Request for Proposal

Design and implementation of e-Inspection application and Collection engine for Enforcement Department.

Introduction

Background

The Federal Tax Authority ("FTA") is the government organization that was established to administer the UAE tax system. It implemented Excise Tax and Value Added Tax in October 2017 and January 2018, respectively. The FTA's core responsibilities include registering taxable persons for taxes, processing tax returns, collecting taxes, issuing tax refunds, enforcing the tax laws and providing guidance to the business community.

The Authority shall have jurisdiction over the administration, collection and enforcement of Federal Taxes and related penalties, and to apply the Tax Procedures applicable in the State.

FTA recommend establishing a new platform to transform the way enforcement functions are carried out by automating and reducing manual/human errors and increasing efficiency.

Purpose

The purpose of this Request for Proposal (RFP) is to invite vendors to submit Technical and Financial proposal to provide a fully automated e-Inspection Application and Collection Engine by Rapid Application development platform.

The provided solution should have the capability to automate all inspection activities and ensure providing collection solution to manage the cases of overdue payments (outstanding) in terms of calculations, communications and escalation as well as follow up, alerts on last date this taxpayer was contacted. The Collection solution should have insight in to Penalty / Voluntary Disclosure (VD) / Tax Assessment (TA) calculations of Taxpayer interactions through FTA Core Tax system integration and provide detailed visibility on all cases, interactions, alerts and notifications exchanged with the Taxpayer. For the E-Inspection, the Application should provide with the applicable technologies the visibility for tracking FTA Inspectors location instantly.

Scope

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project.

e-Inspection Requirement: -

- Develop multilingual (EN & AR) embedded application for FTA inspectors that can be published in the app stores or internal app store and installed as native application in users' devices including geolocation.
- Application should support workability online and offline, application should allow FTA team to Manage Leads, Conduct Threat Assessment, Manage Inspections.
- Application should allow FTA Inspectors to have tax payers 360-degree view (by fully integration with FTA E-services covering the following:
  - Returns
  - Payments
  - All types of Penalties
  - Registration
  - RSP
  - De-Register
  - Court orders or assessments
- Application should provide a light version of DB/App to allow FTA inspectors working off-line in case of no internet coverage.
- The application should provide the capabilities of task management
- The application should provide the capabilities workflow management
- The application should provide Logical functions operation in the background even while offline.
- The application should have the capability to store engine and rule-based data offline and synchronize automatically with the backend whenever connected.
- The application should have the capabilities to ease the processes offered by the inspectors like (easy filling, hints, ease wins).

- Application must record all details of a scheduled inspection visit. For example: The risk(s) identified; The objectives of the inspection;
- Application to have the following features for inspections - alert on all the current and upcoming inspections, configurable inspection notification parameter and Inspection recording mechanism for all details related to all scheduled inspections.
- Application must provide the inspectors with the following information:
    - TRN, Legal Name (AR & EN), Registration effective date, Registration application date, Registration Status, Current and Previous Stagger(s), Last Return date, Total outstanding balance, Authorized signatory, Trade License Type of business, GPS Location, Emirate, Area, Street, Building, Office number, Phone, Mobile, Taxable person's email, Penalties (fines) and whether its settled or not, details on location, Filing status (whether the taxpayer missed the filing), Payments status (whether the taxpayer paid or not), and comment.
- The system must provide the debt collector with the ability to record all activities defined in the Enforcement workflow, including notes and comments.
- Application should provide FTA inspectors an internal diary so that inspections can be scheduled and system to give an alert on all the current and upcoming inspections
    - Inspection Recording mechanism for all details related to all schedule inspection visits like: -
        - The risk(s) identified;
        - The objectives of the inspection;
        - Reasons for the inability to conduct the inspection in an effective manner
        - The time of the inspection
- System should provide a workflow function to have multi approval/escalation level
- E-Inspection solution should allow FTA inspectors to: -
    - Provide the ability to capture each Inspection activity by having "Start" and "End" triggers which record inspection time, location and duration automatically (the time it takes the inspector to complete the check list that is required in each inspection), so the inspector will start the timer once he reached the Taxable person's premises and ends once the Taxable person signs. Also for each visit if the location defers between those 2 triggers then the application should alert the FTA senior.

