UNITED ARAB EMIRATES
MINISTRY OF CLIMATE CHANGE
& ENVIRONMENT

الإمارات العربية المتحدة
وزارة التغير المناخي
والبيئة

Ministry Of Climate Change and Enviroment

Information Technology Department

Request for Proposal

Digital Services & Redesign MOCCAE Mobile app project

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1 INTRODUCTION

Ministry of Climate change and environment project is focused on customer journey end to end and focus on implementing new Digital services by redesign and reengineer Licensing services group and revamp MOCCAE Mobile app.

Ministry of Climate change and environment is aiming to achieve the following benefits from the implementation of this new system:

- Provide a better and smoother services to customers.
- Increase customer & employees satisfaction
- Enhnace the performance of the servies
- Improve customer satisfaction through better service
- Enhance process of employee performance evaluation
- Reduce Emplyee wasted time

1.1 Definition & Terminologies

For the purpose of this RFP, the below term apply.

Acronym	Description
MOCCAE	Climate change and environment ministry
ITD	Information Technology Department
RFP	Request For Proposal
Business	Ministry of Climate change and environment departments / business users
Employees	Ministry of Climate change and environment Employees who will use the digital services
BRD	Business Requirements Document
FRS	Functional requirement specification

2 REQUIREMENTS

2.1 Project Overview

The purpose of this project is to redesgin & reengineer the licensing services group to be digital services , integrate them with government partners based on customer journey and revamp MOCCAE Mobile app and to be redesgined , reengineered and implemented using REACT NATIVE platform technology.

2.2 Functional Requirements

MOCCAE intend to redesgin & reengineer the licensing group services to be digital services and redesgin & reengineer the MOCCAE main mobile app to encourage the customers to use it.

Hence the functionality as below:

- **Study, Redesign & Reengineer the licensing services group (36 services) listed in attached Excel sheet based on below points and not limited to:**
    - Collect the business requirements of each service form the business owner, analyze it , provide new design of each services based on customer journey, reduce number of steps, less number of attributes, reduce number of attachment, prepare BRD of each service or group of services include the business rule, discuss it with the business owner and approve it.
    - Customer journey end to end and Stakeholder's Workshop & feedback
    - Integrated services concept (as example issue and renewal same license type shall be one service, etc...)
    - Unified User Experience (UX) design - the services shall be designed to be responsive in order to render contents and perform optimally on most modern browsers (Chrome, Mozilla, IE, Safari etc.)
    - The services shall be designed in such a way uniform interface across all services and mobile devices (smart phones and tablets) with different form factors
    - License Modification/update feature shall be added to allow the user to submit modification request on the license like change facility information or add new activities and subject for business approval
    - License auto renewal feature shall be considered and implemented
    - Use customer profile and existing Emirates ID integration to automate any step and/or reduce data entry from customer side and/or staff side
    - Use User-centered design (UCD) or user-driven development (UDD) and Design thinking framework shall be used in the design of the digital services

