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REQUEST FOR PROPOSAL

Unified Trader Code Project (UTC)

CONFIDENTIAL:

This Request for Proposal (RFP) and all accompanying materials or related discussions shall be treated as confidential and may not be copied, distributed, or otherwise disclosed to any third party without the prior written consent of FCA. Copies of this RFP and all other confidential information must be discarded or returned to FCA at the end of the Bidder's involvement in the bid process or if the Bidder does not agree with these provisions.





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1. Introduction and Project Overview

A. Requests for Proposals

The Federal Customs Authority (“FCA”) invites a proposal (the “Proposal”) from selected bidders (“Bidders”) to enter into a contract (the “Contract”) with FCA to perform [Unified Trader Code Project].

Potential Bidders who, having reviewed this RFP, decide not to make a Proposal are requested to advise FCA accordingly immediately.

B. UTC Project Overview

The main purpose of the Unified Trader Code (UTC) project is to unify the traders IDs across the country. Since there are several authorities are involved in the process of registering exporters and importers, and different procedures are followed, establishing one system was proposed.

FCA is intending to establish UTC system to ease the process of licensing the traders and tracking their activities through the different seven emirates via single generated ID. Generating this ID consists of three main stages; the first stage is the trader registration and the UTC application where the system generates a temporary code. In the second stage, FCA revises the application across the Local Customs, where all the trader documents are inspected for any potential fines or constraints. Upon the review in stage two, FCA makes the decision to approve the trader application or deny it in the last stage.



Using UTC system will introduce multiple benefits to the customs processes. The unified system will rely on joined databases that allow data exchange across the country. These centralized databases can be used by the governmental entities to enhance the provided services to the traders, and improve the level of national security. In addition, having the control over the traders’ activities and information allows them exit and enter the country from all the ports efficiently. The UTC system will act as a basic database to simplify the trading process through the GCC.

C. Project Overview

FCA is seeking to engage a Vendor (the “Consultant”) to provide Services in **Developing UTC System** (the “Project”).

Vendors are expected to work with FCA team to define, design and develop the system. Vendors must describe how they would work with FCA team to ensure a successful implementation of the UTC system.

Vendors are encouraged to propose various approaches, designs options and system layouts that will provide the user with the best experience. Vendors must provide the detailed specifications only for hardware and software components for Production, Staging, Testing and Development environments to achieve the best

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performance.

The implementation of the scope of this RFP must be completed within the agreed duration in the contract, covering design, development, implementation and training. The Vendor must submit a detailed plan of work, which includes the activities that will be undertaken to achieve the project objectives and deliverables and show clearly, who will undertake the activity and the scheduled dates to start and complete each activity and the project. FCA will consider the proposed implementation plan as a distinguishing factor in the selection of the winning Vendor.



One of the main FCA requirements is to ensure the exchange of knowledge/skills and knowhow to the FCA assigned resources through coaching, training and presence during the whole life cycle of solution design, development, customization and implementation. Thus, the Vendor is expected to propose option(s) for having the design, development and customization at the solution provider/ integrator sites and/or at FCA's premises.

Vendors are requested to deliver an integrated solution based on the existing system functionality. The Vendor must account for and implement the capabilities and other applications needed to deliver the UTC system. All requirements need to be met in the proposed design. The Vendor may propose alternate implementation approaches as long as they maintain the project objectives and comply with the scope of work. The proposed design must take into consideration FCA's strategic direction should provide scalability and extensibility.

2. Scope of Work

Federal Customs Authority (FCA) is seeking to select the appropriate vendor to develop UTC system. UTC should be a web-based system that automates the trader account registration process and enables the trader to acquire a unique code to start the business in UAE. It shall allow the traders to get a unique code to start a trading business in UAE. It will enable the traders to register online and generate Unified Trader Code online. This application shall store the account information of trader in UAE in a central database to exchange customs information across the country. The System shall enable the traders to access trader profile online and modify the account information.

Module	Description
1 Trader registration	The module provides the option to trader to register themselves online. It helps user to generate credential to access the application and
2 New UTC application	The module provides the option to trader to apply for UTC (Unified Trader Code). During this process the user is required to enter the business information not limited to (Ownership, sponsorship, partnership, licensing details, manager information, business categorization). These details may require integration with Governmental entities and local customs.
3 Modify Application	Once application is approved, application will be listed at this section and user can modify the application if required and send for approval again.
4 Renew Application	Once application is expired, user can renew the application from this module.