- Provide ability to do a stock count of elicit goods found and that should be linked to the RSP data so that they may complete that task on spot
- Provide the ability to impose penalties. The inspector has a predefined list of violations and penalty amount per each
- Provide the ability to attach picture (invoice) or price tag or price list before issuing the penalty
- Provide FTA seniors with list of Inspector KPIs
- Provide the ability to take Pictures with location stamp during the inspection activities
- Provide the ability to guide inspector to a specific Taxable person map location
- Provide the ability to Request for Audit in case the inspection team requires Audit team engagement
- Provide the ability to collect Taxable person Signature at the end of inspection activity
- Provide the ability to provide FTA with Appointment Management which will be used for Inspection planning
- Provide the ability of Dispatch Management to allow FTA enforcement senior to allocate tasks to officers
- Provide the ability to track Taxable person Compliance by having a predefined checks list.
- System should provide the ability to archive all documents used during the inspection activities
- System should provide the ability to upload files i.e. Word, Excel, PDF, Pictures etc
- System should provide the ability to analyze the risk for specific Taxable person and use it for inspection planning
- System should provide the ability to have one or more types of visits; like:
    - Planned
    - Complaint
    - Unplanned
    - Campaign
    - Lead

- E-Inspection solution should provide back office screens and reports for: -
    - Live Monitor
    - Inspection Plan
    - Review Inspection Reports
    - Approve and Review Inspection Reports
    - Review and Escalate Imposed penalties
    - Generate KPIs reports
- Provided Business Intelligence should have the ability to provide FTA employees (Senior in charge/Management) with multi-dimensional reporting/searching mechanism which will support them in tracking and planning for inspection activities (one or more dimensions):
    - By Emirate
    - By City
    - By region/ street
    - By industry
    - By Tax Type
    - By Inspection history
    - By filing status, by payment and compliance indicators
    - By inspection status (completed vs. planned)/ by inspector /by assignment
- System should be able to provide full audit trail (log)

Collection Requirement

- The system must allow Senior member to allocate a list of Taxable Person to debt collectors; That should cover both Non-Payers and Non-Filers
- The system must allow us to send SMS & Emails Using FTA approved templates
- The System must allow Senior member to check on each debt collector performance, (singular and collectively, and to show the amounts collected or number of Tax Payers that have completed their fillings. Mainly it should be able to record all the amounts collected from when the overdue case began till it is completely settled and regulated, and to be able to differentiate between tax liability and penalties)
- The system must allow the administrator to set different Enforcement types e.g. debt collection, bankruptcy/liquidation, court proceeding, etc.
- System should provide FTA seniors with list of collectors KPIs

- The system must allow the creation of collections notification for outstanding debt
- The system must retain the Taxable Person debt history by Tax Period and Tax year
- The system must give the administrator the ability to set the rules for assigning collections cases
- The system must allow the following inputs examples in the assignment rule: resource level, current caseload, and risk value of the case to be assigned
- The system must be able to maintain the list of debt collectors and their resource level
- The system must allow a senior debt collector to override a debt collection case assignment
- The system must provide the debt collector with the ability to record all activities defined in the Enforcement workflow, including notes and comments.
- The system must provide alerts functionality for debt collector to remind him after specific number of days to follow up again on the case, based on urgency
- The system must provide easy access to collection case data from the view of the Taxable Person's file.
- The system should allow the debt collector to record the outcome of the collection case.
- Possible collections outcome must be categorized for reporting and viewing purposes. Therefore, the system must allow the administrator the ability to maintain a list of possible outcomes (e.g. garnishment, payment).
- For certain outcomes of the collection case, the system should provide the debt collector to record estimated value.
- The system must provide the debt collector with the ability to easily print or create PDF of all documents required for a court proceeding as needed for a particular case.
- The system must classify debt based on certain criteria for reporting and viewing. (This is required to provide more information to the Taxpayer 360 view to allow debt collector to see certain stuff such as:
    - Filing and payment history
    - Penalties & Reversed Penalties
    - Requests like VD and the effect of that on the outstanding balance
    - Reconsideration
    - Payment re-allocation
    - Tax assessment issues/court decision issued