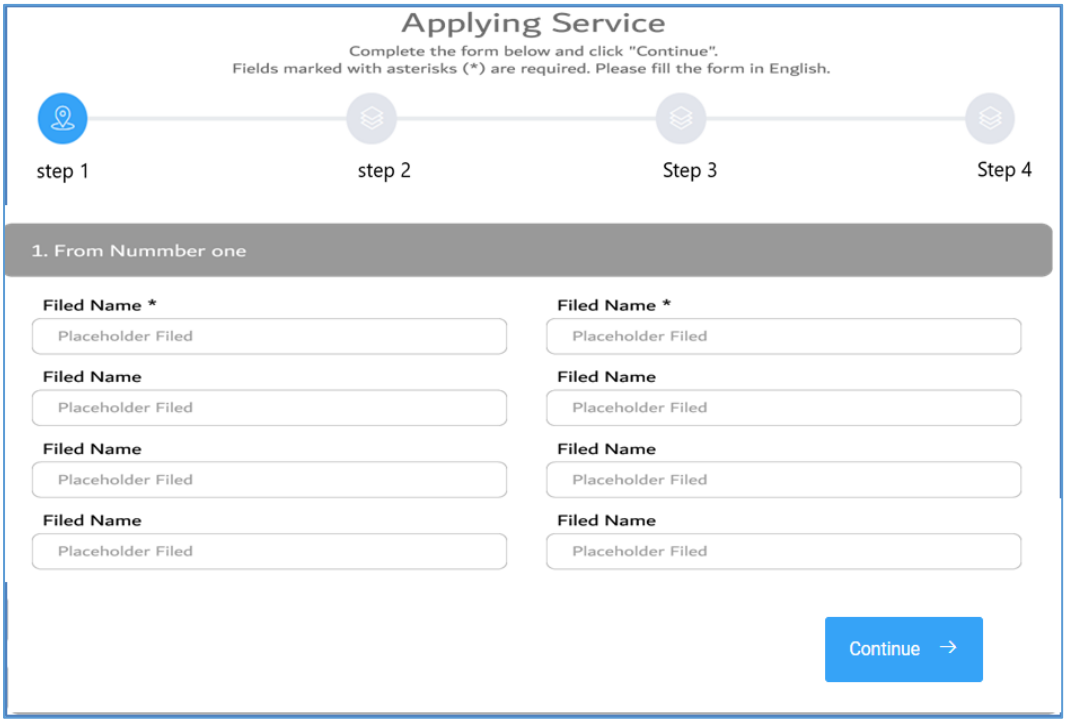
- The standard web technologies HTML5, CSS, JS must be used to deliver digital services with responsive design
- License cancellation feature shall be added to allow the user to submit cancellation request for the license based on certain business rules
- Following services shall be offered only for public users and must be separately from company services but shall be integrated them:
  - Issue a license to practice the profession of agricultural engineer and occupations related to agricultural activities
  - Issuing a license for practicing the profession for veterinarians and assisting veterinary professions
  - Renew issuance license of practicing the profession for veterinarians and for the assistant vet
  - Renewal a license to practice the profession of agricultural engineer and occupations related to agricultural activities
- Merge following services as one service:
  - Issuing a license for practicing the profession for veterinarians and assisting veterinary professions
  - Issue a temporary license of a practicing the profession for veterinarians
- Table and Pagination- all the listing tables across system shall display a fixed number of records, which the user can change; based on his preference i.e. the number of records per screen should be configurable. For additional records, pagination feature needs to be provided. It is important to note that the system should not load the entire data in the browser while performing pagination. Rather while performing the pagination, the system should fetch the new records from the backend at runtime on every new page is request. Tables must have "Select All" checkbox wherever applicable to select all the records displayed per screen. System must provide provision to sort search result based on column headers.
- Implement the required business rules on the services as per business requirement
- Merge related services into one service like issue and renewal of same service and consider this in the service cost as by the end number of services to be implemented around 25 services or less
- Identify and segregate services requests of the people of determination in the dashboard using color code and icon
- Implement auto assignment based on workload equally or based on percentage, this feature can be turn on/off per service
- Ability to sort services requests in the dashboard by profile type (Company/Individual)

- Status of each service requests should be displayed as color codes as per below example

Submit	#663399
Pending for Review	#ED7D31
Waiting for Applicant	#5B9BD5
Approved	#70AD47
Rejected	#FF0000
Cancelled	#A50000
Completed	#375623
Updated By Customer	#4472C4

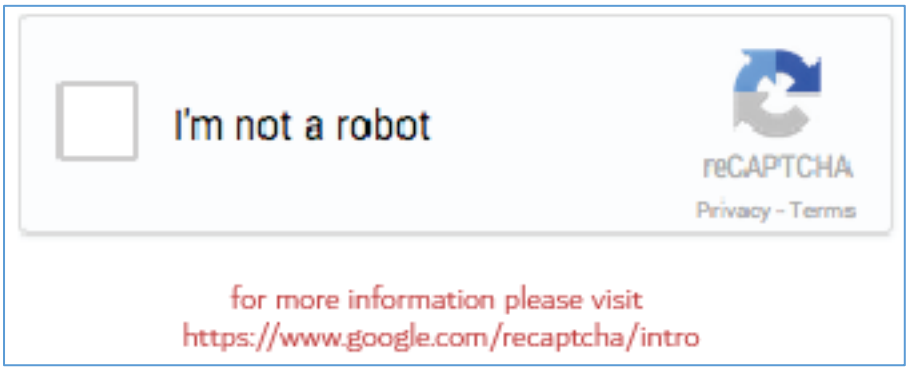
- Save As Draft Feature- shall be provided to the user to save the data that has been typed in. The saved data should be available as Drafts. In case if the system time out occurs, the user should be able to pick up the task/case from Drafts and continue working with the same.
- Add new feature for Create request based on existing request
- Add new feature to add new activity / cancel activity to the establishment as workflow from submission till approval and issue the certificate
- Add favorite on dashboard as shortcut for services
- Auto Renewal for the license by auto create the Renewal request if the customer clicked OK button in the dashboard
- Develop workflow engine framework to be used across all digital services and shall be used in the future for all MOCCAE services
- Implement Fines calculation on expired licensing and display it on the dashboard.
- Turn Around Time Calculation /processing time of each step in the workflow of any service shall be captured/calculated & stored in database and also SLA of each step shall be predefined with the step of each service

- Service webpage/form should be designed as wizard webpages to avoid any scrolling and easily focus on the service request attributes, each service webpage /form shall be divided into sections, each section has group of fields / attributes, asterisks should be added in the Label of Mandatory fields and Below is sample of service page



