Division Annual Inspection Plan, in case of any Incident Complaint, Ad Hoc Inspection Request and during any exigency for inspection.

1. Require all TSD-Inspection & Classification users to register in the SCTDA E-Licensing System (if not registered yet) and activate account.
2. Require TSD-Inspection & Classification users to log-in to registered account and select corresponding E- Licensing Service: Tour Guide Inspection
3. Prepare/Add/Update Tour Guide Inspection Calendar or schedule field/on-site inspection tasks in the system including comments/specific instructions (if necessary) by the Head of Inspection & Classification Division/TSD Manager
4. Check Inspection Calendar for assigned tasks and inspection requirement details by the Inspector
5. Select inspection type, details and schedule to retrieve corresponding Inspection Checklist (Tour Guide) by the Inspector
6. Accept task/s and auto-generate email notifications to Head of Licensing and TSD Manager of the Inspection Schedule accepted (daily basis)
7. Login to the e-licensing system: Inspection Menu, Tour Guide Inspection with the system capturing the inspection date, time, location area and Retrieve Inspection Checklist to start conduct of inspection by the Inspector
8. Collect evidences/take photos and upload them to the system in real time by the Inspector or provide comments (if any)
9. Record/Save inspection results and log-out after completing Inspection
10. Retrieve Inspection Report, check, adjust/comments (if necessary), recommend approval/rejection and send results/report to the Inspection and Classification Head for review and approval/rejection;
11. Check/Review results and rectify/revise report (if necessary) by the Head of Inspection and Classification after discussion with Inspector
12. Log any violations committed based on the inspection result report by the Head of Inspection and Classification
13. Approve report and send email notification of corresponding violations (if any) by the Inspection & Classification Head to the Tour Operator General Manager or the concerned Tour Guide with notification to comply any requirements within the specified period and to fill-out completion response/notification in the system.
14. Conduct a recorded videoconference with the Tour Operator General Manager (if needed) in case of any dispute as to inspection results
15. Require applicant to comply/submit requirements/ prepare Action Plan as per results from the video conference for assessment and review by the Head of Inspection & Classification
16. Monitor implementation of Action Plan (weekly/monthly status update) by the Head of Inspection & Classification

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17. Submit Action Plan Implementation Completion report, and send email notification to the TSD Manager by the Head of Inspection & Classification
18. Update the Inspection database and archive

Note: When violations are recorded during inspections, corresponding fines will be system generated and recorded in the Tour Operator and/or Tour Guide file.

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Annex C   Sample of Service Processes

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