REQUEST FOR PROPOSAL

REALITY BASED TRAINING MANAGEMENT SYSTEM

FOR

ELITE TACTICAL FOR MILITARY CONSULTANCY & TRAINING L.L.C

Doc Ref # 20170206-RFP-RBTMS-VER1.0

INVITATION OF PROPOSALS FROM REPUTED SOFTWARE SERVICE PROVIDES FOR DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF STATE OF THE ART REALITY BASED TRAINING MANAGEMENT SYSTEM FOR ELITE TACTICAL FOR MILITARY CONSULTANCY & TRAINING L.L.C

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Introduction

About Elite Tactical

Elite Tactical was founded in 2008 to deliver a broad spectrum of military and law enforcement training, which involves defensive and combative procedures and tactics that have proven to be the most effective based on previous experiences and scientific studies. After years of research and development with our partners and through conducting many Reality-Based Training courses, Elite Tactical established as the most innovative Reality Based Training (RBT) provider in the Middle East.

Purpose

Elite Tactical is now planning to develop a complete software system, that is used for Training Management, which can track all training sessions with different scenarios and generate various reports which can be used for business decision making. The system need to enable users to manage the training procedures in an easier way.

In this connection, ELITE would like to invite Proposals from reputed and experienced vendors who can provide software services.

Scope of Work

Project Introduction

The Reality Based Training Management System (RBTMS) is that system used to acquire, store, manipulate, analyze, retrieve, and report information regarding Training and related resources. It also replicates soldier information held across the military as required. The RBTMS is an easy to use, easy to learn and flexible system.

Procurement, Installation, Commissioning and maintenance of RBTMS Software & Related Hardware is the main scope here. All the RBTM System installed and commissioned shall be maintained by the system integrator up to contract period. Training and Manpower support is also to be undertaken along with Data entry of all Trainees (soldiers) and Trainers (ELITE Employees). The Service provider also runs application training programs for the awareness to ELITE employees from time to time. The service provider has to understand the requirements of the ELITE and digitize the data related to these to RBTMS.

The selected Vendor shall provide Application development, Operations and Management support, Hardware and in-house hosting during the development and implementation phase to ELITE. The Vendor will also advise ELITE for solution requirement, selection of technology, hardware & software requirement, server configuration & co-location, security, safety etc. The selected organization shall also be responsible for the complete turnkey operations of the Training Management System.

The Operations and Management Support shall be extended not only to ELITE, but also to its Clients.

The Bidder should have technically qualified and well experienced strong in-house resource base.

The selected vendor will have the following scope of services:

- ✓ Study, Design, Development and Implementation of RBTMS
- ✓ Security Audit of the system
- ✓ Host the software - on premise servers and /or any other data center chosen by ELITE
- ✓ Onsite Training and Handholding at the project location
- ✓ Application Documentation
- ✓ Post Launch Application Maintenance, Enhancement, User Support and training.

The selected vendor is required to follow the standard Software development methodology to finalize the solution to be developed and implemented in consultation with ELITE/Consultant.

Procedure / Stages for software Development in Brief

Undertake Requirement Gathering, preparation of Project Documents

Carry out study of the existing business processes to thoroughly understand the functional and operational mechanism and collect requirement. Broad activates would include:

- ✓ Understand input data and report requirements
- ✓ Collect existing forms and report formats
- ✓ Prepare cases scenario
- ✓ Interact with concerned officials and review of the existing methods, applications
- ✓ Detailed study of requirements of Application components and solutions
- ✓ Assess existing applications from the perspective of integration with other application.
- ✓ Prepare User Requirement Specifications document

Preparation of System Requirement Specification (SRS) and System Design Document (SDD)

Prepare SRS and SDD based on the captured business, functional and technological requirements. Broad activates would include:

- ✓ Independent assessment of the requirements of the concerned department and prepare SRS document
- ✓ Prepare and maintain various design documents to develop secure and scalable application software.
- ✓ Document all the changes incorporated in the application software and also improves the documentation of existing user / system reference manuals of different modules wherever it is necessary and possible.

Development of the Application Software

Design and development of various application modules offering functionalities with the User Requirements, SRS, SDD etc. Broad activates would include:

- ✓ Design application screens, forms, modules and develop the application as per final specifications / SRS / SDD etc.
- ✓ Ensure developed application modules meets guidelines and standards in terms of security features, application architecture etc. As per the direction of ELITE.