- Tax Agent

- The system must give the administrator the ability to maintain the parameters for the debt criteria.
- When a Taxable Person does not adhere to the Federal Tax Authority rules for paying their debts, an overdue and collections process is used to try to motivate the Taxable Person to pay their debt to the Federal Tax Authority.
- The system should provide Escalation process based on the FTA approved workflow.
- The overdue process is used to trigger events to inform the Taxable Person of their outstanding debts to the Federal Tax Authority.
- Based on FTA decision, if the Taxable Person has still not paid their debt, the Federal Tax Authority can apply a collection case against the Taxable Person.
- The system should have the ability to generate letters to be printed for Escalation purposes
- The Account Status Monitor applies the "overdue rules" to obligations linked to the account.
- The Account Status Monitor creates overdue processes to collect an overdue debt.
- A user can create an Overdue Process for a Taxable Person manually, if needed.
- Handling of cases where a Tax Return Form was not filed by the due date according to the specific Tax Types Filing Calendar and the due date for the associated Obligation.
- Pending ---The Overdue Event is initially created in the Pending state.
- Waiting --When an Overdue Event is Activated (on the Trigger Date) the Overdue Event transitions to the Waiting State.
- When the waited for event completes, the overdue process transitions to the complete state.
- Complete --The pending event can transit to complete state if there are no events to wait for.
- A pending Overdue Event will be updated automatically by the system when the Overdue Process is settled.

The solution should include the following functionalities:

- The platform that will serve as a foundation for a dynamic fully automated Enforcement function while providing deep insights in the pattern and behavior of taxpayers and provide E-Inspection application.
- The provided solution should have the capability to automate Enforcement activities including Inspection activities and ensure providing collection solution to manage the cases

of overdue payments (outstanding) and Non-Filers in terms of calculations, communications, and escalation.

- At the backend, the system should Provide necessary Business Intelligent Engine for analyzing, visualizing and sharing data. Including business analytics service that delivers insights to enable fast, informed decisions.
- Activities, Taxpayer information/profile to be maintained
- The platform should provide Tax Payer 360 view for Accounts that will show following Information:
    - Filing & Returns
    - Payments
    - Penalties (Imposed & Reversed)
    - Voluntary Disclosure status
    - Tax assessment
    - Re-Consideration status
    - Court Orders
    - Tax Agent
- FTA Team be able to view all the fines issued for a Taxpayer filtering by inspector, Date, Location, etc.
- Provided solution to be integrated with existing FTA Core Tax System, Active Directory, SMS, Email and be capable to integrate with other applications in future.
- Provided Collection solution should have the ability to provide complete electronic information about Taxable persons at any point in time, monitor the progress of all collection cases, including re-allocation of cases in the event of the current allocations not yielding the required results, provide full report on the status of all collection cases.
- Provided Business Intelligence should have the capability to develop necessary dashboards and reports for Enforcement to enable them view reports on Inspection Details and Voluntary Disclosures by Taxable Persons for Excise and VAT, Heat map dashboard with information on Inspection status and Voluntary Disclosures by Taxable Persons including the following:
    - Provides information about taxable persons, which are Non-Filers where Returns have not been filed for some or all tax periods.

- The dashboard includes matching of the Non-Filing TRNs with Filing TRNs based on Trade License Number and Issuing Authority, as well as based on owner Emirates ID.
- This dashboard provides single view of all VAT Return figures and allows lookup of a particular Taxable Person's Return by Submission Date and or Tax Period.
- This dashboard provides the ability to generate a detailed report of a given taxable person's returns figures for a specific taxable person.

- Each Report/ Dashboard must have the ability to be printed/exported in a PDF and Excel format.
- The Dashboards must be refreshed to reflect the on-line data
- Debt Inventory Activities - All Debt Collection Cases (Open, Closed)
- Collection Case Status - View compliance/collection case assigned to debt collectors or, per Taxable Person
- Provided solution(s) to be aligned with UAE Government standards i.e. TRA standards, NESA standards, etc…

Implementation Approach:

The Proposal shall describe the Project Management and implementation methodology to be used in the project. The proposal shall also include the governance structure along with escalation mechanism. The proposal shall include in detail all the phases of the project including training and testing phases in detail. The Implementation Approach should include the detailed approach and key considerations in implementing the application. It should also list integration requirements, implementation options as well as the infrastructure requirements to be in place at the start of the Project and during the Project.

