



## Terms of Reference

“Developing Skills for Employability of Syrian Refugees and Vulnerable Youth in Jordan”

Contribution to Qudra – Resilience for Refugees, IDP’s, Returnees and Host Communities in response to the protracted Syrian and Iraqi Crises (Qudra 2)

JOR180011T

### **Service Provision:**

**Supply and Implementation of “Document and Workflow Management System”**

**Software and Hardware**

March 2023

## 1 Intervention form

<b>Intervention Name</b>	“Developing skills for employability of Syrian refugees and vulnerable youth in Jordan”
<b>Duration</b>	2019-2023
<b>Geographical area</b>	Jordan
<b>Institutional partner</b>	Ministry of Labour, Ministry of Entrepreneurship and Empowerment
<b>Implementing partners</b>	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH  Spanish Agency for International Development Cooperation (AECID)  Belgian Development Agency (Enabel)  Expertise France (EF)  Hungarian Interchurch Aid (HIA)
<b>Beneficiaries</b>	<p><b>Direct beneficiaries:</b></p> <ul style="list-style-type: none"> <li>- 2000 young people (50% refugees – 50% host communities ; 100% between 15-30 years old; approx. 40% female);</li> </ul> <p><b>Indirect beneficiaries:</b></p> <ul style="list-style-type: none"> <li>- vocational training providers (including 25 public VTIs) and minimum 100 local, mostly medium-sized private enterprises</li> </ul>
<b>General objective (GO)</b>	To enhance employment outcomes and income in particular for youth and women in Jordan.
<b>Specific objective (SO)</b>	To develop skills for semi-skilled workers in cooperation with the private sector.
<b>Expected Results</b>	<p><b>Output 1:</b> Public-private partnerships for labour market-relevant vocational training are operational in targeted areas;</p> <p><b>Output 2:</b> 2000 Syrian refugees and vulnerable Jordanian youth trained for semi-skilled work through WBL;</p> <p><b>Output 3:</b> Human Resource Management in targeted private enterprises improved.</p>

## 2 Project background

The present action of Enabel is part of the second phase of the **Qudra programme** (in full: Resilience for Refugees, IDP's, Returnees and Host Communities in response to the protracted Syrian and Iraqi Crises)<sup>1</sup>. Qudra II is jointly financed by the **EU Regional Trust Fund in Response to the Syrian Crisis**, the German Federal Ministry for Economic Cooperation and Development (BMZ) and the Spanish Agency for International Development Cooperation (AECID). The Action is jointly implemented by five European Implementation Partners: GIZ (Lead Organisation), AECID (Partner), EF (Partner), HIA (Grantee with GIZ) and Enabel (Grantee with GIZ).

Qudra II is designed as a **Multi-Partner action to enable distinctive European solutions** by building on the combined strength and capacities of the EU Member States and their development agencies. The **Overall Objective of Qudra II is “To contribute to mitigating the destabilising effects of the protracted Syrian and Iraqi crises and to better respond to the resilience needs of refugees, internally displaced persons (IDP), returnees and host communities”**. Qudra II pursues three Specific Objectives (SO) implemented in three components and one cross-cutting component with 13 expected Outputs. **Under the specific objective 3 “To enhance employment outcomes and income in particular for youth and women in Jordan” Enabel is focusing on “skills development for semi-skilled workers in cooperation with the private sector”**.

Enabel is seeking to achieve the following main three results:

**Result 1:** Public-private partnerships for labour market-relevant vocational training are operational in targeted areas;

**Result 2:** 2000 Syrian refugees and vulnerable Jordanian youth trained for semi-skilled work through WBL;

**Result 3:** Human Resource Management in targeted private enterprises improved

The Result 1 result aims at improving **the relevance of vocational training for semi-skilled work** and facilitate an effective **transition from the world of training to the world of work**.

