



## TENDER SPECIFICATIONS

Public service contract for “**STEP Scholarship Management Platform (SMP)**”

Reference No: **JOR24001-10002**

Country: **Jordan**

Negotiated Procedure without Prior

Publication

*Deadline for requesting clarifications:* Until the **seventh day** before the deadline for submission of tenders

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*Deadline for submission of tenders:* **7 June 2026 at 15:00 (Jordan)**

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# 1 GENERAL REMARKS

## 1. THE CONTRACTING AUTHORITY

- 1.1. The contracting authority of this public contract is Enabel, public-law company with social purposes, with its registered office at Rue Haute 147, 1000 Brussels in Belgium (enterprise number 0264.814.354, RPM/RPR Brussels), called ' Enabel ' pursuant to the entry into force of Law of 23 November 2017 changing the name of the Belgian Technical Cooperation and defining the missions and functioning of Enabel, the Belgian agency for development cooperation.
- 1.2. Enabel has the exclusive competence for the execution, in Belgium and abroad, of public service tasks of direct bilateral cooperation with partner countries. Moreover, it may also perform other development cooperation tasks at the request of public interest organisations, and it can develop its own activities to contribute towards realisation of its objectives.
- 1.3. For this public contract Enabel, in Jordan, is represented by :

Name	Position
Heidi De Pauw	Country Director

- 1.4. **Attention : even if Enabel as contracting authority is based in Belgium, Enabel has different “permanent establishments” in partner countries, who are 'customer' in the sense of tax legislation.<sup>1</sup> As a result, services of this contract are deemed to be located in Jordan and applicable tax legislation is legislation of Jordan. For more information on this tax regime, you can contact Karmel Al Salqan, Contract Support Manager (clause 3 of chapter 3 Award Procedure).**

## 2. RULES GOVERNING THE PUBLIC CONTRACT

- 2.1. The following, among others, apply to this public contract:
  - (a) The Law of 17 June 2016 on public procurement;
  - (b) The Royal Decree of 18 April 2017 on the award of public contracts in the classical sectors;
  - (c) The Royal Decree of 14 January 2013 establishing the general rules for the execution of public contracts;
  - (d) The Law of 17 June 2013 on motivation, information, and remedies in public procurement, certain works, supply, and service contracts, and concessions;
  - (e) Circulars of the Prime Minister with regards to public procurement;
  - (f) Enabels policy regarding sexual exploitation and abuse – June 2019;
  - (g) Enabels policy regarding fraud and corruption risk management – June 2019.
- 2.2. All Belgian regulations on public contracts can be consulted on <https://bosa.belgium.be/en/themes/public-procurement>;

<sup>1</sup> Article 13a of Council Implementing Regulation (EU) No 1042/2013: The place where a non-taxable legal person is established, as referred to in the first subparagraph of Article 56(2) and Articles 58 and 59 of Directive 2006/112/EC, shall be: the place where the functions of its central administration are carried out, or the place of any other establishment characterised by a sufficient degree of permanence and a suitable structure in terms of human and technical resources to enable it to receive and use the services supplied to it for its own needs (= permanent establishment).

Enabel's Code of Conduct and the policies mentioned above can be consulted on Enabel's website via <https://www.enabel.be/who-we-are/integrity/>.

### **3. APPLICABLE LAW AND COMPETENT COURTS**

3.1. Belgian legislation applies for this public contract and no other. In the event of a conflict regarding the interpretation, application or performance of these tender specifications, the parties will first try all conciliation possibilities. Except for an emergency, the parties avoid litigation in court without preliminary notification.

3.2. In case of court action, correspondence must (also) be sent to the following address:

Enabel S.A.  
Global Procurement Services  
To the attention of Ms Laura Jacobs  
Rue Haute 147  
1000 Brussels  
Belgium

3.3. Any litigation regarding this public contract is the exclusive competence of the Brussels legal district courts and tribunals. French or Dutch are the languages of proceedings.

## 2 SUBJECT-MATTER AND SCOPE OF THE PUBLIC CONTRACT

### 1. TYPE OF CONTRACT

- 1.1. This public contract is a service contract for provision of: The STEP Scholarship Management Platform (SMP) aims to improve the effectiveness, transparency, equity, and accountability of the STEP scholarship programme by serving as a centralized digital platform that streamlines application and selection, tracks beneficiary progress across all programme tracks, manages financial disbursements, and produces evidence for programme management and donor reporting.

### 2. LOTS

- 2.1. This public contract is not divided into lots.

### 3. ITEMS

- 3.1. This public contract consists of the items listed under clause 1 of chapter 7 Forms - Tender form - Prices.
- 3.2. These items are grouped together to form one single contract. It is not possible to tender for one or several items and the tenderer must submit price quotations for all items of the contract.

### 4. DURATION OF THE PUBLIC CONTRACT

- 4.1. This public contract starts **upon award notification** and lasts for **3.5 (three and a half) years**.
- 4.2. This public contract **MAY NOT** be renewed.
- 4.3. Without prejudice to measures as of right, the contract may be terminated each year by the contracting authority, giving notice by registered letter to be sent 90 calendar days before the anniversary date of the contract. Termination of the contract under the above conditions does not give rise to any right to compensation.

### 5. VARIANTS

- 5.1. Variants are **NOT** allowed. Each tenderer may submit only one tender, no variants will be accepted.

### 6. OPTIONS

- 6.1. The tenderer may **NOT** submit options. Free options are forbidden. Any proposed option will be discarded.

# 3 AWARD PROCEDURE

## SECTION (A) - GENERAL PROCEDURE INSTRUCTIONS

### 1. AWARD PROCEDURE

This public contract will be awarded through a Negotiated Procedure without Prior Publication pursuant to Article 42, § 1, °1, a) of the Law of 17 June 2016 on public procurement.

### 2. PUBLICATION

This contract is advertised in

2.1. The following platforms:

(a) Website of Enabel ([www.enabel.be](http://www.enabel.be));

(b) [www.tenderJo.com](http://www.tenderJo.com).

2.2. This publication constitutes an invitation to submit a tender.

### 3. FURTHER INFORMATION

#### 3.1. Public procurement administrator

The awarding of this public contract is coordinated by:

*Karmel Al Salqan*

*Contract Support Manager*

[karmel.alsalqan@enabel.be](mailto:karmel.alsalqan@enabel.be)

All communication between the contracting authority and (prospective) tenderers regarding this public contract must go through this contact. Any other form of contact with the contracting authority about this public contract is prohibited unless otherwise stated in these tender specifications.

#### 3.2. Requesting clarifications

Prospective tenderers have until the **May 31, 2026 day**, inclusive, before the deadline for submission of tenders to submit any questions regarding these tender specifications and the contract. All inquiries must be sent in writing to the procedure coordinator mentioned under clause 3.1 ([karmel.alsalqan@enabel.be](mailto:karmel.alsalqan@enabel.be)), and will be answered in the order received.

Until the notification of the award decision no information will be given about the evolution of the procedure.

#### 3.3. Publication of clarifications and/or amendments to the tender specifications

The complete overview of questions and answers, as well as any amendments to these tender specifications, will be available at **June 1<sup>st</sup>, 2026**, at the latest.

These updates will be published on the same platforms as mentioned under clause 2.

The tenderer is to submit his tender after reading and taking into account any corrections made to these tender specifications that are published or that are sent to him by e-mail. To do so, when

the tenderer has downloaded the tender specifications, it is strongly advised that he gives his coordinates to the public procurement administrator mentioned under clause 3.1 and requests information on any modifications or additional information.

## **SECTION (B) - INSTRUCTIONS FOR PREPARATION OF TENDERS**

### **4. VALIDITY PERIOD OF TENDERS**

The tenderers remain bound by their tender for a period of **90 (ninety) calendar days** from the tender reception deadline date.

### **5. DATA TO BE INCLUDED IN THE TENDER**

- 5.1. Tenderers are advised to consult the general principles set out under Heading 1 of the Law of 17 June 2016 on public procurement, which are applicable to this award procedure.
- 5.2. The tender and all annexes to the tender form must be drawn up in:
- 5.3. By submitting a tender, the tenderer automatically waives any of their own general or specific sales conditions, even if these are mentioned in any annexes to their tender.
- 5.4. The tenderer must clearly indicate within their tender any information that is confidential and/or relates to technical or business secrets, which may not be divulged by the contracting authority.
- 5.5. The tenderer must use the tender forms provided in the annex:
  - (a) Identification form (clause 1 of chapter 7 Forms);
  - (b) List of subcontractors (clause 2 of chapter 7 Forms);
  - (c) Tender form - Prices (clause 1 of chapter 7 Forms)
  - (d) Declaration on honour - Exclusion grounds (clause 1 of chapter 7 Forms).

Should the tenderer fail to use these forms, they shall bear full responsibility for ensuring that the documents submitted are in perfect concordance with the forms.

- 5.6. The tenderer also attaches the following to his tender:
  - (a) All documents demanded for the application of award criteria (see clause 14);
  - (b) A detail of the prices quoted, listing for each item the various elements that are included in the price and the applicable taxes;
  - (c) The statutes and any other document required to establish the power of attorney of the signer(s).
- 5.7. Where the tender is submitted by a group of economic operators, it must include a copy of the following documents for each of the participants in the group:
  - (a) Identification form (clause 1 of chapter 7 Forms);
  - (b) Declaration on honour - Exclusion grounds (clause 1 of chapter 7 Forms);
  - (c) The statutes and any other document required to establish the power of attorney of the signer(s);
  - (d) The association agreement signed by each participant, clearly showing who represents the association.

- 5.8. Participants in a group of economic operators must designate one member of the group who will represent the group vis-à-vis the contracting authority.

## 6. TENDER CURRENCY

All prices given in the tender form must obligatorily be quoted in **euro**.

## 7. DETERMINATION OF PRICES

- 7.1. In accordance with Article 37 of the Royal Decree of 18 April 2017 on the award of public contracts in the classical sectors, the contracting authority may for the purpose of verifying the prices carry out an audit of any and all accounting documents and perform on-the-spot checks with a view of verifying the correctness of the indications supplied.
- 7.2. This contract is a price-schedule contract, i.e. a contract in which only the unit prices are lump-sum prices. The price to be paid will be obtained by applying the unit prices mentioned in the inventory to the quantities actually performed.

## 8. ELEMENTS INCLUDED IN THE PRICE

- 8.1. The tenderer is to include in his unit and global prices any charges and taxes generally applied to services according to the applicable tax legislation of Jordan, with the exception of the value-added tax. The VAT percentage is quoted separately, if applicable. As mentioned in clause 1 of chapter 1 General Remarks, **local tax regime is applicable**. For the provision of services in Jordan, the attention of tenderers who are non-tax residents of Jordan is drawn to the tax on the profits of non-residents (10%) applicable to this category of service provider. It is also the tenderer's responsibility to obtain information on all other tax provisions applicable in Jordan. The 10% non-resident income tax will be withheld at source at the time of payment of the invoice. Make sure to verify whether any bilateral or regional non-double taxation treaties apply to your situation.
- 8.2. The unit and global prices for this public contract must encompass any costs, measures, and charges related to the performance of the contract, including but not limited to:
- (a) Administrative management and secretariat services;
  - (b) Travel, transportation, and insurance;
  - (c) Documentation related to the services;
  - (d) Delivery of documents or records associated with the performance of the contract;
  - (e) Packaging;
  - (f) Training required for operation;
  - (g) Where applicable, the measures imposed by occupational safety and worker health legislation;
  - (h) Customs and excise duties for equipment and products used.
  - (i) Acceptance costs.
- 8.3. All relevant costs must be factored into the prices for this public contract.

## SECTION (C) - SUBMISSION OF TENDERS

### 9. SUBMISSION OF TENDERS

- 9.1. Without prejudice to any variants, the tenderer may only submit one tender per contract.
- 9.2. In accordance with the rules governing means of communication, only tenders submitted by electronic means are accepted.

Consequently, the submission of tenders on paper is prohibited, and the contracting authority will only consider tenders submitted electronically.

- 9.3. a) By email naming the tender name and the reference number mentioned above.

**Mailbox PROCUREMENT PSE <procurement.pse@enabel.be>**

- 9.4. The service can be reached on working days during office hours: from 9 am 4 pm. **Tenders must be submitted no later than 7 June 2026 at 15:00PM (Jordan Time).**

- 9.5. The format of the documents should be .pdf or equivalent.

### 10. TENDER SIGNATURE

- 10.1. The tenderer is not required to sign the tender and its annexes individually when uploading them to the electronic platform.

**These documents shall be signed globally by affixing an electronic or scanned handwritten signature on the accompanying submission report.**

- 10.2. Signatures are placed by the person(s) empowered or mandated to commit the tenderer. This obligation applies to each participant when the tender is submitted by a group of economic operators (consortium). These participants are jointly liable.
- 10.3. When the submission report is signed by a mandatary, he or she must clearly indicate whom he or she represents. The mandatary attaches the original electronic deed or private document that transfers these powers to him or her or a scanned copy of that proxy.

### 11. DEADLINE FOR SUBMISSION AND OPENING OF TENDERS

- 11.1. Tenders must be in the possession of the contracting authority before **7 June 2026 at 15:00 (Jordan)**.

- 11.2. Tenders are opened behind closed doors via the e-Procurement platform.

## SECTION (D) - SELECTION, AWARDING & CONCLUSION

### 12. EXCLUSION GROUNDS

- 12.1. The obligatory and facultative grounds for exclusion are provided in the declaration on honour attached to these tender specifications (see clause 1 of chapter 7 Forms).
- 12.2. By submitting the declaration enclosed in the annex to these tender specifications, the tenderer certifies that they are not in any of the exclusion cases listed in Articles 67 to 70 of the Law of 17

June 2016 on public procurement, nor Articles 61 to 64 of the Royal Decree of 18 April 2017 on the award of public contracts in the classical sectors.

