



## **Abu Dhabi School of Government Learning Experience Platform Project**

### **Request for Proposal (RFP) For Learning Experience Platform**

Issue Date: 26<sup>th</sup> Aug 2021

RFP Reference: ADSEG/INV/2021/08/011



## Introduction and Scope

The Abu Dhabi School of Government (“ADSG”), established in accordance with the law no. 15 of the year 2018. ADSG is responsible for overseeing and planning for the learning and development of all Abu Dhabi Government employees. ADSG aims to develop the most effective and valuable government workforce by providing the highest quality training and development activities according to international best practices and tailored to Abu Dhabi’s context and needs.

For more information please visit: [www.adsg.gov.ae](http://www.adsg.gov.ae)

## Purpose

The purpose of this RFP is to inform potential bidders of a business opportunity and to solicit proposals for providing Abu Dhabi School of Government Learning Experience Platform Project, detailed into this document as currently targeted by ADSG.

Based on our review and evaluation of proposals offered in response to this RFP, we will select a successful bidder to provide similar services as defined in this document.

Bidder participation in this process is voluntary and at bidder’s sole discretion. Price will be a consideration but not the sole factor in ADSG’s decision to award a contractual relationship. ADSG reserves the right to accept or reject any or all bids from a specific or multiple bidders for any reason at any time. ADSG also reserves



the right to select or reject any or all bidders in this process and will not be responsible for any direct or indirect costs incurred by the bidders in this exercise.

## 1. Scope of Work

### Goals and Scope of Services

The objective of this RFP is to select an AI-driven learning experience platform to satisfy the self-directed learning needs of employees seeking skills development and professional development while considering the various functional and non-functional requirements including security, scalability, flexibility, dashboarding, and reporting.

The solution features include but are not limited to, content creation, content curation, AI-based recommendations and training, reporting and analytics, gamification, integration with e-learning content providers, user management/ user grouping ,and integration with third-party technology platforms. It should support developing additional features, functionalities specific to ADSG.

### General Requirements

The partner company that will be selected to provide this solution must fulfill the following criteria:

- Is registered as a legal entity within the UAE;
- Possesses, at least the following, internationally recognized quality management system certifications:
  - ✓ ISO9001



- ✓ ISO27001
- ✓ ISO223

Has a local presence in UAE and in Abu Dhabi for local technical support;

- Has executed and delivered large projects in the employee training or learning sectors in the UAE;
- Proposes an end-to-end solution that addresses ADSG's needs with regards to the learning and development of Abu Dhabi Government organizations and departments employees;
- Has proven expertise in developing products with AI and Big Data technologies;
- Provides local support for the platform, for a minimum period of time stipulated by ADSG, to ensure bug fixes and minor enhancements.
- Employs the Agile methodology and a Continuous Development approach in the development of the solution, allowing adaptation to ADSG's evolving needs.
- Provides required training and knowledge transfer to manage all provided products.



## Functional Requirements

The proposed solution should support the following modules and functionalities, at a minimum:

- A. Overall User Experience
- B. Digital Content
- C. Social Interaction
- D. Skill Management
- E. Reporting Dashboard
- F. Administrator Dashboard
- G. Non-Functional requirements

### A. Overall User Experience

- The platform must be available in English and Arabic with Right-to-Left support.
- Search functionality allowing learners to find specific courses, materials, delivery format, based on keywords, title, delivery format, and other tagged identifiers.
- Ability to create a learning path/curriculum path with different types of content
- Learners can create or identify their skills with a skill rating/ranking.
- Learners can enroll or request enrollment in course or cancel their enrollment
- Learners can review their learning history/completed work.
- Support for multiple catalogs.
- Transcripts (viewable by learners).
- Customizable home page that is a different look/appearance/theme based on the learner who logged into the system
- Ability for development paths or curriculum/learning paths to have content placed in a specific order/hierarchy of learning.
- Individualized learning plan (including required courses and optional courses selected), to-do list or similar appear on the same screen
- Learners can download materials or other pieces of content
- Learner can create their own content playlist and share it with others (who may subscribe depending on system)
- System can use job roles and/or skills to identify and present recommended or suggested courses to the end user.
- AI in system can scan documents, courses, content, audio and video files and produce text results in a transcript or similar items.