The four proposed key-activities under this result are:

**A.1.1:** Meta-analysis of the Jordan labour market and capacity gap assessment of public training providers

**A.1.2:** Stakeholder workshop “WBL for short-term trainings in Jordan”

**A.1.3:** Capacity building of minimum 25 public VTI

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<sup>1</sup> In short referred to as “Qudra II” in this document.

#### **A.1.4: Capacity building of private enterprises on WBL and PPP**

The Activity A.1.3 “Capacity building of minimum 25 public VTI” covers the following areas:

- Overall leadership and management of their training institute towards more demand-driven, entrepreneurial and business-oriented approach<sup>2</sup>, as well as how to write Action proposals and how to respond to calls for proposals;
- Integrating WBL in short-term trainings;
- Trainee outreach, awareness-raising, publicity and communication (VET promotion campaigns outreach, open days, exhibitions);
- Continued Professional Development (CPD) and training of trainers (ToT);
- Monitoring and formative evaluation of trainees;
- Data collection and analysis, including training needs assessment, analysis of skills in demand, tracer studies;
- Life skills and soft skills (e.g. client-orientedness);
- Inclusive training (youth, women and disadvantaged groups);

### **3 Assignment**

#### **3.1 Background of the assignment**

The National Employment and Training Company - NET is a non-profit private company established in 2007 as a translation of the directives of His Majesty King Abdullah II bin Al-Hussein to provide the Jordanian labor market with trained, qualified workforce by providing and ensuring training opportunities for unemployed youth in various sectors in all governorates of the Kingdom. NET has about 16 Centers and has a capacity of around 2000 trainees.

After a careful evaluation of NET capacity building needs, namely: i) Overall management of their training institutes ii) Data collection and analysis, including training needs assessment, analysis of skills in demand, tracer studies iii) Monitoring and formative evaluation of trainees iv) Trainee outreach, awareness-raising and internal communication, Enabel decided to equip and train NET to use a Document Management and Workflow System. The latter will enable the Organization to efficiently manage, store, and process documents and workflow processes.

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<sup>2</sup> Enabel and LuxDev produced a manual for management of training institutions that may be a useful reference in addition to other materials already available and/or used in Jordan and the region.

### **3.2 Objectives of the assignment**

The objective of this TOR is to procure a comprehensive Document Management and Workflow System as well as the required hardware elements to enable NET to efficiently manage, store, and process documents and workflow processes.

For **LOT 1** the solution provider will be responsible for analysing, designing, developing, and supporting the solution, as well as providing training to end-users. The solution provider will also be responsible for providing documentation and knowledge transfer materials to ensure that NET will be able to maintain and support the system after implementation. This will include system architecture diagrams, user manuals, and training materials, among other things.

For **LOT 2** the solution provider will supply and install the required hardware elements, including servers and scanners, to ensure a complete and functional system.

## **4 Lot 1: Software Development and Implementation**

### **4.1 Expected deliverables and scope of work**

1. A comprehensive Document and Workflow Management System that includes all necessary licenses, applications, and third-party tools.
2. A perpetual license that eliminates the need for yearly license renewal fees.
3. A concise user manual for the system, tailored to the specific roles of each user.
4. A training approach that clearly outlines the methods and duration of the training sessions.
5. A one-year maintenance and support period, renewable based on mutual agreement between both parties (Price should include the renewal fees).
6. An approach to requirements that includes hardware, application, support, deployment and testing, information assurance, security, performance, and standards.
7. Acceptance criteria that clearly define what needs to be delivered and tested, and what criteria will be used to determine if the project is successful and ready for deployment.
8. A reporting approach that outlines how project status and progress will be communicated, including who will be responsible for reporting and how often reports will be delivered.
9. A clear outline of NET's role in the project, including any user involvement required during the design, development, testing, and deployment phases.

## **4.2 Technical requirements**

The document and workflow management system must meet specific technical requirements to ensure that it functions optimally and provides the necessary functionality to meet the business needs. To ensure that the software proposed by service providers can meet these requirements, all responses must include a compliance matrix that clearly maps the Technical Requirements outlined below to specific features and functions in their proposed solution.

