PETRA DEVELOPMENT AND TOURISM REGION AUTHORITY (PDTRA)

Petra Development & Tourism Region Authority
سلطــة إقليـــم البتــرا التنمــوي السيــاحي

REQUEST FOR PROPOSAL
Scope of Work for Governance and Operational Streamlining Project at Petra Development and Tourism Region Authority

لوازم 2/ 2025 مشروع حوكمة وتحديث الإجراءات التشغيلية

- **Date: 10 April 2025**
- **RFP Ref:2025 /2 لوازم**
- **Deadline: 28 April 2025**

Contents

1. Disclaimer Statement

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Proposals may include partnerships with freelance consultants or specialized firms to meet the requirements of this RFP. All partnerships must be fully disclosed within the proposal, specifying the roles and responsibilities of each party. PDTRA reserves the right to assess the qualifications and suitability of all proposed team members and partnering entities to ensure alignment with the objectives and standards of this RFP.

2. Introduction and Background

- ## **Background**

PDTRA was founded in 2009; Petra Development Tourism Region Authority (PDTRA) is a legal, financial and administrative independent authority that aims to develop the region's tourism, economy, society, culture, and community.

The Authority is managed by a board of commissioners that consists of five members, including the president and vice president, with a member who is authorized to manage the Petra Reserve.

The members are appointed by the Prime Ministry and approved by His Majesty King Abdullah.

Main PDTRA objectives:

- Administrate and supervise the Petra Region.
- Manage and develop the tourism industry in Petra and coordinate with national and international entities that are related to the economic sector.
- Provide a desirable investment environment to engage in various economic activities.
- Contribute to developing comprehensive strategies for protecting, maintaining, and restoring archaeological sites, in coordination with the Department of Antiquities.
- Identify the areas and sites of heritage value in the region which can be used for tourism purposes.
- Enhance the social status of the local committee and private institutions, and provide support to the traditional crafts projects and the tourism industry.
- Protect the environment in the region, including water resources, natural resources and biodiversity, by setting the standards, rules and regulations.
- Develop plans for human resource development.
- For more details about (PDTRA), Please see PDTRA official tourism website: https://www.pdtra.gov.jo
- For more details about Petra Archaeological Park (PAP) site Please see PDTRA official tourism website: https://visitpetra.jo/en

PDTRA is an autonomous government organization responsible for the development, preservation, and promotion of the Petra region, including the Petra Archeological Park (PAP), a UNESCO World Heritage site and one of Jordan's most significant tourist destinations.

PDTRA's role encompasses sustainable urban planning, tourism development, environmental conservation, and community engagement, aiming to enhance Petra's cultural heritage and ensure the responsible growth of the local economy. The authority works closely with stakeholders to facilitate projects and initiatives that contribute to the region's socio-economic development while safeguarding its historical and archaeological significance.

- ## **Introduction**

Petra, a UNESCO World Heritage Site, is one of the world's most cherished cultural and historical landmarks. To ensure the Petra Development and Tourism Region Authority (PDTRA) operates efficiently and sustainably, this Request for Proposal (RFP) is issued to conduct a detailed study focusing on process improvement and readiness for future Enterprise Resource Planning (ERP) system implementation.

The study will evaluate current workflows and business processes, identify inefficiencies, and design reengineered procedures to align with best practices and organizational goals. The selected consulting firm will collaborate closely with PDTRA to address the unique challenges posed by Petra's operational environment, ensuring the proposed solutions support both modern governance needs and the preservation of the site's historical and cultural integrity.

- ## **Purpose of the RFP**

The purpose of this Request for Proposal (RFP) is to invite qualified and experienced consulting firms to conduct a comprehensive study for the Petra Development and Tourism Region Authority (PDTRA). The study aims to assess current processes, identify areas for improvement, and reengineer workflows to optimize operational efficiency in preparation for future ERP system implementation.

This RFP does not include the acquisition or implementation of an ERP system. Instead, it focuses on establishing a clear and robust foundation by documenting optimized processes and preparing technical and functional requirements for a future ERP tender. The selected consultant will ensure that the recommended solutions are tailored to PDTRA's unique needs while supporting sustainable operational and technological advancements.