- Attachment service webpage shall be designed if required, size of attachment file shall be mentioned in attachment hint , allowed extension of files should be mentioned and restricted , type of the attachment should be available as attribute /field and should be list of value based on service requirements, list of mandatory attachments should be mentioned in the hint ,delete & add attachments buttons should be available to allow the user to add or delete attached files and conditional attachment should be handled based on service requirements
- Document viewer feature to view the attached documents without having to download the documents in a document viewer. All attachments sections should have a collapsible section which would show up in case if the user choses to view the attached document
- Attached documents shall be stored in file system as physical files under folders hierarchy to avoid any delay in store or fetch of the documents
- Attachments should be defined as configuration in the services include file name , extension allowed , size and mandatory or not

- Google CAPTCHA protects the website from spam and abuse. CAPTCHA uses an advanced risk analysis engine and adaptive CAPTCHAs to keep automated software from engaging in abusive activities on your site. It does this while letting your valid users pass through with ease.



- LOV Control type (not limited to …) should allow the user to do multiple selection from the listed values based on requirements, LOV control should allow the user to search using at least 2 character then matched results should be filtered and displayed and unlisted Value should be added to allow the user to add new value and when unlisted values chosen then new other field free text should be displayed to enter new value. this required for certain LOV as per business needs
- Page Load Time- all pages of the system should load in less than 2 seconds. Care should be taken when designing the architecture of the page so that all data is loaded only when it is required. The data should not be loaded and kept in the web browser. In case of mobile application, the app opening of the app or any other service within the mobile should take less than 2 seconds
- Vendor should suggest better features for digital services and consider the same in the design
- Vendor must provide 3 sample designs for digital services take in consideration TRA, PMO and UN accessibility standards & guidelines. MOCCAE team shall select one out of 3 proposed design and use it in the implementation of all the services as unified platform. Vendor must be flexible to accommodate the design changes during the selection
- Service output report must be developed as part of the service and QR code should be implement on each service output as per current services output
- MOCCAE logo shall be placed in one location and services and reports shall use it , so in the future MOCCAE team will change the logo in one place in case of logo changed
- Service name in the service out should be matched with the service name on the portal and will be changed automatically in case of name changed on the portal
- Payment voucher/Invoice must be developed as part of the service

- Please visit below URL to understand high level required for each services under licensing group based on service card detail

  English URL: https://www.moccae.gov.ae/en/our-services/service-directory.aspx

  Arabic URL: https://www.moccae.gov.ae/ar/our-services/service-directory.aspx

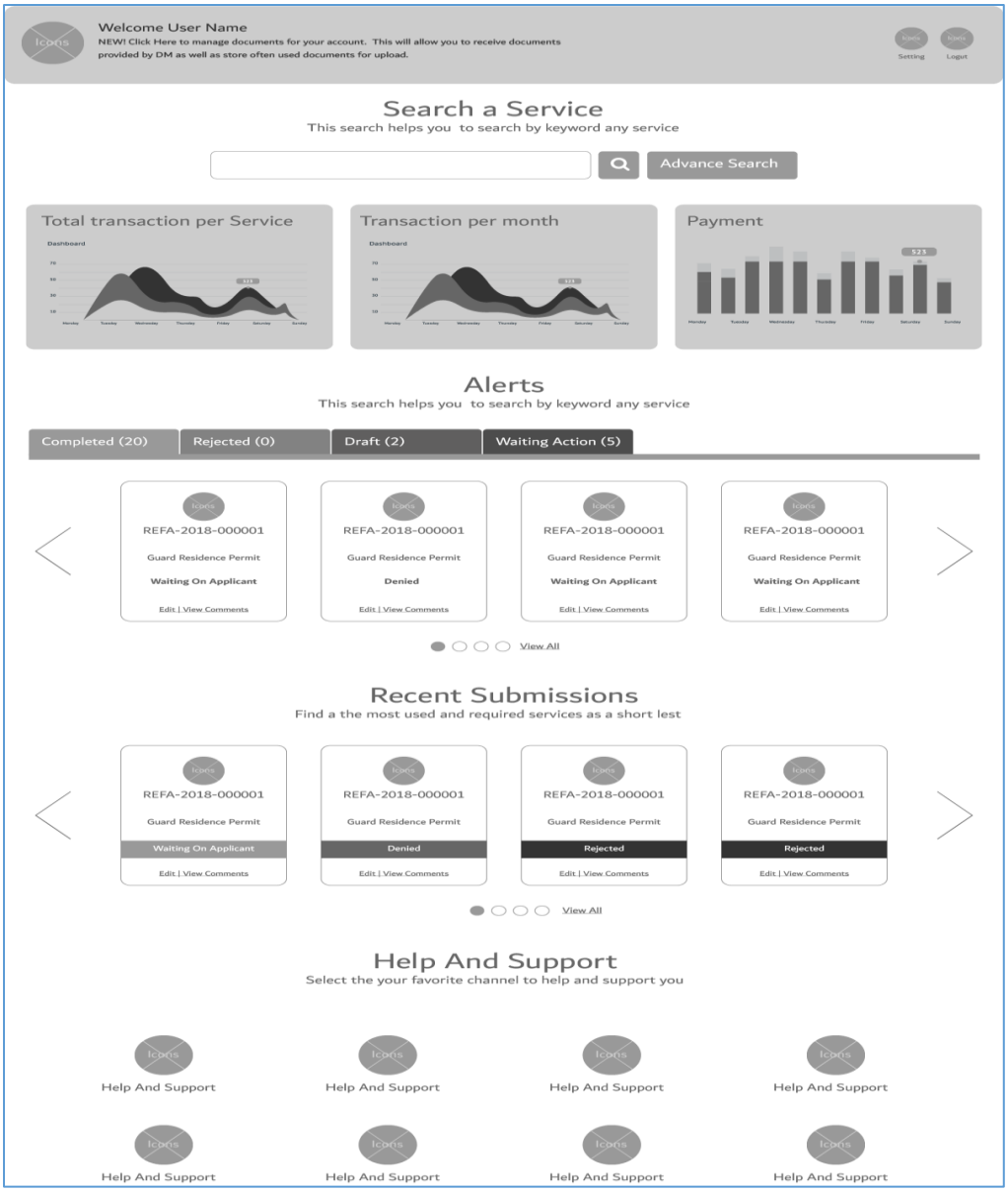
- DOT NET, MVC and Angular JS technologies must be used in the implementation of the digital services
- MS SQL Server latest version shall be used as database of the digital services
- Digital services to be provided in English, Arabic and Urdu languages and Arabic , English and Urdu labels should be configured in the services using JSON or configuration file or database for that configuration
- Provide UI Pass RPA license for one unattended bot to use it in the implementation for automation, reduce steps, using it for read structured document, read data from systems instead of using the integration to save time and auto approval, this feature should be submitted as an option with the separate cost , mentioned the approach , how will use this tool and which service with the effort days for implement this feature