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5	Saved Application	It will display the saved application pending to send for approval. User can also edit the application here.
6	Status Details	It will display the status of the application in a grid form
7	Application on Hold	This module will list down the application that are kept on hold by the Intranet user. User can also edit the application which are on hold.

Table 1: UTC system modules

This section describes the overall scope of work that bidders are expected to provide. The Vendor should execute this project in a phased manner as per the requirements of FCA.



The services, as expected of the vendor, are detailed below but not limited to the following

A. General requirements

- A.1.Vendor should coordinate with the FCA team to define the requirements of the system.
- A.2.Vendor should design and implement UTC system that is compatible with various browsers including Chrome, IE, Safari, and Firefox.
- A.3.Vendor should introduce **three** different interface designs proposals of the system to FCA.
- A.4.Vendors should provide the List of required licenses for the project if any.
- A.5.Vendors should mention any third party tools to be used.
- A.6.Vendors should define their level of support.
- A.7.Vendors are responsible of defining scenarios of unsupported technical issues with solutions and hand them to the FCA team.
- A.8.Vendors must adopt a reputed implementation methodology and associated tool sets to manage and control the project.
- A.9.Vendor must prepare ahead of the start a full technical plan for project implementation and a timeline for all the steps of the project.
- A.10.Vendor must provide detailed documentation.
- A.11.Vendor must also provide a procedure manual that will contain detailed steps to be followed by FCA employees to perform any configuration that can be done in the future.
- A.12.Vendors must also develop and conduct UAT and final acceptance test, etc.
- A.13.Vendors should have previous experience in developing such systems and working with customs.
- A.14.Vendors must provide the needed training to FCA employees.
- A.15.Vendor to provide the Project and Technical documents required by FCA Team.
- A.16.Vendor should study and understand system requirements, and develop the required front-end and back-end processes.

B. Functional requirements

- B.1.The system should include the intended UTC system main functions which are
 - B.1.1.Register new user (trader registration)
 - B.1.2.User's profile view and edit.
 - B.1.3.Create new UTC application

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B.1.3.1. The system should have the ability to link between the owners, partners and sponsors and their relevant companies.

B.1.4. The system should handle the drafts of the new applications as saved application. These saved applications can be accessed and edited by the user until submission.

B.1.5. Upload the required documents with the validating the accepted file format.

B.1.6. Modify the application: the process including the required fields, documents and validations based on FCA requirements.

B.1.7. Renew the application: the application should allow the user to renew the UTC once it is expired.

B.1.8. View the application status: the system should allow the user to view his/her application status.

B.1.9. Payment: the system should include online payment option

B.1.10. Review the application by the administration

B.1.11. Approve, reject the application, or redirect it to the trader for modifications.

B.1.11.1. Unified response procedure on the applicants.

B.1.12. Control the list of applicants and application by admin accounts.

B.1.12.1. The risk module should introduce business categorization for the trader profile (black, red, green, gray, yellow) based on the company's list of activities and restrictions.

B.1.12.2. Link between the companies' based on the ownership, sponsorship, partnership, and leadership. For example, if the partner's business is listed as black business, then business is listed as grey, which means it is under inspection.

B.1.12.3. The system should have the capability to suspend the company's transactions.

B.2. The system should have advanced searches, sorting and filtering through the applications and applicants.

B.3. The system should authenticate the user during the registration and login processes through OTP authentication.

B.4. The system should have the capability for future integrations with UAE pass and other systems.

B.5. The system should be integrated with the local customs and governmental entities based on FCA request.

B.6. The generated data from the UTC system should be produced in structured format.

B.7. The generated data should be downloadable in understandable format (Excel and PDF).

B.8. The generated data should be practical for analytical studies.

B.9. The generated data should be practical for future AI relevant studies.

B.10. The system should be build based on Microsoft technology, unless the vendor proposes technology that has more advantages.



B.10.1. If so, the vendor is responsible of providing FCA team with required training to use the technology.

B.10.2.

C. Non-functional requirements

C.1. Appearance

C.1.1. The system interface should be user-friendly.

