

CLARIFICATIONS

Request for Proposal

Integrated Risk Management System (IRMS) for Jordan Customs Department

Publication reference: C2-GO-108

NO	Questions	Answers
1.	It seems that this RFP is open for “Eligible Proposers” only. Where can I find these eligibility requirements?	Please check RFP document “Section I - Instructions to Proposers, point 4: Eligible Proposers”
2.	Kindly inform us if obtaining the paper version of the RFP document is mandatory?	No.
3.	Whether the total turnover of the JV is counted per qualification criteria “Minimum average annual turnover of 6 Million Dollars, calculated as total certified payments received for contracts in progress or completed, within the last 3 years.”	As per “ <i>Form FIN 1.3.2- Average Annual Turnover</i> ” in the RFP, in case of JV the form to be completed by each member.
4.	request an extension of the current submission deadline from July 17th, 2024, to July 31st, 2024	The deadline is extended by addendum#2 for 15 August 2024 at 13:00 Local Time.
5.	we seek clarification regarding the possibility of proposing a solution that is cloud-hosted within a regional public data center	Not possible
6.	we have one query related to technical evaluation (company background): The company background including (Number of similar projects in the past	This criterion required for the firm, and in case of Sub-contracting it should be for the lead/prime firm, and in case of JV will be for JV members. (For contracts under which the Proposer participated as a joint

	3 years = 15%) covered by Sub-Contract, or the Prime bidder must have that number of similar projects in the past 3 years?	venture member or sub-contractor, only the Proposer’s share, by value, and role and responsibilities shall be considered to meet this requirement.)
7.	kindly we need to request to postpone the submission date from 17/7/2024 to 31/7/2024 , due to Eid Adaha vacation , so all the vendors and other teams will be in vacation .	The deadline is extended by addendum#2 for 15 August 2024 at 13:00 Local Time.
8.	<p>Reference: Section III – Evaluation and Qualification Criteria/1.4 EXPERIENCE/1.4.2 Specific Experience</p> <p>Criterion: Participation as a prime supplier, management contractor, JV member, sub-contractor, in at least 2 contracts within the last 3 years, each with a value of at least 1 million dollars, that have been successfully and substantially completed and that are similar to the proposed Information System.</p> <p>The Risk management system, should include features to serve PCA, integrate with Asycuda, and data warehouse, integrate with the licensing hub and include a case management system, a risk engine, risk classification, risk management system and automatic declaration.</p> <p>The successfully completed similar contracts shall be documented by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).</p> <p>a. In numerous Customs contracts, the Risk Management System (RMS) is a crucial component of a broader Customs ecosystem encompassing various subsystems, including Import, Export, and Transit. The Customs ecosystem often includes an RMS system as part of their comprehensive scope. In most of the cases Customs</p>	<p>The words “at least 2 contracts within the last 3 years” is <u>modified to be at least two similar projects in nature and size within the past 10 years as clarified in the attached addendum no. II</u></p> <p>Answer (a): Yes indeed the Customs Contract can include the different subsystem.</p> <p>Answer for (b), (c): No The Technical proposition MUST include the integration with the current Asycuda system. Moreover the Proposed solution must be easy to integrate with Other systems. The References need Similar Experience but not necessarily with a specific Customs Software.</p> <p>Answer (d) Integration experience with Asycuda Is not mandatory. But former experience in integrating RMS with Customs modules is very important. Giving information about the process of integration and reading and communicating information is also very important.</p>

administrations assign contracts comprising more than one Customs subsystems. Please confirm that contracts exceeding \$1 million in value, which include an RMS and other Customs subsystems qualify under criterion 1.4.2.

- b. Please confirm that according to the RFP specifications, the RMS for the two contracts referenced in criterion 1.4.2 should have already been integrated with ASYCUDA in a PRODUCTION environment, i.e. whether it should be already in operation.
- c. This criterion is unduly restrictive, limiting or annulling competition and fairness in the procurement process. The objective of the RFP is to procure a Risk Management System for JCD. All such systems are customarily integrated with third systems or are delivered with other Customs subsystems (see question a), and are integrated with them. Requesting specifically integration with ASYCUDA, data warehouse, and licensing hub
- d. as part of the qualification criteria is very restrictive and even not necessary. Integration capabilities are standard features of RMS systems and should not be used as exclusion factors in a public bidding procedure; especially, when such procedures are funded by the World Bank, following its bidding rules. We respectfully request that MoPIC/JCD either remove the integration requirement from the qualification criteria or clarify that the references must concern RMS systems having the ability to integrate with other Customs subsystems. Indeed, proposers who can present references with their RMS system in productive operation and integrated with Import, Export, Transit, or with other “equivalent” systems in a broader ecosystem, like ASYCUDA, etc. should be considered acceptable. This adjustment will guarantee a fair and competitive process, in line with the rules of the WB, while ensuring the necessary integration capabilities.