Vendor to submit in detail the Methodology and Work Plan outlining the Approach, Methodology, Deliverables and the Work Plan that the Vendor intends to carry out for each phase, including (but not limited to):

- Methodology description, unique features and how it fits to the requirements
- Approach description, unique features and how it fits to the requirements
- The deliverables related to the Scope of Works and Services

- The vendor shall provide all the implementation documentation in the format as agreed at the early stages of the project. The list of documents, content, and schedule of submittal shall be agreed with FTA Business / IT Team. All documents submitted require approval of FTA. The Vendor shall provide the details of documentation that they currently propose to deliver during this project as part of the proposal.
- The vendor will prepare all the test scripts for each process and perform all the required testing necessary to confirm the accuracy of the solution build. Vendor must provide the Testing methodology, Test scripts, and Quality assurance plan. Upon completion of development, the content, coding, graphics, design, artworks, pictures, database and other Website components relating to this project, developed and designed by the contractor or subcontractor, should be handed over to FTA and solely remains the property of FTA.
- Any source code developed by the vendor during the Project will be owned and is the property of the FTA. All source code and scripts that were used during the implementation shall be maintained and kept in FTA premises.
- The application should be hosted internally at FTA premises and cloud solutions are not considered by the FTA. Vendors are requested to provide the details and pricing options covering the components and capabilities of the platform including the covered licenses.
- Applications, Production, Test, Development environments and how it can help to transform the digital touch points in accelerated manner. The architecture and the deployment details also to be covered in the section.
- Vendor to submit in detail the Methodology and Work Plan outlining the Approach, carried out for each phase and specify the time needed to complete the solution, including (but not limited to):
    - Methodology description, unique features and how it fits to the requirements
    - Approach description, unique features and how it fits to the requirements
    - The deliverables related to the Scope of Works and Services
- Vendor needs to provide the details on solution specification with the design, integration and the architectural details with all integration touchpoints and API's whenever applicable.
- Vendor is obliged to provide onsite maintenance and support resource for 12 months after the go-live and agreed stabilization period.
- Vendor to provide trainings on the platform & solution to the specified FTA staff.

Infrastructure in FTA:

FTA currently has Outsystems licensing specification of 200 application objects with unlimited users . Therefore, the vendor is obliged to use the same platform and submit the proposal with the additional licensing options, application objects and cost to fully satisfy the requirement.

Vendor to put into consideration below FTA infrastructure information:

- Dell Hyper coverage Infrastructure
- VMwear virtualization environment
- Supported operating system is Windows server 2016 & above and Redhat Linux OS.

Security Requirements:

The proposed system must be safe, secure and allow adequate privacy and protection of data and correspondence. The system needs to adhere to the latest cybersecurity and best industry practice requirements.

- The system is maintaining a proper and full audit trails for all system activities and logs are available and traceable. The audit logs should be protected from any modifications.
- System and codes are free from any security flaws or vulnerabilities to reduce attack surface into system.
- Input validation technique is implemented within the system to reduce opportunities for exploits.
- Vendor need to run security assessment including penetration test
- Input validation to address buffer overflows, format string attacks, SQL injection, etc.
- Exceptions handling or error traps, log bad entries and no execute.
- Resource management, consumption, retention, race conditions, closure, etc.
- Privileges management, implementing principle of least privilege concept.
- Unexpected behavior or system response.
- Data security handling:
    - Data security levels, who should access what and classification of system data.
    - Data encryption for data in motion.
    - Data corruption/lose prevention for system data.
- Memory management.