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- C.1.2.The interface colors should be unified with FCA identity.
- C.1.3.The vendor should propose three various system's identities (Logo and colors).
- C.1.4.The buttons, icons, font size and font type should be professional and clear.
- C.2.The system content should be review and approved by the FCA team.
- C.3.The system should provide a self-guiding tutorial for first time users.
- C.4.The system should be multi-lingual (Arabic and English).
- C.5.The system should be integrated with the PMO Happiness Meter.
- C.6.Ease to use
 - C.6.1.The processes flow should be easy to follow and understand.
 - C.6.2.Proposals for enhancing user's experience is an advantage
- C.7.The system should be secure and available
 - C.7.1. It will be tested by TRA CoDI Lab
 - C.7.2.The vendor is responsible to fix any issues reported by the TRA.
 - C.7.3.The system should assure data confidentiality and integrity following ISO27001
 - C.7.4.The vendor should assure system's availability
 - C.7.5.The vendor is responsible of establishing connection between system and Databases
 - C.7.6.The vendor's connection approach to the FCA Database center without affecting other system functionality and availability.
 - C.7.7.This approach shall be reviewed and approved by FCA, therefore the vendor is encouraged to propose more than one approach.
- C.8.Customizable features:
 - C.8.1.Notifications
 - C.8.2.Device shake features
 - C.8.3.User's requests
 - C.8.4.system theme
 - C.8.5.Language
 - C.8.6.Font size
 - C.8.7.Customize main page
 - C.8.8.Voice commands
 - C.8.9.Fills forms using voice
 - C.8.10. Read speaker

3. Design and Implementation

A. Sitemap

Figure 1 represents the expected sitemap of the system. The required entries and the fields in each page of the system shall be defined by FCA team, and restructured as the project scope requires. As the system will be used by two type of users, it should be able to handle different level of privileges.

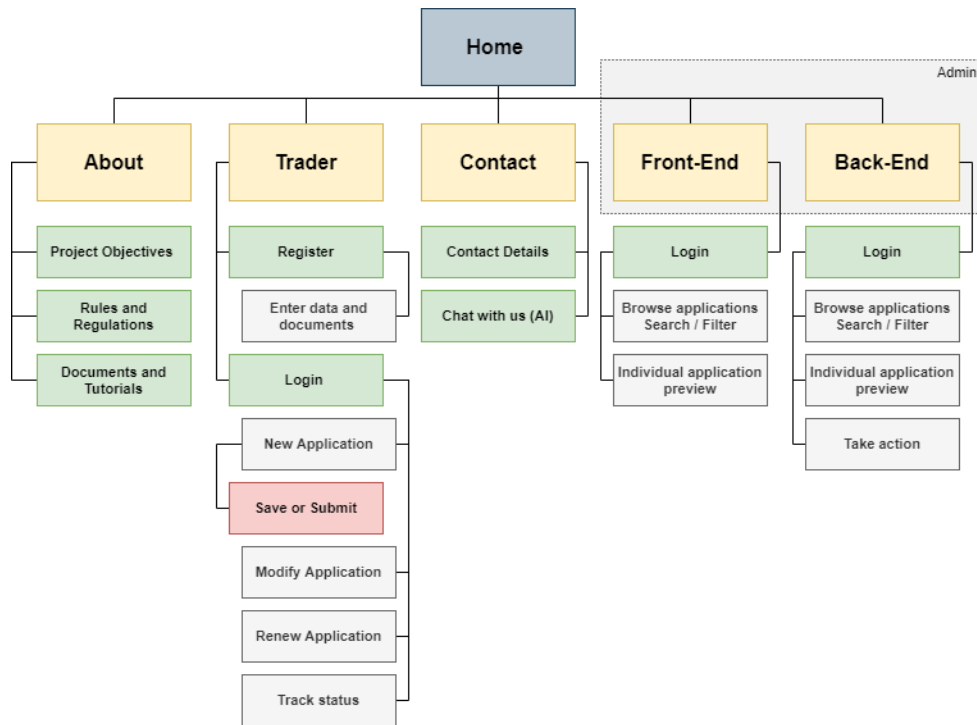


Figure 1: UTC system sitemap

B. Process Flow

The workflow of each process of the system shall be provided by FCA team; however, the vendor should provide the FCA with detailed workflow of each implemented process. Figure 2 shows an example of the system workflow where the user is a trader.