9.	<p>which forms need to be included in the “Technical Part “Envelope and which ones should be placed in the “Financial Part” Envelope.</p>	<p>Refer to ITP Section C preparation of the proposal</p>
10.	<p>Reference to ITP16.3 The technical infrastructure would be procured separately and dependent upon characteristics of the selected baseline product. A Preliminary assessment hardware and system software needed for the Proposers’ proposed solution, including a data warehouse and BI capability over and above that JCD currently possesses. ITP 17.2: The Proposer “must” propose Recurrent Cost Items. Please confirm if the proposal must include Bill of Material along with prices of Hardware, Software for implementation & Recurring cost?</p>	<p>The proposal must contain Recurrent Cost of the software after the completion of warrantee period and for five years (financial offer). The technical Infrastructure is not included in pricing, only functions and capabilities and specifications are required in ITP 16.3</p>
11.	<p>In RFP doc, it is mentioned in ITP 50.1 that the Client is "Ministry of Planning and International Cooperation". Under 8.1, it is mentioned that "Services, facilities, and property to be provided to the Firm by the Client: § Provision of interim technical infrastructure platform for discovery phase and for iterative development of an initial configuration of a functioning IRM model § Provision (with procurement where necessary) of technical infrastructure (server(s), system software, Storage Area Network, data center facilities (fabric, security, access control, etc.), end-user hardware and system software, etc., and data communications goods and services, using advice to be provided to the Client for the specification of these and taking into account assets already available in JCD". We understand that the "Firm" refers to the proposer. So does this mean that Ministry of Planning and International Cooperation will procure and provide the infrastructure for hosting the Integrated Risk Management solution?</p>	<p>the Client is "Ministry of Planning and International Cooperation", But the beneficiary is the Jordan Customs Department (JCD). Ministry of Planning and International Cooperation will procure and provide the infrastructure for hosting the Integrated Risk Management solution?</p>

12.	<p>It is mentioned in Section II ITP 2.1 that the Financing Agreement amount is US\$ 15,800,000. Is all of this amount to be spent on this contract of "Integrated Risk Management System (IRMS) for Jordan Customs Department"? If not, then may we know the approximate amount allocated to this contract of "Integrated Risk Management System (IRMS) for Jordan Customs Department"?</p>	<p>the Financing Agreement amount is US\$ 15,800,000, it is not the amount that will be spent on IRMS, and the allocated amount for the system is not available.</p> <p>The maximum allocated amount is proportional to the proposal security.</p>
13.	<p>Would JCD IT want to do backup of the system by themselves? Or JCD IT would like to outsource this part to the proposer? Current Backup policy, retention period and also what is expected data in GB/TB size? environment wise ?</p>	<p>The Back up will be done by JCD team, given that the awarded company provides the proper tools and training</p>
14.	<p>Would JCD IT want to setup a new Network Operation Centre (NOC) / Helpdesk for this project?</p>	<p>Not in the current Scope</p>
15.	<p>ITP 16.3 : In reference to "A Preliminary assessment hardware and system software needed for the Proposers' proposed solution, including a data warehouse and BI capability over and above that JCD currently possesses".</p> <p>Since the bidder is required to conduct preliminary assessment and propose, can we propose the HW/SW price as optional component of the commercial price because some HW/SW JCD may already have sufficient capacity?</p>	<p>The Price proposal is for Software only.</p> <p>For Hardware, the required is a proposed technical specification for the HW required to run the solution</p>