- 12.3. The grounds for exclusion apply to all participants submitting a joint bid as a consortium of economic operators.
- 12.4. The contracting authority will verify the accuracy of this declaration on honour for the tenderer with the highest ranked tender. To this end, the contracting authority will request the tenderer concerned to provide the necessary information or documents to verify their personal situation. The tenderer must submit this information by the fastest means and within the deadline set by the contracting authority.
- 12.5. The tenderer may attach these documents directly to his tender. If the tenderer fails to deliver the requested document(s) on time, the contracting authority reserves the right to exclude the tenderer.
- 12.6. Tenderers are strongly advised not to wait for the request of the contracting authority and to request the documents they have not attached to their tender as soon as possible from the competent authorities of the country where they are based. After all, in some cases, it may take a long time to obtain particular documents.
- 12.7. The contracting authority will directly obtain any information or documents that can be accessed free of charge by digital means from the instances that manage the information or documents. This is the case for Belgian tenderers (via the Telemarc platform), with the exception of the extract from the criminal record, which must be requested by the tenderer himself.
- 12.8. **Conflicts of Interest – Revolving Doors (Article 51 of the Royal Decree of 18 April 2017 on the award of public contracts in the classical sectors)**  
Without prejudice to Articles 6 and 69, paragraph 1, 5° of the Law of 17 June 2016 on public procurement, a conflict of interest also includes any “revolving doors” situation. This occurs when a natural person who previously worked for a contracting authority — whether as internal staff, in a hierarchical position, as a civil servant, public officer, or in any other capacity linked to the contracting authority — subsequently intervenes under a public contract awarded by that same contracting authority. A conflict of interest arises when there is a connection between the activities previously performed by the individual for the contracting authority and the activities carried out under the awarded contract.

### 13. OVERVIEW OF THE PROCEDURE

- 13.1. In a first phase, the tenders submitted by the tenderers will be evaluated as to their formal and material regularity.
- 13.2. The contracting authority reserves the right to have the irregularities in a tender regularised.
- 13.3. In a second phase, the formally and materially regular tenders will be evaluated as to their content by an evaluation commission. The contracting authority will restrict the number of tenders to be negotiated by applying the award criteria stated in these tender specifications (clause 14). This evaluation will be conducted on the basis of the award criteria and aims to set a shortlist of tenderers with whom negotiations will be conducted.
- 13.4. Then, the negotiation phase follows. In view of improving the contents of the tenders, the contracting authority may negotiate with tenderers the initial tenders and all subsequent tenders that they have submitted, except final tenders. The award criteria are not negotiable. However, the contracting authority may also decide not to negotiate. In this case, the initial tender is the final tender.
- 13.5. When the contracting authority intends to conclude the negotiations, it will so advise the remaining tenderers and will set a common deadline for the submission of any BAFO's (*Best and Final Offer*). Once negotiations have closed, the BAFO's will be evaluated as to its regularity and compared on the basis of the award criteria. The tenderer whose BAFO shows the best value for money (obtaining the best score based on the award criteria given under clause 14) will be designated the successful service provider for this public contract, after having been verified for absence of exclusion grounds.

## 14. AWARD CRITERIA

14.1. The contracting authority will select the regular tender that it considers to be the most economically advantageous, based on the following criteria:

Award Criterion	Criterion Weight (%)	Criterion Evaluation or Formula
Experience in Developing Enterprise-Grade Web-Based Systems for Multi-Stakeholder and Beneficiary Management	5	<ul style="list-style-type: none"> <li>• Demonstrated experience, as a collective entity, in designing, developing, implementing, and supporting complex, enterprise-grade web-based systems of similar scale and technical complexity.</li> <li>• Proven experience in systems related to education, scholarship management, social protection, or TVET is required.</li> <li>• Experience in integrating systems with government platforms (e.g., MoE, NAF, payment gateways) is a strong asset.</li> </ul>
Qualifications and Expertise of Key Personnel	20	<ul style="list-style-type: none"> <li>• Key personnel must demonstrate strong expertise in software development, system architecture, system integration, and project management.</li> <li>• Clear roles and responsibilities aligned with the TOR (Project Manager, Software Architect, Developer, Trainer).</li> <li>• Relevant academic qualifications and demonstrated experience in similar assignments are required.</li> </ul>
Methodology and Implementation Approach	20	<ul style="list-style-type: none"> <li>• Quality, clarity, and feasibility of the proposed methodology across all phases (Inception, MVP, Full Development, Deployment, and Support).</li> <li>• Demonstrated understanding of system requirements including user management, eligibility, scoring, payments, and reporting modules.</li> <li>• Strength of approach to stakeholder engagement, system integration, testing (UAT, security, performance), and risk management.</li> </ul>
Technical Architecture and System Design Approach	5	<ul style="list-style-type: none"> <li>• Robustness and appropriateness of the proposed system architecture (scalability, security, performance, and maintainability).</li> <li>• Compliance with required standards (WCAG accessibility, GDPR principles, API-first design, security protocols).</li> <li>• Suitability of proposed technology stack and justification.</li> </ul>
Preliminary Work Plan and Implementation Timeline	15	<ul style="list-style-type: none"> <li>• Clear sequencing of activities aligned with phased delivery (Inception → MVP → Full Deployment → Support).</li> <li>• Realistic timelines ensuring MVP readiness before August 2026.</li> <li>• Logical alignment with deliverables and review/approval cycles</li> </ul>
Support Approach	5	<ul style="list-style-type: none"> <li>• Strength of maintenance, warranty, and SLA approach including responsiveness and sustainability.</li> </ul>
Price	30	$\text{Points tender A} = \frac{((\text{Amount of lowest Tender} \times 30))}{(\text{Amount of Tender A})}$

14.2. The scores for the award criteria will added up. This public contract will be awarded to the tenderer that submitted the tender with the highest final score, after the contracting authority has

verified the accuracy of the declaration on honour of this tenderer and provided the control shows that the declaration on honour corresponds with reality.

## **15. AWARDING THE PUBLIC CONTRACT**

- 15.1. This public contract will be awarded to the tenderer who has submitted the most economically advantageous tender.
- 15.2. In accordance with Article 85 of the Law of 17 June 2016 on public procurement, the contracting authority is under no obligation to award the contract. The contracting authority may choose either not to award the public contract or to restart the procedure, if necessary, through another award procedure.

## **16. CONCLUDING THE CONTRACT**

- 16.1. In accordance with Article 95, °2 of the Royal Decree of 18 April 2017 on the award of public contracts in the classical sectors, the contract is formed upon notification to the successful tenderer of the approval of their tender.
- 16.2. Notification is made via digital platforms or email, and, on the same day, by registered post.
- 16.3. The full public contract consists of the following documents:
  - (a) These tender specifications and their annexes;
  - (b) The approved BAFO and all of its annexes;
  - (c) The registered letter notifying the award decision;
  - (d) Any later documents accepted and signed by both parties, as appropriate.
- 16.4. In the interest of transparency, Enabel commits to publishing an annual list of recipients of its contracts. By submitting their tender, the successful tenderer agrees to the publication of the contract title, nature and object of the contract, their name and location, and the contract amount.

## 4 SPECIAL CONTRACTUAL PROVISIONS

1. This chapter of these tender specifications holds the specific administrative and contractual provisions that apply to this public contract by way of derogation from the 'General Implementing Rules for public procurement' of the Royal Decree of 14 January 2013 (Royal Decree of 14 January 2013 establishing the general rules for the execution of public contracts), hereinafter referred to as "GIR", or as a complement or an elaboration thereof. The numbering of the articles below (between brackets) follows the numbering of the "GIR" articles. Unless indicated, the relevant provisions of the "GIR" apply in full.
2. These tender specifications do not derogate from the "GIR".

### SECTION (A) - GENERAL

#### 3. USE OF ELECTRONIC MEANS (ART. 10)

The use of electronic means for exchanges during the performance of the contract is permitted unless stated otherwise in these tender specifications. In such cases, notifications from the contracting authority will be sent to the address or registered office mentioned in the tender.

#### 4. MANAGING OFFICIAL (ART. 11)

- 4.1. The managing official for this public contract is **Ms Esmat Khattab, STEP Project Manager**, email: [esmat.khattab@enabel.be](mailto:esmat.khattab@enabel.be). The managing official is responsible for overseeing the performance of the contract.
- 4.2. Once this public contract is concluded, the managing official serves as the primary point of contact for the service provider. All correspondence or questions regarding the performance of the contract should be directed to him/her, unless otherwise explicitly stated in these tender specifications.
- 4.3. The managing official has full authority to monitor the satisfactory performance of the contract, which includes issuing service orders, preparing reports and statements, approving services, progress reports, and reviews. They may order changes to the contract with regards to its subject-matter or performance, provided that such changes remain within its original scope.
- 4.4. However, the signing of amendments or any other decision or agreement implying derogation from the initial terms and conditions of the contract are not part of the competence of the managing official. For such decisions the contracting authority is represented as stipulated under clause 1 of chapter 1 General Remarks.
- 4.5. Under no circumstances is the managing official allowed to modify the terms and conditions (e.g. performance deadline) of the contract, even if the financial impact is nil or negative. Any commitment, change or agreement that deviates from the conditions in these tender specifications and that has not been notified by the contracting authority, will be considered null and void.

#### 5. CONFIDENTIALITY (ART. 18)

- 5.1. Service providers who, during the performance of the contract, receive information or documents or data of any kind that are classified as confidential and relate, in particular, to the subject matter of the contract, the resources required for its performance and the operation of the contracting authority's services, shall take the necessary measures to prevent such information, documents or data from being disclosed to third parties who have no right to know them.

- 5.2. Service providers who, in the performance of the contract, have knowledge of a drawing or model, know-how, method or invention belonging to the contracting authority or jointly to the contracting authority and the service provider, shall refrain from any communication concerning the drawing or model, know-how, method or invention to third parties, unless those elements are the subject of the contract.

## 6. PROTECTION OF PERSONAL DATA

### 6.1. Processing of personal data by the contracting authority

The contracting authority undertakes to process the personal data that are communicated to it in response to the call for the tenders with the greatest care, in accordance with legislation on the protection of personal data (General Data Protection Regulation, GDPR). Where the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data contains stricter provisions, the contracting authority will act in accordance with said law.

### 6.2. Processing of personal data by the service provider

Where during contract performance, the service provider processes personal data of the contracting authority or in execution of a legal obligation, the following provisions apply :

For any processing of personal data carried out in connection with this public contract, the service provider is required to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR) and the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data.

By simply participating in the contracting process, the tenderer certifies that he will strictly comply with the obligations of the GDPR for any processing of personal data conducted in connection with that public contract.

Given the public contract, it is to be considered that the contracting authority and the service provider will each be responsible, individually, for the processing.

## 7. INTELLECTUAL PROPERTY (ART. 19 TO 23)

- 7.1. The contracting authority **does not acquire** the intellectual property rights created, developed, or used during performance of the public contract.
- 7.2. Unless otherwise specified in the procurement documents and without prejudice to clause 7.1, when this public contract involves the creation, manufacture, or development of designs, logos, or similar works, the contracting authority acquires the intellectual property rights to these works. This includes the right to trademark, register, and protect them.
- 7.3. For any domain names created under this public contract, the contracting authority similarly acquires the right to register and protect them unless stated otherwise in the procurement documents.
- 7.4. As the contracting authority does not acquire the intellectual property rights, it shall obtain a patent license for the results protected by intellectual property law. This license must cover the modes of exploitation specified in the procurement documents.

## SECTION (B) - FINANCIAL GUARANTEES

## 8. PERFORMANCE BOND (ART. 25 TO 33)

### 8.1. **Scope and amount (Art. 25)**

The performance bond is a requirement for this public contract and is set at **5%** of the total value of the contract, excluding VAT. The resulting value will be rounded up to the nearest 10 euros.

#### **8.2. Nature of the performance bond (Art. 26)**

In accordance with the applicable legal and regulatory provisions, the performance bond may be provided in the form of cash, public funds, or a joint performance bond. It may also be issued as a surety bond by a credit institution meeting the requirements of the law governing credit institutions or by an insurance company approved for branch 15 (bonds) under the law governing insurance companies.

By way of derogation from Article 26 of the "GIR", the performance bond may be posted through an institution with its registered office in one of the countries of destination of the services. The contracting authority reserves the right to accept or refuse the posting of the bond through such an institution. The tenderer shall provide the name and address of this institution in the tender.

This derogation is intended to provide local tenderers with the opportunity to submit a tender, taking into account the specific requirements of the contract.

#### **8.3. Deadline for submitting the performance bond (Art. 27)**

The successful tenderer is required to provide proof of the posting of the performance bond within 30 calendar days from the conclusion of the procurement contract.

The period specified above is suspended during the period of closure of the service provider's business for paid annual holidays and the days off in lieu stipulated by regulation or by a collective binding labour agreement.

#### **8.4. Posting of the performance bond (Art. 27)**

The performance bond must be posted by the successful tenderer in one of the following ways:

- (a) Cash deposit : Deposit the amount in the account of the Deposit and Consignment Office ([Dutch](#) or [French](#) procedure to enter a deposit in e-DEPO) or of a public institution performing a similar function similar;
- (b) Public Funds: Deposit with the State cashier at the National Bank's headquarters in Brussels or one of its provincial branches, on behalf of the Deposit and Consignment Office or a similar public institution;
- (c) Joint surety : By the deposit, via an institution that lawfully carries out this activity, of a deed of joint surety with the Deposit and Consignment Office or with a similar public institution;
- (d) Guarantee : Provide the deed of undertaking of the credit institution or the insurance company.

#### **8.5. Proof of deposit (Art. 27)**

Proof of posting the performance bond must be provided as applicable by submission to the contracting authority of:

- (a) A deposit receipt from the Deposit and Consignment Office or a similar public institution;
- (b) A debit notice from the credit institution or insurance company;
- (c) An deposit certificate issued by the State Cashier or a similar public institution;
- (d) The original copy of the deed of joint surety stamped by the Depot and Consignment Office or by a similar public institution;
- (e) The original copy of the deed of undertaking issued by the credit institution or the insurance company granting a guaranty.

These documents, signed by the depositor, must state why the performance bond was posted and its precise usage, consisting of a concise indication of the subject-matter of the procurement contract and a reference to the procurement documents, as well as the name, first name and full

address of the service provider and, where relevant, that of the third party that made the deposit on the service provider 's account, bearing the statement 'lender' or 'mandatory', as appropriate.

Proof that the required performance bond has been posted must be sent to the address that will be mentioned in the contract conclusion notification.

#### **8.6. Release of bond**

If the contracting authority confirms acceptance of the services, the bond shall be released, even if the service provider has made no such request.

One half will be released after provisional acceptance of the entire contract, the other half after final acceptance.

## **SECTION (C) - THE PUBLIC CONTRACT DOCUMENTS**

### **9. CONFORMITY OF PERFORMANCE (ART. 34)**

The services must comply in all respects with the procurement documents. In the absence of specific technical specifications in the procurement documents, the performance of the contract must meet the highest standards of good practice in the relevant field.

## **SECTION (D) - CHANGES TO THE PUBLIC CONTRACT**

### **10. REPLACEMENT OF THE SERVICE PROVIDER (ART. 38/3, °1)**

#### **10.1. Scope**

The clause may be applied in case the service provider is unable to continue the performance of the contract due to termination of the contract (art. 61, 62 or 62/1, °2 of the "GIR") or after taking an ex officio measure (art. 47 of the "GIR").

