

**ANNEXURE 1
INSTRUCTIONS TO BIDDERS
CONTENTS OF THE TECHNICAL PROPOSAL**

The Technical Proposal must include a table of contents. The table of contents must reflect the organisation of the Bid and major subject areas and must be paginated. It may include references to additional topics, exhibits, and attachments beyond those listed below. However, it must include each topic and subtopic, in the order listed, below:

- 1 Understanding of the Project
 - 1.1 Executive Summary
 - 1.2 Project Organisation and Overall Approach
 - 2 Project Management
 - 2.1 Project Management Approach
 - 2.2 Project Work Plan
 - 2.3 Project Activities and Deliverables
 - 2.4 Training
 - 3 Experience and Qualifications
 - 3.1 Bidder Profile
 - 3.2 Proof of Bidder's Experience and Qualifications
 - 3.3 Project Team Organisation Chart and Narrative
 - 4 Appendices
 - 4.1 Project Team CVs
 - 4.2 Any other relevant document(s)
-
- 1 Understanding of the Project
The Bid must demonstrate the Bidder's understanding of the project including in particular, the objectives, scope, and deliverables.
 - 1.1 Executive Summary
The executive summary should provide a concise overview of the Bid, its organisation, and contents. It should include a succinct narrative demonstrating that the Bidder:
 - Understands the purpose and requirements of the project.
 - Has carefully read the RFP Documents, including all attachments, documentation, and due diligence materials as well as any questions, answers, additions, or amendments that have been published pertaining to the RFP Documents since their original publication.
 - Has analysed pertinent issues and is offering a Bid that responds to the requirements stated in the RFP Documents and addresses potential problems and risks.
 - Has the ability to provide the necessary services.
 - 1.2 Project Organisation and Overall Approach
The Bidder should describe how it has organised the project and its overall approach and methodology.
-
- 2 Project Management
 - 2.1 Project Management Approach
This section of the Bid should focus on how the project will be managed and completed and should describe the methodology, tools, and techniques to be employed and applied to delivering the Services.
 - 2.2 Project Work Plan
This section of the Bid should focus on the project work plan. It should provide a preliminary but detailed and credible project work plan. The purpose of the work plan is to establish a detailed schedule of tasks, identify resource requirements, identify and describe deliverables and activities and establish

mutual expectations and understanding in order to complete the project successfully.

The work plan should demonstrate a practical application of the proposed tools and methods and show how they are applied to deliver contract deliverables and project results. At a minimum, this section should include:

- A definition of the project management tools(s) that will be used to manage and maintain the project work plan and resources throughout the life of the project.
- An identification of the tasks and sub-tasks required to complete the project and deliver the Services.
- The sequencing of those tasks.
- A definition of dependencies between tasks within the work plan.
- A definition of the deliverables to be provided under the Contract, the due dates for such deliverables and a description of the formal process to be used by TCSI & CBSI to review and approve the deliverables.
- A Gantt chart showing tasks, activities, phases, dependencies, and milestones.
- A schedule of the expected in-country presence of the Bidder/Winner's personnel (if and or, as required).

In addition to the narrative, this section should include a preliminary project work plan developed using Microsoft Project Software; the narrative should facilitate an understanding of the work plan. Bidders should include an electronic copy of the project plan in Microsoft Project format.

2.3 Project Activities and Deliverables

This section should describe in detail the Bidder's proposed solution to achieve the expected outcomes for all tasks listed in this RFP Documents.

2.4 Training

This section should describe any specific proposals of the Bidder related to the delivery of training services and knowledge transfer to include but is not limited to the following:

- Training on the system and its components either software or hardware for CBSI & TCSI project staff, and any needed entity.
- Training on maintenance of the system software and hardware either for CBSI & TCSI project staff or any other personnel or entity.
- Training administrators engineers, agents and supervisors on the system software and hardware where necessary.
- If requested by CBSI & TCSI, Bidder to provide a site visit to similar projects for CBSI & TCSI project staff.

3 Experience and Qualifications

This part of the Bid must demonstrate the Bidder's experience and qualifications.

3.1 Bidder Profile

In addition to related information concerning the Bidder's overall experience and qualifications that may be elaborated upon in other sections, the Bid must include the following information in order to demonstrate that the Bidder meets the minimum qualifications and experience:

- Provide a brief company background indicating company history, primary business location, business/market focus for the company, and the division or organisational entity responsible for the products and services in this Bid.

- Detail specific experience in providing services of a similar nature to the Services requested in these RFP Documents.
- Indicate the number of years of experience the Bidder and any subcontracting organisations have in providing the types of services requested in these RFP Documents.
- Provide an explanation of any litigation or government or regulatory action pending or in progress against your organisation within the last three (3) years that might have a bearing on your ability to provide services for this RFP.

3.2 Proof of Bidder's Experience and Qualifications

To demonstrate that the Bidder meets the minimum qualifications and experience, in addition to related information concerning the Bidder's overall experience and qualifications, the Bid must include the following information (which may be elaborated upon in other sections):

- A statement certifying that the Bidder has successfully delivered services of a similar nature to at least three Countries and or projects. Otherwise, the bidder will be disqualified.
- For each previous project of a similar nature, the Bidder shall identify the Bidder's or the subcontractor that completed the project. A subcontractor may be engaged by the Bidder to carry out portions of the Services that are complimentary to the normal area of expertise of the Bidder.
- For each qualifying project, include:
 - The name of the project
 - The entity that requested the project including the titles, names, addresses, and contact details for the principal project manager for each project
 - Project start and end dates
 - Project Value
- Multiple projects are desirable. If more than one project must be used to demonstrate that the Bidder meets the minimum qualifications outlined in these RFP Documents, please provide a description of each project, and clearly identify the component experience gained from the individual project.

3.3 Project Team Organisation Chart and Narrative

The Bid must provide a complete description of the proposed project team including an explanation as to how each of the key individuals fits within the Bidder organisation.

Provide a project team organisation chart. The chart must specifically identify the personnel who will be assigned to this project to accomplish the work as identified in these RFP Documents and should illustrate the lines of authority. Furthermore, this section should include the following information for each team member:

- The individual's name
- The individual's title, role and responsibilities on this project
- The amount of time the person will be working on this project broken down by days to be spent in Jordan and days to be worked at the person's home base
- The individual's resume
- A discussion of each person's skills and qualifications to perform the assigned role
- A disclosure of specific projects that demonstrate the skills and qualifications

A table or matrix should be included in this sub-section indicating the experience of the project team members with the require Tasks. In addition,

the matrix should include information regarding the team's experience in working together previously on identified projects.

4 Appendices

The appendices should contain documents that provide support for the main sections of the Bid.

4.1 Project Team CVs

This section contains CVs describing the relevant background and experience for each of the proposed key team members. The CVs must include current references of customers for whom the team member has provided similar types of services in the past.

4.2 Any other relevant document(s)

The Bidder may submit additional attachments of relevant documents that are relative to this project and demonstrates their ability to carry out this project successfully.