- **Dashboard**

  The design of Service dashboard shall be as following , not limited to , vendor shall suggest another better dashbaord and the same shall be approved by MOCCAE team and should designed in a way not impact the performance of the services:

  - One dashboard for the customer and another operational one for MOCCAE staff
  - Dashboard of the company profile must be different than individual user profile
  - User name welcome message should be displayed with photo if it is available in user profile
  - Search by service or request ID should be available on top of dashboard webpage
  - Advance search button should be available to allow the user to search by other impotant attributes/fields as exmaple From date to date,..etc and common attributes shall be selected for the search
  - Chart of statistical data based on following shall be available:
    - Transaction per requests status for last 6 months
    - Transaction per month for last 6 months
    - Payment per month for last 6 months
  - Five Tabs shall be available for "Completed requests with number of requests", "Rejected with number of requests", "draft" and "Waiting Actions" and "All requests" or it can be on tab with request status filtration, vendor should provide best design for this section
  - In each tab mentioned above, the request information should be displayed like request ID, date, service name, status, company name, trade license id and rejected/return reason with Edit & view comments if required and request ID is hyper link as example

- Audit Trail feature of each action on the request must be available
- Recently request submission section should be displayed as section in dashboard webpage



Wireframe sample of the dashbaord

- **Reports**
  - Design & implement the required statistical, detailed reports and Dashboard using Tableau BI tool available in IT
- **Data migration**
  - Old transaction shall be migrated to new digital services database and these transactions can be processed successfully in new platform if it is open transaction additional to that closed requests also shall

be migrated too, vendor should provide the support to MOCCAE IT team for mapping, data cleansing and providing required views / data that required for data migration

- **Integration Requirements** – Integrate the services with following
    - Dubai Economic Department for licenses issued related to MOCCAE activities to auto trigger the workflow of licensing services based on the activity and issue facility license or license to practice the profession
    - Sharjah Economic Department for licenses issued related to MOCCAE activities to auto trigger the workflow of licensing services based on the activity and issue facility license or license to practice the profession
    - Abu-Dhabi economic development for licenses issued related to MOCCAE activities to auto trigger the workflow of licensing services based on the activity and issue facility license or license to practice the profession
    - Ministry of Human Resources and Emiratization MOHRE regarding below service to get all & latest information about the labor card & which company he/she has resident visa
        - Renew issuance license of practicing the profession for veterinarians and for the assistant vet
        - Issue a license to practice the profession of agricultural engineer and occupations related to agricultural activities
    - MOCCAE smart inspection internal application regarding inspection step in the workflow of some services under licensing group (please check the services detail on the MOCCAE.GOV.AE website/portal
    - MOF e-DHS payment getaway to allow the user to pay service fees/charges
    - Critical Infrastructure and Coastal Protection Authority for Fisher services for NOC letter
    - Mail / Exchange Server for sending SMS & email as template to the customers /staff based on configuration in the new digital services like event, Arabic & English SMS and Email , message title ,etc
    - Emirates ID as currently this integration is available for current eservices
    - Integration with current eservice regarding user profiles & logged users (SSO) and information/views required for other existing services like import requests, etc.
    - MOCCAE GIS integration related to location (store and display the map)