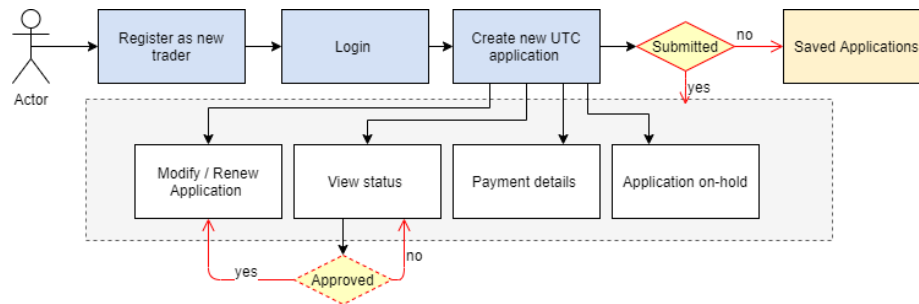




Figure 2: Processes workflow where the user is trader

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C. Supply



The vendors should propose to supply all the components required by FCA. The vendor shall be responsible to supply for any missing components in the bill of quantity that are required by FCA. These include infrastructure, services and support components.

The vendor should indicate the delivery lead-time for each application development stage and adhere to these timelines.

D. Implementation

The vendor should propose for the implementation of the requirements of FCA. The vendor should propose for the implementation services considering or covering, but not limited to the following:

- Implementation Methodology
 - Implementation phases
 - Initial testing and user acceptance test
 - Production roll-out
 - Final acceptance test
- Project Management – The vendor should clearly define the project management methodology they shall be using during the project. The project management methodology should be based on industry standards such as PMI, etc. The project management should define or cover, but not limited to the following:
 - Project Organization
 - An indicative detailed project plan for the project
 - Status Report templates and frequency of reporting
 - Escalation matrix
 - Communication Plan
 - Resources allocated for project tasks
 - Resources roles in the project
 - CVs of resources including sub-contractor resources
 - Certification details for each resource including sub-contractor resources
 - Project risk management
 - Change management

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– Sub-contractor management

- Quality Assurance and Control – The vendor should describe the quality assurance and control procedures that shall adopt and follow during this project. Vendors must take complete responsibility for the implementation of FCA servers' environment. Any dead on arrival equipment shall be responsibility of the vendor and the vendor shall provide alternative equipment to avoid any delays to the project.

E. Maintenance and Support

FCA requires ongoing support from the vendor. The vendor should propose a maintenance and support matrix with options to FCA. The vendor should provide a warranty and post implementation support for a period of three years effective from the date of final project sign-off. The vendor should provide updates to the builds whenever they are released.

Where applicable, the vendor should certify the implementation and submit the certificate to FCA.

The vendor should propose options for providing these updates to FCA. The vendor should provide technical support to FCA for the implemented system and its components including troubleshooting, performance issues resolution, etc.

The maintenance and support options should cover, but not limited to the following:



- Remote assistance
- Call basis
- Physical Support sessions
- Scheduled maintenance based on features requirements
- Escalation matrix
- Response time
- Resolution time

F. Training & Documentation

In order to enable FCA team to understand the proposed mobile application, the vendor should provide detailed documentation of the development approach, detailed application architecture, processes workflow, application layouts, data structure, data handling approach, data communication methods, and detailed development stages.

The training should be detailed and should cover all the application components, content control and users managements within management tools etc.

The training should cover, but not limited to the following:

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- Knowledge transfer during project

G. Client References

The vendors should provide a minimum of three client references, preferably in the Government sector to which they have provided mobile application development services.

The details should consist, but not limited to the following:


- Client Organization name:
- Nature of work performed:
- Contact person name:
- Telephone number:
- E-mail address:

If required FCA may request the vendor to schedule a site visit at any one of the client references submitted by the vendor

H. Vendor Profile

The Vendor shall introduce the Vendor's organization (e.g., parent, age, size, number of customers, offices, number of employees, office in UAE) to include ownership structure, and provide an overview of the Vendor's organizational structure with special regard to the footprint in the Middle East.

Company Name		2017	2018	2019
Number of Employees	UAE			
	Middle East			
	Globally			
Number of relevant jobs	UAE			
	Middle East			
	Globally			
Company Revenues	UAE			
	Middle East			
	Globally			
Relevant Project Revenues	UAE			
	Middle East			
	Globally			

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Additionally, the Vendor must indicate how required resources will be mobilized to quickly initiate work since the project will require a substantial resource commitment with short notice.

