**Minutes of Pre-Proposal Meeting**

**for the Request for Proposal Information Systems**

**Design, Supply and Installation and Support Of**

**Integrated Risk Management System (IRMS) for Jordan Customs Department**

**Hashemite Kingdom of Jordan**

**Publication reference: C2-GO-108**

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| **Date** | **Time** | **Location** |
| **25 June 2024** | **Scheduled 9:00 AM**  **Started at 9:30 AM**  **Finished at 10:50 AM** | **Jordan Customs Department** |

**The attendees:**

* JCD technical team:

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| --- | --- |
|  | Samer Qabaah |
|  | Nisreen Eid |
|  | Iyad Abu Hamdah |
|  | Hassan Al-Saadia |
|  | Saleh Al- Sharida |
|  | Doaa Nimr |
|  | Salam Aladaileh |

* MoPIC’s Contracting and Procurement Manager: Sawsan Abu Alganam
* Representatives from five firms as below (List of attendees in the last page):

1. Crimson logic
2. Webb Fontaine Group -GCE
3. Patron Tech
4. Specialized Technical Services STS
5. Giza Systems- on-line

**Discussion Summary**

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| **No.** | **Question** | **Answer** |
|  | **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.  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.  In view of above, we have following options that need your guidance and direction for us. Kindly advise.   * 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.   (Or)   * To send you official letter from the company with commitment to finalize it within sometime after the deadline. | 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:   |  | | --- | | * + 1. *an unconditional guarantee issued by a non-bank financial institution (such as an insurance, bonding or surety company);* | | * + 1. *an irrevocable letter of credit;* | | * + 1. *a cashier’s or certified check; or* | | * + 1. *another security indicated in the PDS,* |   The deadline is extended by addendum#2 for 15 August 2024 at 13:00 Local Time. |
|  | What is the expected start date for implementation? | The expected starting date is not before October 2024. |
|  | What is the current system used in the risk management process and what are the most prominent challenges? | The current system followed is the ASYCUDA World system.  Challenges: the customs is requesting a risk management system that is based on best practices as per the scope of the RFP. |
|  | In order to emphasize the subject of the requirements and to understand them well, the required risk system is managed through ASYCUDA, do we create (a new module) so that it achieves the best performance of modern technology such as (AI, machine learning, other data sources)? | No, Risk management system is separated from ASYCUDA and integrated with it in addition to other systems at the customs. |
|  | As for (case management), is it currently present in the ASYCUDA system or will it be added in the new system? | Case management is not part of the ASYCUDA system, it shall be part of the new risk management system. |
|  | So the (case management) will be a new module that will be integrated in a way with the current ASYCUDA system and (IRMS)? | Case management is a module in IRMS and shall be integrated with ASYCUDA |
|  | Is case management required to analyze all cases or only in cases where there is a risk? | It is required to analyze all data entered to the system |
|  | In the clarification file that was sent via email, do we discuss each question here, or do we discuss the complete responses, and when can we receive responses to the inquiries? | Something from everything, meaning that all the clarifications that arrived by e-mail will be studied and answered definitely, and if you would like to discuss them currently in the meeting, we will be able to respond to them. The announcement will be made on the announcement link on the Ministry’s website and sent to inquiring companies via e-mail. Minutes of the current meeting will be prepared and all details will be posted. Inquiries discussed with answers on the website. |
|  | Is it possible to extend the time of the (DEAD LINE) since there was an Eid holiday? | **The deadline is extended by addendum#2 for 15 August 2024 at 13:00 Local Time.**. |
|  | If there is an intention to extend, when will we be notified? | See answer to Question 9, notification will be done 10 days in advance |
|  | Regarding the list of materials, we need to know the price breakdown. Should the detailed price list for software and hardware be separate? | The proposer is expected to provide a clear comprehensive technical solution, with list of hardware required in addition to software and licenses.  For financial proposal, the proposer is requested to price only the software solution and licenses (if any), no hardware is required to be purchased by the proposer. |
|  | Does the scope of the system cover only the PCA project? | The PCA is part of the system scope, not all of it |
|  | So, there is a part related to (PCA) and a part related to risk (risk)? | PCA is part of IRMS |
|  | Therefore, the scope of the system covers the cases of risks as a part of (PCA) and does not include customs violations, for example, issues, but rather covers and relates to subsequent auditing, tactical work, financial comparisons, auditing data fees, or the process of auditing the statement such as post audit? | As stated in the RFP, the case management module is not limited only to PCA, please refer to Section VII of the RFP |
|  | Regarding data analysis, there are 44 sources. Is it possible to know the number of (field) or tables or sources that must be dealt with? | Please see attached tables (at the end of Minutes). |
|  | Is there a data warehouse and BI in the current system that can be dealt with? | No, Customs is in process of procuring a data warehouse via a separate RFP |
|  | Are international companies located outside Jordan allowed to participate in the project, knowing that these companies have representatives inside Jordan? | Yes, as long as they have a local partner or local presence in Jordan |
|  | Regarding the source code that is required to be provided at the end of the project, should it be provided completely, since there are details specific to the companies? | Yes, it should be delivered completely upon the final delivery of the project . |
|  | What are the systems that will deal with the new system in addition to ASYCUDA? | 6 OGBs in addition to integration with Customs as per the attached databases (see attached) |