Testing of the Application

Testing of application majorly covering unit, performance, security, load and integration testing. Broad activates would include:

- ✓ Prepare & submit Test Plan and Test Cases to ELITE
- ✓ Conduct testing of various components / modules of the developed application
- ✓ Execute and perform various application/ modules testing like performance, Data integrity, data validation, data control, load, security, quality testing etc.

User Acceptance Testing (UAT)

Prepare Test cases, conduct UAT. Broad activities would include:

- ✓ Prepare detailed UAT plans, schedules, procedures and formats
- ✓ Prepare UAT use case scenarios and expected results

✓ Conduct UAT, identify and rectify developed application issues / errors / bugs reported during the testing / UAT up-to the satisfaction of ELITE.

Functional Requirements Overview

Broadly, following are the indicative requirements in terms of software development, however, the detailed requirements under each of them shall be finalized at the stage of Software Requirement Specification (SRS) preparation. The requirement finalized in SRS shall be treated as final.

The System is used for managing the training sessions for Soldiers (we call as Trainees). ELITE have a set of Qualified Instructors (We call as Trainers) and Certain Procedures (Scenarios) to do the training for Trainees. The Trainees are evaluated based on the training sessions.

Mainly During a training session, the software needs to manage the information about the trainees, trainers, scenario, heartbeat of the trainees (before, during & after training) & the video of the training session.

The user administrator need to have the features of adding trainees and managing training sessions, scheduling sessions, attendance monitoring. Analysis of training sessions with live data collected on training site including the reports of trainees and their improvements.

Management should be able to see all the proceedings happening and a detailed graphical & numerical dashboard, where all the status of ongoing training sessions, completed trainings sessions and individual reports of soldiers will be generated, for decision making.

Training Management Software System is the complete resource to plan, prepare, execute and assess training. The Software must reduce manual data entry by recording data in a database that communicates with other systems to automatically update records.

Objectives of Project

✓ Effectively measure improvement of combatant's skills taught and trained over a specified time span

✓ To facilitate the management with reports helping decision making

✓ This project would help Military in building the Database which would keep track of the details of individual soldiers including their ability to perform under stress, health & heartbeat records, training performance, attendance & other details.

Required Modules of the RBTMS

The software will have the following features / Modules:

a. Organizational Setup

b. Soldiers Data & Information Management

c. Trainers Self Service

d. Leave / Attendance Management

e. Schedule Management

f. Training Management

g. Soldiers Health & Records Management

h. Video Management

i. Information Management & Reporting

Organisational Setup

Organisation structure definition including

- ➢ Training Area
- ➢ Trainees and Trainers
- ➢ Scenarios
- ➢ Weapons and related
- ➢ Training Equipment's & Accessories

Soldiers Data & Information Management

Soldier general information, photo, attachment files, medical information, Personal information, monthly timesheet, training reports (based on the training scenarios and timesheet), medical insurance and emergency contacts

- ➢ Soldier training history information management
- ➢ Soldier equipment tracking
- ➢ Soldier Profile and training records management
- ➢ Soldier performance evaluations information management

➢ Report generation of Soldier data and training data to PDF or other forms

➢ The database records of all Soldier information to review it by name list, ID list, or department lists

Trainers Self Service

➢ Trainers can input/update their own data, but they cannot access other Trainers data

➢ Trainers login to their own page

➢ Trainers input their own task and scenarios

➢ Trainers update their own timesheet, availability etc.

➢ Trainees records maintenance

➢ Trainees attendance entry

➢ This section can be used by Operators which are assigned by Trainers

Leave / Attendance Management

➢ Trainer / Operator can mark leaves for trainees

➢ Automatic re- scheduling of training session for absentees

➢ Balances leaves / target classes to attend should be automatically managed

➢ Email alert for attendance & scheduled classes to Soldiers

Training Management

➢ Training should be recorded by scenarios

➢ Each scenarios trainee should be monitored on their activities

➢ Real-time heart beat and video feeds should be linked with the session

➢ All the data related to training should be monitored and recorded.

Soldiers Health & Records Management

Soldiers performance need to be monitored before, during, after each scenario. Heartbeat monitoring system need to be gathering the heartbeat details of the trainee real time and

alert if it goes to a specific range. Always there should have three values for heart beat – Before, during & after scenario. Peak heartbeat need to be recorded and analyzed with pre-defined set of values.