#### **10.2. Nature of the amendment**

In derogation of art. 47, § 2, °3 of the "GIR", the contracting authority may, in all the above cases, immediately award a new contract to the subcontractor(s) of the service provider already involved in the performance of the contract or to the second-ranked tenderer, for all or part of the contract still to be performed, and this without initiating a new award procedure. This agreement will take the form of an amendment to the original contract to be concluded between the contracting authority and the new service provider.

#### **10.3. Conditions under which this revision clause may be used**

Provided that they meet the selection criteria and the exclusion grounds set out in this document, and if they can meet the initial conditions of the contract, the contracting authority may conclude a contract for account with the service provider 's subcontractor(s) already involved in the performance of the contract. To this end, the contracting authority shall contact the subcontractor(s) or his (their) representative(s), asking whether he (they) can meet the original terms of the contract. If the subcontractor(s) cannot meet the original conditions, a contract for account may be concluded under amended conditions. Before concluding such an amended contract, the contracting authority shall check whether the new conditions are still more advantageous than those of the tenderer ranked second during the evaluation of the tenders under the original award procedure. If this is not the case, the contracting authority will conclude a contract for account as referred to in the paragraph below.

If the contracting authority is unable or unwilling to avail itself of the option mentioned in the preceding paragraph, a contract for account may be concluded with the tenderer who was ranked second during the evaluation of the tenders under the original award procedure, provided that he meets the selection criteria and the exclusion grounds set out in this document. To this end, the contracting authority contacts the second-ranked tenderer or his representative to ask whether he agrees to maintain his bid. If that bidder agrees without reservation, the contracting authority proceeds to award and conclude the contract for account. If the tenderer in question does not agree to maintain the terms of his initial tender or if his modified tender does not remain the most economically advantageous on the basis of the evaluation of the tenders under the original award procedure (after exclusion of the initial service provider), the contracting authority shall address itself:

- (a) either successively, according to the ranking, to the other regular the tenderers. In this case too, the contracting authority contacts the tenderer concerned or his representative to ask whether he agrees to maintain his tender. If that tenderer agrees without reservation, the contracting authority proceeds to award and conclude the contract for account ;
- (b) or simultaneously to all the other regular tenderers, asking them to revise their tender, on the basis of the initial terms of the contract, in order to award and conclude the contract on the basis of the tender that has become the most economically advantageous.

In any case, the contracting authority shall ensure that verification of the absence of grounds for exclusion and compliance with the selection criteria has taken place in an impartial and transparent manner, either in the context of the initial award procedure or at the time of the conclusion of the contract for account, so that no contract is awarded to a tenderer (or subcontractor) who should have been excluded or who does not meet the selection criteria. The minimum requirements of qualitative selection may, where appropriate, be adjusted in proportion to the remaining part of the contract if the contract for account is concluded only for part of the contract still to be performed.

The contract for account will be concluded by means of an amendment to the original contract, which will be signed by the contracting authority and the new service provider. If the contract has already been partially performed, this amendment will accurately mention all parts of the contract that still need to be performed. The amendment shall also mention all the changed conditions compared to the original tender of the initial service provider, and compared to the original tender of the new service provider. If necessary, the amendment shall state the method of application of the original conditions to the remaining part of the contract. All other conditions stated in the contract documents (the tender specifications and the original tender of the initial or new service provider), shall continue to apply unchanged.

If a contract for account is concluded, a copy of the amendment concerning the contract to be concluded shall be sent to the initial service provider by electronic transmission, in deviation from art. 47, § 3 (3) of the "GIR". If, following the application of an ex officio measure (art. 47 of the "GIR"), the price of the new contract for account concluded is higher than that of the initial contract, the initial service provider shall bear the additional costs.

## **11. REVISION OF PRICES (ART. 38/7)**

Price revisions are not allowed under this contract.

## **12. INDEMNITIES FOR SUSPENSIONS ORDERED BY THE CONTRACTING AUTHORITY DURING CONTRACT PERFORMANCE (ART. 38/12)**

- 12.1. The contracting authority reserves the right to suspend the performance of the contract for a given period, mainly because it considers that the procurement contract cannot be performed without inconvenience at that time.

- 12.2. The performance period is extended by the period of delay caused by this suspension, provided that the contractual performance period has not expired. If it has expired, the return of fines for late performance may be agreed.
- 12.3. When activities are suspended, based on this clause 12.3, the service provider is required to take all necessary precautions, at his expense, to protect the services already performed and the materials from potential damage caused by unfavourable weather conditions, theft or other malicious acts.
- 12.4. The service provider has a right to damages for suspensions ordered by the contracting authority when:
- (a) The suspension lasts in total longer than one twentieth of the performance period and at least ten working days or fifteen calendar days, depending on whether the performance period is expressed in working days or calendar days;
  - (b) The suspension is not due to unfavorable weather conditions or other circumstances beyond the contracting authority's control which, in the contracting authority's discretion, constitute an obstacle to the continued performance of the contract at that time;
  - (c) The suspension occurs during the contract's performance period.

### **13. UNFORESEEABLE CIRCUMSTANCES**

- 13.1. As a general rule, the service provider is not entitled to request modifications to the contractual terms for circumstances unknown to the contracting authority.
- 13.2. A decision by the Belgian state to suspend cooperation with a partner country, or a decision of a government of a partner country to suspend cooperation with the Belgian state, constitutes an unforeseeable circumstance under this clause 13. In the event that the Belgian state or the partner country terminates or ceases activities, which implies therefore the financing of this public contract, Enabel will make reasonable efforts to negotiate a fair maximum compensation amount.

### **14. TAXATION HAVING AN EFFECT ON THE VALUE OF THE PUBLIC CONTRACT (ART. 38/8)**

- 14.1. For this public contract, a price revision resulting from a change in taxation is possible if the case occurs in Belgium or in the country of performance concerned by this public contract and has an incidence on the value of the public contract.
- 14.2. Such price revision is only possible if both the following conditions apply:
- (a) The change entered into force after the tenth day preceding the deadline for submission of tenders, and
  - (b) Either directly, or indirectly by means of an index, such taxation is not included in the revision formula provided for in procurement documents in application of Article 38/7 of the "GIR".
- 14.3. In the event of an increase in charges, the service provider must prove that it has actually borne the additional charges it has claimed and that they are related to the performance of the contract.
- In case of a reduction, there is no revision if the service provider proves that he paid the charges at the old rate.

### **15. TERMS OF INTRODUCTION (ART. 38/14 TO 38/17)**

- 15.1. The contracting authority or the service provider who wishes to rely on one of the review clauses, as referred to in Articles 38/9 to 38/12 of the "GIR", must give written notice of the facts or circumstances invoked on which it relies within 30 days, either after they occurred or after the

date on which the contracting authority or the service provider should normally have known about them.

- 15.2. The service provider may only invoke the application of one of these review clauses if it succinctly discloses the influence of the facts or circumstances invoked on the course and cost of the contract to the contracting authority within the period mentioned under clause 15.1, regardless of whether the contracting authority is aware of the facts or circumstances.

## **SECTION (E) - CONTROL AND MONITORING OF THE PUBLIC CONTRACT**

### **SECTION (F) - PERFORMANCE MODALITIES**

#### **16. ORDER FORMS (ART. 146)**

#### **17. DEADLINES AND TERMS (ART. 147)**

- 17.1. The service provider must complete the services within **6 (six) months**, starting from **the day after the date on which the service provider received the contract conclusion notification letter**.

POST-IMPLEMENTATION SUPPORT: The assignment shall include the provision of one (1) year of complimentary maintenance and support, commencing upon final system acceptance in December 2026. This support period shall be considered an integral deliverable of the contract.

For the post-deployment warranty: A detailed plan (2028–2029) for the extended maintenance, upgrades, and support (including, support channels, and escalation procedures) to be submitted in an SLA to be attached to the technical proposal with a lump sum budget for 2028 and 2029. The plan includes:

Warranty services, covering system defects and performance issues

Bug fixing and corrective maintenance, including timely resolution of technical issues

Technical support services, including user assistance, troubleshooting, and system monitoring

EXTENDED SUPPORT: The Post-Deployment Support shall be detailed in a dedicated Service Level Agreement (SLA) annexed to the financial proposal. The SLA shall clearly define response and resolution times, support channels, escalation procedures, and reporting requirements, ensuring sustained operational functionality and user satisfaction throughout the post-deployment period.

#### **18. PLACE OF PERFORMANCE (ART. 149)**

The services must be performed at the following address:  
**The domicile or country of residence of the expert.**

## **19. INSPECTION OF THE SERVICES (ART. 150)**

- 19.1. If irregularities are identified during the performance of this contract, the service provider will be promptly notified by e-mail, followed by confirmation via registered letter. The service provider is required to rectify the non-compliant services.
- 19.2. The service provider must notify the managing official in writing, either by registered post or e-mail (with proof of the exact dispatch date), specifying the date on which the services will be available for inspection.

## **20. LIABILITY OF THE SERVICE PROVIDER (ART. 152-153)**

- 20.1. The service provider assumes full responsibility for any mistakes or deficiencies in the services delivered.
- 20.2. The service provider shall indemnify the contracting authority against any damages it may incur as a result of liability towards third parties arising from delays in the performance of the services or any failure by the service provider to fulfill its obligations.

## **SECTION (G) - MEANS OF ACTION**

## **21. FAILURE OF PERFORMANCE (ART. 44)**

- 21.1. The service provider shall be considered in breach of this public contract under the following circumstances:
  - (a) When contract performance is not carried out in accordance with the conditions specified in the procurement documents;
  - (b) When, at any time, contract performance has not progressed in such a way that it can be fully completed on the due dates;
  - (c) When the service provider fails to comply with written orders issued in due form by the contracting authority.

Any failure to comply with the provisions of the public contract, including the non-compliance with orders from the contracting authority, will be documented in a report ('process verbal'). A copy of this report will be sent immediately to the service provider either by registered post or e-mail (with proof of the exact dispatch date).

- 21.2. The service provider must address the defects without delay. He may assert his right of defence, either by registered post or e-mail (with proof of the exact dispatch date), addressed to the contracting authority within fifteen days from the date of dispatch of the report (process verbal). Silence on his part after this period shall be deemed as acknowledgement of the reported facts.
- 21.3. Any defects that can be attributed to the service provider may result in the application of one or more measures as provided in Articles 45 to 49, 154 and 155 of the "GIR".

## **22. FINES FOR DELAY (ART. 46 AND 154)**

- 22.1. Fines for delay differ from penalties referred to in Article 45 of the "GIR". They are due, without the need for notice, by the mere lapse of the performance period without the issuing of a report and they are automatically applied for the total number of days of delay.

- 22.2. Fines for delay are calculated, according to Article 154 of the “GIR”, at a rate of **0.1%** per day of delay, with a **maximum of 7.5%**, of the value of all or part of the services that were performed with the same delay.
- 22.3. If the execution deadline is an award criterion, the penalty rate may increase to a **maximum of 10%**, depending on the weight assigned to this criterion in the tender specifications.
- 22.4. Without prejudice to the application of these fines, the service provider shall indemnify the contracting authority where appropriate against any damages owed to third parties on account of its delay in performing the contract.

### **23. MEASURES AS OF RIGHT (ART. 47 AND 155)**

23.1. When, upon the expiration of the deadline specified in Article 44, § 2 of the “GIR”, to present justifications, the service provider has remained inactive or has submitted justifications deemed insufficient by the contracting authority, the latter may invoke the measures as of right outlined in clause 23.2. However, the contracting authority may apply these measures before the expiration of the aforementioned term when the service provider has explicitly acknowledged the identified shortcomings.

23.2. The measures as of right are:

- (a) Unilateral termination of the contract. In this case the entire performance bond, or if no bond has been posted an equivalent amount, is acquired as of right by the contracting authority as lump sum damages. This measure excludes the application of any fine for delay in performance in respect of the terminated part;
- (b) Completion of all or part of the unfulfilled contract by the contracting authority itself;
- (c) Conclusion of one or more replacement contracts with one or more third parties for all or part of the contract remaining to be performed.

The measures outlined in points (a), (b), and (c) will be executed at the expense, risk, and peril of the defaulting service provider. However, any fines or penalties imposed during the performance of a replacement contract will be borne by the new service provider.

## **SECTION (H) - END OF THE PUBLIC CONTRACT**

### **24. ACCEPTANCE OF THE SERVICES PERFORMED (ART. 64 AND 156)**

- 24.1. The managing official will closely follow up the services during their performance. The services will not be accepted until after having satisfied the inspections, technical acceptance operations and prescribed tests.
- 24.2. Provisional Acceptance will occur upon service delivery completion, with final acceptance marking full contract completion after the warranty period expires.
- 24.3. When the contracting authority is in possession of the list of services provided or the invoice and the total or partial completion of the services is established in accordance with the procedures laid down in the contract documents, the contracting authority shall carry out the verification, proceed with the acceptance formalities and notify the service provider of the result. In any event, the verification shall be carried out within the processing period referred to in Article 160(1) of the “GIR” (clause 26).
- 24.4. If the services are completed before or after the expected date, the service provider must notify the managing official by registered letter or electronic mail that provides equivalent assurance of the exact date of dispatch, and shall request that the acceptance procedure be carried out.
- 24.5. Any progress payment shall be preceded by partial acceptance. The last partial acceptance is considered final acceptance and concludes the services under the contract.

## 25. GUARANTEE PERIOD (ART. 65)

The warranty period commences on the date on which provisional acceptance is given. It lasts for **3 (three) years**.

## 26. INVOICING AND PAYMENT (ART. 66-72 AND 160)

- 26.1. The contracting authority shall verify and pay the amount due to the service provider within a processing period of thirty days from the date on which it is established that all or part of the services have been completed, the terms of which shall be laid down in the contract documents. However, payment can only be made if the contracting authority is in possession of the duly established invoice.
- 26.2. Only services that have been performed correctly may be invoiced. The invoice must be issued in EURO.
- 26.3. The service provider sends (one copy only of) the invoices and the contract acceptance report (original copy) to the following address: **Enabel- Belgian development agency, 22 Abdallah Ar – Rihani St. Al - Swefieh Amman, Jordan.**
- 26.4. Payment will be made in accordance with one of the following arrangements:  
Linked DL(s) Deliverable Title Payment % DL 1 Inception Phase Approval (Final SRS, Architecture, Design, Plan) 20% DL 2 Delivery of Minimal Viable Product (MVP) 25% DL 3 - 7 Full System Completion (all modules, integrations, deployment, documentation, and training delivered and accepted) 25% DL 8 Final Acceptance and Project Closure (UAT sign-off, final report, complete deliverables) 20% DL 9 Year 1 Maintenance & Support 2% Year 2 Maintenance and Support 4% Year 3 Maintenance and Support 4%
- 26.5. Each progress report must include:
- (a) Total quantities to be achieved as per the initial measurements;
  - (b) Quantities achieved and recorded in the previous month's progress report;
  - (c) Quantities achieved during the current month;
  - (d) Total quantities achieved to date;
  - (e) Unit prices as per the order;
  - (f) Total prices for the quantities achieved during the month for each item;
  - (g) Total amount invoiced for the current month. .