- System can create a learning path based upon recommendations using algorithm over a period of time.
- System support automatic and customizable email notifications.
- System must be accessible through different devices through all screen sizes.
- Configurable home page to align with corporate branding guidelines (logo, fonts, colors).
- System to be easy to use for learners and integrated into their everyday work tools
- Learners are able to see personalized dashboards of required and completed training
- Learners can browse a course catalog and request enrollment into additional courses
- Managers can monitor learning progress of their direct reports
- Manager shall be able to enroll direct reports in courses
- Microsoft Teams notifications are provided within the system
- Chat can be used among learners within Microsoft Teams to find courses in the course catalog and get help
- System should track online training (pre-recorded) and webinars as well as classroom based training
- System provides attendance tracking of class-room based training via mobile QR code
- The system supports interaction between learners and instructors before and after training sessions
- Certificates and transcripts can be downloaded in PDF by learners.
- Learners shall be able to repeat courses
- Support gamification via leaderboards

## **B. Digital Content**

- System include built-in authoring tool that comes with templates.
- Allow uploading content created by 3rd party authoring tool (ex: Articulate Storyline, Captivate, etc.)
- Accepts videos as a standalone.
- System uses crowdsourcing to identify most popular, recommended, etc.
- System can use job roles and/or skills to identify and present recommended or suggested courses to the end user.
- System uses ratings or voting from other end users to identify most popular or trending courses
- System uses learner's profile (skills, topics of interest, etc.) to identify most popular content or suggested content.
- Allow creating courses and distributing them through adaptive commercial models.
- System include built in assessment/survey tool.
- Ability to add a quiz/assessment to a video (within the video)



- Video Bookmarking and the ability to bounce/move to different video points in video without having to go in a linear (straight) approach. Appears as pointers. End user can leave and go back at any time to that exact point in the video
- Video content can be extracted as a text transcript seen on the same screen (either below or next to the video)
- Learners to be able to create courses using Microsoft Office applications such as PowerPoint, Word, etc.
- System to support archiving of courses
- Support for various quiz formats including multiple choice, multiple answers, matching and Hot Spot
- System to support randomization of quiz questions
- System to support positive and negative quiz feedback
- Support for quiz passing score
- System shall support learner assignments

### **C. Social Interaction**

- Create Profile includes options such as job title, org/dept., contact info, social media connections.
- Profile can list their skills and/or skillsets
- Comes with Profanity/Inappropriate language filter (used by administrator) to remove or extract words, phrases in any comments, topics, etc.
- API integration to other social media sites
- Microsoft Teams integration
- Ratings on the content appears right under the content (i.e. similar to what you see in Apple or Google Play store when looking at an app)
- Learner comments (comment on content, etc.) - appear on the page, right under piece of content
- Learner comments (comment on content, etc.) - appear on a separate page and not directly under content (i.e. you see most recommended and it has three stars. You have to click to see more about the content to see learner comments)
- Follow/Unfollow (Profiles/users)
- Playlists or channels can be shared via social media
- Learners can upload their own content including video, audio, and different file types.
- Include Forum/Discussion board that can be moderated.

### **D. Skill Management**



- Import skill dictionaries and job definitions and link definitions to competencies
- Link to a career development framework and match competencies, skills, job level, and job role to available content
- Track skills/competencies by course(s)
- Track skills/competencies by content (watching videos, reading docs. etc.)
- Track skills/competencies by reading content on the internet (articles, etc.)
- Skills tied to job roles/job profiles, which can be used to submit to jobs within the company
- System includes skill ratings, whereas the learner can rate themselves
- Allow for multiple attributes to be used for skill ratings
- Allow learners to self-assess their existing skills
- Allow learners to post on profile or elsewhere in the system, their skill rating on one subject area
- Allow learners to post on profile or elsewhere in the system, their skill rating on multiple subject areas.
- Include certificate creation and distribution module.
- Support certificate expiry
- Support for certificates to include learner name and specific details from a course

#### **E. Reporting Dashboard**

- Include customizable reports with advanced data visualization tools.
- Analytics includes how many times video was watched, who viewed it, length of time for each view and total length of time
- Analytics include tracking to web sites (i.e. how many times and how long they were on the site to read an article or watch video, etc.)
- Analytics include not only content within the platform, but also web site links, articles posted on the net, eBooks, etc.
- Analytics include heat maps with comparisons
- Can create KPIs (reporting on them)
- Built-in business intelligence tool/component
- Learner can view a report or set of reports (defined by administrator)
- Ability to schedule and email reports
- Ability to report on question level data from surveys and assessments/tests
- Wizards for reporting
- Ability to add filters to view reports on screen
- Export data to a 3rd party database