Video Management

Video should be captured on the training area, at the time the training is happening. These videos are linked to the scenarios and can be reviewed later. Different angles (channels / feeds) of the training is captured, and system should keep these linked to the scenarios and should able to retrieve and view any time in latter
Video should be stored for at least 5 years

Information Management & Reporting

All the data collected in other modules should be useful to the management, the software should present the collected data as easily understandable information, reports, graphs etc.

The management need to have a dashboard where they can analyses the information and pull details about an individual soldier – to view his performance.

Functional Requirement Compliance

Mandatory Compliance Points for The Offered RBTMS Solution:

Serial No	Requirement	Compliant (Y/N)	Comments / Remark
1	The system should be fully modular and scalable for future upgradeability, The System should support easy adding of new modules / change some functions in the later stage		
2	System Should be fully operational at least 5 Years		
3	System should have a Central Database		
4	System Central Database and Server need to be installed on Site / No Cloud Option is Considered now		
5	System should work on LAN / WAN		
6	System should work without Internet connectivity		

7	System can be used from authorized laptops / wireless devices		
8	System can be accessed from authorized iPad / Tablet Devices		
9	System can only be accessed by authorized person using username / password, or any combination of security		
10	Security of the data stored in system should be best in class		
11	System should use industry best encryption technologies for maximum security		
12	System should have enough processing power to work without any lags / hang		
13	The system server need to be running all the time		
14	The system will be Unicode compliant and able to support bilingual application interface (English and Arabic).		
15	There may be up to 15 users accessing the system at a time for data entry or other administrative tasks - The system should support and should maintain a way to avoid conflicts of data between users		
16	System should store up to 10,000 Soldiers Details		
17	The database should be backed up automatically at regular intervals. The backups should be stored in a secure way		
18	System Should be developed in Five months		
19	The System need to be Complete in all aspects		
20	Complete system includes, Software, Licences, Hardware, Network and related Setups		
21	The Data captured through the system need to be maintained at least 5 years. (Also, provide alternate pricing for 2 years and 3 years)		

22	A single training session can go up to 2 hours in duration, system should be capable for this		
23	All activities need to be logged, and the logs will be read-only.		
24	The System Need to feed the below details with an operator		
	Data Entry of soldiers		
	Data Entry Related to Training Fields / Scenario Rooms		
	Data Entry Related to Trainers / Instructors		
	Data Entry Related to Dates of Training and Duration etc.		
	Any Other data - which needs to have for report generation		
25	The System should have the following Function		
	Allocating Training Time and scheduling Instructors and Trainees		
	Attendance monitoring of Training Session		
	Capturing Performance of Trainees (Heartbeat and Video)		
26	A Training Session Must have the below details		
	Who all are allocated to participate		
	Who all are actually participating		
	Who is the Instructor		
	Scenario name and Details		
	Participants & their Temporary ID number		
27	Temp. ID number is an ID allocated to each Soldier for a Specific Scenario - The system should allocate an ID number to Soldiers (must be unique for that scenario)		
28	This Temp ID Number will be only valid for that scenario and tracking the Soldier on that scenario will be using		

	this ID number, may be the soldier will use a helmet with this ID number for better identification in Video		
29	Each Training Session need to be stored and recorded as separate		
30	During a training session - they system should monitor the heartbeat of Trainees.		
31	There should be a module which transmits trainees heartbeat wirelessly to system in real-time		
32	The Heart beat need to be recorded such a way that, we need to compare to some benchmark values (Acceptable Range) and thus the system can find out the performance level of the soldier Accumulated Heartrate also need to be recorded		
33	A training Scenario should contain below records		
	Details of Trainees		
	Details of Scenario		
	Video Feeds of training Session		
	Heart beat recording of all the trainees		
34	System should store below details of Soldiers (Trainees)		
	Military ID		
	First Name		
	Father Name		
	Family Name		
	Date of Birth / Age		
	Rank		
	Enrolment Date		
	Unit or occupation		
	Personal Photo		
	Phone Number		
	Body Vitals (Height, Weight, etc.)		