- Redesign & reengineer MOCCAE mobile app based on following point and not limited to:
    - React Native technology must be used to develop the app for one source code
    - Study, Redesign & Reengineer current MOCCAE mobile
    - New Mobile app must be designed base on customer journey end to end
    - MOCCAE online services shall be implemented on the app
    - Vendor must provide 3 samples common design for the new mobile app and considering the TRA, PMO and UN accessibility standards & guidelines. MOCCAE team shall choose one out of 3 and vendor must use it in the implementation of all the services as unified platform. The Vendor must be flexible to accommodate the design changes. This entire process should be carried out in onsite.
    - Login using UAE pass and MOCCAE account feature must be available on new app
    - Create MOCCAE account feature should be available on new app
    - Services Requests tracking feature must be available
    - Dashboard feature should be implemented on the app for the customers based on type of the profile.
    - happiness meter of PMO should be implemented on the app and SDK will be provided
    - implement Push notification when request status is changed in the backend application
    - Most used services feature should be available on the app
    - Omni-channel approach/experience shall be considered in the design of the digital services and new mobile app
    - Event & news section should be available on new app (use content of the portal)
    - Live chat and Chabot of MOCCAE should be available on the new app
    - Rate the app, share the app (tell friend) , MOCCAE other apps should be available on new app
    - Help and support include (FAQ, Feedback, and live chat) should be available on new app
    - Push notification feature should be available to push request status and any important information to the customer
    - Customer center location, working hours and services should be available
    - Welcome message should be pushed as push notification once the customer nearby customer center (within 100M range)
    - Contact us feature include (Vision & mission about the minister,), privacy, terms and conditions
    - Add create incident related to food safety, animal health, animal legislation violation and agricultural pets in modern design and use image processing feature to identify type of incident and MOCCAE team will provide API required to create the incident in the Bio-Security MOOCAE system and get the status of created incidents
- **Mobile app Integration Requirements** – Integrate the app with the following:
    - MOF e-DHS payment getaway to allow the user to pay service fees/charges

- Mail / Exchange Server for sending SMS & email as template to the customers /staff based on configuration in the new digital services like event, Arabic & English SMS and Email, message title ,etc
- Emirates ID as currently this integration is available for current eservice
- Integration with current eservice regarding user profiles & logged users (SSO) and information/views required for other services like import requests, etc.
- Integration with Bio-security to create incident related to food safety, animal health, animal legislation violation and agricultural pets in modern design and use image processing feature to identify type of incident and MOCCAE team will provide API required to create the incident in the Bio-Security MOOCAE system and get the status of created incidents
- Integration with qmatic system to display list of services per center and create token ticket now or in certain time
- Integration with portal CMS for events and news

Mobile app design sample

2.3 Non-Functional Requirements

Considering that the scope of this RFP mainly addresses the desgin and implementation of digital services and mobile app , the emphasis is high on the usability components. The digital services and mobile app should consider the design guidelines provided by TRA,UN and PMO. Alongside these guidelines, there are key criteria which need to be considered in the design

Scalsalbility - the digital services desgin and implementation should be unique, with the obvious consideration that new services and features would be added easly in the future along the MOCCAE roadmap. This emphasizes the importance of ensuring that the underlying design is scalable to accommodate such future services and features without impact the usability component

Usability - the digital services and mobile app should be designed based on user-centric designs where the user journey is the key for ensuring that the digital services and mobile app will be highly-adopted as good usability and an exemplary user experience (all of which would be the right ingredients for a website which aims to ensure user stickiness)

2.4 Project Tasks and deliverables

Below is the list of tasks

Phase	Task	Activity	deliverables
Discovery & Plan	Stakeholder's Workshop	Holding stakeholder workshops via Go to Meeting calls To understand and analyse the wish-list from stake-holders and put them right perspective With the overall project. To brainstorm ideas, identified challenges, expected KPIs and benchmarks	Vision Document (feedback, pain points,, analysis and desgin vision)
	Research (customer insights)	1.Performing user interviews/workshop, based on the user segments identified in the research phase.	interviews/workshop output report Benchmarking preesentation