3. Definitions

For the purposes of this RFP, the following terms shall mean

Acronym	Description
BEC	Bid Evaluation Committee
Bidding Documents	The bidding documents include: • Invitation to Bid Letter • Instruction to Bidders • General Terms and Conditions Appendices • Any issued addenda • Bidder's responses to questions and inquiries
Coverage Period	Sun to Thu from 8:00 am to 3:00 pm
EB	Eligible Bidder
Key/End User	Solution Users
PDTRA -ERP	The term PDTRA -ERP is used to refer to this RFP and its project
Project Team	PDTRA -ERP Key Users and Project Manager
Technically Qualified Bidder	Achieved minimum qualifying rate of 85% out of 60% in technical proposal
WB	Winning Bidder
Winning Bidder	The winning bidder is a bidder who/whose: • Bid has been accepted and evaluated • Bid was responsive and complete • Technically qualified bidder • Scored the highest total score (technical + financial) • Received Award and Notice and Successfully sign the contract
Regional	The term regional or region refers to the Middle East and Arabian Gulf Regions.

Acronym	Description
Clarification Process	The clarification process starts from the time of receiving the eligible bidder(s) bid until the contract is dually signed by PDTRA
PDTRA	Perta Tourism Development Region Authority
Bid or offer	Eligible Bidder(s) complete proposal or any part of it

4. Schedule of Events

Schedule of events is based on Jordan local time zone (currently GMT+ 3)

Event	Deadline		Party In Charge
	Date	**Time**	
1. Issue RFP by PDTRA			PDTRA
2. Last date to purchase this RFP			EB
3. Last date to submit Inquiries			EB
4. BEC send replies to inquiries			BEC
5. Submit Bid / Bid Opening			EB
6. Start the preliminary examination of bids and Technical Evaluation of proposals			BEC
7. Announce List of Technically Qualified Bidder – Initial Qualification			BEC
8. Discharge non-qualified Bidders and return financial offer			BEC
9. Call for presentation			BEC
10. Technically Qualified bidders to present their PDTRA -ERP solution to BEC			EB
11. Review Technical Evaluation based on presentation and answers to questions			BEC
12. Short-list Technical Qualified Eligible Bidders			BEC
13. Open and Evaluate Financial Bids			BEC
14. Final Offer Evaluation			BEC
15. Contract and Financial Offer Negotiation			BEC
16. Send Notification of Award Letter			BEC
17. Submit Performance Security			WB
18. Contract Signature			WB
19. Discharge of Bidders Securities			PDTRA

- All bidders shall clearly note that and upon the termination of event "Last date to submit inquiries" they can NOT make any requests for additional information, more inquiries, site visit(s), meetings....etc

- No Site Visits and/or meetings of any form or kind are permitted.

5. Project Description

Perta Tourism Development Region Authority intends to fully automate its financial, administrative, human resources, field Service and project management business processes using ERP Solution and retire existing systems to reduce silo systems, have a single, consolidated repository for most of the Authority information. The Perta Tourism Development Region Authority intends to implement business intelligence as a last stage of this project and enable management to generate ad-hoc and various business intelligence reports in order to build future business plan, better understand the Authority performance and address various management needs.

The implementation services of first phase will cover the following modules:

- Financial Management (General Ledger, Accounts Payables, Accounts Receivables, Fixed Assets…. etc.)
- Budget and Cash Management
- Procurement Management
- Inventory Management
- Vendor Management

- Project Management
- Human Resources & Payroll Management
- Business Intelligence and Dashboard
- Field Service Management
- Employees corner

Using the ERP Solution, PDTRA intends to automate all workflow, utilize its archiving capabilities, collaboration function and allow the ERP to be the single window of service and information access for most PDTRA employees and information users.

This project is crucial and of high importance to PDTRA and the success of this project is imperative to PDTRA both on the operational and planning sides. Therefore, PDTRA advises all bidders to be aware of themselves with PDTRA environment, business processes in order to propose agile, flexible and comprehensive processes fully documented both in flowchart and narrative manners and it is the bidder's responsibility to inspect, collect notes, meet existing systems users and collect any relevant information to design their proposed solution.

In general, the key objectives of this project include but are not limited to the following:
- Improve process performance
- Fully automate PDTRA business processes
- Be able to generate analytical, ad-hoc and business intelligence reports.

Project High-Level Works Cited

There are no sources in the current document.

6. Activities

The winning bidder will enter into contract with PDRA to study the current procedures at PDTRA, reengineer them, and document the updated procedures to ensure they are ready for implementation in an Enterprise Resource Planning (ERP) system. Additionally, the selected entity will be responsible for preparing the necessary tender documents for the ERP system.