	Instructor Comments		
	More items can be added later to Profile		
35	System should store below details of Trainers		
	o Instructor ID		
	o Instructor Name		
	o Specialization		
	o Number of Trainees that can be handled at a time		
36	Adding Locations for Training (Training Rooms)		
	o Location ID		
	o Location Details		
	o Number of Trainees can be handled at a time		
	o Timing for the location		
	o Camera Feeds of the Location		
37	Adding Training Sessions		
	o Session ID		
	o Session Name		
	o Session Date		
	o Session Location ID		
	o Instructor in Charge		
	o Training Type		
38	Scheduling a Training Session		
	o The Application is able to schedule a session with the following details		
	Location ID		
	Instructor ID		
	Session ID		
	Trainees List		
	Time and Date		
39	Time Table		

	A Time table (Visually Calendar Type) is automatically created according to each training session		
	Each field have details of session that will be linked with		
	Total Number of Trainees and their list		
	Instructors and their list		
	Location and Time		
	Changing the Time / Date – Postpone or Prepone the Event		
	Automatic Email Notifications to Participants		
40	General Dashboard reporting (Graphical & numerical)		
	o Present Status of Training Sessions		
	o Completed Training Sessions		
	o Scheduled Sessions		
	o Cancelled / Postponed Sessions		
	o Attendance Reporting		
	o Status of Sessions		
	o Progress of a Trainee		
41	Training Session Reporting (Graphical & numerical)		
	o Participants List and Details		
	o Absentees List and Rescheduled Date		
	o Instructor Details and Performance		
	o Scenario Wise Reports		
42	Trainee's Individual Reporting		
	o Complete History of the Trainee		
	o Session wise, scenario wise performance of Trainee		
	o Heart Rates and Body vitals of each Sessions		
	o Notes/ remarks by Instructors		
	o Comparing and analysis of individual trainee's performances in different scenarios		

	o Graphical Presentation of the performance of the Trainee including all his sessions		
43	Trainee's Overall Report		
	o Report of all the trainees in a batch		
	o Easily find out who tops the list and who needs more attention		
	o Comparing of Heartrate of a batch		
	o See attendance report and find out list of trainees who regularly missing the sessions		
	o Can understand Improvement of a batch from graphs		
	o Deadline to Training Seasons and Remaining Sessions Graph		
44	Instructor's Report		
	o Session Completion details		
	o Number of students trained		
	o Scenarios Completed		
	o Leave reports		
	Overall Progress		
	o Scenario wise reporting		
	o Total Sessions Trained		
	o Instructors Details		
45	Video of Trainings are recorded using the Cameras from Existing IP Camera Network		
46	The System should be compatible for accessing the IP streams from the surveillance cameras to save videos to its own (RBTMS) storage		
47	Every session/scenario is recorded separately and stored. The Video files recorded on the software are encrypted & can be exported from the software to play it externally.		

48	There is only video feeds / no audio channels are required. Multiple Video Channels are needed to be provided for each session		
49	According to the training room / scenario, the number of cameras may be varying		
50	Minimum One video feed is there for a scenario to a maximum of 20 feeds (channels)		
51	The System should record all the video feeds that are associated with the current scenario		
52	Categorizing of video for each Soldier		
53	The video need to be shown for the attended soldiers performance page		
54	the system should encode the video streams such a way that maximum quality with minimum storage size. HD quality need to be used for storage		
55	Linking the Video to the Scenario and Trainees		
56	When a session starts operator signals the software, then automatically video starts recording and its stopped when the scenario is completed.		
57	Heart beat recording should be real time, using hardware which are connected to soldier's body, multiple soldiers will be in a scenario, so there should be no interference between devices. Each soldier heartbeat need to be recorded separately and stored to his profile		
58	Certain Benchmarks are need to be created for finding the optimum heartbeat rate for a specific soldier, to understand his stress level, to check whether he is panicking, under control or even exhausted		

59	There should be an algorithm to find the behavior of each soldier, which will use heartbeat data to calculate the ability of a soldier to perform under stress.		
60	For the Trainer, a tablet device (Apple iPad or Android) software need to be provided in which attendance can be marked and scenarios can be started / stopped.		

Non-Functional Requirements

There are certain non-functional system requirements to be implemented and realized for proper functioning of the system as a whole. These nonfunctional requirements are to be specifically analyzed and addressed by the Vendor. Some of the nonfunctional requirements are listed below. This list is not exhaustive and additional requirements may be added as necessitated during testing and evaluation of the developed software.

i. Data Base Replication: Application driven Data base replication routines among servers located at different locations across the network for all identified data elements will be developed, for failsafe operation of the system in times of hardware failures like disk crashes and system outages. Data needs to be synchronized as part of the application.

ii. Automated Application Software Packaging and Deployment Tool

iii. "Garbage Cleaning" of unwanted data from back end database must be done automatically at periodic intervals as a back-ground process or as an invoked utility.