The compliance matrix should clearly identify each requirement and indicate where it is addressed within the proposal. Additionally, it may provide any additional information necessary to demonstrate compliance, such as technical documentation or screenshots of the relevant software features.

1. The software must be fully web-based and capable of being deployed on any computing platform with the necessary database management system.
2. The solution must be fully On-Premise based and must be deployed, installed, and supported at the main NET Data Center.
3. The Software must be ready-made Commercial of-the-Shelf (COTS) solution which means that the software should have already been developed and tested, and must have a history of successful implementation and use by known previous clients.
4. The software must have a system that allows for various levels of users with different roles and permissions for viewing, updating, editing, or performing certain actions.
5. The software must be able to integrate or communicate with other systems.
6. The system must be responsive and accessible from major web browsers and mobile devices.
7. The system must implement the latest technology with robust security for data protection.
8. The system must have a mobile app that supports IOS and Android devices.
9. The system must perform to an acceptable level of performance and ensure data access.
10. The solution must be bilingual in Arabic/English with a user-friendly interface and easy navigation and allow switching between languages without requiring a user to re-login to the system.
11. The system must be able to handle large amounts of data and scale as the amount of data grows.
12. The system must provide detailed reports and analytics on system usage, user activity, and data trends.

13. The system must have the ability to export data to popular formats such as CSV, PDF, and Excel.
14. The system must be compatible with industry-standard security protocols, such as SSL/TLS encryption, and must comply with relevant data privacy regulations.
15. The system must have the ability to enforce password policies and provide options for multi-factor authentication.
16. The system must have the ability to track and control access to sensitive data.
17. The system must have the ability to monitor and control user activity, including the ability to generate audit logs and reports.
18. The system must have the ability to prevent unauthorized access to data through role-based permissions and access controls.
19. The system must provide a secure platform for storing and accessing sensitive information, with regular security audits and vulnerability assessments.
20. The system must have the ability to upgrade to the latest version with minimal downtime and disruption to users.
21. The system must have comprehensive documentation, including installation guides, user manuals, and technical specifications.
22. The system must provide an effective technical support, including phone and email support, with a guaranteed response time.
23. The system must have a user-friendly and intuitive interface, with context-sensitive help and online tutorials.
24. The system must be flexible and support customization.
25. The system must have auditing logs for all actions.
26. The system must have minimum administration requirements and be self-maintaining.
27. The system must have separate interfaces for administrators and end-users.
28. The system must accommodate 3 Administrators and 75 standard users.
29. The solution license must be perpetual and not require any yearly licensing fees, with support and maintenance fees identified after the first year.
30. Search and retrieval operations must be supported through web browsers.
31. No client installation is required.
32. The user interface must be compliant with Windows environments and standards for Windows 7 and later.
33. Users must be able to navigate document repositories in a simple graphical manner.
34. The system must support viewing multiple documents at the same time.

35. The system must have separate modules for administration, document scanning and indexing, and viewing.
36. The system must support high-volume and desktop scanners.
37. The system must support black and white, grayscale, and color images of any dimensions.
38. The scanning operation must be integrated into the system and allow the user to scan, index, search, and view from the same interface.
39. The system must support TWAIN and ISIS scanning technologies.
40. The system must support duplex, simplex, and batch scanning, as well as single image scanning from the same interface.
41. The system must have scanning profiles to allow users to easily change scanner settings.
42. The system must support basic document properties, such as document name, creator name, and creation date, as minimum indexing fields.
43. The system must support indexing capabilities.
44. The system must support user-defined index fields.
45. The system must have an easy GUI design feature that allows the system administrator to modify the structure and shape of indexing fields without programming experience.
46. All user-defined indexing fields must be searchable.
47. The system administrator must be able to modify user-defined indexing fields without programming experience.
48. The system shall incorporate the use of document categories for enhanced document classification.
49. The system shall possess the capability to recognize both English and Arabic document identifiers.
50. The system shall provide support for indexing using keywords.
51. The search functionality shall encompass all the specified document properties.
52. All the user-defined indexing fields shall be searchable.
53. The user shall have the ability to print search results in a dynamic report format.
54. The system shall allow for a comprehensive search of the entire database for a particular document through a Global Search feature.
55. The search functionality shall also include the ability to search using document categories.
56. The system shall have the capability to store user-defined queries for streamlined document search.