For ease for reference, the scope of work shall be logically categorized into work-streams as follows:

Work-Stream Name	Details/Objectives/Key Activities
1- Assessment of Current Procedures	a) Conduct a comprehensive review of existing procedures across various departments at PDTRA. b) Identify inefficiencies, redundancies, and areas for improvement. c) Map out the current workflow and document the existing processes.
2- Reengineering of Procedures	a) Develop optimized procedures that align with best practices and the strategic goals of PDTRA. b) Ensure the redesigned processes are streamlined, efficient, and compliant with applicable regulations. c) Collaborate with key stakeholders to validate the reengineered processes.
3- Documentation	a) Prepare detailed documentation of the reengineered procedures, including workflow diagrams, process descriptions, and control measures. b) Ensure the documentation is structured and formatted according to standards suitable for ERP system integration.

Work-Stream Name	Details/Objectives/Key Activities
4- Preparation of ERP Tender Documents	a) Outline the technical and functional requirements for the ERP system based on the reengineered procedures. b) Develop comprehensive tender documents, including the scope of work, evaluation criteria, and contractual terms. c) Provide guidance on the selection criteria for the ERP system vendor to ensure alignment with PDTRA's needs.
5- Training and Support	a) Provide training sessions for PDTRA staff to familiarize them with the new procedures and their implementation within the ERP system. b) Offer ongoing support during the transition phase to ensure a smooth implementation process.

Moreover, the vendor should address the following key points:

- The proposal shall be fully complying with the SOWT requirements.

- PDTRA reserves the full right to accept, review and/or reject any proposed consultant CV.

- The bidder shall mobilize all resources identified in their proposals, and failure to do so shall result in contract cancellation without any notice from PDTRA.

- During project implementation and in case a resource has to leave the project, the bidder shall notify PDTRA Project Manager at least 2 weeks before such an incident takes place supported by a clear reason for the resource leaving, request PDTRA consent and provide at least two options prior to the resource quit. Yet, the vendor shall not use such a condition to allow for resource quit during the critical project execution milestones or to contradict with the mentioned clauses. This clause is only introduced to allow flexibility during project execution.

7. Deliverables:

- Comprehensive report detailing the current procedures and identified gaps.
- Documented reengineered procedures ready for ERP implementation.
- Complete set of ERP tender documents, including all technical and functional specifications.

All work activities shall be done on-site within the governorate of Maan. Yet and in case the bidder has certain agreements that can be executed remotely without negatively impacting the project; in this case, the bidder should clearly list such tasks and their dependencies and rational for doing the task remotely. No assumptions shall be made that any service(s) shall be done remotely and delivered to PDTRA unless authorized by PDTRA

8. Timeline & Schedule

- The project is expected to be completed within (60) Days, including all assessment, reengineering, documentation, and preparation phases.

Milestone	Description	Duration
Milestone 1: Project Initiation	Kick-off meeting, project planning, and stakeholder engagement.	1 day
Milestone 2: Current Procedures Assessment	Detailed Information & Process Discovery & Comprehensive review & mapping of existing procedures & Gap/Analysis.	1 week
Milestone 3: Gap Analysis and Reporting	Identify inefficiencies and areas for improvement; prepare a detailed report.	1 week
Milestone 4: Reengineering of Procedures	Redesign and optimize procedures in collaboration with stakeholders.	1 week
Milestone 5: Validation and Approval	Present reengineered procedures to PDTRA management for validation and approval.	10 days
Milestone 6: Documentation of Procedures	Prepare detailed documentation including workflow diagrams and process descriptions.	9 days
Milestone 7: Preparation of ERP Tender Documents	Develop technical and functional requirements and complete tender documents.	9 days
Milestone 8: Training and Knowledge Transfer	Conduct training sessions and provide ongoing support for PDTRA staff.	3 days
Milestone 9: Final Review and Submission	Final review of all deliverables; submission of final report and tender documents.	1 week

Total Duration: Approximately 6-8 weeks

Notes:

- Each milestone includes specific deliverables that must be completed before moving to the next phase.
- Regular progress meetings will be held at the end of each milestone to ensure alignment and address any issues.
- The timeline is subject to adjustments based on PDTRA's specific requirements and project dynamics.