- Export data as .tab delaminated - .xls, html, csv, pdf
- System to support creation of reports using tools such as Microsoft Power BI

#### **F. Administrator Dashboard**

- Allow administrators to create, modify and cancel a course/content
- Assign users to groups, can assign X number to X number of courses, Y to a different number of courses or course
- Learning plan can be assigned by job role, region, department
- Allow administrators to set multiple levels of approval (e.g., no approval needed, supervisor approval, instructor approval, etc.)
- Assign and enforce access based on user profile
- Capture multiple user attributes (e.g. Organization, department, Manager, Job role, etc.)
- Control profile settings by field (e.g., allow learners to change email addresses but not change user name)
- Administrator can limit access to catalog items based on user profile (i.e. job role, skills, location, customer, partner, etc.)
- Provide multiple levels of administrative access and privileges
- Allow administrators to create and assign system roles
- Ability to drill-down on analytics for more information (Example: system shows total number of courses completed, administrator clicks on the graph and can drill down for addl info/data)
- Administrator can turn on "employee only" playlists of content or "crowdsourcing" for every client on the vendor platform (if system offers this functionality)
- Ability to assign content based upon skills needed/required for job role
- Administrator can define criteria for skill ratings
- Administrator can change skill ratings that learners set themselves
- Ability to move the "recommended", "trending" etc. to different areas, i.e. your system has "my topics of interest" - last, but we want it to be first, and want "recommended" to be last.
- Batch upload of content (already purchased/created by client, not within the platform itself)
- Batch upload of learners
- Full integration with Active Directory/Azure AD



## Non-functional requirements

In addition to the functional requirements, the solution and platform must also fulfill the following non-functional requirements:

- In its entirety, it is hosted within the geographical limits of UAE.
- The supplier must consider the cloud based model while covering the infrastructure related aspects as a part of the proposal.
- The supplier must provide a proof of concept in the proposal.
- All activities on server may be recorded by ADSG or its contractors and the supplier should agree to this recording.
- Overall, it is designed to provide a high level of security including compliance to local standards like NESA/ADSIC.
- Supplier must have strong information security and ISO certifications.
- It is tested against any known vulnerability by employing vulnerability assessment and penetration testing.
- It is tested for performance to support the target user base, as envisaged by ADSG.
- It supports workflow integrations as per the requirements of ADSG.
- It supports white labelling and additional customizations and development of additional new features and functionalities in line with ADSG's evolving needs.
- Support the ability to configure the interface design (i.e. functionality, branding) by organizational hierarchy, domains, roles, talent pools.
- Provide system functional training for ADSG staff and critical support staff.
- The platform needs to be risk assessed by an independent third party.



## Integration Requirements

the solution and platform must also fulfill the following integration requirements:

- The application must have a capability to provide integration with OAuth 2.0 for SSO. (including UAE PASS)
- The system should support SSO implementation with different domains (each entity has a different domain).
- The platform must provide exposable APIs/Web Services which will (can) be consumed across multiple digital front end (channels) – Website(s), Mobile App(s), Web Application(s) etc...
- Target application must support easily configurable Campaign Management to configure and personalize user experience as per the evolving requirement(s) and this scalability and configuration should provide flexible and scalable user experience configuration/ management as per individual front end channel requirements. This means each front end channel may have different set of attributes to drive the user personalization experience
- The platform should provide required data/content to the front-end digital channel in the JSON or a format which can be easily consumed by any front end digital channel
- The platform must provide the summary as well as detailed report of each user. This report/data should be exposed (provided) directly to front end/digital channel in order to maintain user reports and statistics of Assessment and learning Goals within the specific front end channels.
- The platform must have a capability to map and configure desired learning goals, skill gaps to suggest and recommend learning assets (materials, certifications etc...)
- The platform must have evolving library of digital assets (learning material) and should be able to expose them to be consumed by any front end channel to avoid need to redirect user from one application to another and



user can accomplish the entire journey from the specific front end digital channel.