- Vendor to provide all necessary security patches whenever available
- Assurance certificate about the overall security posture of the system
- The application to comply with international standards (ISO, NIST, SANS, OWASP) for application security in order to ensure best practices and solid security design principles are introduced into the system during the SDLC.
- Designing and building security controls and inherited them into system and following the secure coding principle during the code development.
- The system design is incorporating security that is implemented correctly as the code is constructed to minimize the attack ability to the system.
- The system must be able to maintain data confidentiality, integrity and availability
- The system does not have any hard-coded password written in clear text within the codes.
- System API's are built based on dynamic tokens or using OAuth mechanism for authentication (not using static keys for authentications). Although Tokens should have a limited lifetime.
- System API's have a full detail about the client accessing the system by using client application credentials identification.
- All integration points to be documented and services utilizations are well kept and stored.
- The system is implementing and able to handle and respond, including but not limiting, to the below:
    - Access control:
    - Access controllability
    - Access auditability
- Input validation to address buffer overflows, format string attacks, SQL injection, etc.
- Exceptions handling or error traps, log bad entries and no execute.
- Resource management, consumption, retention, race conditions, closure, etc.
- Privileges management, implementing principle of least privilege concept and enforce segregation of duties
- System calls, process forks, etc.
- Unexpected behavior or system response.
- System architectural flaws.
- System scripting issues.

- Identification and logging sources of inputs.
- Forms, text boxes, dialog windows, etc. handling to avoid XSS, CSRF and other possible attacks.
- Regular expression checks.
- Header integrity.
- Session handling to avoid session hijacking, MITM and other attacks.
- Cookies hardening.
- Framework vulnerabilities handling, .NET, etc.
- Access control, front and back door vulnerability assessment.
- Penetration attempts detection and tracking capabilities.
- The depth of successful penetrations before detection.
- The system is able to handle various abuse cases, including but not limiting to the below:
    - Malformed input handling.
    - Business logic flaws.
    - Authentication/authorization bypass attempts.
- Assurance that the system is not introducing security issues while fixing/resolving previous system defects.
- Static code analyses and a secure code review report.
- Penetration testing and vulnerability assessment report.
- Assurance that the system will function properly after implementing all the security control that are in place currently.
- Assurance certificate about the overall security posture of the system.

Resource & Training:

Resource Plan

The proposal shall include a detailed resource plan and the proposed team structure.

Training

The vendor shall provide a comprehensive, sufficient, and satisfied training sessions for selected FTA staff (IT, others) for multiple components including:

- Content management system
- General site administration
- modules (if any)
- Services and tools
- Any other components that need a training

Architecture & Design:

- Proposed solution must be compatible and align with FTA technology
- The system must support both Arabic and English interface and data stored
- The system should be fully automated to minimize human intervention
- The system should be compatible with FTA infrastructure as per “Infrastructure requirement & Installation” section

Media Services Integration:

- Email integration
- Active Directory Integration

Documentation:

The vendor should provide the standard sets of documents, which must include the following:

- Administrator Guide
- Standard Operating Procedure
- Customization, Enhancement & Extension Guide
- Full Architecture & Design documents.
- Deployment and Integration documents.
- Backup and restore procedures Documents
- User Credentials document.
- Design Documents (High Level and Low-Level Design Documents)
- Final test strategy document
- Disaster Recovery Documents

- Troubleshooting Guide

Maintenance and Support:

Vendor shall provide one-year support post implementation and warranty phase, renewable as per FTA Business Requirements.

Note: Vendor to submit a conformance to scope matrix

Deliverables

The below table describes the list of deliverables that is expected to be delivered from the selected vendor, failing to comply with the below deliverables may lead to disqualify vendor without the need to provide any further explanations:

1. **Planning**: -
    1. Statement of Work
    2. Project Charter & Plan
    3. Schedule w/ milestones
    4. Work Breakdown Structure
2. **Requirements**: -
    1. Business Requirement Document
    2. Software Requirements Specification
    3. Functional Specification Document
    4. Technical Specification Document
    5. Software Requirements Validation Plan
3. **Design: -**
    1. Software Design Description
    2. High Level Design Document
    3. Low Level Design Document
    4. Software Integration Test Plan
4. **Testing: -**
    1. Unit Testing

2. Completed Integration Test Plan
3. System Testing
4. Integration Test Results Review/Signoff
5. Completed Requirements Validation Plan
6. UAT process document (Test Scripts & Test Cases)
7. Functional Test Results Review/Signoff
8. IT Security & Performance Testing Approach and Signoff

5. Training: -

1. Training Material
2. User guides in both English & Arabic

6. Release: -

1. Software Release Documentation
2. User Manual
3. Administrative Manual in Both English and Arabic
4. Released Software (Checklist)