iv. Failsafe shut down and restart of any server any time without affecting other servers and network operation. Any crash of a server machine should not bring down the rest

of network/server's operation. Failure of a server must be detected automatically by built-in mechanism. When a server failure is detected, all clients connected to it must be transferred to the server of next higher level, which holds a replicated database.

v. Login Statistics: Number of logins from each client machine and client ID with time period/stamping must be logged in. The details of print outs taken must also be logged in as report form. This detail should not be editable.

vi. User Interface Screens: Data entry in all fields will be validated for correctness. Once sufficient number of valid data is keyed into any field, the cursor should automatically move to the next data entry field. Provision will exist to skip non-mandatory fields by Tab Key.

vii. System is operable 24 hours X 7 days. Though this is primarily a hardware requirement, the software should support this requirement, wherever feasible through power down mode etc. System uptime shall be 99.99% on servers.

viii. All entries into system will be through user input screen provided as part of application software.

ix. Automatic data replication at Servers location will be provided. In addition, provision to take back up data on suitable media and to load back the data shall be provided.

x. Screen formats/layouts will be uniform in terms of color scheme, fonts, navigability etc. across the entire application.

xi. Any deletion of database entry should be done after reconfirming the same from the ELITE - e.g. "Do you want to delete this item?" In case of critical data, proper warning about the consequences should be provided

xii. The system performance in terms of response time should not be degraded even when all clients are using the system and accessing the database. Response to any data base access should be less than 2 seconds, worst case, even at peak traffic and database accesses. (This is purely a tentative figure and could be fine-tuned after a few rounds of integrated testing.)

xiii. Error detection and recovery: System should be able to detect errors and be able to recover from such errors with minimum loss of data.

xiv. Software should lend itself to easy and effective maintenance. Adaptive, enhancive and corrective maintenance should be possible with least amount of effort.

xv. Software constraints: Software constraints (e.g. maximum field length, file size etc.) should be minimal and avoided at best. Where it cannot be avoided it should be user configurable.

xvi. Recovery from crash: Software programs and data should not be corrupted or lost after system crash and must be recoverable with minimum loss of time. Necessary procedures should be provided to restore system following a major crash like Disk crash. This would include automatic replication of data across the network.

xvii. System reconfiguration facility: System should not permit modification of application software or data structure to ensure integrity. The system should have facility of reconfiguration by designated staff to cater for changing requirements, e.g. when some servers have crashed, the clients connected to it must be transferred to nearby server in which replicated data is available.

xviii. Portability: Application software must be easily portable across later versions of same family of Hardware systems and Operating systems, Middleware servers

xix. Report generation: Generation of reports will be in text & graphics (graphs, tables, etc.), processed and formatted as a print out or HTML file. Generation of reports will be by authorized persons only. It should provide provision to modify formats and screens by the user. Facility for formatting the generated reports, seeing Print-Preview and taking printouts in Portrait/Landscape in A4/A3 size papers should be provided. Also, facility for saving the reports and retrieving the same later for reference should be provided.

xx. Security aspects: Multi level database security measures. Dissemination of information on a need to know basis based on role-profile and the corresponding permission tuple. Transmission of data in encrypted form.

xxi. General aspects to be supported:
- Scalability
- Availability (24X7)
- Maintainability
- Portability
- Configurability
- Usability
- Supportability

- ➢ Reliability
- ➢ Reusability
- ➢ Stability
- ➢ Upgradeability

Deployment and Configuration of Application

Deploy and configure the application on the production server in co-ordination with ELITE.

Application Go-Live

Post deployment of the application, the application development team shall monitor the performance of the application and make necessary modifications to enhance application performance. Team shall also undertake necessary corrective actions to resolve all the reported bugs to achieve Application Go Live.

Maintenance of the Application

Maintenance of the developed application and ensure that the developed application is bug-free, running efficiently and simultaneously incorporate necessary changes in the application functionality as approved by ELITE.