- The platform must have capability to store the user related data with audit trailing and have capability (mechanism) to provide this data to front end channel using web service/ API services
- The platform must support different types of digital assets. i.e. Videos, Images, Contents
- The platform must track the user information with the current status of their activity.
- Allow the integration with different public and business learning content providers including Coursera .
- The system should support multiple programs (entities) under ADSG.
- Allow the integration with the different platforms used in ADSG.
- The platform shall be able to consume contents from third party and the selected partner shall work collaboratively with the content providers and ADSG throughout the engagement.

## 2. Terms Commercial Obligations

### Commercial Breakdown

Financials must be presented in a proper detail and must include the costs & breakdown including all taxes and expenses.

In addition to providing costs per tool, instrument, activity and phase, the Bidder must provide ADSG with a lump-sum/total cost for the Abu Dhabi School of Government Learning Experience Platform project with delivery time.



Table of Content:

#	Achievements – Learning Experience Platform (LXP) Web Portal	Charges
1	Team Assignment and Project Initiation	
2	Discovery workshop planning, preparing the features list with delivery prioritisation with stakeholders & BRD Document Completion, Project plan approval	
3	Product Digital Blueprint & Solution Architecture Completion	
4	Detailed UI/UX Design Completion with sign off on overall user journey of the entire web portal	
5	System Implementation, configuration, and customization as per the requirements	
6	Solution UAT	
7	Training and knowledge transfer	
8	Support, maintenance, and Enhancements (to be specified in details if needed)	
9	Licenses (to be specified in details if needed)	
10	Others (to be specified in details if needed)	

#	Achievements - Learning Experience Platform (LXP) Mobile App	Charges
1	Kick-off and Team Mobilization Completion	
2	Discover workshop planning, Preparing the Feature list with delivery prioritisation with stakeholders & BRD Document Completion, Project plan approval	
3	Detailed UI/UX Design Completion with sign off on overall user journey of the entire Mobile App	
4	Consuming and loading content from LMS and integration with the registration system.	



5	System Implementation, configuration, and customization as per the requirements	
6	Solution UAT	
7	Support, maintenance, and Enhancements (to be specified in details if needed)	
8	Others (to be specified in details if needed)	

### Payment Schedule

1. The payment schedule is based on the description of the scope of Services. Amounts to be quoted in United Arab Emirates Dirham (AED). The total amount shown in the Bill of Quantity Phase One (Master Planning, Coordination & Tendering) shall be paid against submitted deliverables/milestones that are validated by the Client. This would be against a firm fixed price contract.
2. All payments due to the Service Provider in connection with the services under this Agreement shall be made in transferable in AED and shall be paid within 30 days of submitting the approved invoice.
3. The proposed lump sum/ unit rate shall cover the monthly fees and all the overhead and expenses of the Service Provider including and not limited to:



visas, air tickets, housing allowance, medical services, leave allowance, transportation allowance etc. if applicable.

4. The financial proposal must be divided into the phases mentioned above where each phase is clearly quoted separately as part of the full amount.

## Selection Process

### Selection Criteria

Review and evaluation of the responses to this RFP and other information submitted will be the sole basis for the selection of the Bidder judged best qualified to act as the service provider for the Abu Dhabi School of Government Learning Experience Platform Project.

Technical Evaluation = 70%, Commercial Evaluation = 30%

The Proposals will be assessed against the following criteria:

Proposal	Weight	Bidder 1	Bidder 2	Bidder 3
Technical Evaluation Pass	Yes/No			
Technical Proposal	70%			
Financial Proposal	30%			
Total Combined Score	100%			



Technical Proposal Requirements		Section Weighting %	Breakdown weighting
1- Expertise of Firm / Institution submitting Proposal		20	
1.1	Expertise of Firm / Institution submitting Proposal		20%
1.2	Overall Quality & Level of Professionalism		20%
1.3	Does it meet all the RFP requirements		20%
1.4	Does the proposal provide Proof-of-concept/Sample		20%
1.5	Do the supplier has certifications that are relevant to your proposal		20%
Subtotal 1			100%
2- Proposed Work Plan and Approach			30
2.1	Is your Proposal covering the entire Scope of the RFP?	20%	
2.2	Is your proposed Approach and Methodology inline with RFP?	20%	
2.3	Highlight the Leading practices covered in your proposal.	15%	
2.4	Do you comply with the Health/Safety/Environment standards?	15%	
2.5	Do you offer any Quality Assurance mechanism in your proposal?	15%	
2.6	Do you ensure resources and capabilities to deliver this proposal?	15%	
Subtotal 2		100%	
3-Timeline & References		30	
3.1	Do the proposed timelines meet RFP requirements?		15%
3.2	Contingencies have been taken in to consideration?		15%
3.3	Have you provided relevant Credentials / Case studies?		10%
3.4	Is your Experience adequately represented?		10%
3.5	Do you have any Value Added Offerings?		10%