7. Maintenance & Operation: -

1. Defect/Enhancement Tracking
2. Monitoring Tools & Reporting

Evaluation Criteria

Technical Evaluation

Vendors are being invited to provide appropriate solution which should also include hardware/software requirements, implementation and after-sales & post implementation support & warranty. The selection decision will be made based on the following key technical criteria, among others:

CRITERIA	DESCRIPTION
TECHNICAL & PROJECT CRITERIA	
Company Profile	Company profile will be used to evaluate vendors on: o Similar experience within UAE & International, especially Government entities; o Presence in the region o Previous experience with FTA o Number of employees
Technical Capability	Technical capability will be assessed based on: o Technical solution; o Technology specification; o Software and Hardware Design; o Staff technical expertise / Quality of Project Team (Will be assessed based on CVs submitted as part of project team section.) o Others identified by vendor
Project Management Experience	Proper presentation of project management methodology and assign dedicated project manager for the project.
Compliance with Requirements	Compliance with technical requirements, non-technical requirements and security requirements, other requirements mentioned in the RFP
Quality Assurance Approach	Experience with QA procedures outline of previous experience with similar QA approaches.
Project Delivery Time	Delivery time of the project (Max: 8-12 weeks)
Solution and Methodology Approach	Approach to solution delivery, implementation plan. • Architecture & Design • Integration with existing FTA systems & payment gateway

	Integration with future potential platforms
Training	Providing adequate technical and end user trainings, guides (AR & EN)
Warranty & Support	FTA is looking for 12 months support post implementation & warranty phase, renewable as per FTA Business Requirements

However, it should be noted that the FTA reserves the right to refuse/decline/disqualify any proposal without the need to provide any further explanations.

Commercial Evaluation

Commercial Proposal Requirements (It is necessary to state and clarify the following):

- Each item shall be given its separate price, or the total price and a clear breakdown.
- Maintenance and warranty (as per scope) - Duration of supply, installation and delivery (as per scope).
- Duration of project implementation. Number of resources on Site for this project (if applicable).
- Billing should be linked to milestones (upon FTA's approval of each deliverable).

Prices quoted are to be:

- Only in United Arab Emirates Dirham (AED).
- Inclusive of all tariffs and/or taxes, where applicable.

FTA will not reimburse any charges not included in the proposal.

Please note that it is not required to hand over any copies of papers; It is only required to submit the bid bond of 5% and to hand it to the procurement department in FTA's office in Dubai exclusively.

• Confidentiality

This RFP has been distributed to you and a limited number of other qualified parties on a strictly confidential basis.

By your acceptance of this RFP and by acting in any way upon it (inclusive of mere initial consideration), you agree to:

- Keep all the information contained herein and other information provided to you during the selection process confidential
- Take all measures necessary to maintain the confidentiality of the content of this document
- Not to use the information contained herein for any other purposes than intended in this RFP.

The information concerning this RFP shall under no circumstances be disclosed or released by you to any third party (including but not limited to any company, government organization or news agency) without the prior written consent of the FTA.

Any disclosure, release or handling of information deemed improper by the FTA might result in your proposal disqualification.

The Proposal and information submitted by you to the FTA in response to this RFP shall be treated as confidential.

• Terms & Conditions

Inducements

Any inducements of any kind in relation to granting this or any Government Department contract will automatically disqualify submitted proposal and may constitute a criminal offence.

Ownership

The RFP documents shall remain the property of the FTA.

The FTA reserves the right to submit any part of the proposal to its Auditors.

Proposal Expenses
The FTA is not responsible for indemnifying any Proposer for any costs or expenses resulted from this RFP during the whole RFP process.
Permits and Licenses
Service Provider needs to submit with the Proposal all relevant licenses and permits to perform requested hereby services in the UAE. It is a solemn responsibility of a Service Provider to identify and obtain necessary licenses and permits to work in the UAE.
Validity of a Proposal
The validity of a submitted Proposal must be a minimum of 90 days from a Proposal Submission Deadline.
Currency of a Proposal
The currency of all the submitted financial information in a Proposal shall be UAE Dirham.
Format and Language of a Proposal
The technical and commercial documents should be submitted in PDF format. The Proposals language must be in English and Arabic.
Rights of Acceptance and Rejection
This RFP does not carry any obligation on the FTA to accept the lowest proposal or any specific proposal. The FTA might decide to re-issue this RFP, postpone or cancel the project any time during this RFP process. The FTA reserves the right to reject a Proposal for any reason.
Non-compliant Proposals
The service provider is required to submit a Proposal that is fully compliant with the described, in this document, instructions. All non-compliant Proposals will be automatically disqualified.