57. The system administrator shall have the ability to modify, update, or delete the user queries from within the system.
58. The system shall support (AND) and (OR) operations in search.
59. The user shall have the ability to add documents to their favorites list and set reminders for specified dates (expiry date). The user shall also have the ability to view, dismiss, or reschedule the reminders.
60. The system shall incorporate a locking mechanism, allowing users to lock a document to prevent modification while still permitting viewing.
61. A clear indicator shall be provided to show the document locking status.
62. The system shall support simultaneous viewing of the same document by multiple users.
63. The system shall include a Recycle Bin to store deleted documents, which can be deleted or restored by the system administrator.
64. The system shall support image processing and scanned document functionality.
65. The system shall have imaging functions such as zoom, rotate, flip, image panning, and magnifier.
66. The system shall include basic image enhancement functions such as grayscale, cropping, etc.
67. The system shall possess annotation capabilities including stick notes, rectangles, blackout, lines, stamps, freehand annotations, and user signatures.
68. Users shall have the ability to define and use pre-defined stamps as annotations.
69. The system shall permit users to view multiple pages within the same viewer, and to view multiple documents simultaneously.
70. Users shall be able to rearrange pages within documents (drag and drop), and insert or remove pages, based on their security profiles.
71. The user shall be able to export or print a range of pages within the same document.
72. The system shall have the ability to print the entire document or selected text.
73. The user shall have the option to print the document with or without associated annotations.
74. The system images shall be in a standard format and use standard compression, suitable for opening in standard image viewers.
75. The system shall incorporate comprehensive security features to prevent unauthorized access to system resources.
76. The system administrator shall have the ability to define users and user groups, and to assign security profiles, using a GUI interface.

77. The user security profile shall encompass the user password, role, and permissions for all system objects.
78. The user shall have the ability to change their password from within the user screen.
79. The user security profile shall also include additional features such as activation date, expiry date, password complexity, account locking after a specified number of failed login attempts.
80. The system shall provide full user access to all filing structure levels (document/folder/drawer, etc.).
81. The system shall have the ability to assign Access Control Lists (ACL) on all objects.
82. Users must be grouped on security basis, that mean all the users in one group must have the same security permissions.
83. All security features to be applied on user, group, and functions as well.
84. The system must support security levels. Security levels are applied to user and documents, where the user will be able to view the documents in his assigned security level(s).
85. The system must have the ability to activate and deactivate a user account.
86. limit some system administrators' access to a limited set of administration functions from the administration module.
87. The system must have the ability to record all modifications to system objects using a transaction log.
88. Administrator should be able to view the transaction log using classification filters to easily locate actions.
89. The system must have the ability to show the administrator the status of all the documents in the system.
90. The system must have feature to specify period then the captured document become permanent and can't be deleted even by the authorized users.
91. This transaction log can be enabled or disabled according to administrator decision.
92. The system must generate informative system reports.
93. The reports include users and their privileges, data objects and other system vital statistics.
94. The system must have different user interfaces for the administrator and the end user.
95. The modifications on the storage structure (The system trees) must only be done from the administration module.
96. The user must never be able to modify the tree structure from his interface.