3.6	Are the proposed Value Added Offerings available without any additional costs?		10%
3.7	Does your proposal contribute to develop local economy and SME?		20%
3.8	Does your proposal include warranty?		10%
Subtotal 3			100%
4- Resources & Personnel		20	
4.1	Sufficient number of team members proposed?		25%
4.2	Qualification & Experience of the proposed team members is adequate?		50%
4.3	Do you have Tangible & Intangible resources dedicated to this project?		25%
Subtotal 4			100%
Total		100	
Is overall quality threshold reached?			
Technical weighted		70	

Commerical Criteria	
35%	Total Price AED
35%	Cost structure & Breakdown
30%	Commercial Terms & ICV Certificate (Local Content program is sponsored by the Department of Economic Development of Abu Dhabi)
100	Overall Commerical Score
30	Overall Commerical Score



### Tender Details & Award Strategy:

Project Duration: to be renewed on an annual basis (1 Year + 4 Years Optional)

### Instructions to Bidders

#### Timetable

All Proposals must be submitted in **SAP Ariba System no later than 12<sup>th</sup> of Sep 2021 at 12:00 pm.** It is the Bidder's sole responsibility to ensure that proposals are received by the specified time.

A list of major milestones is given hereafter:

Milestones	Due Date
ADSG - RFP Release Date	26 <sup>th</sup> Aug 2021
Bidder - Clarifications Submission Deadline	2 <sup>nd</sup> Sep 2021
ADSG - Clarifications Answers	5 <sup>th</sup> Sep 2021
Bidder - Technical and Proposal Submission Deadline	12 <sup>th</sup> Sep 2021
ADSG – Technical Evaluation	26 <sup>th</sup> Sep 2021
ADSG – Contract Awarding Date	TBA

#### Request for Information and Contacts

Any questions from the Bidders concerning this RFP **should be submitted to the message board at SAP Ariba System.**



Any contact by a Bidder with any ADSG staff member other than Manal Al Ameri & Waseem Mahmoud subsequent to RFP release and prior to proposal ranking and selection by the Evaluation Committee regarding the RFP shall be grounds for disqualification.

### **Responses to Inquiries**

ADSG will issue responses to inquiries and any other corrections or amendments it deems necessary in written addenda issued before the proposal due date. Bidders should not rely on any statements or explanations other than those made in this RFP or in any addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.

### **Prime Vendor/Secondary Vendors**

If the Bidder (prime vendor) considers that it does not have all the expertise and/or resources for the assignment, it may associate with individual consultant(s) and/or vendors (secondary vendor/subcontractors) in a consortium, joint venture or sub-consultancy, as appropriate. Prime vendors may associate with secondary vendors invited for this assignment only with ADSG's approval. Bidders can associate with only one consortium, joint venture, or sub-consultancy; multiple associations will lead directly to disqualification.



## Guidelines

To facilitate review and evaluation, it is essential to provide the requested information in the sequence outlined below.

### ***Project Definition***

All Bidders must provide a statement of understanding of the overall scope of the project and an overall description of the Bidder's role and responsibilities.

### **Company Profile**

Introduce the Bidder's organization (e.g., parent, age, size, number of customers, offices, number of employees). Please include ownership structure. Provide an overview of the Bidder's organizational structure highlighting its footprint in the Middle East.

Provide a list of customer references specific to conducting an establishment of an Abu Dhabi School of Government Learning Experience Platform Project for Government entities indicating the name, organization, and contact details, scope of work (objectives, approach, methodology, and results), contract volume, and staffing levels.

In addition, please outline how independence of vendors and products can be ensured with respect to conducting an Abu Dhabi School of Government Learning Experience Platform Project

Furthermore, indicate how quality assurance will be performed during the course of the project and provide appropriate certificates.



