

Request for Technical & Financial Proposal

ITO Mapping and Readiness Assessment

Assessing Jordanian IT firms' readiness to be
outsourced by international IT firms.

October 10, 2022

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1. Summary

The ICT Association of Jordan - int@j (www.intaj.net) is seeking proposals for a comprehensive study of 50 local IT companies to identify a set of current competitive advantages of the Jordanian tech industry. This would include understanding the industry's maturity levels and capabilities (technologies, human resources, target markets, etc.) in order to define key competitive advantages of the Jordanian tech sector through a clear methodology proposed by the participating vendors.

Participating vendors must submit their proposals by:

16:00 (Amman Time) on Thursday, October 27th, 2022

2. int@j & Project Background

The Information and Communications Technology Association of Jordan (int@j), founded in 2000, is a membership-based ICT and IT Enabled Services (ITES) industry advocacy, support, and networking association.

int@j serves as the collective voice of the industry, advocating on behalf of its stakeholders and seeks to maximize the contribution of the ICT sector towards the national economy. int@j aim to provide the ICT sector in Jordan with the tools required to ensure continued growth and expansion.

Providing the highest value to ICT Sector, int@j works in the following areas:

- Business Enabling Environment
- Digital Economy & ICT Demand
- Human Capital
- Export Development
- Access to Finance
- Access to Market
- Entrepreneurship & Start-ups

Increasing Jordanian ICT MSME's products and services penetration to the regional and the international markets has been the focus for int@j. Jordan's ICT sector has over 1000 active companies serving predominantly the regional market and new markets need to be accessed.

One of the highest priorities of int@j and its 260+ members is to enhance access to new markets by connecting local IT companies with foreign IT companies.

3. Objectives of the Assignment

The assignment aims to achieve the following main outputs:

Output 1: Mapping the IT Outsourcing (ITO)/Business Process Outsourcing (BPO) landscape in Jordan

- Adapt the existing ITO/BPO readiness assessment tool to a rough benchmarking tool (less detailed)
- Assess 50 companies on their potential for ITO/BPO, including the job profiles required to improve their position in the ITO/BPO sector

Output 2: Detailed assessment of selected companies and capacity development plan

- Based on Output 1, select 10 companies that show the greatest employment potential/scalability
- Utilise int@j's ITO/BPO tool to assess their readiness and capacity development needs to attract outsourcing contracts from the Gulf and/or Europe
- Develop detailed capacity development plan to enhance the ITO/BPO position of the 10 selected companies.

Output 3: Creating a narrative for Jordan as ITO/BPO hub

- Based on outputs 1 and 2 create a data-driven, evidence-based narrative to promote Jordan as ITO/BPO hub
- Highlight the competitive advantage in relation to peer countries (like Lebanon, Egypt etc.)
- Create a marketing strategy for regional and global outreach

4. Data to be gathered

To help in accessing new markets, [int@j](#) will define the Jordanian IT sector's competitive advantage and value proposition by creating and maintaining a comprehensive information database about the Jordanian IT companies.

This database will include, but is not limited to, following information about the companies will be studied.

Expertise and Qualifications

The technology used (like the Client-Side and the Server-Side tech stack for Web Development) and skill set of the companies will be studied. In addition, there will be a focus on the technical expertise that has the greatest positive impact on user experience and the overall quality of software development, along with the projects they successfully delivered.

In addition, data on the number of specialists and generalists (experts in tech fields) will be gathered.

Industry Experience

Data will be gathered on the type of industry experience they have, what specific business vertical they worked on, and what subject-matter expertise they developed.