|  | It is required to conduct Software training during first week of project implementation. Can you clarify this period? | Proposers shall adhere to the time periods specified in the proposal.  What is meant by the software training in the first week is only for giving (concept), while the technical detailed (training) shall be conducted after installation. |
|  | Regarding the current infrastructure, does it have a role in the new design, such that it is designed in a new way, or is its old design expanded and updated, if it exists? Is there any assessment of the security requirements before and after implementation? | The proposer is expected to conduct a full gap analysis and provide a complete solution with suitable, optimized, scalable and durable infrastructure that caters for all security requirements based on ISO 27000 |
|  | As for integrated systems, as explained, the integrated systems will be connected to ASYCUDA. Will the new system be linked directly with ASYCUDA or with another protocol such as (API)? | The connection will be through the (API) so that dealing with databases and obtaining information can be done securely. |
|  | As for the link with ASYCUDA, it has become clear. But for the rest of the systems, such as government systems, valuation system, and the subject of the (44) sources mentioned in the RFP, will they be linked directly or through the (API)? | There is no direct linking of systems to the new system. All linking operations and data reading sources will be done through the API only. |
|  | Will APIs for ASYCUDA and the rest of the systems be available to work on the project? | Yes, APIs ready. |
|  | The Scope of integration with ASYCUDA is clear, nevertheless, integration with the rest of the systems is not clear, such as integration with (OGA) and (44) sources. | Integration with OGAs is required for only 6 entities with the ability to extend to the rest of 32 entities.  The integration requirements shall be suggested by the winning proposer during inception. |
|  | The intent of the previous question is what are the requirements for connectivity and integration? | APIs will be provided for 90% of integration requirements which is the volume of integration that shall be done with ASYCUDA, the other 10% shall be studied during inception |
|  | Okay, the question now is, through the process of linking and integration, how many systems must be integrated with, the entities that will be linked with, for example, and all the internal and external systems that will be linked with? | Attached is a list of all databases to integrate with. Additionally, the proposer is requested to integrate with 6 OGA’s with the ability to add more in the future |
|  | As for the mobile application, will it be linked and integrated through (IRMS, CASE MANAGEMENT) or are there any other conditions that must be placed in the application, meaning are the features available in the web themselves placed on the application? | The Mobile App is required for Case Management Module as per Section VII of the RFP |
|  | The term data migration: Will data migration be the customs responsibility or the company’s responsibility? | Data Migration is the responsibility of the company itself |
|  | It was stated that the bid value is $15.8 million. Does this value include all hardware requirements? | $15.8 million is not the value of the bid. $15.8 million is the value of the entire grant, the grant amount it includes multiple other projects. |
|  | What are the expectations of the Customs Department regarding the issue of support and maintenance for a period of five years, and does the company have to be present in Jordan? | Maintenance and support for 5 years by a representative in Jordan |
|  | Regarding the topic (web object as a runtime environment), more clarification? | Please refer to the RFP section VII |
|  | Should the financial cost of the new hardware be set according to the specifications required? | Refer to answer to Q11 |
|  | Are external companies allowed to participate directly in the tender, or must a local agent be available in Jordan? | Refer to answer to Q17 |
|  | Regarding the topic of (security steps), there is more than one tool to accomplish them. Do we have to use specific tools? | No specific tools required, tools provided shall guarantee information security in compliance with ISO 27000 |
|  | For (Disaster recovery DR), the disaster recovery site has certain steps. Are these steps suggested by us or determined by you? | Proposers shall provide their solutions which shall be in compliance with ISO 27000 |
|  | For (real time internal communication system) are multiple media supported such as text, image, audio and video? | It shall at least support image processing and text processing |
|  | Is there a preferred Vendor for customs or is it suggested by the proposed offer | No preferred vendor to customs |
|  | Is there an integration platform currently in place at customs, or will it be created from scratch by us? | Integration platform shall be built by the proposer based on Customs procedures (to be shared with the winning proposer) |
|  | Is there a preferred technology being used or is the field open? | There are no preferences for any technology as long as it complies and integrates with our databases (Oracle platform, Java Platform) |
|  | When comparing open-source solutions to licensed solutions, are there any differences in usage? | As long as the solution complies with the RFP requirements, there are no preference.  Customs will be taking costs of licenses renewal into consideration during evaluation |
|  | Regarding the mobile phone application (native app), is it acceptable to mirror the entire web system on the mobile phone, knowing that the size of the data changes, the functions change, and the states change as well? | Refer to answer to Q 28 |
|  | Are all the functions and statuses that exist on the web the same as they should exist on the mobile app? | Refer to answer to Q 28 |
|  | Has the project implementation period been determined? | Implementation is for 52 weeks |
|  | When is it expected to award the bid | Expectation is to award and sign the contract during August |
|  | Is it expected from the system to give permissions to customs employee to work is outside workstations, for example, at home? | Yes, permissions shall be given in compliance with ISO 27000 |
|  | How many reports are needed from the system to be delivered? | The proposer shall build at least 40 reports (based on the current reports used) in addition to providing a dynamic report generator and train employees on how to generate reports. |