### **Information about Individuals and Access to Firm Resources**

Provide the name, title, office location, phone number, and fax number of the individual who will serve as the primary contact for ADSG. Provide the relevant credentials and qualifications for the primary person.

Describe the project team and provide detailed resumes, indicating participation in the customer references defined above. Discuss availability of all such personnel. Resumes should be no longer than two pages for the primary individual and one page for others.)

Note that all services must be provided within the ADSG premises.

### **Project Approach and Planning**

The Bidder is asked to provide a detailed description of the approach and methodology that will be followed, and also describe the deliverables that will be produced in the course of the project.

Furthermore, please provide a detailed project plan, including the phases indicated above and appropriate milestones and planned staffing levels per project phase (e.g., as percentage of available capacity).

### **Agreement**

The successful Bidder shall enter into the Agreement with ADSG.



Bidders are strongly encouraged to accept the terms and conditions of the Agreement. Bidders' responses in respect of the Agreement shall be a major criteria in ADSG's overall evaluation of Proposals.

In the event that the Bidder is unable to accept the terms and conditions of the Agreement in their entirety, the Bidder shall provide ADSG with a marked-up amended version of the Agreement together with an explanation as to why each amendment is requested. The marked-up amended version shall show detailed word changes rather than comments on the wording.

Unless they are reflected in a manually marked up draft agreement, any assumptions, qualifications or exceptions appearing elsewhere in a Bidder's Proposal may be disregarded by ADSG. The Bidder, if selected for further discussions with ADSG, shall not be entitled to the benefit of such assumptions, qualifications or exceptions, if any.

Substantial or substantive amendments to the Agreement may lead to the Proposal being deemed to be substantially non-responsive, not evaluated and rejected by ADSG.

For the avoidance of doubt, submission of the Agreement by ADSG does not constitute an offer of contract.



### **Financial Arrangement**

The Bidder must detail the financial arrangement for the scope of work, including a breakdown and items details. All additional costs (e.g., expenses) must be indicated separately.

### **RFP Duration**

The Bidder must clearly note that the proposal is valid for a 120-day period from the day of submission.

### **Other Information**

The Bidder must provide any additional information that the firm believes would assist AD SG in evaluating the proposal. Summarize the reasons that the Bidder is best suited to serve as the provider for the provision of the requested deliverables of the Abu Dhabi School of Government Learning Experience Platform Project.

Discuss the Bidder's unique attributes and the individuals assigned to the project. Be specific and relate this discussion to how AD SG will benefit from the involvement of the Bidder.

Please refrain from adding supplementary company information to the proposal document because the information will be excluded from the evaluation process.

All proposals must be prepared and submitted in accordance with the instructions provided in this RFP. Each proposal received will be reviewed to determine if the proposal is responsive to the submission requirements outlined in the RFP. A responsive proposal is one that follows the requirements of the RFP, includes all



documentation, is submitted in the format outlined in the RFP, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may deem the Bidder's proposal non-responsive.

### **Proposal Delivery**

The **financial proposal** in one soft copy shall be submitted thru SAP Ariba System.

The **technical proposal** shall not contain any parts of the financial proposal. One soft copy of the technical proposal is required to be submitted thru SAP Ariba System. The technical proposal should contain a statement that the Bidder accepts all of the terms and conditions of the Agreement or otherwise contain a mark-up of the Agreement with any proposed amendments.

No additional copies are to be submitted unless specifically requested by the ADSG representative.

### **Proposal Presentation**

If necessary, ADSG might request Bidders for a formal presentation of their proposal to the Evaluation Committee. In such case, ADSG will plan to inform the Bidder at most 1 week after the proposal due date.

### **Condition Statement and Officers Signature**

The proposal must be signed by an officer of the company who is legally authorized to enter into a contractual relationship in the name of the Bidder with ADSG. The following statement shall be repeated in the Bidder's proposal and





signed by such officer:

*“[Bidder] agrees to abide by all conditions of this RFP and certify that all information provided in this Proposal is true and correct, that the undersigned is authorized to sign this Proposal on behalf of [Bidder], that [Bidder] is in compliance with all requirements of this RFP, and that {Bidder} will immediately notify ADSG if any conflict of interest or litigation event or any other event which would materially affect the Bidder’s ability to perform the Services occurs following selection of [Bidder] as the Service Provider for the Project.”*

## **Essential Terms and Conditions**

### **ADSG Rights**

ADSG may, at its sole and absolute discretion, reject any and all or parts of any or all Proposals; re-advertise this RFP; postpone or cancel at any time this RFP process; or waive any irregularities in the RFP or in the Proposals received as a result of this RFP.