This will include and not be limited to:

- Company background
- Past and current clients
- Projects and case studies on their website
- CVs of their specialists with certifications and acknowledgments attached
- Publication of articles and interviews related to the technology or industry
- Awards and recognition related to the technology or industry
- Attendance at thematic events

Team

- Size (may be categorized as Small - Medium - Large.)
- Cost (may be Low - High.)
- The flexibility to configuring teams, implementing new processes, adjusting to changing project requirements. Etc. (may be Flexible - Rigid.)
- Communication (may be Simple - Bureaucracy.)
- Time and effort to access extra pool of talents
- How mature their Management processes and project management (may be Varying - Consistent.)
- Financial risks: = vulnerability to external shocks - stable.

Pricing and Engagement Models

Average hourly rates (by seniority and job specialization) compared to the average in deferent regions worldwide.

Engagement models: fixed price, time & material, dedicated development team etc.

In their estimate do they include information about the approach, potential technology choice, phases, deliverables, milestones, risk management facts, assumptions, and constraints?

References and Recommendations

Provide contacts of product owners, project managers, or C-suite executives representing their current and past clients. Gather feedback to reveal insights about their service quality, work processes, and communication style.

Visit popular review platforms such as Clutch, and others to get real customer feedback. We highly recommend exploring their profiles comprehensively.

Communication

As English is the de facto language of communication in the tech world, it goes without saying that a software development company should have a **Conversational English proficiency** level. How clearly and immediately the team understand all client's requirements, claims, and suggestions.

Another key aspect is communication frequency and transparency, which is extremely important from the beginning and throughout the outsourcing relationship. Like video conference calls, emails, instant messages, and status reports frequencies.

5. Submission and Opening of Bids

- a. Separate technical and financial proposals in electronic format shall be submitted to the attention of
 - **Ms. Amal Al-Masri** via email **amal.almasri@intaj.net** no later than **16:00 (Amman Time) on Thursday, October 27th, 2022.**
- b. Proposals shall be valid for a period of 60 days, starting from the submission date.
- c. Proposals may be withdrawn or modified and resubmitted in writing any time before the submission date.
- d. All documents related to this RFP shall be in English and all prices shall be expressed in Jordanian Dinar.
- e. Email subject shall be: **Proposal for ITO Mapping and Readiness Assessment.**
- f. Proposals in electronic format shall be submitted in PDF format.
- g. Deadline for receiving any inquiries/questions regarding the RFP will be:
 - **16:00 (Amman Time) on Sunday, October 16th, 2022.**
 - int@j will reply to all no later than **16:00 (Amman Time) on Thursday, October 20th, 2022. Please indicate your interest to bid in order to send you a copy of the Q&As.**
- h. All bidders will be notified of the results for the evaluation no later than **Thursday November, 3rd, 2022.**

6. Schedule Of Events

Date	Event
October 10, 2022	RFP Released
October 16, 2022 16:00 (Amman Time)	Deadline for receiving any inquiries/questions regarding the RFP
October 20, 2022	int@j will reply to all inquiries/questions
October 27, 2022 16:00 (Amman Time)	Proposal submission deadline
November 03, 2022	Announcing winner deadline
November 13, 2022	Signing with the winner deadline

7. Bidder Response Format

Bidders' written response to the RFP must include:

Part I: Technical Proposal

The proposal should include the information requested below:

- Letter of Interest
- Table of Contents
- Executive Summary Summarizing the Proposal
- Organization Background, Experience and Qualifications
- Letters of Recommendation and References to similar projects performed in scope and magnitude
- Current client list, highlighting potential conflict of interest
- Corporate technical capabilities and past implementation experience related to this scope of work
- Project Manager & implementation team CV, and past experience in similar projects.
- Detailed Solutions.
- Work Plan, Timeline of Deliveries and Performance
- Company's legal registration documents
- Authorized signature certificate
- Company and partners financial position for the last three years (financial statement).

B. Technical Approach: The technical proposal shall include the approach to achieving the activities and deliverables defined in this RFP and how the company can add value to this project. Vendor should clearly list all the documentation that will be provided upon project closure.