9. Required Qualifications and Specifications for Applicants:

- The entity should have proven experience in the business process reengineering, particularly in the public sector.
- Expertise in ERP system implementation and preparation of tender documents is essential.
- Strong project management skills with a track record of delivering similar projects on time and within budget

1. **Project Manager**:
   - A minimum of 10 years of experience in project management, with a focus on business process reengineering and ERP system implementation.
   - PMP (Project Management Professional) certification or equivalent is highly preferred.
   - Proven track record of managing large-scale public sector projects.
   - Strong leadership, communication, and organizational skills.

2. **Business Consultant**:
   - At least 7 years of experience in business process analysis and reengineering.
   - Expertise in workflow optimization, change management, and aligning business processes with organizational objectives.
   - Strong analytical skills and experience in public sector projects.
   - Excellent communication skills to engage with stakeholders at all levels.

3. **ERP Systems Consultant**:
   - Minimum of 7 years of experience in ERP systems implementation, with a focus on system customization and integration.
   - In-depth knowledge of leading ERP platforms and their modules.
   - Experience in preparing technical and functional requirements for ERP tenders.
   - Ability to provide strategic insights on ERP system selection and deployment.

4. **General Requirements**:
   - The applicant entity must have a proven track record of delivering similar projects, particularly in the public sector.
   - Demonstrated ability to meet deadlines and manage project deliverables within the agreed timeline.
   - Strong references from previous clients, preferably from similar projects in the region.

10.   List of Processes to be Re-engineered

The table below includes, but is not limited to, some of the processes that are to be studied and re-engineered to become suitable for automation within the Enterprise Resource Planning (ERP) system. These processes aim to enhance efficiency and streamline workflows through automation and system integration.

No.	Name Process in English	Name Process in Arabic	Module
SCM Module			
1	Procurement plan process	خطة المشتريات	SCM
2	Procedure for Requesting and Issuance of Materials & Services	إجراءات طلب وإخراج المواد والخدمات	SCM
3	Procurement Types	أنواع المشتريات	SCM
4	Direct Purchases	شراء مباشر	SCM
5	Bidding Procedure	إجراءات العطاءات	SCM
6	Tender Procedure	اجراءات المناقصة	SCM
7	Procurement Process – RFQ Process	عملية الشراء - عملية طلب عرض الأسعار	SCM
8	Technical Evaluation AND Financial	تقييم فني ومالي	SCM
9	Awarding Process	عملية الاحالة	SCM
10	Integration with the JONEPS e-procurement system in accordance with approved standards.	التكامل مع نظام المشتريات الحكومية الإلكتروني JONEPS وفقًا للمعايير المعتمدة.	SCM
11	Integration with the JONEPS Tender system in accordance with approved standards	التكامل مع نظام العطاءات الحكومية الإلكتروني JONEPS وفقًا للمعايير المعتمدة.	SCM
12	Purchase Contract Management Process Flow chart	مخطط عملية إدارة عقد الشراء	SCM
13	Warehouse Management	إدارة المستودعات	SCM
14	Receipt of items	استلام الأصناف	SCM
15	Returned Material	المواد المعادة	SCM
16	Donations and Gifts Management	إدارة التبرعات والهدايا	SCM
17	Item/Material Quality	المادة / جودة المواد	SCM
18	Inventory Count	الجرد	SCM
19	Warehouse Requirements	متطلبات المستودع	SCM
20	Inventory Management	ادارة المخزون	SCM
21	Item Profile	ملف تعريف المادة	SCM
22	Item Dimensions	أبعاد المادة	SCM
23	Item Group	مجموعة المواد	SCM
24	Item Coding Structure	هيكل ترميز المادة	SCM

