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| **Request for Proposal** |
| MOHRE website Management and Development |
| RFP NO : |

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| 11-11-2019 |



# Overview

## Introduction

This Request for Proposal is an invitation to a select group of companies to submit proposals for website management and Development of Ministry of Human Resources & Emiratisation intrernet site

## About Ministry of Human Resources and Emiratisation (MOHRE)

The Ministry of Human Resources and Emiratisation was established in 1971 and consists of four main sectors: Labour Sector, Inspection Sector, Policies and Strategies Sector, and Supporting Service Sector.

As the Ministry of Human Resources and Emiratisation is concerned with developing its services, ensuring its quality and increasing the trust of its users, in order to keep up with the smart government and to enhance the country’ ease of doing business, the Ministry has begun the electronic conversion of its services since 2007. This conversion became more efficient in 2008 when the Ministry converted all its services electronically under the name of “TASHEEL”. This system has achieved multiple success at all levels.

## Requirement Overview

The Ministry of Human Resources and Emiratisation (MOHRE) management is looking for a qualified vender/ company who has expericne working with federal Websites with high ranked portals to participate for the management and Development of MOHRE website.

# Scope of Work

MOHRE is looking for a vendor to manage its website by providing ongoing development based on business units requiremets ,updates and implementation support for the website. The current website is developed using iCMS based ASP.net technologies.The website is supporting content personalization based on the visitor type, and it was rated 100% based on TRA KPI’s 2018. The development should be responsive, bilingual, interactive and engaging for our users and should reflect the identity of MOHRE.

Below is the list of goals and requirements that needs to be achieved as part of scope:

1. **Technical Support for iCMS:**

Provide technical support for iCMS (Content Management System):

* Ongoing maintenance and support for any kind of bugs or errors
* Provide second level support to MOHRE Infrastrure team
* Security updates
* Troubleshoot and fix any issues reported
* Apply CMS updates if any

1. **Design work:**

* Provide design concepts for new pages as per Departments requirements ( Unlimited )
* Update the website Design based on TRA and PMO Guielines
* Design of Innovation KPI’s
* Update design elements when needed
* Update banners

1. **Development/ and Management of Sub-sites**

* Creation and Developmenet of Subistes on Demand (Unlimited )
* Supporting Existing Subsites:
* Tawteen Gate with all pages and forms related
* Tawteen Partners with all pages and Integration with backend System to view statement for companies

1. **Integration with third Party:**

* TRA E-Consultation
* PMO Khadamati
* Check Application Status
* Happiness Meter
* Waiting Time for Happiness Centre
* Happiness Centres reading from Mobile Application Database
* Sign Languae AI
* UAE SDG KPI’s

1. **Awards Developments and Backend Management**

* UAE Emiratisation Award
  1. The Establishments category Award
  2. Emiratisation Pioneer category
  3. Best Emiratisation Supporting Entity category (government / semi-government)
  4. Best Emirati employee category
  5. Emiratisation Award Assessor Nomination Award
* Happiest Work Environment Award
* MOHRE Innovation Award
* MOHRE Excellence Award
* Smart Services and Applications Award

All the Above mentioned Awrads will have Automated process for the submission process, and vendor must have the experience in the award management and automation.

* 1. **The Establishment Category Award**

Users should be able to participate by submitting a form. System must send email notifications on submit form. Admin should be able to view applications from the backend. The below can be the award participation form:

* Establishment name
* Establishment no.
* Establishment head office
* Number of employees
* date of incorporation
* Upload
  1. **Best Emiratisation Supporting Entity category (government / semi-government)**

Users should be able to participate by submitting a form. System must send email notifications on submit form. Admin should be able to view applications from the backend. The below can be the best emiratisation supporting entity category award participation form:

* Government / Semi-government
* Application number
* Company Details
  + Establishment name
  + Commercial License #
  + Licensing Authority
  + Economic activity
  + Date of Incorporation of the Company
  + Company’s HQ Address
  + Number of Employees
  + Number of national employees
* Contact Information of Head of HR
  + Name
  + Official Job Title
  + Landline Number
  + Mobile Number
  + Email
  + Details of Submitter of Application
  + Name
  + Official Job Title
  + Landline Number
  + Mobile Number
  + Email
  1. **Best Emirati Employee Category Award**

Users should be able to participate by submitting a form. System must send email notifications on submit form. Admin should be able to view applications from the backend. The below can be the best Emirati employee category award participation form:

* Supervisor/Manager
* Mid-career professional (3 years+)
* Entry Level Employee (Less than 3 years)
* Total Years of Work Experience
* Applicant Full Name
* Establishment Name
* Job Title
* Qualification
* Specialization
* Landline Number
* Mobile Number
* Email
  1. **Emiratisation Award Assessor Nomination Award**

Users should be able to participate by submitting a form. System must send email notifications on submit form. Admin should be able to view applications from the backend. The below can be the best Emiratisation Award Assessor Nomination award participation form:

* Years of Experience in HR Management
* Level of Language Proficiency
* English
* Arabic
* Nationality
* Highest Academic / Professional Qualification
* Any Specific Additional Specialty
* Previous Assessment Experience
* Contact Details
* Email
* Mobile Number
* Office Telephone
* Upload ur CV
  1. **MOHRE Innovation Award**

Users should be able to participate by submitting a form. System must send email notifications on submit form. Admin should be able to view applications from the backend. The below can be the MOHRE Innovation award participation form:

* Name
* Job Title
* Establishment Name
* Years of Experience in HR / Emiratisation
* Employee Name
* Contact Number
* Employer
* Idea Date
* Innovative Project name
* The definition of an idea
* The aim of the project
* The project outputs
* The methods used to implement project
* Assumptions Related to the Idea of Innovative Project
* Project Team
* The Parties Involved in the Implementation of the Project
* Implementation of the Project Plan
* The Resources Required to Implement the Project
* The Potential Risks of The Project Implementation
* Determine the Current and Future Scenario of the Project
* Identify the Parties Affected by the Relationship to the Project
* Identify the Parties Affected by the Relationship to the Project
  1. **Smart Services and Applications Award**

Users should be able to participate by submitting a form. System must send email notifications on submit form. Admin should be able to view applications from the backend. The below can be the Smart Services and Applications participation form:

* Category
* Idea
* Name/Group Names
* Country
* Email
* Contact Number
* Explain the idea and the benefits of the application
  + Idea
  + Objectives
  + Application mechanisms

1. **Pages and Modules:**

Ongoing support for the modules and pages developed and cerated showing within the below site map:

<https://www.mohre.gov.ae/en/sitemap.aspx>

The Above list includes dynamic modules, and MOHRE will have ongoing requirememts for additions based on Business requirememts

* 1. **Job Description**

Enhancement of job description backend section to allow admin manage the section. Below will be the adding job description details form fields for admin:

* Name (EN)
* Name (AR)
* Description (EN)
* Description (AR)
* ENSCO Code
* MOHRE Code
* Skill Level
* Job Group
* Certificate Status
  1. **Address Book**

Admin should be able to manage website Address Book. Address book will show on contact us page in contact center. Below will be the adding address book form fields for admin:

* Basic Details:
  + Language
  + Company Name
  + Company Type
  + Facility Number
  + Working Hours
  + Email
  + Website
  + Country
  + Logo
* Address
  + Address Type
  + Street Line 1
  + Street Line 2
  + Street Line 3
  + Emirate
  + State
  + Country
  + Post Code
  + Latitude
  + Longitude
  + Google Map Link
* Contact Numbers (multiple)
  + Contact Number Type
  + Media Type
  + Country Code
  + City Code
  + Number
  + Extension
  1. **Careers**

Careers section should be enhanced and developed for allowing users to view jobs and submit application form for an open job.

Admin must be able to add job position and job openings in the system. Job position will contain list of all the jobs title and job opening must contain open vacancies. Below can be the information for adding **job positions**:

* Language
* Job Code
* Position
* Description

**Job Openings:** Job openings will be published on the website for allowing users to view and submit application form for it.

Below information must be provided for adding **job opening**:

* Job Title
* Description
* Ordering
* Date posted
* Closing Date
* Job Details
  + Department
  + Location
  + Employment type
  + Grade Benefits
  + Experience
  + Qualifications
  + Language Known
  + Gender

**Job Applications:** Users can submit application form for an open job. System should send email notification on submit applications. Admin will be responsible for vieweing the applications from backend and download CVs. Below can be the job application form fields:

* First name
* Father Name
* Grand Father Name
* Last Name
* Emirates ID
* Mobile
* Mobile 2
* Email
* Date of Birth
* Emirate
* Address
* Gender
* Nationality
* Last Salary
* Skills
* Educational Information
  + Highest Qualification Held
  + Specialization
  + University/school
  + Graduation year
  + Grade
* Company Information
  + Company
  + Job Title
  + From
  + To
  + Total work experience (Years)
  + Total Work Experience (Months)
  + Current work field
  1. **Workshop Attendance Form:**

The workshop attendance should be developed to allow users to submit attendees information in the system. Admin should be able to view details submitted by the users. The below information can be provided:

* Facility Name
* Number of Attendants
* Attendant
  + Name
  + Job Title
  + Mobile
  + Email
  + Workshop attendance

1. **TRA/ PMO Guidelines Implementation**:

Implement TRA guidelines (Innovation KPIs) and guarantee the website meets TRA guidelines by achieveing the Target of 100% for the web KPI. It’s the vendor respionispility to do self assessment for the website and cover all the points mentioned within the KPI’s list to gurantee MOHRE last achievement 100%.

1. **Main Requirements:**

* Vendor must have full team based in the UAE
* Vendor must have experience with UAE Federal Website Design and Development
* Vendor must provide list of Minmumum 5 Federal Entities as reference for Web design and Development, with ranked achieved
* Provide Company Profile
* List of team with CV’s