## 5 TERMS OF REFERENCE

### 1. Abbreviations

<b>Abbreviation</b>	<b>Definition</b>
AES	Advanced Encryption Standard
API	Application Programming Interfaces
BTEC	Business and Technology Education Council
CBJ	Central Bank of Jordan
CI/CD	Continuous Integration / Continuous Deployment
DBMS	Database Management System
ERD	Entity-Relationship Diagram
EU	European Union
GDPR	General Data Protection Regulation
IEEE	Institute of Electrical and Electronics Engineers
ISO	International Organization for Standardization
JSON	JavaScript Object Notation
KPI	Key Performance Indicators
MFA	Multi-Factor Authentication
MoE	Ministry of Education
NAF	National Aid Fund
OTP	One-Time Password
PII	Personal Identifiable Information
QA	Quality Assurance
RBAC	Role-Based Access Control
RTL	Right-to-Left
SDLC	Software Development Lifecycle
SDG	Sustainable Development Goal
SLA	Service Level Agreement
SMP	Scholarship Management Platform
SMS	Short Message Service
SRS	Software Requirements Specification
STEP	Scholarship Scheme for Inclusive TVET System
TBC	To Be Confirmed
TLS	Transport Layer Security
ToT	Training of Trainers
TVET	Technical and Vocational Education and Training
UAT	User Acceptance Testing
UI	User Interface
UNESCO	United Nations Educational, Scientific and Cultural Organization
UX	User Experience
WBL	Work-Based Learning
WBS	Work Breakdown Structure

WCAG	Web Content Accessibility Guidelines
XML	Extensible Markup Language

### 1.1 Background of the assignment

The Scholarship Scheme for Inclusive TVET System (STEP) programme is funded by the European Union (EU) under the NDICI–Global Europe instrument and complements the EU-funded actions Technical and Vocational Education and Training (TVET) for All in Jordan and Education for All. Together, these initiatives strengthen inclusive education and skills development pathways by facilitating access to secondary vocational education, providing complementary skills development opportunities, supporting the transition from school to employment or entrepreneurship, and supporting a scholarship mechanism for vulnerable Jordanian youth (55% women and up to 15% persons with disabilities) at secondary and post-secondary TVET levels.

Through scholarships, generic and entrepreneurial skills development, career guidance, and exposure to work-based learning (WBL) opportunities, the programme contributes to more inclusive education systems, improved employment prospects, and reduced inequalities, in line with the Sustainable Development Goals (SDGs) and national education and employment priorities.

STEP leverages technology to streamline the management of scholarships and the selection and monitoring of beneficiaries. The STEP Scholarship Management Platform (SMP) is a new digital system designed to support the efficient, transparent, and auditable management of the STEP scholarship program.

The platform will initially operate as a standalone, web-based system, enabling end-to-end management of the scholarship lifecycle. It is designed to be scalable and reusable, allowing future expansion to support additional programs or integration within broader national education or social support ecosystems.

The system will act as a central coordination platform, connecting multiple stakeholders involved in the scholarship process, including applicants, schools, Scholarships Selection Committee, service providers, and financial actors.

#### The platform will interface with:

- **Ministry of Education (MoE) platform system:** Integration will be explored and implemented subject to technical feasibility and institutional readiness
- **Educational institutions and schools:** For data input, validation, and monitoring of student progress
- **National Aid Fund (NAF) and/or other approved social support systems:** For eligibility verification and validation of applicant vulnerability status. (TBC)
- **SMS and Email Service Providers:** For notifications, communication, and user engagement
- **Future External Systems:** Verification will be supported through available mechanisms, including data exchange, batch validation, or manual confirmation where direct system integration is not feasible

By digitizing and streamlining scholarship management, the platform will free up programme staff time, reduce error and bias, strengthen accountability, and improve outcomes for vulnerable youth.

## 2.1. The assignments

- **Assignment overall goal**

The STEP Scholarship Management Platform (SMP) aims to improve the effectiveness, transparency, equity, and accountability of the STEP scholarship programme by serving as a centralized digital platform that streamlines application and selection, tracks beneficiary progress across all programme tracks, manages financial disbursements, and produces evidence for programme management and donor reporting.

- **SMP Objectives**

2.1.1.1. The specific objectives for the development of the SMP are to:

1. **Develop a User-Centric Platform:** Create an intuitive, accessible (WCAG 2.1 compliant), and multilingual (Arabic and English) platform tailored to all user groups, including applicants/guardians, school representatives, Scholarships Selection Committee members, administrators, service providers and financial users.
2. **Enable End-to-End Scholarship Management:** Support the complete scholarship lifecycle from application submission and eligibility verification, through scoring, ranking, and selection, to beneficiary activation, monitoring, payment disbursement, and programme reporting.
3. **Enable Comprehensive Management:** Support registration and document management, configurable selection workflows, beneficiary lifecycle tracking, monitoring of academic progress and services, and multi-programme-track management (BTEC, VE, WBL, post-secondary technical diploma).
4. **Strengthen Data Integration:** Ensure secure, high-quality data management through integration with national systems (NAF or equivalent, MoE platform system), SMS/email providers, and CBJ-regulated payment gateways, aligned with applicable data protection standards.
5. **Deliver Actionable Insights:** Provide advanced reporting and analytics dashboards disaggregated by gender, region, disability status, vulnerability category, and programme track, to inform programme decisions and fulfil donor reporting obligations.
6. **Ensure Scalability and Sustainability:** Design a future-ready system capable of supporting multiple academic cycles and programme expansions, managed by the Enabel team and national technical staff.
7. **Promote Stakeholder Collaboration:** Facilitate structured communication and workflow coordination across all STEP actors.
8. **Support System Integration:** Connect securely with NAF or equivalent, MoE platform system, payment gateways, SMS/email providers, and other relevant government or programme systems.

## 1.2 Scope of Work (SoW)

The system SHALL be delivered using a phased approach, while being designed from the outset as a single integrated platform. **A strict implementation period not exceeding six (6) calendar months from the contract commencement date .(June/July 2026).** This shall be followed by an additional deliverable consisting of twelve (12) months of maintenance and support services. For the post-deployment warranty, an SLA to be attached to the technical proposal.

- **Overall Assignment Scope**

**Phase 1** (Inception & SRS Completion) focuses on reviewing, validating, and completing the foundational documents before development commences. This phase include, conduct stakeholder workshops, Finalize System Requirements Specification (SRS), System Architecture Document, Technical Design Document, define integrations and data requirements, identify risks and mitigations, and the detailed Implementation and Delivery Plan. These deliverables establish a shared understanding of scope, design, and integration, minimizing ambiguities and guiding all subsequent development.

The Contractor SHALL:

- Conduct structured stakeholder workshops
- Review and validate the initial SRS
- Finalize the system requirements specification (SRS)
- Develop the system architecture document
- Prepare the technical design document
- Define integration approaches and data requirements
- Identify risks and propose mitigation measures
- Prepare the detailed implementation and delivery plan

These deliverables SHALL establish a shared and approved understanding of system scope, architecture, and implementation approach.

**Phase 2 and Phase 3** build upon the foundational deliverables established in Phase 1, transitioning from design and specification to Minimum Viable Product (MVP) then full-scale system development and deployment. In this phase, the Contractor is responsible for developing the complete SMP, including:

- System development and configuration
- Data migration and validation
- System integration (API, batch, or manual where applicable)
- Comprehensive testing (functional, integration, UAT)
- Deployment and go-live support
- User training and knowledge transfer
- Delivery of all technical and user documentation
- Post-deployment support and maintenance

**CRITICAL DEADLINE:** Phase 1 of the platform (Inception & SRS Completion) must be completed within 3 weeks, while Phase 2 (MVP completion) must be operational **before August 2026**, in alignment with the start of the academic year. All phases of the system shall be delivered by the same vendor under a single contract.

The MVP SHALL include at minimum:

- User Management and Authentication
- Application Submission and Management
- Eligibility and Verification
- Scoring and Selection Modules

All remaining modules SHALL be delivered in subsequent releases within the agreed timeline.

All phases SHALL be delivered by the **same Contractor under a single contract**.

**POST-IMPLEMENTATION SUPPORT:** The assignment shall include the provision of **one (1) year** of complimentary maintenance and support, commencing upon final system acceptance in **December 2026**. This support period shall be considered an integral deliverable of the contract.

For the post-deployment warranty: A detailed plan (2028–2029) for the extended maintenance, upgrades, and support (including, support channels, and escalation procedures) to be submitted in an SLA to be attached to the technical proposal with a lump sum budget for 2028 and 2029. The plan includes:

- Warranty services, covering system defects and performance issues
- Bug fixing and corrective maintenance, including timely resolution of technical issues
- Technical support services, including user assistance, troubleshooting, and system monitoring

**EXTENDED SUPPORT:** The Post-Deployment Support shall be detailed in a dedicated Service Level Agreement (SLA) annexed to the financial proposal. The SLA shall clearly define response and resolution times, support channels, escalation procedures, and reporting requirements, ensuring sustained operational functionality and user satisfaction throughout the post-deployment period.

▪ **Key Deliverables (High-Level):**

2.1.1.2. The high-level deliveries by contractor include:

- A fully functional, tested, and deployed SMP integrating all required modules and functionalities.
- Comprehensive technical documentation including system architecture, database design, and API specifications.
- User and Technical manuals for all system features and administrative functions in Arabic and English.
- Full documented source code and all related development
- Training materials and sessions for administrators, Scholarships Selection Committee members, school staff, service providers, and end-users.
- One-year technical support and maintenance

▪ **In-Scope Activities and Features:**

The scope of work encompasses the development and implementation of the following core modules and functionalities based on the approved Phase 1 documents:

### **1.3.1.1 Database Implementation:**

Creating all tables, relationships, indexes, and ensuring data integrity constraints are enforced based on the approved Database Design Document. Optimise database performance for expected loads, supporting concurrent access during peak application periods.

### **1.3.1.2 User Interface (UI) and User Experience (UX) Finalization and Development:**

Based on the validated Phase 1 mockups, develop a modern, intuitive, and highly responsive UI. The UI must adhere to WCAG 2.1 AA accessibility guidelines and provide full support for both Arabic (RTL) and English.

Given that applicants are young people who may have limited digital access, the interface must be mobile-first and summarized for low-bandwidth environments.

### **1.3.1.3 System Core Modules:**

- 1. User Management and Role-Based Access Control (RBAC) Module:** For creating and managing diverse user accounts (System Administrator, Enabel Programme Staff, School Representative, Scholarships Selection Committee Member, Service Provider, Applicant/Guardian, Financial User, etc.) and configuring granular role-based access permissions and full account lifecycle management.
- 2. Application and Submission Management Module:** Online application forms with structured onboarding, draft saving, mandatory guardian consent declaration, document upload (PDF, images), completeness validation, deadline enforcement, duplicate prevention (by national ID or equivalent), and real-time status tracking. Application statuses shall include: Draft, Submitted, Under Formal Review, Eligible, Pre-Selected, Under Scholarships Selection Committee Evaluation, Selected, Reserve, Rejected, and Withdrawn.
- 3. Eligibility and Verification Module:** Validation of applicant eligibility based on predefined and configurable criteria including Jordanian nationality, age by programme track (14 -19), geographic eligibility (target governorates), programme enrolment (BTEC sector), academic standing, disciplinary status, and vulnerability status (NAF or equivalent). Integration with NAF or equivalent for vulnerability verification shall be implemented, with manual fallback where direct integration is not feasible. All verification results shall be logged.
- 4. Scoring, Ranking, and Selection Module:** A configurable multi-criteria scoring engine supporting programme-specific rules (BTEC G10–12, BTEC G11–12), weighted scoring totaling 100 points, automatic rank calculation, configurable quota management (gender, region, disability), reserve list management, and committee-based evaluation workflows. Override capability with mandatory justification and full audit trail. Support for anonymization of applications during Scholarships Selection Committee review. Complaint and redress mechanism with defined timelines (14-day submission window, 14-day response, 5-day resolution). All needed scoring information will be provided by

Enabel.

5. **Beneficiary and Program Management Module:** Converting selected applicants into active beneficiaries, managing activation workflows, scholarship agreements and commitment letters, assignment to programme tracks (BTEC G10–12, BTEC G11–12, Skills Development, WBL, Post-Secondary Technical Diploma), and full lifecycle tracking through statuses: Active, Suspended, Completed/Graduated, and Withdrawn. Support for multi-year scholarship cycles (2026/27, 2027/28, 2028/29).
6. **Monitoring and Services Tracking Module:** Tracking academic performance (GPA, cumulative across the project duration), attendance, services delivered (WBL placements including company name, location, and duration; generic skills training; career counselling; entrepreneurship training; psycho-social support; mentoring), employment outcomes post-graduation, and programme KPIs. Alignment with UNESCO WBL framework tracking. Data input by school representatives and service providers. Trigger alerts for non-compliance conditions (e.g., extended absence, performance below threshold). Complaint mechanism for beneficiaries.
7. **Payment Management Module:** Managing scholarship payment workflows including monthly allowances (mobility, internet, safety equipment ...etc. — paid over 10 months per school year), and annual training and exam-related payments., configurable payment types, frequencies, and rules, disbursement tracking, linkage of payments to beneficiary status and eligibility, and financial reporting. Ensure that all payments for each student are recorded in detail and cumulatively throughout the project period. ***Payment mechanism details to be finalized during the Inception Phase.***
8. **Automated Notifications and Alerts Module:** System-wide module generating and delivering automated SMS and email notifications regarding key events (application status changes, selection outcomes, payment alerts, deadline reminders, monitoring flags). Support for internal messaging between stakeholders, broadcast announcements to targeted user groups, configurable notification templates, helpdesk inquiry functionality, and logging of all communications.
9. **Reporting, Analytics, and Business Intelligence Module:** Role-based dashboards for programme management, Scholarships Selection Committee, and 31ummarizin partners. Standard and ad-hoc/custom reports. Disaggregated reporting by gender, region, programme track, vulnerability category, disability status, and school. Programme performance indicators including number of applicants, selected beneficiaries, completion rates, and employment/progression outcomes. Export to Excel, PDF, and Word formats. Full audit reports for system actions and decisions.