4. Proposal Requirements

Each Proposal shall be submitted in one part; Technical and Commercial Proposal.



Each Bidder shall submit the Proposal not later than **Date** by email, fax, or mail as below

Federal Customs Authority
Abu Dhabi
P.O.Box: 35000
Fax: 02-6735221
Email: halbloushi@fca.gov.ae

5. Technical Proposal

The Technical Proposal shall contain the following information:

- Detailed statement of the experience and qualifications of the Bidder, technical ability to provide the Services.
- Detailed description of the proposed method of carrying out the Services together with the resources to be employed;
- An identification of key staff to be engaged in providing the Services together with detailed CVs.
- Confirmation together with supporting rationale that the proposed resources are sufficient to meet the requirements of the Project;
- A detailed program identifying the timeframe within which the relevant parts of the Services shall be delivered and how Service delivery shall be monitored and reported;
- A detailed list of deliverables to be provided in providing the Services;
- Details of any orders, contracts, joint ventures, collaborations with other firms or companies or any

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other commitments relevant to the Bidder's ability to meet the requirement;

- A discussion of the fee component of the Proposal, which should identify any hidden or related costs that may not be readily apparent;
- References of clients for whom similar work has been done including contact details together with full particularization of services performed.

For any technical enquiries:

Haleema Al Bloushi
halbloushi@fca.gov.ae
026979757

Mahool Alhammadi
maalhammadi@FCA.gov.ae
026979760

For any business enquiries:

Huda Belhoul
hbelhoul@fca.gov.ae
043119998

Ali Essa
aessa@fca.gov.ae
043119921



For any financial enquiries:

Mohammed Al Marzouqi
malmarzouqi@fca.gov.ae
026979797

6. Commercial Proposal

The Commercial Proposal shall contain the following information:

The Commercial Proposal is to be presented – a fixed price monthly lump sum with no other benefits or end of service.

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7. Retention of Proposals

Bidders are to submit documents in response to this RFP on the basis that FCA may use, retain and copy the information contained in those documents for evaluation purposes and the preparation of any resultant contract.

Bidders should note that FCA may provide the Proposal and associated documentation to third party advisors for the purposes of assisting FCA in evaluation and the preparation of any resultant contract. Proposals may not be returned to Bidders.

8. Validity of Proposals

Proposals submitted in response to this RFP shall remain open for acceptance for a period of not less than 30 days after the Proposal Submission Date.

9. Reservation

FCA expressly reserves the right to:

- Modify or discontinue the RFP process;
- Reject, any or all Proposals received;
- Select and negotiate with those Bidders it deems qualified and competitive and to terminate negotiations, in each case without incurring any liability; and
- Shall not be bound to enter into the draft contract or any Contract.



All Bidders participate in this RFP and any subsequent negotiation or discussion at their own risk and cost.

FCA retains all intellectual property in the RFP and any associated documentation and may only be used by a Bidder for the purpose of making a Proposal.

FCA makes no representation or commitment, express or implied that the lowest priced, or any other, Proposal will be accepted by FCA.

10. Local Laws and Resources

Bidders shall give due consideration to the use of local materials, services and personnel and inform

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themselves of all U.A.E. statutory and other regulations relating to local resources and services.

11. Authorized Signature

Each tender shall show the full legal name and business address of the Bidder, and shall be signed by the usual signature of the person authorized to bind the Bidder and shall be duly witnessed and dated.

The Tender shall be signed either by the Bidder personally or by his Attorney. If the Bidder is a company, then the signatory on its behalf shall prove that he is authorized by such company and is vested with the relevant legal power. In the case of an Attorney, a Power of Attorney authorizing the required power shall be annexed to the Tender.

12. Official Registration of Documents

Bidders shall ensure that they together with all companies associating together for the purposes of submitting a Tender and all proposed Sub contractors are duly registered with:

- Municipality License (UAE)
- Chamber of commerce License (UAE)
- Power of signature & passport copy

Bidders shall submit copies of said registrations together with Agents registration certificates and Agency agreements (as applicable) with the Tender.

Failure to comply with any of the above instructions may result in the Tender being disqualified.

Bidders should note that it is a requirement that all Contractors wishing to do business with FCA must have an UAE Chamber of Commerce Registration. Alternatively, Contractors may be represented by a local UAE agent who has the above required registration and license.