97. The system must allow the user to receive and send email messages utilizing Microsoft Exchange within the system interface.
98. The system must have the ability to send and receive documents as a FAX directly from the telephone line and automatically archive it to the system.
99. The system must support sending customized SMS messages to user and administrator.
100. The system should be built-in Arabic OCR engine.
101. The system must be able to generate text content from the scanned documents to the user will be able to search in that content.
102. Document Route (Simple Document Workflow)
103. The system must have an internal routing engine that facilitates sending documents between the System users in a collaborative mode.
104. The user should be able to send documents to any number of users or groups in two ways:
  - a. Send the document as a copy of each recipient.
  - b. Send the document in sequence (Document Route style) and enforce the first recipient to send it to the next recipient.
105. The sender should be able to assign a deadline date on the message.
106. The sender can suspend the transmission and reverse the movement if the document / email is not opened.
107. The system administrator must be able to define route templates to enable users to send documents in pre-configured route (unlimited route templates)
108. The sender must be able to view the document route history for a certain document (send date and time, the subject, each recipient's action on the message like read, unread, deleted unread, deleted after read and etc)
109. The system must log all transactions for all documents that have been routed using the system.
110. The system should notify users when a new document arrives.
111. Users should be able to search on Inbox and Outbox for a specific document.
112. Users should be able to track the status for each document from within the user interface.
113. The system should allow users to forward any received document to other users and keep tracking for the route history.
114. The system must have the ability to classify and organize documents in folders and other storage units.

115. The system must have tree like storage hierarchical structure to allow the user to classify and organize his documents with unlimited number of levels and sub folders.
116. The system must have the ability to store documents on magnetic and volume media. (Import and export to/from the system)
117. The system must have the ability to store document in several locations to create multiple document repositories.
118. The proposed System must also support storing images on RAID storage, NAS and SAN storage or any Storage solution.
119. Support high volumes with possibilities for expansions, physically and logically.
120. The system must have separate customizable module to manage all types of correspondence documents such as InMail, OutMails, Internal Memos and etc.
121. The module should be based and using same database of the archiving system and inherits same users privileges with extra customized privileges according to Correspondence system data such as Department, Classification of correspondence and etc.
122. The module should be fully integrated with the archiving system to benefit of all archiving features listed above (not only scanning or importing features).
123. The module should support outgoing letter template definition using MS-Word file format to automate generation of letters/templates.
124. The module should support all type of documents, audio, video, MS office , AutoCAD drawings ...etc
125. The module should support electronic signatures to generate outgoing letters and electronic stamp.
126. The module should be implemented in high volume structure and supports distributed remote locations.
127. The web-based workflow portal should be fully integrated with Correspondence system module and archiving system to maximize benefits of data integrity and reporting and to minimize duplication of document and data capture to the core system.
128. The vendor is required to migrate all old data/images captured through old systems or scanned using folder-based storage to the new archiving and Correspondence system Interfaces.
129. The web-based workflow portal should have built-in reports for:
  - a. Tracking pending workflows according to multiple criteria such as: Employee Name, Time, Delay Duration Time, Workflow Category, Procedure and etc.
  - b. Closed workflows according to multiple criteria such as: Employee Name, Time, Finish Duration, Workflow Category, Procedure and etc.

- c. Productivity Report for users (Pending Workflows, Closed Workflows and Total) within period of time.
  - d. Inbox/Outbox Dynamic Reports.
  - e. Workflow Process Full Report.
130. The web-based workflow portal should be fully supports HTML5 responsive interface on any device such as PC, Tablet or Smart phone (Android/IOS operating system)
131. The web-based workflow portal must have Internal Employee Dashboard for Workflows, News, Job Description, Quick Links, Reports, Blogs and Calendar.
132. The web-based workflow portal must have notifications options on screen and integrated with email optionally.
133. The web-based workflow portal must have separate administrator web-based interface to manage workflows, users and other features provided by the Portal.
134. The solution provider must provide training for both system administrators and end users on the use and maintenance of the document and workflow management system. This training should include both in-person and online options, and should be provided to ensure a successful implementation and adoption of the solution.
135. Optional Requirements:
- a. The solution provider must include the option of source code delivery and escrow agreement with an optional price