		2.Benchmarking MOCCAE against a pre-defined list of competitors and performing a high level audit of the current website / services.	
Requirement collection and analysis	Gathering the requirement and analysis	Holding stakeholder/bsuiness owners workshops via Go to Meeting calls for each service Document the bsuiness workflow and rules Analysis requirement	Approved bsuiness requirements
UI/UX Desgin	Prototype	Provide 3 proptotype design concept	3 Prototypes.
Functional Design	High Level & Low level design of the functionality	**High-Level Design (HLD** Brief description and name of each module An outline about the functionality of every module Interface relationship and dependencies between modules Database tables identified along with their key elements Complete architecture diagrams along with technology details. **Low-Level Design(LLD)** Functional logic of the modules Database tables, which include type and size Complete detail of the interface Addresses all types of dependency issues Listing of error messages.	High-Level Design (HLD) document Low-Level Design(LLD) document

Exceution Phase	Development	Develope the digital services , workflow engin business rule and mobile app	Digital services Deployment on staging Mobile app deploymnet
	Quality Control & Security Testing	Vendor QA shall testing the changes and provide all report of different type of testing	Test cases, Test results ,defects report Performance testing report Internet browsers compatibility test report
	UAT Signoff	Vendor should prepare for UAT test cases and manage the sessions end to end	UAT test cases UAT signoff doument with comments if any
	Go live	Prepare for deployment and announcements for Go Live	Training sessions Traning material Go live approval document Live Digital Services & mobile app
Closure phase	PIR	Fix all isues reported after go live and provide list of issues with status and project closure sign off document	Signoff document of project closure All techincal documents listed in Deliverables section Lastest Source code KT tecnincal session to IT team One year Warranty & support

2.5 Vendor Key Criteria

2.5.1 Accessibility compliance

The vendor should ensure the digital services & mobile app compliance to accessibility guidelines version 2.0 - external site (WCAG 2.0 - a technical standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C)) standard with required guidelines and how to make content accessible to Level double A. and Level triple A and complies with TRA ,PMO and UN standards and guidelines.

2.5.2 Vendor Experience and Capabilities

- The vendor should provide previous experience of working with Government entities across the same field of RFP requirement as part of the RFP
- The vendor should have a proven track record show case with industry awards for other government entities within websites and service/User flow redesign as part of the RFP
- Vendor should know the best practices and current trends in the market and demonstrate the same in the submission of the RFP
- Vendor should ensure all user journeys and designs are tested by applying standard usability practices
- Vendor should have capabilities & be proficient in conducting heuristic & expert reviews, extensive user-research and user testing with a dedicated usability lab and eye-tracking devices at their perusal
- The vendor must have good team members in their UX/Usability team on their own payroll on ground in Dubai/UAE and one staff at least speak Arabic
- Then vendor must have good Arabic project manager, Arabic business analyst, Arabic system analyst and developer for digital services and mobile app implementation and at least one Arabic developer
- The vendor should have good experiences in digital services and mobile app implementation in similar projects and submit the experience as part of the RFP

3 Deliverables & Timelines

Ministry of Climate change and environment expects redesgin and reengineer of MOCCAE licensing services ***36*** and mobile app , to go live in a period of time that does not exceed **6 months**. vendor shall provide a detailed project plan to meet this requirement.

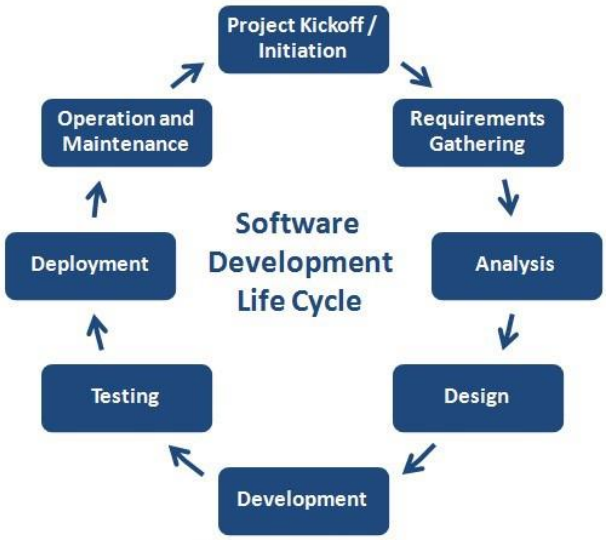
Vendor to comply with Ministry of Climate change and environment ITD standards. MOCCAE ITD follow ITIL ISO/IEC 20000 standard for IT service management and ISO/IEC 27001 as an Information Security Management System (ISMS) standard

MOCCAE use PMI Standard Project management methodologies; deliverables but not limited to the following:

- Statement of Work
- Project Plan

- Communication Management Plan
- Risk Management Plan
- Quality Management Plan
- Human Resource Plan
- Project Documentations and should be approved from MOCCAE team :
    - BRS - Business Requirements Specification
    - Functional Requirement Specification
    - Integration document
    - Security Requirements and Design
    - System Architecture Document
    - Technical System Support Document
    - Technical Design document
    - Trouble shooting guide
    - Quick reference guide
    - Final deliverable sign-off sheet
    - UAT test scenarios (Arabic & English)
    - Test cases , defects , Test reports /results of all type of test (funaction, performance , compatability)
    - User Manuals in both Arabic & English languages
    - Training material
- Handover technical document & sessions
- Latest source code – must be validated by MOCCAE IT team

The Vendor must follow software development life cycle processes.