**Table for Clarification Number 15**

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| **Databases in Jordan custom** | |
| 1 | ASYCUDA database |
| 2 | Cases database |
| 3 | Amiri money collection system (Financial Claims) |
| 4 | Licenses of foreign cars and trucks |
| 5 | Suspensions database |
| 6 | Electronic tracking database |
| 7 | Financial databases (deposits) |
| Electronic interconnection with database external parties | |
| 8 | RILO database |
| 9 | CEVcomm &Customs Enforcement Network database |
| 10 | Tradelens database |
| 11 | Arb-Brazilian Chamber of Commerce database |
| 12 | Electronic interconnection with Saudi Arabia database |
| 13 | Electronic interconnection with UAE database |
| 14 | Electronic interconnection with Egypt database |
| 15 | Electronic interconnection with Tunisia database |
| 16 | Electronic interconnection with Morocco database |
| 17 | Electronic interconnection with Palestine database |
| 18 | TIR exchange with IRU database |
| Electronic interconnection with database local parties | |
| 19 | PSD database (travel bans…) |
| 20 | Civil status and Passports department database |
| 21 | Anti-money laundering and terrorism financing unit database+ permits for Movable funds |
| 22 | Ministry of trade and commerce database (registration, import cards, import licenses, trademarks …etc) |
| 23 | ISTD ( customs declarations, tax numbers, clearance from customs) |
| 24 | Free zones databases (inventory…) |
| 25 | Land transport regulatory commission database |
| 26 | Social security database |
| 27 | Aqaba development corporation database (transport documents, exit permits) |
| 28 | Ministry of transport database |
| 29 | Companies control department database |
| 30 | Jordan post database (inspection of portal parcels information, electronic payments) |
| 31 | Yard 4 operator database (entry and exit of trucks information) |
| 32 | KADDP database (customs declarations) |
| Electronic interconnection with private companies | |
| 33 | Duty Free database (purchase invoices) |
| 34 | Madarej database (exit permits + customs declarations) |
| 35 | NAFITH database (exit permits) |
| 36 | RJ database (cargo manifest) |
| 37 | ACT database (inspection requests, electronic acquittal, reception reports, exit permits, customs declarations) |
| 38 | Champ database ((airway manifest) |
| 39 | Jordan Insurance Federation database (vehicles entry permits, insurance information) |
| 40 | MadfoatCom database (payments) |
| 41 | New Aqaba port database (exit permits) |
| 42 | AB maritime data base (vehicles information) |
| 43 | Aqaba logistics village (exit permits) |
| 44 | Electronic interconnection with banks |

Note: some parties are interconnected with customs through API