#### 1.3.1.4 Applicant Registration and Profile Management

ID	Requirement
FR-01.	The system SHALL provide a self-registration process for applicants.
FR-02.	The system SHALL support account activation via mobile/email OTP
FR-03.	The system SHALL collect applicant information through structured onboarding: <ul style="list-style-type: none"> <li>• Basic data: name, gender, DOB, contact info</li> <li>• Education: school, grade, specialization</li> <li>• Socio-economic data (Vulnerability assessment)</li> <li>• Program preferences (track selection)</li> </ul>
FR-04.	The system SHALL support document upload (PDF, images)
FR-05.	The system SHALL allow applicants to save applications as draft and complete later
FR-06.	The system SHALL allow applicants to update their application before submission deadline. The application shall be directly at the time of deadline
FR-07.	The system SHALL require acceptance of a consent declaration by the applicant guardian before submission
FR-08.	The system SHALL provide application completeness indicators
FR-09.	The system SHALL validate applicant eligibility using NAF or equivalent integration or alternative verification mechanisms
FR-10.	The system SHALL support configurable application forms without requiring code changes
FR-11.	The system SHALL support registration of applicants under 18 years old with mandatory guardian/parent information
FR-12.	The system SHALL link each minor applicant to a guardian profile
Detailed fields and validation rules SHALL be finalized during the Inception Phase.	

- Institutional Users (Schools / Service Providers)

ID	Requirement
FR-13.	The system SHALL allow registration and management of institutional users (schools and service providers)
FR-14.	The system SHALL allow schools (teachers) to input and validate student data
FR-15.	The system SHALL allow service providers to update service delivery records
FR-16.	The system SHALL enforce role-based access control for institutional users
FR-17.	The system SHALL support activation, deactivation, and status management of institutional user accounts

FR-18.	The system SHALL support approval workflows for institutional user registration (if required)
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- Scholarships Selection Committee Management

ID	Requirement
FR-19.	The system SHALL provide Scholarships Selection Committee member accounts
FR-20.	The system SHALL assign applications to reviewers based on defined criteria
FR-21.	The system SHALL allow scoring and evaluation entry
FR-22.	The system SHALL support comments and evaluation notes
FR-23.	The system SHALL support override decisions with mandatory justification and audit trail
FR-24.	The system SHALL support Scholarships Selection Committee composition including Enabel, MoE, EU, and NAF or equivalent
FR-25.	The system SHALL support multi-stakeholder evaluation workflows
FR-26.	The system SHALL allow tracking of reviewer assignments and evaluation status

- Administrator Management

ID	Requirement
FR-27.	The system SHALL provide a comprehensive user management interface for administrators
FR-28.	The system SHALL allow configuration of scoring, quotas, and workflows without code changes
FR-29.	The system SHALL manage users, roles, and permissions including creating new accounts, deactivating, etc
FR-30.	The system SHALL maintain audit logs of all administrative and system actions
FR-31.	The system SHALL allow administrators to manage system configuration settings (e.g., application periods, thresholds, rules)

- Authentication and Authorization

ID	Requirement
FR-32.	The system SHALL implement secure authentication (username/password with OTP)
FR-33.	The system SHALL enforce configurable password policies
FR-34.	The system SHALL implement role-based access control (RBAC)
FR-35.	The system SHALL provide session management with configurable timeout
FR-36.	The system SHALL maintain detailed access logs for security monitoring and auditing
FR-37.	The system SHALL support account lockout and recovery mechanisms
FR-38.	The system SHALL support account lifecycle management (activation, deactivation, suspension, recovery)

### 1.3.1.5 Application and Selection Management

- Application Submission

ID	Requirement
FR-39.	The system SHALL provide online application forms
FR-40.	The system SHALL validate completeness before submission
FR-41.	The system SHALL allow applicants to track submission status
FR-42.	The system SHALL support multilingual forms (Arabic and English)
FR-43.	The system SHALL enforce application submission deadlines
FR-44.	The system SHALL prevent duplicate applications using national ID or equivalent identifier
FR-45.	The system SHALL manage application statuses (Draft, Submitted, Under Review, Selected, Rejected, Reserve)
FR-46.	The system SHALL enforce valid application status transitions
FR-47.	The system SHALL log all application status changes

- Eligibility & Verification

ID	Requirement
FR-48.	The system SHALL validate eligibility based on defined criteria
FR-49.	The system SHALL integrate with multiple verification sources for eligibility verification
FR-50.	The system SHALL support manual verification fallback
FR-51.	The system SHALL validate applicant nationality (Jordanian)

FR-52.	The system SHALL validate age based on program track
FR-53.	The system SHALL validate geographic eligibility (target governorates)
FR-54.	The system SHALL validate enrollment in eligible programs (BTEC/VE)
FR-55.	The system SHALL ensure the applicant is not receiving another scholarship
FR-56.	The system SHALL validate academic eligibility
FR-57.	The system SHALL validate disciplinary status
FR-58.	The system SHALL validate the age of the applicant at the time of application
FR-59.	The system SHALL support document validation and approval as part of eligibility verification
FR-60.	The system SHALL log all verification results
<b>Final verification mechanisms SHALL be finalized during Inception Phase.</b>	

- Scoring and Ranking

<b>ID</b>	<b>Requirement</b>
FR-61.	The system SHALL implement a configurable scoring model
FR-62.	The system SHALL calculate scores automatically
FR-63.	The system SHALL rank applicants based on calculated scores
FR-64.	The system SHALL support quotas (gender, programme/ technical field, region, Persons with Disabilities)
FR-65.	The system SHALL support program-specific scoring rules
FR-66.	The system SHALL support weighted scoring with a total of 100 points
FR-67.	The system SHALL allow administrators to configure scoring rules without code changes
FR-68.	The system SHALL support scoring categories: <ul style="list-style-type: none"> <li>• Academic merit (30%)</li> <li>• Vulnerability (40%)</li> <li>• Gender &amp; inclusion (20%)</li> <li>• Motivation (10%)</li> </ul>
<b>Final scoring weights SHALL be validated during Inception Phase.</b>	

- Selection Workflow

<b>ID</b>	<b>Requirement</b>
FR-69.	The system SHALL support formal review stage
FR-70.	The system SHALL support pre-selection filtering
FR-71.	The system SHALL support Scholarships Selection Committee evaluation
FR-72.	The system SHALL generate final ranking lists
FR-73.	The system SHALL support reserve list management
FR-74.	The system SHALL support redress/complaint handling
FR-75.	The system SHALL support a formal complaint mechanism allowing applicants to submit appeals against selection decisions within a defined timeframe
FR-76.	The system SHALL track complaint status (submitted, under review, resolved, rejected)
FR-77.	The system SHALL assign complaints to authorized reviewers
FR-78.	The system SHALL allow completion of missing documents within defined period
FR-79.	The system SHALL support anonymization of applications for review
FR-80.	The system SHALL support Scholarships Selection Committee scoring workflows
FR-81.	The system SHALL support threshold-based filtering (e.g., $\geq 70\%$ )
FR-82.	The system SHALL compare system-generated ranking with Scholarships Selection Committee decisions and log differences
FR-83.	The system SHALL maintain full audit trail of selection decisions
FR-84.	The system SHALL manage selection workflow stages and transitions
FR-85.	The system SHALL support configurable approval workflows
FR-86.	The system SHALL trigger notifications based on selection decisions

- Beneficiary and Program Management

<b>ID</b>	<b>Requirement</b>
FR-87.	The system SHALL convert selected applicants into beneficiaries
FR-88.	The system SHALL manage beneficiary activation and onboarding
FR-89.	The system SHALL manage agreements and acceptance workflows
FR-90.	The system SHALL track beneficiary lifecycle from selection to completion
FR-91.	The system SHALL assign beneficiaries to program tracks

FR-92.	The system SHALL maintain beneficiary status (active, suspended, completed/ graduated, withdrawn)
FR-93.	The system SHALL manage scholarship agreements and commitment letters
FR-94.	The system SHALL track agreement acceptance and status
FR-95.	The system SHALL support beneficiary suspension based on defined rules
FR-96.	The system SHALL support beneficiary reinstatement after suspension

- Monitoring and Services Tracking

ID	Requirement
FR-97.	The system SHALL track academic performance (e.g., GPA)
FR-98.	The system SHALL track attendance
FR-99.	The system SHALL track services (WBL, training, counselling)
FR-100.	The system SHALL support alignment with UNESCO WBL tracking framework
FR-101.	The system SHALL track employment outcomes after graduation (employed, pursue higher education, etc)
FR-102.	The system SHALL track program KPIs and indicators
FR-103.	The system SHALL allow data input by schools and service providers
FR-104.	The system SHALL generate monitoring reports for stakeholders
FR-105.	The system SHALL enforce monitoring rules linked to performance (GPA, attendance, etc.)
FR-106.	The system SHALL trigger alerts for non-compliance conditions
<b>Detailed KPIs and indicators SHALL be defined during Inception Phase</b>	

2.2.

- Payment Management

ID	Requirement
FR-107.	The system SHALL support payment workflow management
FR-108.	The system SHALL track payment disbursements
FR-109.	The system SHALL generate financial reports
FR-110.	The system SHALL manage stipend payments
FR-111.	The system SHALL support mobility allowance

FR-112.	The system SHALL support training allowance
FR-113.	The system SHALL support WBL-related payments
FR-114.	The system SHALL support integration with e-wallet systems (CBJ regulated)
FR-115.	The system SHALL support configurable payment types
FR-116.	The system SHALL support configurable payment frequency
FR-117.	The system SHALL support multiple payment methods
FR-118.	The system SHALL trigger payment-related notifications
FR-119.	The system SHALL link payments to beneficiary status and eligibility
FR-120.	The system SHALL allow configuration of payment rules
<b>Payment mechanisms and integrations SHALL be defined during Inception Phase</b>	

- Integration

<b>ID</b>	<b>Requirement</b>
FR-121.	The system SHALL integrate with NAF or equivalent
FR-122.	The system SHALL integrate with MoE platform system
FR-123.	The system SHALL support API-based integrations
FR-124.	The system SHALL log all integration activities
FR-125.	The system SHALL support integration with SMS and email service providers
<b>Integration specifications SHALL be finalized during Inception Phase</b>	

- Reporting and Analytics

<b>ID</b>	<b>Requirement</b>
FR-126.	The system SHALL provide role-based dashboards for different user types
FR-127.	The system SHALL provide reporting by gender, region, program, and vulnerability status
FR-128.	The system SHALL support export of reports (Excel, PDF, word)
FR-129.	The system SHALL support customizable and filterable reports
FR-130.	The system SHALL provide financial reports for administrators and financial users
FR-131.	The system SHALL provide program performance indicators, including: <ul style="list-style-type: none"> <li>• number of applicants</li> </ul>

	<ul style="list-style-type: none"> <li>• number of selected beneficiaries</li> <li>• completion rates</li> <li>• employment or progression outcomes (if available)</li> </ul>
FR-132.	The system SHALL support tracking of selection results (accepted, reserve, rejected)
FR-133.	The system SHALL provide audit reports for system actions and decisions
<b>Detailed, reports, KPIs and indicators SHALL be finalized during the Inception Phase</b>	

- Communication System

ID	Requirement
FR-134.	The system SHALL send SMS notifications
FR-135.	The system SHALL send email notifications
FR-136.	The system SHALL support automated notifications based on application status changes
FR-137.	The system SHALL support internal communication between stakeholders (admins, schools, Scholarships Selection Committee , service providers)
FR-138.	The system SHALL allow broadcasting announcements to targeted user groups
FR-139.	The system SHALL log all communications (notifications, messages, announcements)
FR-140.	The system SHALL support helpdesk or inquiry functionality for applicants
FR-141.	The system SHALL support notification templates configurable by administrators

### 1.3.1.6 Operating Environment

1. Technical Environment	<ul style="list-style-type: none"> <li>• A web-based application accessible via standard browsers</li> <li>• Fully responsive web design for access via smartphones and tablets</li> <li>• Should be potentially for native mobile applications in future phases</li> <li>• Hosting options to be determined (on-premises, cloud, or hybrid)</li> </ul>
2. Software Environment	<ul style="list-style-type: none"> <li>• Modern web technologies and frameworks</li> <li>• Database management system with high performance and scalability</li> <li>• API-based integrations</li> </ul>

	<ul style="list-style-type: none"> <li>• Security and authentication systems</li> </ul>
3. User Environment	<ul style="list-style-type: none"> <li>• Various devices including desktop computers, laptops, tablets, and smartphones</li> <li>• Different operating systems and browser versions</li> <li>• Varying internet connection speeds and reliability</li> <li>• Multilingual user interface (Arabic and English)</li> <li>• Accessible by different groups of users including people with disability</li> </ul>

### 1.3.1.7 Design and Implementation Constraints

1. Technical Constraints	<ul style="list-style-type: none"> <li>• Must be accessible via standard web browsers without special plugins or settings</li> <li>• Must function effectively in areas with limited internet connectivity</li> <li>• Must be user-friendly especially for people with disability</li> </ul>
2. Regulatory Constraints	<ul style="list-style-type: none"> <li>• Must comply with data privacy and protection regulations</li> <li>• Must adhere to international standards for data security (e.g., GDPR principles)</li> <li>• Must protect sensitive data (vulnerability, financial)</li> <li>• Must enforce consent before application submission</li> </ul>
3. Business Constraints	<ul style="list-style-type: none"> <li>• Must be implemented in phases</li> <li>• Phase 1 must be operational before academic year</li> <li>• All phases must be delivered by the same vendor</li> <li>• Must support multiple program tracks</li> <li>• Must align with MoE strategic priorities</li> </ul>
4. User Constraint	<ul style="list-style-type: none"> <li>• Must accommodate users with varying levels of technical proficiency</li> <li>• Must support accessibility standards for users with disabilities</li> <li>• Must provide multilingual support (Arabic and English)</li> </ul>

### 1.3.1.8 User Documentation

The following user documentation will be developed as part of the system:

5. Online Help System	<ul style="list-style-type: none"> <li>• Context-sensitive help for all system functions</li> <li>• Frequently Asked Questions (FAQs)</li> </ul>
6. User Manuals	<ul style="list-style-type: none"> <li>• Applicant guide</li> <li>• School guide</li> <li>• Scholarships Selection Committee guide</li> <li>• Admin guide</li> </ul>
7. Training Materials	<ul style="list-style-type: none"> <li>• Quick reference guides</li> <li>• System demonstration materials (videos, slides with screenshots and instructions.)</li> </ul>

### 1.3.1.9 System Integration with External and Internal Systems:

The SMP must be fully interoperable with relevant national and programme systems. The Contractor is responsible for planning, developing RESTful APIs, testing, and validating all integration points in coordination with Enabel and relevant agencies.