### 4.3 Deliverables and timeframe

Deliverable #	Level of effort (Days)	Timing
<b>Requirements Gathering and Analysis</b> 1. Requirements gathering document and analysis report	7 days	21/05/23 – 28/05/23
<b>System Design</b> 1. System architecture and design document	14 days	01/06/23 – 15/06/23
<b>Prototype Development</b>	14 days	16/06/23 – 30/06/23

<b>1. Functional prototype for review and feedback</b>		
<b>Development and Testing</b> <b>1. Development environment, testing environment, source code, test plan, test cases, and test reports</b>	<b>40 days</b>	01/06/23 – 10/07/23
<b>User Acceptance Testing (UAT)</b> <b>1. UAT plan, UAT test cases, UAT test reports, and UAT sign-off</b>	<b>14 days</b>	11/07/23 – 24/07/23
<b>Delivery of Software</b> <b>1. Complete package of software, including all modules, Licenses, and other third-party tools</b>	<b>7 days</b>	25/07/23- 01/08/23
<b>Training</b> <b>1. Training plan, training materials, and training sessions for end-users and administrators</b>	<b>7 days</b>	30/07/23 – 05/08/23
<b>Deployment and Go-Live</b> <b>1. Production environment, go-live plan, and go-live support</b>	<b>7 days</b>	06/08/23 – 13/08/23
<b>Manuals and training materials</b> <b>1. Deliver the final version of all user manuals and training materials along with the production environment delivery.</b>	<b>7 days</b>	14/08/23 – 21/08/23
<b>Closing Gaps and Handover</b> <b>1. Final testing, bug fixing, documentation, handover of system and knowledge transfer, and closure of any gaps or issues identified during UAT or production</b>	<b>7 days</b>	22/08/23 – 29/08/23
<b>Total amount of days</b>	<b>124 days</b>	

The tenderer includes in his tender a list with the main services that have been delivered over the past three years including the amount and date as well as the public or private recipients. Service delivery is demonstrated by certificates drawn up or approved by the competent authority or, where the client was a private purchaser, by certification of the private purchaser, or by default, ...by a simple statement of the service provider.

#### **4.4 Profile of the service provider**

The Service Provider shall have the following expertise:

- Minimum of Five (5) years of experience in software development and implementation
- Must have implemented the system for at least 25 major agencies globally
- Reference check (please provide at least 3 references)

### **5. Lot (2) - Hardware Solution**

#### **5.1 Expected Deliverables and Scope of Work**

##### **A. Servers:**

1. Configure the operating system and hardware components of the server to meet the specific requirements for a database server.
2. Install and configure any necessary software and drivers
3. Verify that the server is functioning properly and meets the performance specifications.
4. Provide training and documentation for server administration and maintenance.

##### **B. Scanners:**

1. Install and configure the scanners, including any necessary software and drivers.
2. Verify that the scanners are functioning properly and meeting the performance specifications.
3. Provide training and documentation for scanner operation and maintenance.

##### **C. Integration:**

1. Integrate the servers and scanners with any existing IT infrastructure and systems, including networking, security, and storage.
2. Test and verify the proper functioning of the integrated system.

## 5.2 Technical requirements – Hardware

Service Providers must confirm in their response that they are able to provide Hardware to comply and consider the NET Technical requirements for the Items below:

### 1. Servers:

Item Name	Description of Supplies	Qty
<b>CPU</b>	<b>Minimum:</b> Intel Xeon Silver 4310: (Frequency: 2.1G, Cores # 12C, Threads #24T, Cache: 18M)  Total Cores: 12 Total Threads:24	2
<b>Chassis type</b>	2.5" Chassis with up to 8 Hard Drives. Future upgrade up to 24 SFF  2U Or Equivalent  Rack Mountable	
<b>Remote Management</b>	Remote Management with advance/enterprise feature	
<b>RAM</b>	<b>Minimum:</b> 32 GB RDIMM, 3200MT/s, Dual Rank	
<b>Storage</b>	<b>Minimum:</b> 3x 1.2TB 10K RPM SAS 12Gbps Hot plug	
<b>RAID Controller</b>	<b>Minimum:</b> 4GB  0, 1, 5, 10 for data protection and redundancy	
<b>Power Supply</b>	Redundant and hot-plug 800W and above	
<b>Ports</b>	<b>Minimum:</b>  2 x USB 2.0  3 x USB 3.0.	
<b>Communication</b>	<b>Minimum:</b>  4 x 1G Ethernet Ports	
<b>Operating System</b>	Free OS – the System should be compatible with windows server 2016 or later	
<b>Rails</b>	Ready Rails Sliding Rails and cable management arm	
<b>Warranty</b>	Three Years warranty onsite including parts and labor	