No.	Name Process in English	Name Process in Arabic	Module
25	Unit of Measure	وحدة القياس	SCM
26	Method for Inventory Valuation	طريقة لتقييم المخزون	SCM
27	Issuance of Inventory	اصدار الجرد	SCM
28	**Vendor Assessment procedures**	**إجراءات تقييم الموردين**	SCM
29	Evaluation of Vendors	تقييم الموردين	SCM
30	Rating of Vendors	تصنيف الموردين	SCM
31	**Vendor Management Information**	**معلومات إدارة الموردين**	SCM
32	Vendor Registration Process THROUGH Web portal	عملية تسجيل الموردين من خلال بوابة الويب	SCM
33	E-Tendering Process (WEBPORTAL)	عملية المناقصات الإلكترونية (بوابة الويب)	SCM
34	**Vendor Blacklisting (RFQ PROCESS)**	**القائمة السوداء الموردين (عملية طلب عرض الأسعار)**	SCM
35	Vendor Blacklisting Requirements	متطلبات القائمة السوداء الموردين	SCM
36	**Budget Planning & Control**	**تخطيط ومراقبة الميزانية**	SCM
37	Item Planning	تخطيط المادة	SCM
38	**Reports**	**التقارير**	SCM
39	**Management of bank guarantees for projects**	**ادارة الكفالات البنكية للمشاريع**	SCM
40	**Integration with tender sessions**	**التكامل مع جلسات نظام العطاءات**	SCM
Project Management and Accounting Module			
1	**Project Management & Accounting Process Overview**	**نظرة عامة على عملية إدارة المشاريع والمحاسبة**	PM
2	Project Planning	تخطيط المشروع	PM
3	Project Budget	ميزانية المشروع	PM
4	Contractor	تعريف المقاول	PM
5	Project Procurement	مشتريات المشروع	PM
6	Project Inventory	جرد المشروع	PM
7	Project Resource management	إدارة موارد المشروع	PM
8	Project Cost	تكلفة المشروع	PM
9	Project Expenses	مصاريف المشروع	PM
10	Project Invoice	فاتورة المشروع	PM
11	Additional Requirement	مطلب إضافي	PM
12	Project Reports	تقارير المشروع	PM
HR Module			
1	**Human Resources**	**الموارد البشرية**	HR
2	Departments Hierarchy	الهيكل التنظيمي و الوظيفي للدوائر	HR
3	Job & Position details	تفاصيل الوظيفة والمنصب	HR
4	Manpower Planning	تخطيط القوى العاملة	HR

No.	Name Process in English	Name Process in Arabic	Module
5	Job Placement	تعريف وخلق الوظيفة	HR
6	Recruitment Process	عملية التوظيف	HR
7	Employee grades	درجات الموظف	HR
8	Employee details	تفاصيل وبيانات الموظف	HR
9	Health insurance & compensation	التأمين الصحي والتعويضات	HR
10	Training details	تفاصيل التدريب	HR
11	Leaves details	تفاصيل الاجازات والمغادرات	HR
12	Time & Attendance, Overtime	الوقت والحضور ، العمل الإضافي	HR
13	Travel allowances	مياومات السفر	HR
14	Performance appraisal	تقييم الأداء	HR
15	Appease Staff	استرضاء الموظفين	HR
16	Grievance Procedure	إجراءات التظلم	HR
17	Staff Retention & Turnover Rate	الاحتفاظ بالموظفين ودورة الموظفين	HR
18	Rewards Process	عملية المكافآت والحوافز	HR
19	End of service	نهاية الخدمة	HR
20	Payroll	كشف رواتب	Payroll
21	Payroll earning & deduction codes	كشوف الرواتب والخصم	Payroll
22	Loans/Advances	قروض / سلف	Payroll
23	Payroll Posting	ترحيل الرواتب	Payroll
24	Payroll tax	ضريبة الرواتب	Payroll
25	Payroll Processing	تجهيز كشوف المرتبات	Payroll
26	Setup and Administration	الإعداد والإدارة	Payroll
27	Human Resources Reports	تقارير الموارد البشرية	HR
28	Payroll Reports	تقارير الرواتب	Payroll
29	Other expenses (committees, service procurement, Per Diems)	الصروفات الاخرى (لجان ،شراء خدمات ،المياومات)	HR
30	Integration with the public service and administration authority	الربط مع هيئة الخدمة والادارة العامة	HR
31	Integration with the ministry of health	الربط مع وزارة الصحة	HR
32	Disciplinary actions (sanctions)	اجراءات تأديبية (العقوبات)	HR
Employee corner			
30	Salary slip	كشف راتب	HR
40	Salary continuity certificate	استمرارية راتب	HR
41	Experience certificate	شهادة خبرة	HR
42	Submitting Leave and Exit Requests with Hierarchical Linking	تقديم الاجازات والمغادرات وربطها حسب التسلسل	HR
43	Travel Record	سجل السفرات	HR
44	Movement Requests	طلبات الحركة	HR