• Instructions

Proposal Submission Closing Timeline and Delivery

All Service Providers invited to submit proposals should submit their proposals by close of business on **9 – July – 2020 at 13:00 UAE time** through MOF Portal as below:

1. **Technical Proposal** shall be uploaded via portal only and clearly named "**TECHNICAL PROPOSAL**" titled "**Name of RFP**". The Technical Proposal **shall not** contain any parts of the commercial proposal.

While uploading the Technical Proposals on the system in case that the attachment is exceeding (5MB per document) you can divide the documents to multiple documents that each document not exceeding the attachment limit.

2. **Commercial Proposal** shall be uploaded via portal only and clearly marked **"COMMERCIAL PROPOSAL" "Name of RFP".**

While uploading the Financial Proposals on the system in case that the attachment is exceeding (5MB per document) you can divide the documents to multiple documents that each document not exceeding the attachment limit.

3. **One (1) PDF file contain copy of (Trading License + NDA + Power of Attorney)** to be uploaded to the system.

4. **One (1) Word Doc. file of (Supplier Details Table, Supplier form)** to be uploaded to the system.

Note: Hard copy Original 5% Bid Bond only and to deliver it to FTA's offices in Dubai, Federal Tax Authority, DIFC – central park towers- floor 24 – main reception, addressed to Procurement Section.

Important Note: When submitting the technical and commercial proposals in the system, please ensure that it has been uploaded in the right field.

Inquiries and Communication Procedures
All the clarifications related to this RFP should be submitted during the Clarification Period in writing only by e-mail to: RFP@tax.gov.ae. No further clarifications will be accepted after the communicated clarification deadline. Responses to clarifications will be shared through the "online discussion" section of the tender on MoF portal to all Service Providers. We are not assuming any responsibility for missing clarification deadline, or not viewing the clarification. **Please note that any communication carried out by the bidder with the end user department directly will cause to disqualify the bidder automatically.**

Criteria for Selection
Proposals submitted may be reviewed and evaluated by any person at the discretion of the FTA's internal evaluation team, including non-allied and independent consultants retained by the FTA now or in the future for the sole purpose of obtaining evaluations to proposals. Service Provider may be asked to further explain or clarify areas of their proposal by written email or technical presentation demo during the evaluation process. Service Providers are expected to submit their best bid in response to the RFP, as negotiations may not be considered. FTA may, at its sole discretion, inform any inquiring Service Provider of the reason(s) why it was not awarded the Contract. Written notification will be sent to all Proposers via e-mail notifying them of their success or otherwise. FTA reserves the right to conduct a reverse e- auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified Service Providers.

• **Mandatory Sections in Proposal**
Company Background
This section should contain following information: • Give a brief history of your Company and credentials globally, regionally, and locally. • Provide three relevant references for such projects including Name of the Customer, Contact Name, Email, and Telephone Number. One of the references has to be a Government Entity.
Business and Technical Requirements
This section should contain the following information: • Understanding of the Business requirement. • Approach & Execution Methodology. • Detailed Project Management Plan.
Execution Team and Support
This section should include the following information: • Team structure. • Team members' CVs including relevant certifications. • Bilingual capabilities: Number of Employees who speak English / Arabic.
Non-Disclosure Agreement
The FTA requires any Service Provider responding to this RFP to enter into FTA Non-Disclosure Agreement.
Intellectual Property
The Service Provider should not use any intellectual property of the FTA including, but not limited to, all logos, registered trademarks, or trade names of the FTA, any information provided by the FTA at any time without the prior written approval of the FTA, as appropriate.
Federal Tax Authority Contract
Service Provider is required to sign the FTA's standard contract if awarded the bid.