Part II: Financial Proposal

The financial proposal shall include a detailed and itemized cost structure broken down by activity and key components. The financial proposal should be expressed submitted in Jordanian Dinars and separate from the technical proposal.

All activities and items described in the Technical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

Taxes: The services offered may be subject to local taxes such as value added and sales tax. Any such amounts shall be included in the Financial Proposals and shall be provided in a separate line item.

8. Evaluation Criteria

The evaluation will be based on scoring system by an evaluation team. The company with the highest rating will be awarded the tender. All responses to the RFP will be evaluated technically and financially and the winning proposal will be selected on the basis of “best value” in terms of technical superiority as well as cost-effectiveness.

Proposals will be reviewed by a technical and financial committee at int@j and evaluated in accordance to the following criteria:

- Technical proposals shall be evaluated first and will be provided with a score
- Only those bidders that qualify in the technical proposal will have their financial offers reviewed. The financial proposal will be evaluated only for companies who qualify based on a minimum acceptable score that will be defined by the technical committee
- Please note that the scoring is for evaluation purposes only and the highest score does not automatically determine vendor selection
- Financial proposals shall be then opened and assessed with a score
- int@j reserves the right not to select any proposal and re tender or cancel the tender.

Shortlisted companies (The Highest evaluation marks) will be requested to present their understanding and approach of the requirements including similar previous reference work.

A contract will be awarded based on the following criteria:

Criteria	Weight
Thoroughness and understanding of the tasks to be completed	30
Background and team experience in projects similar to the proposal	20
Implementation Time & Readiness	20
Total Technical	70
Total cost	30
Total Financial	30
Criteria for contract award: Highest Combined Technical and Financial Scores	

9. Terms and Conditions

The following legal terms and conditions are not negotiable, and Bidders shall adhere to:-

1. This is a request for proposal only, and in no way obligates int@j to award any contract
2. In case of submitting more than one technical proposal, the whole proposal will be eliminated
3. int@j is not bound to accept the lowest bid and will reserve the right to reject any bids without the obligation to give any explanation
4. int@j takes no responsibility for the costs of preparing any bids and will not reimburse any bidder for the cost of preparing its bid whether successful or not
5. int@j reserves the right to accept, annul or cancel the bidding process and reject all proposals at any time without any liability to the bidders or any other party and to withdraw this tender without providing reasons for such action and with no legal or financial implications to int@j
6. The bidder will be expected to provide a single point of contact to which all issues can be addressed
7. The proposal shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract
8. Conflict of Interest:
 1. The winning bidder warrants that to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the Contract by itself or by its employees and that

- based upon reasonable inquiry it has no reason to believe that any sub-contractor has such a conflict
2. If during the course of the Contract a conflict or risk of conflict of interest arises, the winning bidder undertakes to notify in writing int@j immediately that conflict or risk of conflict becomes known
 3. The winning bidder shall not, and shall use their best endeavors to ensure that any employee, agent or sub-contractor shall not, during the course of the Contract, engage in any activity or obtain any interest likely to conflict with, or restrict the fair and independent performance of obligations under the Contract and shall immediately disclose to int@j such activity or interest
 4. If the winning bidder fails to notify int@j or is unable or unwilling to resolve or deal with the conflict as required, int@j may terminate this Contract in accordance with the provisions of termination to be set forth in the Contract
9. Document Property
1. All plans, drawings, specifications, designs, reports, curricula and other documents and software submitted by the winning bidder in accordance shall become and remain the property of int@j, and the winning bidder shall, not later than upon termination or expiration of the contract, deliver all such documents and software to int@j, together with a detailed inventory thereof. Restrictions about the future use of these documents, if any, shall be specified in the Special Conditions of the Contract.
10. Except as int@j may otherwise agree, no changes shall be made in the key personnel. If, for any reason beyond the reasonable control of the winning bidder, it becomes necessary to replace any of the key personnel, the winning bidder shall provide as a replacement a person of equivalent or better qualifications.