No.	Name Process in English	Name Process in Arabic	Module
45	Custody Request Reports and Custody Statement	تقارير طلب العهدة وكشف العهدة	HR
46	Attendance Record by Serial Order	سجل الدوام حسب التسلسل الوظيفي	HR
47	Incentive Evaluation	تقيم الحوافز	HR
48	Employee Expenses Report	تقرير صروفات الموظفين	HR
49	Training Courses	الدورات التدريبية	HR
50	Employee File	ملف الموظف	HR
51	Leave and Exit Report	تقرير المغادرات والاجازات	HR
52	Fingerprint Report	تقرير البصمات	HR
53	Integration with the Technical Support System	التكامل مع نظام الدعم الفني	HR
Financial Module			
General Ledger			
1	Organization hierarchy	التسلسل الهرمي للشركة	GL
2	Fiscal Calendars	التقويمات المالية	GL
3	Accounting and Reporting Currency	عملة المحاسبة والتقارير	GL
4	Multi Currencies	عملات متعددة	GL
5	Chart of Accounts	جدول الحسابات	GL
6	Financial Dimensions	الأبعاد المالية	GL
7	Account Structure	هيكل الحساب	GL
8	Financial Dimension Sets	مجموعات الأبعاد المالية	GL
9	Journals Maintenance	صيانة دفتر اليومية	GL
10	General Transactions	المعاملات العامة	GL
11	Accrual Schemes	مخططات الاستحقاق	GL
12	Grants on Fixed Asset and Inventory	المنح على الأصول الثابتة والمخزون	GL
13	Periodic Journals	المجلات الدورية	GL
14	Year end closing	إغلاق نهاية العام	GL
15	Reporting requirements	متطلبات تقديم التقارير	GL
16	Integration with Internal Systems (Property Tax, Building and Land Tax, Tickets, Site Planning and Mapping ، electronic services)	التكامل مع الانظمة الداخلية (المسقفات ضريبة الابنية والاراضي ، التذاكر، مخطط موقع وترسيم، الخدمات الالكترونية)	GL
17	Integration with the Ministry of Finance (Financial Position)	الربط مع وزارة المالية (الموقف المالي)	GL
18	Disbursement Procedures (Document Flow for Disbursement Documents)	اجراءات الصرف (الدورة المستندية لمستند الصرف)	GL
Accounts Payables Module			

No.	Name Process in English	Name Process in Arabic	Module
1	Account payable General Requirements	المتطلبات العامة للحسابات الدائنة	**AP**
2	Vendor Groups	مجموعات البائعين	**AP**
3	Vendor Creation	إنشاء البائع	**AP**
4	Vendors' default currency	العملة الافتراضية للبائعين	**AP**
5	Vendors terms of payments	شروط الموردين المدفوعات	**AP**
6	Payment methods	طرق الدفع	**AP**
7	Vendor Invoice recording	تسجيل فاتورة الموردين	**AP**
8	Vendor Payments	مدفوعات الموردين	**AP**
9	Payments Requirements:	متطلبات الدفع	**AP**
Cash and Bank Management Module			
1	Cash and Bank General Requirements	المتطلبات العامة الخاصة بالنقد والبنك	**Cash and Bank**
2	Bank Account Profile	الملف التعريفي لحساب البنك	**Cash and Bank**
3	Banking checks and their layouts	الشيكات المصرفية وتخطيطاتها	**Cash and Bank**
4	Bank Check Reversal	عكس الشيك المصرفي	**Cash and Bank**
5	Bank reconciliation	التسويات المصرفية	**Cash and Bank**
6	Imports/Letter of credits	الواردات / خطاب الاعتماد	**Cash and Bank**
7	Petty cash	السلف النثرية	**Cash and Bank**
Fixed Assets Module			
1	Fixed Assets General Points	النقاط العامة للأصول الثابتة	**Fixed Assets**
2	Fixed Assets Groups	مجموعات الأصول الثابتة	**Fixed Assets**
3	Fixed Asset Creation & Acquisition	إنشاء الأصول الثابتة والاستحواذ عليها	**Fixed Assets**
4	Fixed assets Acquisition Adjustments	تعديلات اقتناء الأصول الثابتة	**Fixed Assets**
5	Fixed assets Charges	رسوم الأصول الثابتة	**Fixed Assets**
6	Depreciation methods	طرق الإهلاك	**Fixed Assets**
7	Fixed assets acquisition process Through PO	عملية الاستحواذ على الأصول الثابتة من خلال أمر الشراء	**Fixed Assets**
8	Fixed assets depreciation	إهلاك الأصول الثابتة	**Fixed Assets**
9	Fixed assets disposals	التصرف في الأصول الثابتة	**Fixed Assets**
10	Grants Relating to assets	المنح المتعلقة بالأصول	**Fixed Assets**
11	Inventory to Fixed Assets	الجرد إلى الأصول الثابتة	**Fixed Assets**
12	Linking contracts and assets to revenues	ربط العقود والاصول مع الايرادات	**Fixed Assets**