3.1 System Requirements

- **Availability** – The system must be highly available
- **Scalability** – The system shall allow highly scalable platform that copes with MOCCAE needs
- **Future Growth** - System must support adding more modules to the existing solution in the future. Databases sizing shall consider 5 years' growth.
- **Performance** –System response time shall be under 5 seconds
- **Backup & Recovery** – Backup and recovery plan & procedures must be proposed to ensure business continuity

3.2 General Requirements

2. MOCCAE security policies to be applied in the digital services and mobile app
3. MOCCAE Standards like TRA Standards, UN,PMO Standards to be applied.
4. The digital servives and mobile ap support localization in english and arabic.
5. The vendor should provide quaterly health checks on the digital services and mobile app.

3.3 System Software Requirements

- Vendor shall list all the software to be used.
- Vendor shall propose all the required Software License for the solution if any and include them in the costing model in the financial proposal.
- The Vendor shall propose all other or 3rd party software required with number of licenses for each software
- Vendor shall use DOT NET, MVC and Angular JS technologies in the implementation of the digital services
- Vendor shall use MS SQL Server latest version as database of the digital services
- Vendor should use REACT NATIVE in the mobile app design

3.4 System Hardware Requirements

- Vendor shall determine the recommended hardware specs (application server and database required for digital services and other services in the future.
- The vendor should provide solution architect of the environments (development, testing, staging and production)
- Vendor must consider VM windows servers with latest OS version and SQL server 2018 in the design

3.5 Security Policies

The proposed solution must be:

1. Compliant with MOCCAE security policies
2. Compliant with MOCCAE security Architecture
3. Audited before go live to check the compliance

The solution must meet MOCCAE IT Standards Security requirements

3.6 Success Criteria (Acceptance Criteria)

Acceptance Criteria based on the solution design and FRS document to provide details. They should be relatively high-level while still providing enough details to be useful, they should include:

- **Functional Criteria:** This it to identify some specific important user level tasks or respective business processes, all the high level functional criteria should be listed and verified to measure the success of the project.
- **Non-functional Criteria:** This is to identify specific non-functional conditions the implementation of the system must meet, such as design elements which are not related to direct functions of the system. A non-functional criterion might be "User Interface alignment with MOCCAE theme, UX of the services."
- **Performance Criteria:** Performance of the digital services and mobile app is critical to the acceptance of a user story; it should be included. This is often measured as a response time, and should be spelled out as a threshold such as "2 seconds for a query response."
- **Smart Devices Accessibility:** This is to verify that disgital services is available in the smart devices (tab, phone) with responsive design and easy to use.

Successful Vendor should provide the detailed high level document on the acceptance criteria based on the entire solution; this will be the major milestone to accept the digital services and mobile app by MOCCAE IT team.

3.7 QA requirements

MOCCAE IT QA : vendor shall comply with IT QA procedures & policies and follow the agreed plan between both parties during the execution phase of the project, all such
requirements to be fulfilled by the vendor to make sure IT standard are in place without any compromise. QA requirements such as however not limited to business Requirement Study, System Architecture Document, System Knowledge transfer to QA team, White box testing for the source code, Test environment preparations, user help, Test data and version number for the digital services and mobile app.

Information Systems Security Policies: vendor to comply the "MOCCAE ITD Security Requirements" while implementing this project. Required checklist/ templates will be provided by IT

Technical documentation of the digital services and mobile app . handover to ITD support staff such as End User Manual should be submitted during the UAT and QA activities.

MOCCAE ITD hold the rights to ask the vendor to submit the documents in bilingual (Arabic and English) for specific types. Technical documentations to be submitted in English language and end user documents should be in Arabic and English.

Source code for this project implementation should be handled using the MOCCAE ITD SVN/TFS repository & it will be handed over to MOCCAE team; MOCCAE IT is the owner of the source code and documentation of this project.

Upon completion of this project vendor should submit the single chart having complete solution architecture diagram including all the required information such as servers, products installed, and configurations details.

Performance SLA. adopting technique and measurements by using rational tools is mandatory to decide on the acceptance of performance.

