



دائرة المالية
DEPARTMENT OF FINANCE

الإدارة العامة للجمارك
GENERAL ADMINISTRATION OF CUSTOMS



RFP

Abu Dhabi Customs

توفير دعم و صيانة البوابة الداخلية

Year 2023

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1 INTRODUCTION

As a government entity, Abu Dhabi Customs maintains internal security, facilitates trade through distinguished customs services, and enhances national income by collecting customs duties.

The main tasks of the General Administration of Customs include providing protection to the local community, increasing revenue, facilitating the movement of goods and individuals through customs ports, and reducing the resulting security risks on travel and international trade by applying global best practices and standards.

This is to implement the customs strategic plan for the Emirate of Abu Dhabi and enhance the emirate's ability to compete in foreign trade and collect customs duties and revenues. In addition, Abu Dhabi Customs facilitates the movement of goods and people through the customs ports by implementing international standards and best practices.

2 PROJECT SCOPE

Abu Dhabi Customs is seeking a supplier to provide support and maintenance for their bilingual intranet site. The site supports both Arabic and English languages, and the supplier will be responsible for ensuring that the intranet is up-to-date and functioning properly. They will also be responsible for providing users with reliable and timely information in both languages. Additionally, the supplier must ensure that the intranet smartphone application is displaying the content in a mobile-friendly manner. They must also provide support for technical issues related to content and user management.

GENERAL TERMS AND CONDITIONS:

- AD CUSTOMS HAS THE RIGHT TO CHOOSE BETWEEN THE PROPOSED PARTS OF THE SOLUTION OR ALL COMPONENTS THAT MATCH THE BEST SOLUTION TO COVER THE SCOPE AND BENEFITS.
- FOR EASE OF EVALUATION, EACH RESPONDENT MUST RESPOND USING THE SAME PROPOSAL FORM PROVIDED; FAILURE TO COMPLY WITH THIS FORMAT MAY DISQUALIFY THE RESPONDENT.
- THE REQUIREMENT TABLE WILL DETERMINE THE COMPATIBILITY OF BIDDER'S RESPONSE TO THE REQUIREMENTS OF ADCA; IN THE 'BIDDER RESPONSE' COLUMN, PLEASE ENTER THE RESPONSE TO THE REQUIREMENT BASED UPON THE POSSIBLE RESPONSES CONTAINED IN THE TABLE BELOW. AN OMITTED RESPONSE WILL BE CONSIDERED "NOT COMPLY" – NOT SUPPORTED AND/OR IS NOT PROVIDED AS PART OF THE PROPOSAL.

Response	Definition
Comply	This requirement currently exists and can be demonstrated.
Not Comply	This requirement is not supported and/or is not provided as part of this Proposal.

3 IT & INFORMATION SECURITY REQUIREMENTS

3.1 INTRANET SUPPORT & MAINTENANCE REQUIREMENTS

No.	Description	Response: Comply / Not Comply
1.	The Bidder must have a strong experience in providing support and maintenance for Liferay-based sites and smartphone applications.	
2.	Ensure the intranet site is running the latest version of Liferay and its modules and is compatible with the latest browser and operating system versions.	
3.	Troubleshoot any technical issues that arise with the site and provide root cause analysis reports.	
4.	Provide support to end-users who encounter issues with the site, including resolving technical problems and answering technical queries.	
5.	Provide expert guidance on Liferay solutions, including reviewing technical specifications, providing recommendations for technical design and architecture, and performing code reviews	
6.	Maintain the knowledge-sharing module and ensure that it is up-to-date and functioning properly	
7.	The Bidder must have expert knowledge of Liferay platform and its modules, including experience with Liferay's API and portal architecture.	
8.	The Bidder must have expert knowledge of front-end technologies including HTML, CSS, and JavaScript frameworks such as React and Angular	
9.	The Bidder must have strong experience in database management, including experience with MySQL, Oracle, and Microsoft SQL Server	
10.	Experience in user management and access control, including experience with LDAP and Active Directory.	
11.	The Bidder should quote for a total of (150) man-days under Change Order (CO) Package, with each bundle consisting of (25) man-days and costed separately. ADCA has the right to choose the number of bundles required during the commercial evaluation.	
12.	The Bidder must keep track of changes and regularly monitor the balance of man-days reserve.	
13.	The Bidder shall ensure that changes are aligned with project goals, objectives, and constraints, and must assess the impact of changes on the schedule, and quality and take necessary steps to minimize negative impact.	
14.	The Bidder should review and confirm the SLA document provided with the tender documents	