No.	Name Process in English	Name Process in Arabic	Module
13	Installment and collection procedures	اجراءات التقسيط والتحصيل	**Fixed Assets**
Accounts Receivable Module			
1	Accounts Receivable General Requirements	المتطلبات العامة لحسابات القبض	**AR**
2	Customer Creation	خلق العملاء	**AR**
3	Customer Classification Group	مجموعة تصنيف العملاء	**AR**
4	Customer Invoicing	فواتير العميل	**AR**
5	Customer Payment	دفع العملاء	**AR**
6	Other requirements	متطلبات أخرى	**AR**
Budget Planning and Control Module			
1	Budget planning and control general requirements	تخطيط ومراقبة المتطلبات العامة للموازنة	**Budget planning**
2	Revenue Planning, Water Extraction Fee Planning& Electricity Cost Forecasting	تخطيط الإيرادات وتخطيط رسوم استخراج المياه والتنبؤ بتكلفة الكهرباء	**Budget planning**
3	Other expenses Planning	تخطيط المصاريف الأخرى	**Budget planning**
4	Budget Control	مراقبة الميزانية	**Budget planning**
Reports			
5	Accounts Receivable Collection Report	تقرير تحصيل الذمم المدينة	
6	Invoices Transaction Report	تقرير معاملات الفواتير	
7	Fixed Asset Information	معلومات الأصول الثابتة	
8	Fixed Asset Addition	إضافة الأصول الثابتة	
9	Voucher Template	نموذج القسيمة	
10	Cash Report	تقرير النقدية	
11	Payable Accounts Entry Report	تقرير إدخال الحسابات الدائنة	
12	Suspend Invoice report	تعليق تقرير الفاتورة	
13	Invoice Auditing by Voucher Number	تدقيق الفاتورة عن طريق رقم الإيصال	
14	Account Analysis Report	تقرير تحليل الحساب	
15	Aging for AP Invoice	تقادم فاتورة الحساب الدائن	
16	Debit Memo	مذكرة الخصم	
17	Settlement of Vendor Account	تسوية حساب البائع	
18	Payment Report	تقرير الدفع	
19	Payment Register Report	تقرير سجل الدفع	
20	Cash Requirement Report	تقرير المتطلبات النقدية	
21	Unpaid Invoice Report	تقرير الفاتورة غير المسددة	
22	Issued Check Report	تقرير الشيكات المصدرة	

No.	Name Process in English	Name Process in Arabic	Module
23	Income tax return	اقرار ضريبة الدخل	
Field Service Automation			
1	Creating a Service Object	إنشاء كائن الخدمة	**Field Service**
2	Attribute & Specification Information on Service Object	معلومات السمة والمواصفات على كائن الخدمة	**Field Service**
5	Technical Information, Specificiaton and Insurance of Service Object	المعلومات التقنية والمواصفات والتأمين على كائن الخدمة	**Field Service**
6	Location Recording of Service Object	تسجيل موقع كائن الخدمة	**Field Service**
8	Service Object Groups	مجموعات كائن الخدمة	**Field Service**
9	Viewing Preventative Maintenance Schedule	عرض جدول الصيانة الوقائية	**Field Service**
10	Items Requirement for Service Schedule	متطلبات العناصر لجدول الخدمة	**Field Service**
11	Repair History	تاريخ الإصلاح	**Field Service**
12	Definition of Machinery and Equipment	تعريف الآلات والمعدات	**Field Service**
13	Distribution of maintenance tasks	توزيع مهام الصيانة	**Field Service**
14	Corrective Maintenance Work	تنفيذ أعمال الصيانة التصحيحية	**Field Service**
15	Follow Up Corrective Maintenance Work	متابعة أعمال الصيانة التصحيحية	**Field Service**
16	Preventive Maintenance Planning	تخطيط الصيانة الوقائية	**Field Service**
17	Implementation Of Preventive Maintenance	تنفيذ الصيانة الوقائية	**Field Service**
18	Preventive Maintenance Schedule	جدول الصيانة الوقائية	**Field Service**

11. Proposal Evaluation Criteria

PDTRA will evaluate proposals on a 'best value' basis using the following evaluation criteria, which are further described below:

- The technical offers will be opened first and evaluated against the technical requirements as outlined in this RFP.