#### Key integration points include:

- **MoE Platform System:** For student data validation and academic record verification (subject to technical feasibility and institutional readiness; manual fallback to be supported).
- **SMS and Email Service Providers:** For automated notification delivery.
- **Payment Systems:** For scholarship payment disbursements.
- **Future External Systems:** Additional government databases or verification platforms as identified during the Inception Phase.

### 1.3.1.10 Rigorous System Testing (Multi-Phased):

The Contractor shall undertake a structured system testing process adhering to international standards (IEEE 829 and ISO/IEC/IEEE 29119). Testing to be on testing environment meeting production specifications.

- **Comprehensive Test Plan:** A detailed system test plan outlining strategy, scope, resources, schedule, environments, test cases, and acceptance criteria for Enabel approval.
- **Execution of Diverse Testing Phases:** Unit Testing; Integration Testing (internal modules and external systems); System Testing (end-to-end verification against the SRS); Performance and Load Testing (stability and scalability under peak application windows); Security Testing (vulnerability assessments, penetration testing, OWASP Top 10 compliance).
- **User Acceptance Testing (UAT):** The Contractor must facilitate and provide full support for UAT conducted by Enabel staff and end-users, addressing all issues promptly.

### 1.3.1.11 System Deployment, Commissioning, and Go-Live:

This task ensures the SMP is fully operational and supported during initial usage. All activities must follow best practices for production readiness and comply with ISO/IEC 27001.

- **Production Environment Setup and Configuration:** Prepare and configure the production server environment (cloud, on-premises, or hybrid – to be confirmed during Inception Phase) in line with industry standards.
- **System Deployment to Production:** Deploy the fully tested, UAT-approved, and quality-assured version of the SMP to the configured production environment.
- **Intensive Go-Live Support and Hypercare:** Provide intensive on-site and remote technical and functional support during the initial go-live period (hyper-care period, duration: 6–8 weeks) to address any immediate issues and ensure smooth operation.

- **Out-of-Scope Activities**

The following activities are explicitly excluded from the scope of this contract:

- Native mobile application development (web-based system only; mobile-first design required)
- Hardware procurement and physical infrastructure setup
- Expansion of the system beyond the STEP program scope
- Advanced analytics, predictive modeling, or AI-based features

### 1.3 Deliverables

The project phases are expected to be completed within 6 calendar months of contract award (June 2026 – December 2026), with the critical requirement that MVP Build, Testing & Pilot Deployment of the system is operational **before August 2026**

All deliverables shall be completed, submitted, reviewed, and formally approved by Enabel within a **strict implementation period not exceeding six (6) calendar months from the contract commencement date (July 2026)**. This shall be followed by an additional deliverable consisting of twelve (12) months of maintenance and support services.

A critical milestone is the successful completion of the Minimum Viable Product (MVP) build, testing, and pilot deployment, ensuring the system is operational **before August 2026**, in alignment with the academic year.

The implementation timeline shall incorporate all review cycles and required revisions.

Final updated documentation SHALL be delivered at the end of the support period. All manuals shall be submitted in editable DOCX format.

**The Contractor shall provide the following deliverables:**

<b>Deliverable</b>	<b>Title</b>	<b>Description</b>
DL 1	Inception Report	Finalized SRS, System Architecture Document, Technical Design Document, and detailed project execution plan with refined Work Breakdown Structure (WBS). <i>No development commences before Enabel approval.</i>
DL 2	Fully Functional SMP (MVP)	All modules delivered sequentially in a stacked delivery model, starting with User Management and Authentication, Application, Eligibility, and Selection modules to be operational <b>before August 2026</b> .

DL 3	Completion of Development	Remaining modules, integrations, and iterative releases.
DL 4	Test Documentation & UAT	Master Test Plan, Detailed Test Reports (for all phases), and Enabel-Signed User Acceptance Testing (UAT) Report.
DL 5	Deployment & Go-Live	Production deployment and go-live stabilization support.
DL 6	Documentation Package	<ul style="list-style-type: none"> <li>- <u>User Manual</u>: Detailed operational manuals for all distinct user roles (e.g., Enabel administrators, programme staff, school representatives, Scholarships Selection Committee members, service providers, applicants/guardians), provided in both Arabic and English.</li> <li>- <u>System Administration Manual</u>: Specific manual for system administrators covering configuration, routine maintenance, backup/recovery procedures, user management, and troubleshooting – in both Arabic and English.</li> <li>- <u>API Documentation</u>: Detailed documentation covering all APIs developed for or integrated within the SMP (endpoints, request/response structures, authentication, usage guidelines) – in both Arabic and English.</li> </ul>
DL 7	Training & Reports	<ul style="list-style-type: none"> <li>- <u>Training Material</u>: High-quality training materials (presentations, guides, practical exercises, reference sheets, video tutorials) for all training programmes – in both Arabic and English.</li> <li>- <u>Training Delivery Reports</u>: Reports summarizing each training session, including dates, topics, participant lists/attendance, and consolidated feedback including training satisfaction survey results.</li> </ul>
DL 8	Final Submission Package & Closure	<ul style="list-style-type: none"> <li>- <u>Source Code</u>: Extremely well-documented source code adhering to industry best practices for clarity and maintainability. Source code, along with documentation for any third-party libraries or components, must be made available to Enabel upon request at any time.</li> <li>- <u>Database Schema and Design Document</u>: The final physical database structure, data dictionary, ERDs, and any specific configurations</li> <li>- <u>Final Report</u>: Comprehensive report summarising all activities, achievements against objectives, deliverables, challenges, lessons learned, and including the final Enabel sign-off for project closure.</li> <li>- <u>Updated Manuals</u>: Revised to reflect the latest state of the system in editable DOCX format.</li> </ul>
DL 9	3 year Maintenance & Support Plan	A detailed plan for the complimentary 3 years warranty period support and options for support/maintenance (including, support channels, and escalation procedures) to be submitted in an SLA to be attached to the technical proposal with a lump sum budget for 2028 and 2029.

**Key Principle:** The initial SRS defined in this document serves as a baseline. The finalized SRS produced during the Inception Phase SHALL be considered the authoritative reference for system development. To facilitate clearer understanding and enable service providers to estimate budgets more accurately, the service provider SHALL provide a detailed budget breakdown per module. The service provider SHALL also propose alternative implementation options and associated cost estimates for modules that are not yet fully defined.

#### 1.4 Ownership and Data Privacy

- All deliverables under this ToR, including source code and documentation, are the exclusive property of Enabel and shall not be used, shared, or repurposed for any other project or party without written approval from Enabel. The Contractor shall ensure that all team members working on this project sign a Privacy and Data Protection Declaration prior to engagement.
- A Source Code Confidentiality Declaration must also be provided, confirming that the code will not be published, reused, or disclosed for any other purpose.
- The system must be free from any external licenses or usage restrictions that may prevent or hinder its operation. Furthermore, no limitations shall be imposed on the number of users or on the ability to transfer and operate the system in a similar environment.
- The Contractor shall disclose all third-party libraries, components, and their associated licenses used in the system to ensure transparency and compliance with licensing requirements, and shall bear all licensing fees, if any, without imposing any cost on Enabel.
- The Contractor is responsible for maintaining strict confidentiality and ensuring full compliance with Enabel's data protection requirements, with particular attention to sensitive beneficiary data including vulnerability status, disability information, and financial records of minors and vulnerable youth.
- Enabel has full rights to use, modify, extend, and enhance the system without restrictions or additional costs or approvals from the Contractor.
- Enabel has full ownership of all related data, algorithms, and models, including any training, operational, or derived outputs, if artificial intelligence (AI) or machine learning components are used in the system.
- Unless otherwise approved in writing by Enabel, all software deliverables shall be governed by a perpetual, royalty-free license in favour of Enabel. The Contractor shall not impose any form of vendor-specific restrictions, usage limits, or mandatory service contracts that hinder Enabel's ability to independently operate, extend, or migrate the system.

#### 1.5 Training and Capacity Building

Ensuring Enabel staff and all stakeholder groups can effectively use and manage the SMP is vital. The following training requirements apply:

- **Fine-tune Training Needs:** The Contractor will work with Enabel to precisely identify who needs what training, based on the final system design and different user roles.
- **Custom Training Programmes:** Tailored training must be designed and delivered for:
- **Tech Staff & Admins:** In-depth technical skills (system architecture, troubleshooting, security, database management).
- **Enabel Programme Staff & End-Users:** Practical, role-based training on using system modules (application processing, selection workflows, reporting, payment oversight, etc.).
- **School Representatives & Service Providers:** Guidance on data entry, student progress tracking, service reporting, and system use for monitoring.
- **Scholarships Selection Committee Members:** Structured evaluation workflows, scoring, override procedures, and audit trail usage.
- **Public / Applicants / Guardians (as applicable):** Simple guides and video tutorials for using the online application portal, in Arabic and English.
- **Train-the-Trainer (ToT):** Equip selected Enabel staff to conduct future training, ensuring

long-term self-sufficiency.

- **Quality Training Materials:** The Contractor must provide comprehensive, easy-to-understand materials (manuals, guides, videos) in both Arabic and English, tailored for each group, in editable formats for Enabel.
- **Training Delivery and Logistics:** The Contractor shall propose how training will be delivered (in-person, online, or a mix) and detail the logistics including the number and length of sessions, class sizes, and facilities.
- **Training Delivery Report:** A Survey on Training Quality shall be designed to cover trainee satisfaction across all training topics, and the completed survey results shall be attached to the Training Delivery Report.

## 1.6 Technical Requirements

The SMP must adhere to the following technical requirements to ensure its robustness, security, scalability, and maintainability, in addition to the detailed requirements in the SRS:

- **Technology Stack Considerations:**

- **Guiding Principles:** Preference will be given to solutions built using modern, proven, secure, and highly scalable technologies. Open-source technologies are strongly encouraged where technically feasible to minimise licensing costs, avoid vendor lock-in, and promote long-term sustainability. The system must be free of third-party components requiring annual or recurring subscription fees for its core functionality to operate. If any commercial components are deemed essential, they must be acquirable through a one-time perpetual licence fee, clearly itemised in the financial proposal.
- **Programming Languages and Development Frameworks:** The Contractor is required to propose specific programming languages and development frameworks that align with the project requirements and best practices for modern, enterprise-grade web applications. Latest LTS versions shall be used for both backend and frontend technologies. The proposed stack shall be justified in the technical proposal.
- **Database Management System (DBMS):** The Contractor shall propose a robust, enterprise-grade relational database management system supporting high availability, load balancing, data integrity, and performance optimisation in line with ACID compliance standards. The specific DBMS shall be proposed and justified in the technical proposal, and shall be compatible with the agreed hosting environment.
- **Hosting Environment:** The platform hosting model (cloud, on-premises, or hybrid) shall be determined during the Inception Phase in coordination with Enabel. The Contractor shall provide hardware or cloud specifications for both testing and production environments.

- **System Architecture Principles:**

- **Web-Based and Multi-Tier Architecture:** The system must be entirely web-based, accessible via standard web browsers, and should follow a multi-tier architectural pattern (presentation tier, application/business logic tier, data tier, integration layer) to promote modularity, scalability, and maintainability. Adherence to principles in ISO/IEC/IEEE 42010 for architectural descriptions is encouraged.
- **Responsive and Mobile-First Design:** The UI must employ responsive web design principles ensuring optimal experience across desktops, laptops, tablets, and smartphones. Given the target user population — including young people with limited digital access — the system must be optimised for mobile browsers and low-bandwidth conditions. Compliance with WCAG 2.1 AA is required, including: Screen Reader Compatibility, Keyboard Navigation, High Contrast Mode, Text Resizing and Zoom, Accessible Forms and Error Feedback, and Language Simplicity Tools.

- **API-First Design:** The system shall be designed with API-first principles to facilitate future integrations and system expansions.
  - **Stringent Security Standards:**
    - **Adherence to Security Best Practices:** System design and development must strictly adhere to internationally recognised security best practices, including the OWASP Top Ten vulnerabilities and secure coding principles.
    - **Robust Authentication and Authorisation:** Implement strong multi-layered authentication (username/password with complexity rules; mandatory MFA for administrative users; OTP for applicants via mobile/email). Authorisation must be role-based (RBAC) to ensure users can only access data and functions relevant to their roles.
    - **Data Encryption:** All sensitive data (PII, vulnerability status, disability information, financial data, minors' personal information) must be encrypted at rest (AES-256 or equivalent) and in transit (TLS 1.3 or higher). Data masking shall be implemented for sensitive information in the UI.
    - **Regular Security Audits and Vulnerability Management:** The Contractor shall conduct vulnerability assessments and penetration testing before final deployment. Intrusion detection, rate limiting, and centralised logging shall be implemented. A clear process for addressing identified vulnerabilities must be in place.
    - **Privacy and Compliance:** The system must comply with applicable Jordanian data protection regulations and follow GDPR principles as best practice. Consent collection and storage (guardian consent for minors), data minimisation, and configurable data retention policies shall be enforced. Users shall be able to access and export their own data.

## ▪ Non-Functional Requirements

This section specifies the non-functional requirements for the STEP Scholarship Management Platform. These requirements define the quality attributes and constraints that the system must satisfy to meet stakeholder expectations. These requirements define the minimum acceptable standards for system performance, security, and reliability.

### Performance Requirements:

#### ▪ Response Time

ID	Requirement
NFR-01.	The system SHALL provide page load times of less than 3 seconds for standard operations under normal load conditions.
NFR-02.	The system SHALL provide search results within 2 seconds for standard search queries.
NFR-03.	The system SHALL complete operations within 5 seconds for individual application processing.
NFR-04.	The system SHALL process batch operations (e.g., bulk scoring) within a timeframe proportional to the batch size, not exceeding 2 minutes for standard operations.
NFR-05.	The system SHALL maintain response time degradation of no more than 50% during peak load periods.

- **Throughput**

ID	Requirement
NFR-06.	The system SHALL support at least 200-500 concurrent users during normal operations.
NFR-07.	The system SHALL support at least 1,000 concurrent users during peak periods.
NFR-08.	The system SHALL process at least 100 applications per minute during peak periods.
NFR-09.	The system SHALL support at up to 2000 applications per cycle.
NFR-10.	The system SHALL support at least 1,000 new user registrations per day.