3.2 SECURITY REQUIREMENTS

**** The Bidder must adhere to the following security controls and standards whenever applicable and feasible.**

No.	Description	Response: Comply / Not Comply
1.	Obligation to sign Non-disclosure Agreement of AD Customs by all the project team of the supplier after the kick-off meeting and identifying the project team.	
2.	If any component of the proposed solution will be hosted on the cloud, then it must be using the National Cloud and complied with their standards. And must obtain ADC security team approval before implementation.	
3.	The Bidder must maintain the privacy of sensitive data, including details and proprietary and confidential internal records concerning AD Customs business and employees, in addition to information that is confidential by law. Failure to protect Confidential Information from unauthorized disclosure or abuse can have severe legal, financial, and reputation consequences.	
4.	The Bidder must hold Confidential Information in strict confidence and not disclose it to any third parties nor make use of such data for its own benefit or the benefit of another, or for any use other than the purpose agreed upon	
5.	The Bidder shall protect and secure all Confidential Information in transit (collected, copied, and moved) and at rest (stored on the physical servers), including during any electronic data transmission or electronic or physical media transfer	
6.	The proposed system must support prominent confidentiality notices in the legible-sized font on each page (e.g., a prominent notice that the information on such screen or report is confidential on the bottom of a web screen or the footer of a report page) if any screens, front pages of reports, and landing pages of web Applications that contain Confidential Information	
7.	Vendor's development, test, and QA environments shall not use real Confidential Information	
8.	Web Applications containing confidential information must be available only over Transport Layer Security ("TLS"). Attempts to use the Application without encryption shall be rejected. Encrypted and non-encrypted content shall not be mixed	
9.	The proposed solution must support Single Sign-On (SSO) integration	
10.	The proposed solution must: <ul style="list-style-type: none"> Enforce a strong password policy according to AD Customs password security policy. Store all passwords in a non-reversible one-way cryptographic hash. Log all successful and failed authentication attempts, including date, time, IP address, and username. Temporarily lock accounts with repeated failed login attempts and provide support to affected users. The proposed solution that Handles Confidential Information must have explicitly defined authorization controls that prevent users from exceeding their intended privileges. 	
11.	The Application must allow for the limiting of access to functionality and data using security roles. Security roles should be configurable around processes/functions, data types, or job classifications.	

12.	The system supports an auto-logout function	
13.	The Bidder shall have a comprehensive, secure development lifecycle approach in place consistent with the application standard best practices, including policies, training, audits, testing, emergency updates, proactive management, and regular updates to the secure development lifecycle System itself	
14.	Before production deployment, the Bidder must review and test the proposed application code for security weaknesses and backdoors. All high-risk findings and exploitable vulnerabilities must be resolved before the Application is released	
15.	The AD Customs Information Security team must conduct a vulnerability assessment scan, and the Bidder should close all reported vulnerabilities before the application system is released into production	
16.	<p>The Bidder must adhere to AD Customs ISMS policies and procedures, including but not limited to:</p> <ol style="list-style-type: none"> 1. Acceptable Usage. 2. Password Security. 3. Information Classification and Handling. 4. Access Control and Management, Publishing of Public Information. 5. Cryptography, Data classification. 6. Physical & Environmental, Network Security and Teleworking. 7. Information Exchange and Transfer. 8. Systems administration, patching, and configuration. 9. Application development and code review. 10. System Acceptance and Testing. 11. Vulnerability and Patch Management, Change Management. <p>Backups, Recovery, Data retention, disaster recovery, and business continuity.</p>	