16.	<p>IIP 16.3, Page 47</p> <p>The technical infrastructure would be procured separately and dependent upon characteristics of the selected baseline product : 1)Would JCD be using their existing hardware stack or they will procure new hardware and considered to be not in scope of this proposal? 2) Is the hardware software assessment a separate initiative and not part of this proposal? 3) Does this mean that the complete hardware BOM needs to be provided as part of this proposal?</p>	<p>the proposer is requested to submit the minimum required hardware for best performance.</p> <p>Companies will be evaluated based on their proposed hardware solutions.</p> <p>Hardware procurement is not part of this RFP.</p>
17.	<p>IIP 17.2 The Proposer “must” propose Recurrent Cost Items. IIP 17.2 The Proposer “must” propose for contracts for Recurrent Cost Items not included in the main Contract. Would you please describe What is the meaning of the above?</p>	<p>Refer to IIP 17.2</p>
18.	<p>Page 60: Recurrent Costs Since the operation and maintenance of the system being procured form a major part of the implementation, the resulting recurrent costs will be evaluated according to the principles given hereafter, including the cost of recurrent cost items for the initial period of operation stated below, based on prices furnished by each Proposer in Price Schedule Nos. 3.3 and 3.5. Recurrent cost items for post- warranty service period if subject to evaluation shall be included in the main contract or a separate contract signed together with the main contract. Such costs shall be added to the Proposal price for evaluation: Does this include the hardware and 3rd party software cost to included in the proposal?</p>	<p>Refer answer to question 10</p>
19.	<p>Page 144: Collaborating with JCD ICT and other stakeholders to define a recommended technical infrastructure needed to supplement existing assets for IRMS, including all environments: development, testing, training, production operation and production backup.</p>	<p>Technical proposal shall include these details.</p> <p>The SOP will be defined in collaboration with JCD</p>

	Will JCD be providing the SOPs on Technology Infrastructure ?	
20.	Is current database implemented on Oracle RAC?	YES
21.	Please share the Back-up, archiving and DR requirements including RPO and RTO for ASYCUDA & NSW application ?	See ITP 16.3
22.	Please provide if solution required to integrate with Active Directory/LDAP users? Also advise if there is an SSO or Multi Factor Authentication available in current JC Eco system that solution is required to implement?	Yes, it is required. Customs will decide later on for usage.
23.	what is the virtualization being used in JCD DC?	VMWare
24.	Section VII 4.6 : Do you need an Accredited Economic Operator (AEO) module to handle the workflows of Gold List accreditation ? Our AEO module supports features such as AEO registration, AEO approval by customs, AEO certificate printing, AEO status suspension, AEO status cancellation, etc	Yes, needed.
25..	Section VII 4.6 Do you need a Post-Clearance Audit (PCA) module to be included in this tender solution? Our PCA module supports features such as audit scheduling, recording of audit result, approval of audit result, etc	PCA is part of the system
26.	ITP 16.3: It is mentioned in multiple places in the RFP that you want a data warehouse. As data warehouse is a much older technology than data lake or data lakehouse, would you like a data lake instead of a data warehouse?	Datawarehouse will be procured in a separate parallel project. The data warehouse project is already under procurement

27.	TTP 16.3: Would you like to host this data lake on cloud to potentially save costs? Or must be on-premise?	Datawarehouse will be procured in a separate parallel project
28.	We request remote access for our developers and engineers to perform part of their work remotely. Will the winning bidder be granted remote access for development work and to what extent?	Not Available. All integrations shall be done onsite.
29.	In relation to question no. 1, will the winning bidder be able to utilize its development and remote workstations to develop and deploy the Integrated Risk Management software into Test/Training/Production environments at Jordan Customs Department?	All integrations shall be done on site.
30.	We understand that the scope of the tender does not include the supply and installation of hardware at the data center in Amman, but only for the bidder to provide the BOM / BOQ and desired hardware specifications. Please confirm that our understanding is correct.	See answer of question 10 and 15
31.	Please specify (a) the extent of the source code documentation to be delivered to Jordan Customs Department; and (b) at what stage should the source be handed over to Jordan Customs Department– at the end of the 1-year implementation period or 5 years Support and Warranty period?	<p>Source Code Components developed specifically to fulfill the business and functional requirements and business processes of the Jordan Customs Department are the property of the Jordan Customs Department and should be handed over to the Jordan Customs Department upon the conclusion of ‘The Project’. On the other hand, . Vendors are requested to further refer to section 9, part 4, para 14 of the RFP “licensing arrangements proposed noting the Client’s preferences indicated in Section 4, para 14, (ii) in the event that software is not open source or if source code is not offered, the bidder shall propose commercial terms that protect the Client’s long-term use of the product being offered.”</p> <p>The source code provision and propose commercial terms will guarantee that all JCD requirements for customization, modification, and change of any procedures can be done without having to refer to the company. The</p>