- **Scalability**

ID	Requirement
NFR-11.	The system SHALL be designed to scale horizontally by adding more server instances to handle increased load.
NFR-12.	The system SHALL be designed to scale vertically by utilizing additional resources on existing servers.
NFR-13.	The system SHALL support a minimum of 5,000–10,000 registered applicants without performance degradation.
NFR-14.	The system SHALL support multiple application cycles and academic years.
NFR-15.	The system SHALL support growth of at least 100% over 3 years

**Security Requirements:**

- Authentication and Authorization

2.3.

ID	Requirement
NFR-16.	The system SHALL implement multi-factor authentication for administrative accounts and as an option for all users.
NFR-17.	The system SHALL enforce strong password policies, including minimum length, complexity, and regular password changes.
NFR-18.	The system SHALL implement role-based access control (RBAC) to restrict access to features and data based on user roles.
NFR-19.	The system SHALL maintain detailed access logs for all authentication and authorization events.
NFR-20.	The system SHALL automatically lock accounts after a specified number of failed login attempts.

NFR-21.	The system SHALL implement secure session management with appropriate timeout settings.
NFR-22.	The system SHALL support OAuth 2.0 and OpenID Connect for third-party authentication where applicable.

- Data Protection

ID	Requirement
NFR-23.	The system SHALL encrypt all sensitive data at rest using industry-standard encryption algorithms (AES-256 or equivalent).
NFR-24.	The system SHALL encrypt all data in transit using TLS 1.3 or higher.
NFR-25.	The system SHALL implement data masking for sensitive information displayed in the user interface.
NFR-26.	The system SHALL implement secure key management practices for encryption keys.
NFR-27.	The system SHALL provide mechanisms for secure data deletion when required.
NFR-28.	The system SHALL implement database-level encryption for sensitive tables and columns.
NFR-29.	The system SHALL maintain separate environments for development, testing, and production with appropriate data isolation.

- Privacy and Compliance

ID	Requirement
NFR-30.	The system SHALL comply with applicable Jordanian regulations
NFR-31.	The system SHALL follow GDPR principles as best practice
NFR-32.	Users SHALL be able to access and export their data
NFR-33.	Data minimization SHALL be enforced
NFR-34.	Consent SHALL be collected and stored
NFR-35.	Data retention policies SHALL be configurable
NFR-36.	Full audit trail SHALL be maintained

- Security Monitoring and Incident Response

ID	Requirement
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NFR-37.	The system SHALL implement centralized logging
NFR-38.	The system SHALL provide monitoring and alerts
NFR-39.	The system SHALL implement intrusion detection
NFR-40.	The system SHALL support vulnerability assessments
NFR-41.	The system SHALL support incident response procedures
NFR-42.	The system SHALL implement rate limiting
NFR-43.	The system SHALL support patch management

### **Reliability and Availability**

- Availability

<b>ID</b>	<b>Requirement</b>
NFR-44.	Availability ≥ 99.5%
NFR-45.	Availability ≥ 99.9% during critical periods
NFR-46.	Maintenance windows SHALL be scheduled and communicated
NFR-47.	Users SHALL be notified before downtime
NFR-48.	High availability architecture SHALL be implemented

### **Usability and Accessibility:**

- User Interface

<b>ID</b>	<b>Requirement</b>
NFR-49.	The system SHALL provide a consistent and intuitive user interface across all functions.
NFR-50.	The system SHALL implement responsive design to support various screen sizes and devices.
NFR-51.	The system SHALL provide clear navigation and information architecture.
NFR-52.	The system SHALL use consistent terminology and design patterns throughout the interface.
NFR-53.	The system SHALL provide appropriate feedback for user actions.
NFR-54.	The system SHALL minimize the number of steps required to complete common tasks.
NFR-55.	The system SHALL provide context-sensitive help and guidance.

- Accessibility

ID	Requirement
NFR-56.	The system SHALL comply with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.
NFR-57.	The system SHALL support screen readers and other assistive technologies.
NFR-58.	The system SHALL provide keyboard navigation for all functions.
NFR-59.	The system SHALL ensure sufficient color contrast for text and interactive elements.
NFR-60.	The system SHALL provide text alternatives for non-text content.
NFR-61.	The system SHALL ensure that form elements have associated labels.
NFR-62.	The system SHALL provide mechanisms to pause, stop, or hide moving content.

- **Interoperability and Data Exchange Standards:**

- **Designed for Integration:** The system must use widely accepted standard protocols and formats (RESTful APIs, JSON, XML, SOAP if necessary) to facilitate secure and seamless integration with NAF or equivalent, MoE platform system, SMS/email providers, CBJ-regulated payment gateways, and future systems. OAuth 2.0 and OpenID Connect for third-party authentication shall be supported where applicable. All integration activities, requests, and results shall be logged.

- **Comprehensive Bilingual (Arabic/English) Support:**

**Full UI and Content Localization:** The system must provide full and equivalent support for both Arabic (including RTL layout and text rendering) and English throughout the entire user interface, including all labels, messages, forms, notifications, and generated reports. All training and documentation materials shall also be provided in both languages.

## 1.7 Assignment Implementation

- **Project Management and Governance:**

The Contractor must provide:

- **Dedicated and Experienced Project Manager:** A dedicated Project Manager with a strong track record of successfully managing similar IT projects to be the main point of contact for Enabel.
- **Regular Progress Reporting and Communication:** Written progress reports (e.g., weekly/bi-weekly) covering activities, issues, and risks, and regular review meetings with the Enabel team.
- **Clear Communication Protocols:** Defined contacts for various matters, preferred communication channels (email or chat), and escalation paths to ensure issues are resolved promptly.
- **Proactive Risk Management Plan:** Regularly updated plan identifying potential risks (technical, operational, logistical), their likelihood and impact, and mitigation strategies.
- **Quality Assurance (QA) Plan:** Documented QA processes implemented throughout the project lifecycle covering code quality, documentation, and the final system.

## 1.8 Support and Maintenance

- **Warranty Period and Services:**

- **Duration:** The Contractor shall provide a comprehensive warranty period of at least **twelve (12) months**, commencing from the date of final system acceptance and formal sign-off by the Enabel.
- **Scope of Warranty:** During this warranty period, the Contractor will be fully responsible for promptly rectifying any bugs, errors, defects, or performance issues in the delivered system attributable to the Contractor’s design or development, at no additional cost to Enabel. This includes providing necessary patches, updates, and technical support.
- **Service Level Agreements (SLAs) during Warranty:** The Contractor shall maintain the following minimum SLAs during the warranty period, to be agreed with Enabel before go-live:

The

Priority	Example Impact	Max Response Time	Max Resolution Time
P1 – Critical	Full system outage, all users affected; data breach	1 hr (24x7)	8 hrs
P2 – High	Major function impaired (e.g., selection, payment, login)	4 business hrs	2 business days
P3 – Medium	Non-critical issue, workaround exists	1 business day	5 business days
P4 – Low	Cosmetic or minor issue	2 business days	10 business days

Contractor shall, at the end of the 6-month implementation period, submit via email and flash drive: the updated source code (latest version including all fixes and improvements), updated manuals (revised to reflect the latest state of the system in editable DOCX format), final report and user acceptance sign off.

- **Post- Deployment Service Level Agreement (SLA)**

Contractors are required to propose detailed costs for a two (2)-year post-Deployment warranty support and maintenance agreement. This proposal should clearly outline:

- The scope of services (e.g., ongoing bug fixing, technical assistance, helpdesk support, minor enhancements, preventative maintenance, support for new OS/browser versions, and updates aligned with changes in integrated national systems).
- Proposed SLAs for the post-warranty period.
- Procedures for requesting and receiving support.
- Options for different tiers of support (e.g., basic, standard, premium).

### 1.9 Assignment Timeline and Milestones

- **Overall Assignment Duration and Phasing:**

The project phases are expected to be completed within 6 calendar months of contract award (June 2026 – December 2026), with the critical requirement that MVP Build, Testing & Pilot Deployment of the system is operational **before August 2026**. Vendors should propose a detailed project timeline as part of their technical proposal.

The Contracting Authority is open to agile approaches with iterative deliveries.

Phase	DL	Deliverable Title	Description	Est. Working Days (LoE)
<b>Phase 1: Inception &amp; SRS Completion</b>	DL 1	Inception Report	Validate and finalize SRS, system architecture, technical design, and WBS. No development commences before approval.	<b>11 days</b>
<b>Phase 2: MVP Development</b>	DL 2	Fully Functional SMP (MVP)	Module-by-module development and API creation. Priority: User Management, Application, Eligibility, and Selection modules operational <b>before August 2026</b> .	<b>27 days</b> Overlaps with inception)
<b>Phase 3: Full Development &amp; Deployment</b>	DL 3	Completion of Development	Remaining modules, integrations, and iterative releases.	<b>20 days</b>
	DL 4	Test Documentation & UAT	Unit, integration, system, performance, security testing. Enabel-led validation of the integrated platform with bug fixes.	<b>11 days</b> Overlaps with development
	DL 5	Deployment & Go-Live	Production deployment and go-live stabilization support.	<b>4 days</b>
<b>Documentation</b>	DL 6	Documentation Package	All-user-categories documentation in Arabic and English  <ul style="list-style-type: none"> <li>- User Manual</li> <li>- System Administration Manual</li> <li>- API Documentation</li> </ul>	<b>9 days</b>
<b>Training</b>	DL 7	Training Reports &	Enabel administrators, programme staff, school representatives, committee members, service providers.	<b>10 days</b>
<b>Finalization</b>	DL 8	Final Submission Package & Closure	Final Report user acceptance sign off and source code delivery and its documentation updated manuals (revised to reflect the latest state of the system in editable DOCX format)	<b>8 days</b>
<b>Post-Implementation Support</b>	DL 9	3-years Maintenance & Support Plan	Warranty, bug fixing, and technical support (complimentary, on demand).	<b>Not fixed</b>

## 2 Tenderer Qualifications and Experience

To be considered for this important project, Contractors must clearly show they have the necessary qualifications and a proven history of success.:

### 2.1 Legal and Financial Standing:

Official Legal Registration: Provide verifiable proof of official legal registration as a business entity and possession of a valid license to operate in Jordan. Alternatively, if an international firm, provide proof of a formal, legally binding partnership with a reputable and legally registered local Jordanian entity.

## 2.2 Technical Experience and Expertise:

The Vendor/Contractor shall submit all relevant supporting documents to substantiate the claimed experience. These may include, but are not limited to, project completion certificates, client reference letters, signed contracts, official invoices, or any other verifiable evidence related to the following areas:

- **Track Record in Complex Systems:** Provide evidence of a proven track record, with a minimum of ten (10) years of demonstrable experience in successfully designing, developing, implementing, and supporting complex, enterprise-grade web-based information management systems of similar scale, scope, and technical complexity.
- **Relevant Sector Experience:** The Contractor must demonstrate specific and verifiable experience in the design, development, and proven successful deployment of at least two (2) web-based information systems within the education, social protection, scholarship management, or TVET sector, in the last three (3) years.
- **Expertise in System Integration:** Provide evidence of substantial experience in planning and executing integrations with national government systems (e.g., social registries, education management systems, payment gateways) using RESTful APIs, JSON/XML data exchange, and related technologies.
- **Client References for Similar Projects:** Submit at least two (2) detailed client references for similar projects successfully completed within the last three (3) years. Each reference must include the client organisation's name, a detailed project description, project value, project duration, the role of the Contractor, and verifiable contact details (name, title, email, mobile number) of a representative from the client organisation.
- **Company Profile:** Provide a company profile with a summary table arranged in chronological order, beginning with the most recent entry.

## 2.3 Proposed Project Team Composition & Key Personnel:

The Contractor must propose a well-structured project team with clearly defined roles and responsibilities. The team must possess the collective expertise necessary to successfully deliver all aspects of this ToR. The following outlines the minimum key positions required, their expected qualifications, and the suggested number of personnel. Contractors may propose additional roles or a different distribution if they can justify its effectiveness and efficiency in their technical proposal.

- **Project Manager (1 Position)**

### Responsibilities:

- Holds overall responsibility for meticulous project planning, efficient execution, continuous monitoring, rigorous control, and successful closure.
- Acts as the primary dedicated point of contact for Enabel.
- Effectively manages project scope, timeline, resources, risks, and all stakeholder communications.
- Ensures strict compliance with all Enabel requirements, standards, and reporting protocols.
- Maintains coordination between the development team and Enabel's programme staff throughout implementation.

### Qualifications:

- Minimum of a Bachelor's degree in Computer Science, Information Technology, Business Administration, Project Management, or a closely related field.
- A minimum of eight (8) years of proven, hands-on experience in successfully managing complex IT software development projects, with a strong preference for experience with web-based

systems developed for public sector entities, educational institutions, or social protection programmes.

- Demonstrated experience managing projects of similar budgetary scale, team size, and technical complexity, ideally within donor-funded environments.
- Exceptional leadership, interpersonal, communication (written and verbal), negotiation, and advanced problem-solving skills.
- Proficient in both Agile methodologies (such as Scrum or Kanban) and traditional Waterfall project management methodologies and tools.
- Complete fluency in written and spoken English and Arabic is mandatory.

## ▪ **Lead Software Architect / Senior Systems Analyst (1 Position)**

### **Responsibilities:**

- Leads the comprehensive technical design and overarching architecture of the SMP.
- Takes primary responsibility for the in-depth review and refinement of the Phase 1 deliverables (SRS, Architecture, ERD).
- Ensures the developed system is inherently scalable, robustly secure, highly performant, and easily maintainable.
- Defines and enforces development standards and best practices and provides technical guidance and mentorship to the development team.

### **Qualifications:**

- Minimum of a Bachelor's degree in Computer Science, Software Engineering, Information Systems, or a closely related technical field. A Master's degree is highly preferred.
- Proven professional experience of a minimum of five (5) years in software architecture, systems analysis, and the detailed design of complex, multi-tier web-based applications.
- Strong, demonstrable understanding of the full Software Development Lifecycle (SDLC), various architectural patterns (Microservices, SOA), software design patterns, API design principles (RESTful), robust database design (RDB), and current information security best practices.
- Significant experience in designing and implementing system integrations with government platforms.
- Excellent analytical, conceptual, and innovative problem-solving skills.
- Complete fluency in written and spoken English is mandatory.