Main activities would include:

- ✓ Undertake activities like bug fixing, application enhancement etc.
- ✓ Debugging, modification and updation in the Application
- ✓ Development of new module as and when required by ELITE
- ✓ Maintain change management log
- ✓ Proper version control of the source code

Time Frame for development:

The total duration of development activity is 5 months from the start of the work. The Vendor can define the milestones for the complete software development in the proposal, based on the below sample,

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S. No	Milestone	Completion Time
1	Requirement Study, Business Process re-engineering for best fit solution and preparation of SRS	
2	Design of application	
3	Development of application	
4	Set up Installation & commissioning of Application	
5	User Acceptance	
6	Go live (Successful deployment of Application and User Acceptance)	
7	Training of the staff on application	
8	Master Data Entry	

User Interface

The software must have a simple and easy to understand interface for the users. There should be ample facilities to support, assist and navigate or guide the users through the entire system. The software should provide extensive on-screen help facilities for each screen, function, field and context. There should be a mechanism to simplify and support data entry including proposed default values and prompts for posting of recurring entries. There should be extensive search facilities. All modules of the system must have flexible and powerful facilities for queries and reports. There should be facilities for graphical representations of results, for export of results and other data to other applications, including presentation programs, word processors, electronic spreadsheets, databases and web sites.

Software & User Documentation

The vender should supply a set of all software and user documentation in DVD based softcopy and the approved copy of the final set in one hardcopy. All the software artefacts should be regularly maintained to highlight revisions and the causes of revision. The firms will ensure that the documents are kept current as per the changes /modifications in the software.

Supply of Source Code

The source code for the application software should be provided with proper documentation explaining the functions of each module/routine. The final version of the complete source code will have to be compiled in front of the ELITE user and submitted along with all the necessary documentation. Necessary instructions for incorporating any modification changes in the software and its compilation into an executable/installable product should be explained clearly. All source code will become a proprietary item of ELITE. It must be understood that the software will be developed for the Military as a dedicated and a classified project. Entire software and other details will be made available to the Military and it cannot be utilized for any other purpose without specific clearance from ELITE.

Training

A professional CBT (Computer-Based Tutorial) on the use of application software should be made and provided by the selected Bidder before the final sign off. The CBT will be used to impart onsite training for all the short-listed users of the system.

Warranty and System Maintenance

The selected Bidder will give reliability guarantee for the complete system. A methodology will also be worked out by the selected Bidder by whom the system (Software) will be under warranty for a period of one year after the implementation, integration, testing and completion of the application. The selected Bidder will provide bug fixes of the software along with upgrade releases. The selected Bidder will provide warranty support for a period of one year from the date of final accepted version of the software. The broad support which will be provided by the selected Bidder during the warranty period

will include: -

- Provision of support engineers with the user for hardware and networking.
- Analysis and bug fixing for application software when notified.
- Enhancement, if required by the user.
- System training as per the scope and syllabus.
- Provision of patches/updates/bug-fixing for open-source software.
- Free replacement of all hardware, networking components and other equipment's supplied by the vendor.

Vendor Eligibility Criteria

Vendors who fulfill all of the following eligibility criteria would be considered for evaluation:

- The vendor should be registered in UAE and have been in existence for the last three years.
- The vendor should have a development center in UAE.
- The vendor should have executed at least one software development project for Government entities
- The vendor should have a Managed Services support wing to take care of Infrastructure Management for this project.
- The vendor should have dedicated Hardware, Software and Testing practices.

Award of Contract

ELITE's right to accept any Proposal and to reject any Proposal or all Proposals not withstanding anything stated herein, ELITE reserves the right to accept full or part of the Proposal or reject any Proposal.

ELITE shall notify the successful bidder through letter or email for award of work. The Bidder shall acknowledge the work order in writing and send an acceptance of the work order in writing within 7 (seven) working days from the receipt of the work order.

Signing of Agreement

Pursuant to the bidder acknowledging the Letter of Acceptance, the Bidder & ELITE shall enter into contract after acknowledgment of the Letter of Acceptance, and sign the Contract. ELITE shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract.

Expenses for the Contract

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful Bidder and ELITE shall not refund such amount to the successful Bidder.

Failure to abide the Contract

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of ELITE.

Termination of Contract

ELITE reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of agreement, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for actions taken by ELITE.

ELITE makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by ELITE. The bidder's participation in this process may result in ELITE selecting the bidder to engage in further discussions toward execution of an agreement. The commencement of such discussions does not, however, signify a commitment by ELITE to execute an agreement.

Governing Law

The laws of Emirate of Abu Dhabi shall govern the RFP Document and the Contract.
All legal disputes are subject to the jurisdiction of Abu Dhabi court only.

Clarification of RFP Documents

Bidder's requiring clarifications on RFP documents may notify either by sending in their queries by email. ELITE will have the right not to respond to some or any of the queries at its sole discretion. ELITE will not entertain any correspondence regarding delay or non-receipt of clarifications/queries

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