**2. A4 Scanners:**

<b>Item Name</b>	<b>Description of Supplies</b>	<b>Qty</b>
<b>Scanner type:</b>	Automatic Document Feeder (ADF) scanner	5
<b>Scanning speed:</b>	Simplex scanning at 50 pages per minute (ppm) at a resolution of 200/300 dots per inch (dpi), and duplex scanning at 100 images per minute (ipm) at a resolution of 200/300 dpi	
<b>Optical resolution:</b>	600 dots per inch (dpi)	
<b>Memory (Ram):</b>	512 MB or more	
<b>Output resolution:</b>	From 50 to 600 dots per inch (dpi)	
<b>Paper Sizes</b>	A5, A4	
<b>Connections</b>	Ethernet and USB	
<b>ADF capacity</b>	80 sheets	
<b>Warranty</b>	1 Year Warranty	

**3. A3 Scanners:**

<b>Item Name</b>	<b>Description of Supplies</b>	<b>Qty</b>
<b>Scanner type:</b>	Automatic Document Feeder (ADF) scanner	1
<b>Scanning speed:</b>	Simplex scanning at 50 pages per minute (ppm) at a resolution of 200/300 dots per inch (dpi), and duplex scanning at 100 images per minute (ipm) at a resolution of 200/300 dpi	
<b>Optical resolution:</b>	600 dots per inch (dpi)	
<b>Memory (Ram):</b>	512 MB or more	
<b>Output resolution:</b>	From 50 to 600 dots per inch (dpi)	

<b>Paper Sizes</b>	A5, A4 and A3
<b>Connections</b>	Ethernet and USB
<b>ADF capacity</b>	80 sheets
<b>Warranty</b>	1 Year Warranty

### 5.3 Deliverables and timeframe

<b>Deliverable #</b>	<b>Level of effort (Days)</b>	<b>Timing</b>
<b>Delivery of Hardware</b> 1. Complete supply, install and migrate of package of hardware, including servers, scanners, and other third-party tools	<b>24 days</b>	21/05/23 – 14/06/23
<b>Testing and Training</b> 1. Testing of hardware functionality and migration 2. Hands on training for administrators	<b>3 days</b>	15/06/23 – 18/06/23
<b>Total amount of days</b>	<b>27 days</b>	

### 5.4 Profile of service provider

The Service Provider shall have the following expertise:

- Minimum of Five (5) years of experience in hardware supply and installation
- Reference check (please provide at least 3 references)

## 6. Selection Criteria

### LOT 1

The Service Provider shall have the following expertise:

- Must have implemented the system for at least 3 major agencies. Tenders are required to provide at least 3 references.

## **LOT 2**

The Service Provider shall have the following expertise:

- List of at least three references of similar services that have been delivered over the last three years with a minimum contract amount of 10,000 EUR.

## **6. Award Criteria**

### **LOT 1**

**Technical Evaluation (Weighting: 70%) as per the following weighting:**

- Quality of proposed technical requirements/solution (Weighting: 40%)
- Vendor Experience and Capability (Weighting: 10%)
- Implementation Plan (Weighting: 20%)

**Price (Weighting: 30%)**

With regards to the 'price' criterion, the following formula will be used:

$$\text{Points tender A} = \frac{\text{amount of lowest tender} * 30}{\text{amount of tender A}}$$

### **LOT 2**

**1. Hardware Price (Weighting: 100%)**