3.8 Training & Knowledge Transfer Requirements

- The Vendor must propose a suitable training plan so that MOCCAE ITD will be able to maintain and customize the solution in the future.
- The Vendor shall provide a proper Knowledge Transfer during the engagement of this project.
- Guidance and Deployment Document must be provided after the completion of the project.

Successful Vendor to provide the following training as part of the project and scope:

- Train the Trainer: The purpose of the Train-the-Trainer is to provide mentor/trainers with competencies that will enable them to effectively mentor, facilitate knowledge acquisition, application, and instructional for End users.
- End User Training: This training should be conducted in several batches; continuation of end user training will be handled by MOCCAE team for which vendor should provide training to the designated team as “train the trainer” concept.

The above training to be held at MOCCAE premises and all the necessary PCs with network will be provided. All other training requirements such as basic knowledge, pre-requisite, training materials and training certificates should be fulfilled by the solution implementer.

3.9 Support and warranty period Requirements

This requirement is part of the project which be invoked upon completion of the project and signoff from MOCCAE ITD.

The deliverables are: Complete solution will be under one-year warranty period from the date of signoff and launch of the application.

The support clause will have covered under the statement of work and any cost related to the same should be part of the project cost in the financial proposal.

The following should be addressed under support and warranty:

- Support Life Cycle
- Severity Levels by Classifying Support Request
- Service Level Commitment

3.10 SLA

The vendor needs to execute a Service Level Agreement with the MOCCAE covering all terms and conditions of this tender. Vendor need to strictly adhere to Service Level Agreements (SLA). Services delivered by vendor should comply with the SLA mentioned in the table below. The vendor should generate SLA reports for tracking the delivery of services:

Priority	Description	Example	Time
1	Very High	One or more of Digital services is not working properly or not respond Integration is not working Customer can't apply on any service Backoffice application is not working Backoffice can't process the request	Response time 10 MIN Resolution time 1 hr
2	High	One or more digital service partially is not working Any Showstopper issue in any service	Response time 10 MIN Resolution time 2 hr
3	Medium	Some feature in the service is not workig and there is workaground and there is no showstopper	Response time 3 hr Resolution time 5 hrs
4	Low	Determined by MOCCAE	Response time 5 hr Resolution time 1 Day

4 Technical Evaluation

MOCCAE will inspect the Technical and Consultancy offers. MOCCAE IT department will determine whether the Technical and Consultancy details along with documents have been provided as per RFP. The short-listed Vendors will only be technical evaluated.

The technical evaluation will be done on the basis of the information provided in the "Vendor's Information" format along with supporting documents. The Vendor will have to give a presentation on the following points as a part of the technical evaluation.

a) Project Approach, Techniques & Methodology.
b) Project high-level activities & development activities details;
c) Deliverables;
d) Project timeline and completion plan;
e) Project Dependencies, Challenges, & Success Factors,
f) Consultancy Team details such as qualifications, experience etc;
g) Client Reference / Case study of any carried out in the past (in Dubai/UAE preferred).

The Vendor shall submit a brief write up on their proposed team and organization of personnel explaining how various areas of expertise needed for this assignment have been fully covered by their proposal. The Vendor should specify the sequence and important activities and plan for carrying out Consultancy services.

Services

Service Name
Renew Fishing Boat License Accreditation of food establishment to export outside UAE - New Add or Replace Fishing Boat's Engine Change Fishing Method Issuance of Aquaculture Farm Establishment License Issue a License for Manufacturing a Fertilizer/Soil Conditioner Issue a license of practicing animal activity Issue a Plant nursery license Issue a temporary license of a practicing the profession for veterinarians Issue a veterinary establishment license Issue an agricultural activity license Issue an Export License (Local Aquatic Organisms' Products) Issue Import License (Broodstock and Larvae/ Fishing Tools and Equipment)
Issuing a license for animal production farm Issuing a license for practicing the profession for veterinarians and assisting veterinary professions

Preliminary approval to license an animal production farm
Primary approval on licensing a veterinary facility
Renew Aquaculture Farm Establishment License
Renew Import License (Broodstock and Larvae/ Fishing Tools and Equipment)
Renew issuance license of practicing the profession for veterinarians and for the assistant vet
Renew Plant nursery license
Renew Veterinary Establishment Licence
Renew Vice-Captain's Card
Renewal a license for manufacture fertilizers and soil conditioner
Renewal Issue a license of practicing animal activity
Renewal of accreditation of food establishment to export outside UAE
Renewal of agricultural activity license
Renewal of an Export License (Local Aquatic Organisms' Products)
Renewal of Slaughterhouse Accreditation Outside UAE
Renewal of the license of an animal production farm
Replacement of Fishing Boat
Sale of Fishing Boat's Body
Slaughterhouse accreditation outside UAE
Transfer Fishing Boat Ownership
Transfer Fishing Boat's Ownership to Heirs
Vice-Captain Card Issuance