- Eligibility of bidders will be assessed as part of the technical evaluation. Bidders who do not meet eligibility criteria will lose points in the technical evaluation and can be automatically disqualified.

- Technical Proposal will be allocated 60% of the total score.

- The financial offers will be opened following completion of the technical evaluation. Only financial offers associated with technically qualified proposals will be opened. Financial

offers associated with technically unqualified technical proposals will be returned to Bidders unopened.

- Financial Proposal will be allocated 40% of the total score.
- Overall bid score will be equal to the sum of technical and financial score. The contract will be award to the highest bid score.
- In case where the highest bid score for two or more proposals have been equal, preference and award will be made to the bid with the highest technical score.
- The evaluation will consider the following technical and financial criteria each one within its weighted scores:

Technical Offer Evaluation	60%
Criteria	Weight
A. Technical proposal Methodology	**50**
• Clarity of offer and its format.	5
• Overall understanding of the RFP requirements	5
• Clear Approach that is compatible with the needs	5
• Tools and resources employed / Proposed Staff Experience	15
• Proposed work plan includes schedule and deliverables time line?	5
• Technical Proposal Presentation	10
• Bidder Past Performance and related experience	5
B. Do they demonstrate knowledge in the industry, best practices and references	**5**
• Company Capabilities	5
C. Does the Respondent have the Financial Capay to accomplish this project based on their profile and completion of similar valued projects?	**5**
Financial Offer Evaluation	40%
Criteria	Weight
Comparison to Other Bidders Proposals (lowest price ranked maximum points, and then dated on a percentage basis downward)	40

12.   Payment Terms are scheduled as follows

- 100% to be paid upon the final acceptance of the project and successful passing of the acceptance certificate from the beneficiaries/tests.

13.   Financial proposal cost sheets

Introduction

Bidders are required to submit their financial proposal in a separately bound envelope (sealed envelope). The Bidder will be responsible for delivering the required outputs for the cost quoted. PDTRA will not be responsible for any additional cost due to missing Items from the quote but essential to fulfilling the project requirements. This would result in proposal disqualification and rejection or assumed as Zero cost.

Contents of the Price Proposal

This section outlines required contents of the price proposal of the project. The Bidder may provide a more detailed cost structure than that required below, if they believe that it can clarify their case or justify additional costs, as long as the main required information is provided. The price proposal shall consist of the following:

Cost Summary

This section must provide a comprehensive cost summary including:

Item	Total Cost (JOD) Exclusive of any Taxes
Professional Services Fees for Implementation	
Training	
Travel, lodging and Accommodation	
Any other tasks or item(s) required to completely Provide the quotation for each item in a separate row.	
Total:	
Sales Tax	
Grand Total	

Detailed Cost breakdown – To be provided in Microsoft Excel Sheets Format – Unprotected Documents. The tables shall also be part of the submitted commercial (financial) proposal.

Bid Award Mechanism:

The bid award mechanism includes the following:

- Any financial offer will be entirely excluded and not opened if their technical score is below 42 from the total Technical Offer Evaluation.
- The scores are distributed as follows:
- Technical offer: according to the technical evaluation model for services/design of the facility (60% of the total score).
- Financial offer: according to the technical evaluation model for services/design of the facility (40% of the total score).
- Final Score = $\dfrac{60\% \; x \; technical \; score \; of \; the \; Company}{Highest \; technical \; score} + \dfrac{40\% \; x \; lowest \; financial \; Value}{Financial \; Value \; of \; the \; Company}$

ـ يلتزم المحال عليه العطاء بتقديم كفالة بنكية حسن تنفيذ بنسبة (10%) من قيمة الإحالة.

ـ مدة التنفيذ (60) يوماً تقويمياً من تاريخ توقيع الإتفاقية حسب البند (8) من الجدول الزمني.

ـ غرامة التأخير (50) خمسون دينار عن كل يوم تأخير عن المدة المحددة للتنفيذ.