		source code of all customizations will be used only for JCD's internal purposes.
32.	Please elaborate about the integrations and their numbers required with external systems (other than ASYCUDA World) and what facilitation will Jordan Customs Department provide in this regard?	6 OGBs in addition to integration with Customs as per the attached databases (see attached)
33.	We request for an extension to the deadline for the submission of proposals. Please confirm if this is possible; and if yes what is the extended deadline?	The deadline is extended by addendum#2 for 15 August 2024 at 13:00 Local Time.
34.	Can you describe your current workflow in detail? What are the key processes and steps involved?	See Section VII 4
35.	What challenges or inefficiencies are you currently facing in your workflow?	This needs to be identified by the winning bidder
36.	What software and tools are you currently using in your operations?	See Section VII 4 Compliance to system preferences of the Client
37.	Are there any specific technologies or platforms that your systems are built on?	See Section VII 4 Compliance to system preferences of the Client
38.	Is it possible to provide software that is not open source?	Should be included In the Financial offer and the BOM
39.	There are 44 data sources already exist in Annex B, please specify the number of integration points for each source.	Mainly one or two points for each one
40.	Licensing Hub. What data and functionalities need to be exchanged between the IRMS and the Licensing Hub?	Depends on the vendor analysis at the beginning of the project
41.	Please specify Integration scope with Other Government Border Agency OGBA. (Number of OGBA and the number of integration points for each one)	See answer of question 39

42.	Please specify the required integration scope between Case management and other systems including IRMS.	See RFP, Section IIV 4. Functional Requirements for Jordan IRMS
43.	Are there other applications/systems that JCD want to integrate with the IRMS? If yes, please provide integration details?	See Section VII 4
44.	All integration with different systems will be through APIs and no direct database access (please confirm).	YES
45.	The scope of the required Mobile App will be for Case Management only (please confirm).	Yes, as per the technical requirements section VII of the RFP
46.	Is there a need for a web portal or web interface other than the IRMS and case management?	NO Need
47.	What are the number of users currently and what are your expectations in the future?	500 Concurrent users
48.	What is the possibility of having variations in the qualification and experiences for key experts?	See RFP, Section VII
49.	Please confirm that the contract duration is 5 years including support.	Support and maintenance shall be provided after project completion and after warrantee period
50.	What are your expectations for vendor support and service levels (L1, L2, L3)?	Vender support L3 during the hole contract duration. And included in the Recurrent Cost Items
51.	Please confirm that the required network and hardware will be provided/upgraded, managed and maintained from the customer side.	YES
52.	How much data do you currently manage, and what growth do you anticipate in the next few years?	Currently our customs database increase with 3 TB, Can you develop

		your plan based on that.
53.	What types of data are stored and processed within your systems?	Customs Workflow information
54.	Is data migration required? If yes, specify the volume.	No data migration is needed but processing existing historical information (more than 10 year of data).
55.	Is site assessment required during the bidding phase?	NO
56.	What is the expected project timeline?	52 weeks as per Section VII – Purchaser’s Requirements
57.	What is the allocated budget for this project?	Not Available
58.	<p>Clarification on proposal security: As a foreign company we started the process via a Foreign Bank. We realize the process is taking time due to regulations and communication between global and local banks which are beyond our control.</p> <p>Thus, It will take time for us to issue the Proposal Security – Bid bond of USD 30,000 issued by a local bank in Jordan and we may not be able to meet the timeline submission of 17-July.</p> <p>In view of above, we have following options that need your guidance and direction for us. Kindly advise.</p> <ul style="list-style-type: none"> • Issue Proposal Security bid bond from a reputed Bank in Singapore – Foreign Bank initially till we finalize it with the local bank. • Seek extension request via a formal letter of 1 months from 17-Jul to submit the Proposal Security issued by a bank in Jordan. <p>(Or)</p> <ul style="list-style-type: none"> • To send you official letter from the company with commitment to finalize it within sometime after the deadline. 	<p>We would like to confirm what was stated in the RFP, ITP. A. General (article 20). You have more than one option in providing Proposal Security as stated below:</p> <ul style="list-style-type: none"> (a) <i>an unconditional guarantee issued by a non-bank financial institution (such as an insurance, bonding or surety company);</i> (b) <i>an irrevocable letter of credit;</i> (c) <i>a cashier’s or certified check; or</i> (d) <i>another security indicated in the PDS,</i> <p>The deadline is extended by addendum#2 for 15 August 2024 at 13:00 Local Time.</p>

59.	What is the expected start date for implementation	based on proposal deadline extension and RFP's addendums it will not be before October 2024.