4.3 PROJECT MANAGEMENT REQUIREMENTS

No.	Description	Response: Comply / Not Comply
1.	The Bidder shall include a timeline with this Proposal including major milestones for tasks and subtasks, dates, and both bidder and ADCA resources.	
2.	The Bidder should describe the project management methodology.	
3.	The support will be for 24 months.	
4.	The bidder Project Team should be able to work in a flexible manner to accommodate the ADCA Project team schedule and project major milestones deadlines.	
5.	The Bidder should clearly mention and demonstrate the proposed team structure, capabilities, qualifications, and details in the Proposal.	
6.	The Bidder should assign a PM to manage all the different activities and tasks from the vendor side.	
7.	The bidder PM must document all meetings and discussions in a format that is agreed with the ADCA team and to be circulated after each meeting.	
8.	The bidder PM must attend weekly project progress meetings and provide progress and project reports as per ADCA requirements and standards.	
9.	The Bidder should conduct all SIT and UAT sessions under ADCA IT Team supervision and control	
10.	The bidder should conduct a quarterly health check and provide proper report for the outcome	

4.4 TRAINING REQUIREMENTS:

No.	Description	Response: Comply / Not Comply
1.	Proposal Should include Training of Configuration and Management based on time.	
2.	Conduct User Training, including as a minimum: <ol style="list-style-type: none"> 1. Application / System Admin and Operation Training. 2. Business Users. 	
3.	Provide necessary documentation in preference language to AD Customs (AR / EN), including: <ol style="list-style-type: none"> 1. System Manual. 2. Operating manual. 3. Solution Technical Design. 4. User Guides – Documentation and Videos. 	

4.5 ADDITIONAL DELIVERABLES REQUIREMENTS

No.	Description	Response: Comply / Not Comply
1.	The Vendor should follow ADCA branding guidelines, and all designs, colors, logos, font, etc., should follow and comply with the branding guidelines.	
2.	Installation, re-installation, and configuration for all required Operating Systems, software, and license services (if needed); MUST be provided by the Vendor during the warranty period without any extra cost to AD Customs.	
3.	The system in its entirety must not stop functioning (only in case of disaster situations). The Respondent must provide reliability, high availability, and flexibility.	
4.	The Respondent must provide Major & Minor Upgrades Assurance for the warranty /maintenance period.	
5.	Informal knowledge transfer will be provided throughout the project.	
6.	The successful Respondent is expected to provide and manage all external subject matter experts and third parties required to perform the work.	
7.	The Respondent must provide ON-SITE, E-mail, Web Chat, and Phone support for the solution, its integration and supporting configuration, and documentation.	
8.	AD Customs will provide a dedicated team to coordinate with the Respondent project manager to manage activities required by internal AD Customs staff.	
9.	Bidder should specify the "scope of work" and "out of scope" tasks in their Proposal.	
10.	All installations should be done with minimum disruption to normal work activities. Therefore, the Respondent will conduct all installations and migrations at the convenience of AD Customs IT staff to ensure minimum disruption to the official activities.	

5 REFERENCES

Proposer **MUST** indicate below **references in UAE and references outside UAE (Optional) and contact details (Similar projects only)** of previous and existing customers whom AD Customs may contact to seek third-party evaluations of your current service levels:

All the below information **MUST** be filled in and sent with the Proposal.

No.	NAME OF COMPANY	IMPLEMENTATION YEAR	CONTACT PERSON	CONTACT E-MAIL & PHONE
1.				
2.				
3.				

6 COMMERCIAL BREAKDOWN

The respondents should present their financial Proposal in great detail (and include up to unit cost details as per the template below.

The respondents are advised to use the below template in response to all proposed solution materials mentioned above. **This can be repeated depending on the number of proposed components.**

Detailed Bill of Materials						
Item #	Part Number	Part Description	Quantity	Unit Price (AED)	Total Price (AED)	Supplier Remarks
1.						
2.						
3.						
4.						
5.						