## ▪ **Senior Software & Database Developer — Frontend and Backend — (1 Position)**

### **Responsibilities:**

- Actively participate in the development, unit testing, and implementation of software modules in strict accordance with the validated design specifications and established coding standards.
- Contribute to code reviews, debugging sessions, system integration efforts, and the creation of technical documentation.
- Holds primary responsibility for the detailed design, efficient implementation, performance optimisation, and ongoing maintenance of the SMP database.

### **Qualifications:**

- Minimum of a Bachelor's degree in Computer Science, Software Engineering, or a related technical discipline.
- Proven professional experience of a minimum of five (5) years of continuous, hands-on experience in developing enterprise-grade web-based applications, specifically using the technology stack proposed for this project.

- High proficiency in modern backend and frontend web development frameworks, database technologies (SQL), and responsive/mobile-first UI development (HTML5, CSS3, JavaScript).
- Solid experience with version control systems (Git), automated testing frameworks, CI/CD pipelines, and agile development practices.

Strong analytical, problem-solving, and debugging skills; demonstrable ability to write clean, efficient, well-documented, and maintainable code.

## ▪ **Trainer / Capacity Building Specialist (1 Position)**

### **Responsibilities:**

- Takes the lead in designing, developing, and delivering comprehensive and effective training programmes and associated materials for all categories of SMP users.
- Coordinates all training logistics (scheduling, venue, participants), conducts Train-the-Trainer (ToT) sessions to build Enabel’s internal capacity.

### **Qualifications:**

- Minimum of a Bachelor’s degree in Education, Information Technology, Human Resources, Communications, or a closely related field.
- Proven professional experience of a minimum of five (5) years in designing, developing, and delivering IT software training programmes, preferably for public sector clients, social protection programmes, or large enterprise systems.
- Exceptional presentation, public speaking, communication (written and verbal), and group facilitation skills.
- Demonstrated experience in developing a variety of training materials including user manuals, instructor guides, presentations, practical exercises, and video tutorials.
- Complete fluency in both written and spoken English and Arabic is mandatory.

**Note on Team Structure:** Contractor must submit detailed, up-to-date CVs for all proposed key personnel, which clearly highlight their academic qualifications, relevant professional certifications, years and types of experience, and their specific roles and contributions in past similar projects. The proposed overall team structure should be adequate to ensure sufficient capacity to meet the project timeline and deliver high-quality outputs as per this ToR.

<b>Role</b>	<b>No.</b>	<b>Key Responsibilities (Summary)</b>	<b>Key Qualifications (Summary)</b>
Project Manager	1	Overall project planning, execution, monitoring, reporting, and stakeholder management.	Bachelor's+ in IT/Business; 8+ yrs managing complex IT projects; Agile & Waterfall; English/Arabic fluency.
Software Architect Lead / Sr. Systems Analyst	1	System architecture, Phase 1 deliverables review, scalability, security, integration design.	Bachelor's+ in CS/SE; 5+ yrs in architecture; SDLC, patterns, API, DB, security expertise.
Sr. Software & Database Developer (Frontend & Backend)	1	Develop modules, testing, integration, documentation.	Bachelor's in CS/SE; 5+ yrs enterprise web dev; modern frameworks, SQL; Git, CI/CD.

<b>Role</b>	<b>No.</b>	<b>Key Responsibilities (Summary)</b>	<b>Key Qualifications (Summary)</b>
		DB design, optimisation, security.	
Trainer / Capacity Building Specialist	1	User training programmes, ToT, materials preparation in Arabic and English.	Bachelor's in Education/IT; 5+ yrs IT training for public/social sector; English/Arabic fluency.

## 6 OVERVIEW OF THE DOCUMENTS TO BE SUBMITTED

- (a) Identification of the tenderer (for each participant for tenders submitted by a group) (see clause 1 of chapter 7 Forms);
- (b) List of subcontractors (see clause 2 of chapter 7 Forms);
- (c) Tender form - Prices (clause 1 of chapter 7 Forms)
- (d) The declaration on honour – Exclusion grounds (for each participant for tenders submitted by a group) (see clause 1 of chapter 7 Forms);
- (e) All documents demanded in clause 14 of chapter 3 Award Procedure (award criteria);
- (f) A detail of the prices quoted, listing for each item the various elements that are included in the price and the applicable taxes;
- (g) The statutes and any other document required to establish the power of attorney of the signer(s) (for each participant for tenders submitted by a group);
- (h) Where the tender is submitted by a group of economic operators, the association agreement signed by each participant, clearly showing who represents the association.

1. IDENTIFICATION FORM



**Identification form Natural person**

This form must be completed, signed and accompanied by a legible photocopy of the identity document.

Please complete the form in CAPITAL LETTERS and LATIN LETTERS.

I. PERSONAL DATA	
FAMILY NAME(S) <i>As indicated on the official document.</i>	
FIRST NAME(S) <i>As indicated on the official document.</i>	
DATE OF BIRTH <i>DD MM YYYY</i>	
PLACE OF BIRTH <i>(town, village)</i>	
TYPE OF IDENTITY DOCUMENT <i>(identity card, passport, driving licence etc.)</i>	
ISSUING COUNTRY	
IDENTITY DOCUMENT NUMBER	
ADDRESS (permanent) <i>Street+ P.O. Box Postal code City, Region/Province Country</i>	
TELEPHONE NUMBER	
E-MAIL	
II. BUSINESS DATA	
PLEASE SPECIFY YOUR STATUS:	<input type="checkbox"/> Duly registered independent <input type="checkbox"/> Unregistered self-employed (no official formalisation) <input type="checkbox"/> other (please specify): ..... .....
REGISTRATION NUMBER (if applicable)	

VAT NUMBER (if applicable)	
PLACE OF REGISTRATION (if applicable)	
COUNTRY	

## Identification form Legal person

**This form must be completed, signed and accompanied by a copy of the official documents (articles of association, trade register(s), extract from the publication in the official gazette or VAT registration) substantiating the information given.**

Please complete the form in CAPITAL LETTERS and LATIN LETTERS.

### PRIVATE/PUBLIC-LAW ENTITY WITH A LEGAL FORM

<b>OFFICIAL NAME</b> <i>As indicated on the official document.</i>	
<b>COMMERCIAL NAME</b> <i>(if different from official name)</i>	
<b>ABBREVIATION</b> <i>(if applicable)</i>	
<b>LEGAL FORM</b>	
<b>TYPE OF ORGANISATION</b> <i>(Delete as appropriate)</i>	<ul style="list-style-type: none"> <li>- FOR PROFIT</li> <li>- NOT FOR PROFIT</li> <li>- NGO</li> </ul>
<b>PRINCIPAL REGISTRATION NUMBER</b>	
<b>SECONDARY REGISTRATION NUMBER</b> <i>(if applicable)</i>	
<b>PLACE OF REGISTRATION</b> <i>City</i> <i>Country</i>	
<b>DATE OF REGISTRATION</b> <i>DD MM YYYY</i>	
<b>VAT NUMBER</b>	
<b>ADDRESS OF REGISTERED OFFICE</b> <i>Street+ P.O. Box</i> <i>Postal code</i> <i>City, Region/Province</i> <i>Country</i>	
<b>TELEPHONE NUMBER</b>	
<b>E-MAIL</b>	

## Identification form Public actor - entity

**This form must be completed, signed and accompanied by a copy of the official documents (law, resolution, trade register(s), official gazette, VAT registration etc) substantiating the information given.**

Please complete the form in CAPITAL LETTERS and LATIN LETTERS.

<b>OFFICIAL NAME</b> <i>As indicated on the official document.</i>	
<b>ABBREVIATION</b> <i>(if applicable)</i>	
<b>LEGAL FORM</b>	
<b>PRINCIPAL REGISTRATION NUMBER</b>	
<b>SECONDARY REGISTRATION NUMBER</b> <i>(if applicable)</i>	
<b>PLACE OF REGISTRATION</b> <i>City</i> <i>Country</i>	
<b>DATE OF REGISTRATION</b> <i>DD MM YYYY</i>	
<b>VAT NUMBER</b>	
<b>ADDRESS OF REGISTERED OFFICE</b> <i>Street+ P.O. Box</i> <i>Postal code</i> <i>City, Region/Province</i> <i>Country</i>	
<b>TELEPHONE NUMBER</b>	
<b>E-MAIL</b>	

## 2. LIST OF SUBCONTRACTORS

I (we) declare that the share of the public contract to be subcontracted is as indicated below.

<b>List of subcontractors planned to be engaged in the implementation of the contracts</b>			
<b>Name and legal form</b>	<b>Address / Registered office</b>	<b>Object of engagement</b>	<b>LOT in which will be engaged (if applicable)</b>

- 2.1. Any change of subcontractor compared to those indicated in the tender submitted will be submitted for approval to the contracting authority before intervention in contract performance, in particular in order to verify that the latter has the required capacity and does not subject to a reason for exclusion (Art. 73 – the Royal Decree of 18 April 2017 on the award of public contracts in the classical sectors; Art. 12-13 – Royal Decree of 14 January 2013 establishing the general rules for the execution of public contracts).

### 3. TENDER FORM - PRICES

The prices for each item in the inventory are established relative to the value of these items in relation to the total value of the tender. All general and financial costs as well as the profits are distributed between the various items in proportion to their weight.

Phase	DL	Deliverable Title	Description	Unit	Unit Price	Total Prices
<b>Phase 1: Inception &amp; SRS Completion</b>	DL 1	Inception Report	Validate and finalize SRS, system architecture, technical design, and WBS. No development commences before approval.	<b>Per report</b>		
<b>Phase 2: MVP Development</b>	DL 2	Fully Functional SMP (MVP)	Module-by-module development and API creation. Priority: User Management, Application, Eligibility, and Selection modules operational <b>before August 2026.</b>	<b>Lump Sum</b>		
<b>Phase 3: Full &amp; Development Deployment</b>	DL 3	Completion of Development	Remaining modules, integrations, and iterative releases.	<b>Lump Sum</b>		
	DL 4	Test Documentation & UAT	Unit, integration, system, performance, security testing.  Enabel-led validation of the integrated platform with bug fixes.	<b>Lump Sum</b>		
	DL 5	Deployment & Go-Live	Production deployment and go-live stabilization support.	<b>Lump Sum</b>		
<b>Documentation</b>	DL 6	Documentation Package	All-user-categories documentation in Arabic and English  <ul style="list-style-type: none"> <li>- User Manual</li> <li>- System Administration Manual</li> <li>- API Documentation</li> </ul>	<b>Lump Sum</b>		
<b>Training</b>	DL 7	Training & Reports	Enabel administrators, programme staff, school representatives, committee members, service providers.	<b>Lump Sum</b>		

<b>Finalization</b>	DL 8	Final Submission Package & Closure	Final Report user acceptance sign off and source code delivery and its documentation  updated manuals (revised to reflect the latest state of the system in editable DOCX format)	<b>Lump Sum</b>		
<b>Post-Implementation Support</b>	DL 9	1 <sup>st</sup> year - Maintenance & Support Plan	Warranty, bug fixing, and technical support (complimentary, on demand).	<b>Per Year</b>		
		2 <sup>nd</sup> year - Maintenance & Support Plan	Warranty, bug fixing, and technical support (complimentary, on demand).	<b>Per Year</b>		
		3 <sup>rd</sup> year -Maintenance & Support Plan	Warranty, bug fixing, and technical support (complimentary, on demand).	<b>Per Year</b>		
<b>Total</b>						
<p><b>Total amount in words:</b></p> <p>.....</p> <p>In case the contract is extended, the unit prices mentioned apply. See also contractual dispositions. All prices in the tender are given in Euro. Prices given are exclusive of VAT. In case of companies: prices given are exclusive of VAT.</p>						

#### 4. DECLARATION ON HONOUR - EXCLUSION GROUNDS

Hereby, I / we, acting as legal representative(s) of above-mentioned tenderer/beneficiary/partner/co-contractor declare that the tenderer is not in any of the following cases of exclusion:

*\* Please tick the boxes to confirm each situation*

- The counterparty or one of its directors has not been convicted by a final judicial decision of any of the following offenses:**
  - a. Participation in a criminal organization;
  - b. Corruption;
  - c. Fraud;
  - d. Terrorist offenses, offenses linked to terrorist activities or incitement to commit such offenses, complicity, or attempt;
  - e. Money laundering or terrorism financing;
  - f. Child labor and other forms of trafficking in human beings;
  - g. Employment of third-country nationals in illegal residence;
  - h. Creation of offshore companies.
  
- The counterparty fulfills its obligations related to the payment of taxes, duties, and social security contributions for an amount exceeding €3,000, unless it can demonstrate that it holds one or more certain, due, and unencumbered claims against a contracting authority for at least the amount corresponding to the overdue tax or social debt.**
  
- The counterparty is not in a state of bankruptcy, liquidation, cessation of activities, judicial reorganization, has not admitted bankruptcy, is not the subject of liquidation or judicial reorganization, or any analogous situation derived from similar procedures in other national regulations.**
  
- The counterparty has not committed any serious professional misconduct that questions its integrity. Serious professional misconduct particularly includes:**
  - a. Breach of Enabel's policy on sexual exploitation and abuse;
  - b. Breach of Enabel's policy on fraud and corruption risk management;
  - c. Violation of local legislation concerning sexual harassment at work;
  - d. Serious false statements or use of false documents in providing information required for exclusion checks or selection criteria, or concealing information;
  - e. Evidence sufficient to conclude anti-competitive acts, agreements, or arrangements;

**Regarding conflict of interest:**

*Please tick the applicable box*

- The counterparty or its directors have no actual or potential conflict of interest, no real or potential business or family relationship, nor appear to have such, with any member of Enabel's Board, personnel, or others involved in tender preparation, selection, or contract execution.

**or**

- The counterparty informs Enabel of any actual, potential, or reasonably perceived conflict of interest that may affect or appear to affect impartiality in the procurement, granting, selection, or contract execution process.

→ *A detailed description of any such conflicts, including nature and persons involved, will be annexed to this declaration.*

- The counterparty has not committed any serious or persistent failures during the execution of a prior essential contractual obligation with another contracting authority resulting in measures, damages, or comparable sanctions.**
- The counterparty attests that no restrictive measures have been taken against it related to international peace and security violations such as terrorism, human rights violations, destabilization of sovereign states, or proliferation of WMD.**
- The counterparty does not appear on any sanction lists maintained by the United Nations, European Union and Belgium .**

**I/we commit to promptly inform Enabel of any change in the above points, including sanctions or embargo measure adopted by the United Nations, the European Union and/or Belgium occurring after our signature of this Declaration.**

<b>Done at:</b>		<b>Date:</b>	
<b>By (Name of entity):</b>		Represented by (Full name)	
<b>Signature of authorised representative:</b>			