### **Proposal Expenses**

All expenses involved with preparing and submitting Proposals to ADSG, or any work performed in connection therewith, shall be borne by the Bidder. No payment will be made for any Proposals received, for any other effort required of or made, or for any expense incurred by the Bidder before commencement of



Services, which shall commence upon execution of the Agreement by both the successful Bidder and ADSG.

### **Formal Agreement**

This RFP and the Proposal of the successful Bidder will constitute the basis of the negotiations for the Agreement. Notwithstanding, ADSG's right to request modifications and or further negotiations concerning any aspect of the Proposal, the Proposal as submitted (or as may be subsequently amended by agreement of Bidder and ADSG) shall constitute an offer capable of acceptance by ADSG by communication of a Notice of Award, at which point Bidder shall be obliged to deliver executed copies of the Agreement.

### **Governing Laws**

By submitting a Proposal, the Bidder agrees that the Agreement shall be governed by the laws of the United Arab Emirates.

### **Sufficiency of Proposal**

The Bidder is responsible for carefully examining all RFP documents including any and all updates or revisions thereto made or announced by ADSG prior to the deadline for submission of Proposals to ensure that the information provided is adequate and clearly understood and that all RFP documents have been received.

The Bidder shall make its own interpretation of any and all information provided in this RFP and shall obtain and verify all necessary data and information including



informing itself with respect to all conditions which might in any way affect the cost or the performance of the Services. No relief or consideration will be given for errors and/or omissions contained in this RFP and neither ADSG nor any other member of the ADSG Group (as defined in the Agreement) nor any of their respective advisors or consultants is responsible for the accuracy or completeness of such information and/or its interpretation by Bidders. In no event whatsoever will any of ADSG, a Government Entity or any of their respective employees, advisors or consultants be liable to Bidders for any information contained in or omitted from this RFP.

Without prejudice to the above, in the event of an inconsistency discovered by a Bidder (who shall be obliged to notify its discovery immediately to ADSG) or by ADSG in the RFP, ADSG shall be entitled, in its absolute discretion, to resolve such inconsistency and to issue details of such resolution to all Bidders by way of notice. Any failure or delay by ADSG to issue such a notice shall not entitle any Bidder to any relief or consideration or create any liability between ADSG and any Bidder.

The failure or neglect of the Bidder to carry out these verifications and investigations shall not absolve the Bidder from any of its obligations under the requirements of this RFP or the Agreement subsequently executed with the successful Bidder.

No relief or consideration will be given for errors and omissions contained in this RFP. No action of ADSG shall amount to an approval of the contents of the relevant



Proposal or acceptance of its suitability for the Project. The Agreement, once executed, shall constitute the entire agreement between ADSG and the Service Provider in relation to the provision of the Services.

If a Proposal is not substantially responsive or is deficient, it may be rejected by ADSG and may not subsequently be made responsive by correction or withdrawal of the nonconforming material, deviation or reservation.

#### **Security Information:**

Each Service Provider has to develop, implement, and maintain effective information security policies and procedures that include administrative, technical and physical safeguards designed to (i) ensure the security and confidentiality of confidential information provided to the other parties hereunder, (ii) protect against anticipated threats or hazards to the security or integrity of such confidential information, (iii) protect against unauthorized access or use of such confidential information, and (iv) ensure the proper disposal of confidential information. All personnel handling such confidential information have been appropriately trained in the implementation of that party's information security policies and procedures. Each party regularly audits and reviews its information security policies and procedures to ensure their continued effectiveness and determine whether adjustments are necessary in light of then-current circumstances including, without limitation, changes in technology, customer information systems or threats or hazards to confidential information. In the event



of unauthorized access to confidential information or non-public personal information of individual consumers, each party shall cooperate with the other party, provide any notices and information regarding such unauthorized access to appropriate law enforcement agencies and government regulatory authorities, and affected customers which the other party in its sole discretion deems necessary. For more details & information **please check the Annex for LEARNING EXPERIENCE PLATFORM AND MOBILE APP information security and business continuity requirements.**